***Seneca Gaming Corporation***



The Seneca Gaming Corporation Procurement Department is seeking bids for **Disposable Products** and **Cleaning Products, Equipment and Services**

RFP # SGC-0014-25SH

December 16, 2024

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# Introduction

Seneca Gaming Corporation is a wholly owned, tribally chartered corporation of the Seneca Nation of Indians (the “Nation”) which operates all of the Nation’s Class III gaming operations in Western New York.

Seneca Gaming Corporation, through its wholly owned subsidiaries, owns and operates Seneca Niagara Resort & Casino in Niagara Falls, New York, Seneca Allegany Resort & Casino in Salamanca, New York, and Seneca Buffalo Creek Casino in Buffalo, New York.

For additional information, please visit our website at [www.Senecacasinos.com](http://www.Senecacasinos.com).

# RFP Objective

Seneca Gaming Corporation (hereinafter referred to as SGC) is seeking a qualified and experienced partner to supply:

* Disposable products
* Cleaning products, equipment and services

to our three properties in WNY.

# RFP Administrative Information

## Contact Information

Please use the following name and email address for all correspondence with SGC concerning this RFP. Suppliers who solicit information about this RFP either directly or indirectly from other sources will be disqualified.

Name Shelle Heaton

Telephone (716)345-1594

Email SHeaton@senecacasinos.com

## Schedule of Events

RFP issue date: 12/16/2024

Bidder Q&A (WebEx) 12/22/2024

**Bid Submission Deadline: 01/06/2025**

## Intent to Bid

Potential Bidders must submit an email confirming their intent to bid by the date and time indicated in the above schedule of events.

Submission of the intent to bid notice constitutes the Potential Bidder’s acceptance of the RFP schedule, procedures evaluation criteria and other administrative instructions of this RFP.

## Bidder Questions

Bidders must submit any questions to the above email address directly. *No telephone questions will be accepted or considered*.

Questions must reference the specific RFP paragraph number and page and quote the passage being questioned. SGC will respond to questions promptly and will send answers to Bidders as a group.

## Submission of Proposals

Proposals must be submitted in electronic form, preferably in Microsoft Word and/or Microsoft Excel formats. **Note: SGC’s email system rejects incoming messages with attachments exceeding 20 MB**. Bidders are encourage to confirm that their bid was received, prior to the bid submission deadline (date and time) indicated in the above schedule of events.

Proposals must be received on or before the bid submission deadline. **Proposals received after the bid submission deadline will not be considered.**

## Proposal Format

**Bidder proposals must conform to the following proposal format**:

**Part-1 Company Overview**

Section 1: Company Overview

Provide a brief description of the overall organization of your company including the location of corporate headquarters, primary industries and markets served, how long the company has been in business and what experience your company has serving multi property and Native American-owned casinos and casino resorts, if any.

Section 2: References

Include a minimum of three contracts for goods or services similar to those in the RFP’s Requirement Specifications that were awarded within the last three (3) years, along with contact information for each client reference. Wherever possible, include casino and casino-resort clients in these references.

**Part-2 RFP Proposal**

Section 1: Executive Summary

The purpose of this section is to summarize your proposal for SGC evaluators and decision makers. The summary should include, at minimum, key proposal elements, your vectors of competitive differentiation and an overview of your pricing model.

Section 2: Response to Requirements

Include complete responses to all requirements outlined in the Requirements Specification section of this RFP. Reponses are to follow the outline of the Requirements Specification herein (including companion documents, if any) and refer to each requirement being addressed. Requirements that cannot be supported in whole or in part should be identified as such.

Section 3: Bidder Supplemental Information

The purpose of this section is to afford Bidder an opportunity to present necessary information that was not requested. Use this section to indicate, for example, alternative methodology or additional functionality that may be outside the scope of the RFP but could enhance the value of services delivered or potential issues that are relevant to the RFP and your proposal.

Section 4: Product and Service Delivery

This section summarizes for your standard fulfillment processes, including delivery scheduling, response to emergency orders, disaster recovery and equipment installation, maintenance, repair and replacement plans.

**Part-3 Pricing Proposal and Quotes**

Section 1: Pricing Model and Terms

This section summarizes Bidder’s pricing model and applicable terms. Additional offers, discounts, rebates, etc. should be noted separately. Where applicable, pricing should cover the entire term of the contract indicated in the RFP, including any options to renew, where applicable.

Section 2: Market Basket Quotes

This section requires Bidders to provide hard quotes for each of the specified product and/or service to be provided. Quotes must be submitted using the respective RFP companion documents identified below.

**SGC-0015-25SH - Exhibit A**

**Part-4 Bidder Representations and Certifications**

A corporate officer or person who is authorized to represent Bidder must complete, sign and date the Bidder Certifications and Representations, Section VII of the RFP.

**Part-5 Appendix**

Appendix-A: Evidence of Insurance

Evidence of current insurance is to be provided to the satisfaction of SGC’s Risk Management Department. Insurance requirements vary depending upon the nature of the services and the degree of risk. Standard requirements include minimum $5 million general liability coverage (per occurrence and in the aggregate) [$10 million for construction-related contracts], $1 million automobile liability coverage, combined single limit, for all vehicles brought on-site, worker’s compensation and employer liability insurance in accordance with state law. Additional types of insurance, including, without limitation, professional liability insurance and network privacy/data security/cyber liability insurance, may be required in specific circumstances. SGC and related persons and entities will be additional insured under the general liability and automobile liability policies of insurance.

SGC’s Risk Management Department has discretion to increase, decrease, or dispense with insurance in appropriate cases. They may, in addition to or instead of insurance, require signature of a Waiver, Indemnification and Hold Harmless form by any individuals who will be present on SGC property.

For additional details, see section 22 of SGC’s Standard Terms & Conditions at <https://senecacasinos.com/media/zqdd2j1f/sgc-standard-terms-and-conditions-v-10-30-20.pdf>

Appendix-B: Standard Agreements

Bidders are invited to include their standard form of agreement (preferably in Word format) to form the basis of the contract should it be awarded to them. However, SGC reserves the right to utilize its own standard form of agreement.

## Proposal Evaluation/Vendor Selection

Proposals will be evaluated to determine their completeness and compliance with the mandatory requirements and qualifications specified throughout this document. Failure to comply with one or more of these requirements may result in the proposal being rejected as non-responsive. SGC reserves the right to waive deviations it deems non-material and/or to reject any and all Proposals in its sole discretion.

The successful Bidder(s) will be notified by email of the award of contract, conditional upon appropriate licensure through SGC’s regulatory authority, the Seneca Gaming Authority (“SGA”), providing proof of insurance to the satisfaction of SGC’s Risk Management Department, and signature of a contract and/or issue of a Purchase Order. It is only following all of these actions that the successful Bidder will be considered a Vendor of SGC.

Successful Bidders must complete SGC’s Vendor Registration Form and W-9 (or equivalent for non-U.S. persons/entities). If required, they must also complete and submit to the SGA the requisite vendor license application. They are also responsible for payment of SGA processing or vendor license fees plus the Seneca Nation of Indians Business License fee as detailed in paragraph VI. I. below. Fees range from $750 to $2,500 depending upon the nature of the services. These requirements must be completed and, if applicable, the requisite SGA vendor license issued, prior to signature of the contract. Vendor licenses and fees must be renewed every two years. SGA may also, in an appropriate case, require the licensure of individual employees who perform certain services that are or may be closely associated with SGC’s casino operation. As SGA retains the discretion to make this type of determination on a case-by-case basis, SGC is unable at the RFP point in the bidding process to state definitively whether such licensure will be required in any particular case.

## General Bidder Information

This RFP does not commit SGC to award a contract, to pay any costs incurred in the preparation of the RFP, nor to procure or contract for services or supplies.

It is the policy of SGC that all Proposals are to be held unopened and confidential until after the closing date and time. At the bid opening, Proposals will be opened by Procurement and are reviewed by a compliance representative.

Bid Validity. Bidder’s bid submission must remain valid for a minimum of ninety (90) days from the bid closing date.

Minority Bidders:SGC gives priority to Bidders who are Native American, minority, women-owned or small disadvantaged businesses. If your company falls into any of these categories or has contracted with such businesses for the purpose of the proposal, please note as such on your proposal.

Alternative Proposals*(if applicable)*are accepted based on the following conditions: SGC will consider alternative proposals from Bidders provided they have submitted a response based on the original requirements. The alternative Proposal will be submitted separate and apart from the basic Proposal. It is assumed that the materials included in the alternative Proposal meet all of the qualifications of the original Proposal.

Substitutes. Any recommended substitutions should be attached separately. *Products may require testing before acceptance. Bidder’s pricing must include the conversion calculations if your size, pack, weight, etc. is not the same as the specified product(s).* SGC solicits Bidders’ recommendation(s) for new products and/or services leading to lower costs.

Projected Volume. Bidders are advised that the volumes or quantities indicated on the RFP are for reference purposes only and must not be taken as guaranteed or as constituting representations by SGC. Actual volume and quantities may vary depending upon the needs of the SGC departments or business units for which the goods and/services are destined and fluctuations in the business cycle.

## SGC Standard Terms and Conditions

Any purchase order or contract flowing from this RFP (in the absence of language to the contrary in the contract) is subject to the terms and conditions hereof as well as to Seneca Gaming Corporation’s Standard Terms and Conditions which are available on the following website: <https://senecacasinos.com/media/zqdd2j1f/sgc-standard-terms-and-conditions-v-10-30-20.pdf>.

Reference to, or inclusion of, the Bidder’s preprinted terms and conditions with Bidder’s Proposal will not be considered as an exception to SGC Terms and Conditions.

# Provisions Applicable to the Contract

## Agreement Term

The initial term of the contract will be three (3) years, with two (2) options to renew in favor of SGC, each (1) year in duration (each a renewal term).

Upon expiration of the initial term and exercised renewal terms, the contract will automatically renewal on a month-to-month basis for a maximum period of six (6) months, in order to allow for coordination with a new RFP process.

## Scope

Bidders may, at their option, bid on one or both of the following two categories:

### Disposable Products

### Cleaning Products, Equipment and Services

Bidder agrees to sell and supply SGC’s requirements for the following venues: Seneca Niagara Resort & Casino (SNRC), Seneca Office Building (SOB), Seneca Allegany Resort & Casino (SARC), and Seneca Buffalo Creek Casino (SBCC).

Shipments shall be FOB SGC’s facilities.

Bidders are advised that the historical volumes or quantities indicated for the above product and services are for reference purposes only and must not be taken as guaranteed or as constituting representations by SGC. Actual volume and quantities may vary depending upon the needs of the SGC departments or business units for which the goods and/services are destined and fluctuations in the business cycle.

## Requirements Specification

### Market Baskets

The listing of products in the following companion document identifies products most commonly purchased by SGC, but are not intended to be a complete listing of all Disposable or Cleaning products.

Refer to the RFP companion documents below for product and service details and specifications.

**RFP-SGC-0015-25SH Exhibit A**

Bidders must present price quotes for the exact products, units of measure and pack sizes listed; if unable to supply the specified product, an alternative or equal quality can be substituted. Additionally, alternative item suggestions may be presented alongside the specified item response; be sure to adjust UOM and/or Pack sizes when necessary so an apples-to-apples comparison can be made for any alternative.

### Disposable Product Requirements

#### Equipment, Accessories and Services- Bidder will furnish SGC with the following accessories and services on a complementary basis:

* TIMELY Installation of all dispensers at all properties, with replacements as needed.
* Keys for dispensers.
* Inspect all dispensers and equipment on a weekly basis and preform maintenance, repairs or replacements, needed to ensure all equipment remains at all times in good working order, safe to use under normal conditions and is suitable for its intended purpose.
* Roll towel and toilet tissue dispensers, hand soap and sanitize dispensers and air care dispensers for Product brands used by SGC.
* Bidder will use reasonable best efforts to obtain free from manufacturers and pass on to SGC free of charge similar equipment and accessories used in connection with other products (including replacement brands for current products), purchased by SGC from Bidder.

### Cleaning Products, Equipment and Services Requirements

#### Equipment, Accessories and Services- Bidder will furnish SGC with the following accessories and services on a complementary basis:

* TIMELY Installation of all dispensers at all properties, with replacements as needed.
* Keys for dispensers.
* Inspect all dispensers and equipment on a Weekly basis and preform maintenance, repairs or replacements, needed to ensure all equipment remains at all times in good working order, safe to use under normal conditions and is suitable for its intended purpose.
* Bi-weekly maintenance of chemical dispensing units with reports, calibrated as needed.
	+ - * Training:
			* Quarterly training for new employees to be scheduled and conducted on site.
			* When new equipment is purchased, training should be scheduled shortly after to learn how to use new equipment.
			* Trainings to be scheduled for each shift (including Overnight Shift)
			* Training to include applications for each agent, MSDS safety usage, safety precautions and personal protective equipment, PPE usage.
			* User guides, service manuals, and MSDS sheets to be supplied by vendor
* Temperature measurements in ware washing machines.
* General safety tips/precautions.
	+ - * Signs and Labels to be placed on equipment by the vendor
* Bidder will use reasonable best efforts to obtain equipment/dispensers free from manufacturers and pass on to SGC free of charge similar equipment and accessories used in connection with other products (including replacement brands for current products), purchased by SGC from Bidder.

### General Requirements

#### Service Call Response time -

##### Maintenance on Equipment to be completed at the time an issue is found, or within 4 hours of identification of issue/service call.

#### Reporting

Prescribed periodic inspections, maintenance as well as any service calls must be documented and reported by Bidder.

#### Electronic Order Interface

Bidder agrees that Electronic Data Interchange (EDI) will be the primary protocol for exchanging order and pricing information, at minimum. At minimum, Bidder will support the EDI X12 standard file exchange for price Guide (832), PO (850), PO Acknowledgement (855) and Functional Acknowledgement (997).

#### Product Identifier Cross-Reference Maintenance

Bidder will be responsible for mapping and maintaining item cross-references between its product catalog and SGC’s item master, at no cost to SGC.

#### Product Testing

SGC reserves the right to perform product testing and change product brands on any product during the agreement term, including renewal terms.

#### Deliveries

Please include with your proposal delivery schedule proposals (i.e., weekly delivery frequency, days and times) for all SGC locations, SARC, SNRC and SBCC.

#### Delivery Outages

Delivery outages must be held to a maximum of 2% excluding substitutes, with all substitutes having to be approved by SGC prior to delivery.

* Substitutes must be of equal or higher quality than the product originally ordered. Should price differences exist for a substitute product SGC will be charged either the price of the standard product or the price of the substitute, whichever is lower.
* If critical product orders are not delivered completely, the vendor must correct the situation within four (4) hours.
* If SGC has to buy a product from another source due to shortages that occur, the Bidder will reimburse SGC for any difference in the purchase price, if the alternate product costs more than the originally ordered product, and for any additional labor incurred by SGC.

#### Palletization of Products

Bidder will palletize products in accordance with the following specifications:

* Standard 48”x40” pallets or smaller
* Items cannot overhang pallet edges
* All pallets must be shrink-wrapped
* Pallet height must not exceed 72”, including the pallet height
* Only pallets with no center support or one center support are acceptable
* All Pallets must be loaded straight forward in trucks – no side loading.
* Non-compliant shipments will be returned at the Bidders expense.

#### Emergency Plan

Bidder must include in its proposal an emergency recovery plan for shipping errors, shortages, weather related problems and emergency deliveries. This plan should allow for same day deliveries for emergency orders placed before noon.

#### Demonstrations

Bidder must provide product demonstrations as required, as well as, help conduct any special training on new product or equipment where applicable.

#### Additional Items

Bidder must be reasonably willing to warehouse and deliver special items under contract with other vendors per the contracted vendor's pricing.

#### Product Samples

SGC reserves the right to test samples of products to determine quality and acceptability. Product samples must be provided free of charge. Recommend special programs or promotions and new product ideas that would be helpful to SGC.

### Relationship Management

#### Business Reviews

Please include with your proposal your annual communication plan that addresses your periodic operational and business reviews with stated goals and objectives for each.

#### Transition Assistance

Should SGC change its current source(s) for products and services, including equipment, there may be residual item stocks or equipment that the Awarded Vendor must acquire pick-up and store from the current source.

#### Recall/Credit Policy

Please include with your proposal a copy of your current policy.

## Price/Fee Structure and Terms

The following price model will apply to both Disposable Products and Cleaning Products, Equipment and Services:

Cost Plus pricing. Bidder price quotes based on documented Bidder costs plus a fixed mark-up. Bidder’s fixed mark-up percentages may vary across product sub categories presented. Pricing should reflect the total landed cost to SGC.

 **Bid Price = Bidder Cost + Fixed Mark-up**

Bidder may, at their option, bid on one or both of the following categories:

* Disposable Products
* Cleaning Product, Equipment and Services

Bidder must use the attached companion documents to submit their price proposals. Bidder should identify categories, sub-categories or individual items they decide not to bid (“no bid”) or are unable to supply.

SGC’s preference is to receive bids for the brands specified. However, when necessary, Bidder may propose alternative brands of equal or superior value.

Rebates/Allowances. Please summarize all available rebates, discounts and other incentive plans available.

For deliveries and purchasing of chemicals (and possibly disposables) weekly deliveries are preferred; however bulk order discounts will be considers e.g., if we were to purchase once or twice a month.

Shipments are FOB SGC’s facilities.

## Open Book Pricing

SGC reserves the right to conduct an independent accounting of contracted Products delivered and amounts payable/paid, with a view to ensure compliance with the pricing, rebates/allowances and other provisions of a formal agreement with the Awarded Vendor, either through Buyers Edge, LLC or other outside audit firm SGC may designate from time to time.

## Tax Exempt Status

Seneca Gaming Corporation is a governmental instrumentality of the Seneca Nation of Indians all of whose operations (except for its golf course) are on sovereign Seneca Territory. SGC will provide a New York State tax exemption certificate issued in the name of the Seneca Nation of Indians, as applicable.

## Payment Terms

SGC standard payment terms are Net 30 days after delivery of goods and/or services and receipt of a correct invoice. Bidder is encouraged to indicate any additional early payment/ discount terms in its Proposal. It is the policy of SGC not to provide deposits unless significant discounts or special circumstances apply.

# Supplemental Bidder Information

## Business Continuity

For RFP’s involving strategic commodities/services, provide an overview of your disaster recovery/business continuity plan (the “Plan”). The Plan indicates how Bidder minimizes the risk of interruption to Bidder’s ability to provide the goods and/or services contemplated in this RFP in the event of specified occurrence; Bidder’s critical supplier strategy to ensure continuity of suppliers in such event; and Bidder’s process or criteria for prioritizing customer demands during a crisis.

## Conformity of Proposal with SGC Requirements

Bidders represent and warrant that the goods and/or services provided in their Proposal will meet SGC’s requirements **as expressed in the Scope of Work contained in this RFP** and will be fit for the purpose expressed herein.

# Vendor Requirements

## Proposal

Successful Bidders should expect that their response to the RFP and any accompanying supporting materials will be incorporated into any contract signed with SGC.

## Standard Supply Agreement

Successful Bidder will be expected to sign SGC’s standard supply agreement, subject to such changes as are necessary to reflect the terms of this RFP and Successful Bidder’s bid or proposal, and such further changes as the parties, acting reasonably, may agree.

## Seneca Nation Business Registration Fee (SNIBRF)

Vendor must pay the SNIBRF of $750 directly to the Seneca Gaming Authority once total payment to the vendor exceeds $10,000. Failure to pay the fee when required may result in termination of further business with Seneca Gaming Corporation.

# Bidder Certifications and Representations

Bidder is a reputable company fully qualified and regularly engaged in providing products and/or services necessary to meet the terms, conditions and requirements of the RFP.

Bidder is aware of, is fully informed about, and is in full compliance with all applicable federal, state and local laws, rules, regulations and ordinances.

Bidder understands the requirements and specifications set forth in this RFP and affirms that no compensation has been received for participation in the preparation of the specifications for this RFP.

1. Bidder has reviewed and understood SGC’s Standard Terms & Conditions found at <https://senecacasinos.com/media/zqdd2j1f/sgc-standard-terms-and-conditions-v-10-30-20.pdf>

Bidder represents and warrants that all goods and services quoted in response to this RFP will meet or exceed the safety standards established and promulgated under the Federal Occupational Safety and Health Law (Public Law 91-596) and its regulations in effect or proposed as of the date of this solicitation.

All statements, information and representations prepared and submitted in response to this RFP are current, complete, true and accurate. Bidder acknowledges that SGC will rely on such statements, information and representations in selecting the Awarded Vendor. If selected by SGC as the Awarded Vendor, Bidder will notify SGC immediately of any material change in any matters with regard to which Bidder has made a statement or representation or provided information.

**I, the undersigned, hereby certify that I am authorized to sign as a representative for the Bidder listed below:**

Legal Name of Bidder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DBA (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Website: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Representative’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Representative’s Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Representative’s Printed Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ NAICS code # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_