

**REQUEST FOR BIDS #26-3910
PROFESSIONAL JANITORIAL SERVICES
Patrick Henry Hays Senior Citizens Center
North Little Rock, Arkansas**



**Deadline for submissions:
February 5, 2026 - 10:00 a.m.
Commerce Division
City of North Little Rock
700 West 29th Street
North Little Rock, Arkansas 72114
(501) 975-8881**

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City of North Little Rock

The City of North Little Rock is seeking qualified parties to submit bids including a pricing schedule and a summary of qualifications for providing janitorial services for the Patrick Henry Hays Senior Citizens Center according to the City's specifications and all other terms and conditions. The following sections provide information regarding the scope of services desired, the bid content, submission requirements, and the clarification of specifications procedure.

I. SCOPE OF SERVICES

The selected Contractor shall provide all the necessary labor, supervision, materials, some supplies and equipment as hereinafter specified to satisfactorily perform janitorial services at 401 West Pershing Blvd., North Little Rock, AR 72114.

A. Building Hours

The official office hours of the building employees are Monday through Friday, 8:30 a.m. to 4:00 p.m. The Center is open to the public Monday through Friday, 7:00 a.m. to 8:00 p.m., Saturday, 7:00 a.m. to 1:00 p.m., and Sunday, 12:00 p.m. to 5:00 p.m. A cleaning schedule will be determined later with the selected vendor.

The building is closed on eleven (12) approved holidays. These holidays are: New Years, Martin Luther King, Jr., President's Day/Daisy Gaston Bates Day, Memorial Day, Juneteenth Day, Independence Day, Labor Day, Veteran's Day, two days for Thanksgiving, two days for Christmas.

B. Location of Work

The main building in this proposal for janitorial service is located at:

Patrick Henry Hays Senior Citizen's Center –
401 West Pershing Blvd., North Little Rock, AR

C. Supplies, Materials and Equipment

The Contractor shall furnish, as part of the contract, all necessary cleaning supplies and equipment to clean and maintain the use of the facility, including but not limited to carts, containers, baskets, maintenance products, cleaning powders and products, detergents, disinfectants, polishes, vacuum cleaners, mops, brushes, etc., specific brands may be indicated.

The City shall furnish, as part of the contract, paper products such as toilet paper, paper towels, and trash can liners.

The Contractor shall furnish all equipment necessary for the performance of the work required on this contract. Such equipment shall be of the size and type customarily used in work of this kind.

Electrical power will be furnished by the City at existing power outlets for the Contractor's use to operate such equipment as is necessary in the conduct of his work. Hot and cold water will also be made available as necessary for that purpose.

D. Conduct of Contractor's Employees

The Contractor shall prohibit his/her employees from disturbing papers on desks, opening desk drawers or cabinets, and using telephones or office equipment (including copy machines) provided for official city use only.

E. Supervision

Contractor's employees shall be directly employed and supervised by the Contractor. The Contractor shall perform management and technical supervision required to complete the work according to the specifications provided by the City. Employee(s) assigned to supervise the work shall be readily available, responsive to the City's representative(s) and capable of speaking and understanding the English language and have the authority to make decisions related to the management of the activities performed by the Contractor's employees.

F. Minimum Work to be Performed

The following routine and special maintenance items shall constitute the minimum acceptable services. The Contractor shall be expected to perform such other services as may be required to professionally maintain the facility in a clean and orderly manner. The Contractor should also be available for special projects as may be required by the City. Charges for such special projects will be negotiated with the Contractor on an individual basis.

1. Routine Maintenance Specifications (See Attachment A);
2. General Requirements;
3. All designated doors are to be closed and locked;
4. Lights are to be turned out;
5. Promptly report hazardous conditions and items needing repair to building maintenance but fires to 911; and,

6. Services performed under this contract shall be subject to inspection and approval of City representative(s). For the protection of the building and its equipment and the facilitation of business to be conducted therein, first-quality cleaning will be required. Careless performance of the work will be called to the attention of the Contractor, who will be required to correct the work deficiencies and to improve the overall work results. Failure by the Contractor to comply with such requests will result either in the corrective work being performed by the City (or others) and the cost charged to the Contractor, or in the termination of this contract.

7. Special Requirements

The following is a brief outline of special requirements pertinent to the provision of janitorial services. A detailed explanation of each item is included in the Specifications (See Attachment A), and each respondent should read and be familiar with these special requirements.

- a. Changes, modifications in the Contract must be submitted in writing by the Contractor.
- b. The Contractor shall be required to show proof of Workers' Compensation and General Liability Insurance with limits up to or exceeding \$1,000,000.
- c. The Contractor shall be liable for any and all damages to City property resulting from the performance of his/her service.
- d. The Contractor and all his/her employees performing services under the Contract must be bonded (proof required).
- e. The parties to the Contract will hold each other harmless.
- f. The Contractor and the City will comply with all federal, state and local laws, statutes, ordinances, rules and regulations.
- g. The Contractor and the City will comply with all equal employment opportunity laws.
- h. The Contractor and all employees performing services will wear company issued I.D. badges; stating employee's name and company. Badges are to be visible at all times while in the buildings.
- i. The Contractor must have been doing business in the State of Arkansas for a minimum of five (5) years.

- j. The Contractor must currently be providing services to facilities equal to or exceeding 30,000 sq. ft. of cleanable area.
- k. No work to be subcontracted unless prior approval has been given.

II. PROPOSAL CONTENTS

All proposals submitted must include the following sections.

A. Qualifications, Experience and Competence

The Bid should detail how the respondent has and will make available sufficient personnel resources to work within the specified time constraints and to maintain necessary performance levels. The Bid must detail the number and qualifications of personnel required to perform the work requested. The Bid must include resumes specifying the qualifications and duties of the management personnel. The resumes must include the education, position in firm/company years, types of experience and the duties that each will perform under the contract. The Bid must detail the respondent's familiarity and proven experience with this type of service contract and demonstrated ability to serve the City's needs for services associated with these activities. The respondent must detail its familiarity and ability to provide quality service meeting industry and government guidelines. **A LIST OF THREE (3) CURRENT CLIENTS SHOULD BE INCLUDED FOR REFERENCE PURPOSES.** (See Attachment B)

B. Capacity of Performance and Service Hours

The Bid must specify the respondent's capability to perform the work requested. Respondents must identify the number and capacity of their staff available and labor hours per week necessary to perform the services required. The Bid should provide detailed plans for meeting objectives of the contract, to include, time frames for deliverables, and each activity and requirement outlined in the Bid.

C. Cost of Services

Respondents must include complete monthly pricing per facility for the services proposed. Respondents may submit other options provided such options include a detailed itemization of services to be performed and the cost thereof. Respondents must complete the Cost of Services form provided and return with Bids. (See Attachment C)

D. Bid Bond

Each Bid shall be accompanied by a bid bond, in the form of a cashier's check, certified check, or bond payable to the City of North Little Rock in the amount of

\$2,000. Bid bond is to be forfeited to the City if the successful respondent fails to execute a contract within fourteen (14) days after notification of Award of Contract. Bid bond shall be returned to the successful respondent and to unsuccessful respondents upon execution of a legal contract.

III. CONTRACT TERM AND CONTRACT FORMS

The term of this Contract shall be for two years. The Contract may be extended for three (3) additional one year terms by the mutual written agreement of both parties. The cost of services shall remain firm for the term of the Contract.

This Contract may be renewed by the City under the terms and conditions of the original contract. Written notice of the City's intention to renew shall be given approximately 60 days prior to the expiration date of each contract period.

In the event there is an increase in the Federal Minimum Wage, this Contract may be renegotiated at the time it is renewed based on the number of man-hours being expended on the Contract. The Contractor will be required to supply such documentation as may be considered necessary to support a claim for higher compensation due to higher Federal Minimum Wage requirements.

The contract entered into by the City and the Contractor shall consist of all of the Bid, any addendum issued, the proposal submitted by the Contractor, the signed contract page (Attachment E) and any approved change orders issued, all of which shall be referred to collectively as the Contract Documents.

IV. CONTRACT TERMINATION

The City may terminate this Contract at any time before the expiration of the original term, or any extension thereof. Services may be terminated by the City upon thirty (30) days written notice. Services may be terminated by Contractor upon ninety (90) days written notice. The City shall compensate the Contractor for all services provided before the actual date of termination. Upon receipt of Notice of Termination from the City of North Little Rock, the Contractor shall immediately commence discontinuing any and all services provided under this Agreement.

V. SUBCONTRACTS

The Contractor is fully responsible for all work performed under this Contract. The Contractor may, with the consent of the City, enter into written subcontract(s) for performance of certain of its functions under the Contract. Subcontractors must be approved in writing by the City prior to the effective date of any subcontractor.

No subcontract, which the Contractor entered into with respect to performance under this Contract, shall in any way relieve the Contractor of any responsibility for performance of its duties.

The Contractor shall give the City immediate notice in writing by certified mail of any action or suit filed and prompt notice of any claim made against the Contractor by any subcontractor or vendor which, in the opinion of the Contractor, may result in litigation related in any way to the Contract or the City.

VI. COMPLIANCE WITH FEDERAL, STATE AND LOCAL LAWS

The Contractor and its subcontractors shall comply with the Civil Rights Act of 1964, and any amendments thereto, and the rules and regulations thereunder, and Section 504 of Title V of the Vocational Rehabilitation Act of 1973 as amended.

Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, age (except as provided by law), marital status, political affiliations, or handicap. The Contractor must take affirmative action to ensure that employees, as well as applicants for employment, are treated without discrimination because of their race, color, religion, sex, national origin, age (except as provided by law), marital status, political affiliation or handicap. Such action shall include, but not be limited to, the following:

1. Employment
2. Promotion
3. Demotion or transfer
4. Recruitment or recruitment advertising
5. Layoff or termination
6. Rates of pay or other forms of compensation
7. Selection of training, including apprenticeship

The Contractor shall comply with the nondiscrimination clause contained in Federal Executive Order 11246, as amended by Federal Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex, or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor with Title 41, Code of Federal Regulations, and Chapter 60. The Contractor and any subcontractor shall comply with Arkansas Act 954 of 1977.

The Contractor shall comply with regulations issued by the Secretary of Labor of the United States in Title 20, Code of Federal Regulations, Part 741, pursuant to the provisions of Executive Order 11753 and the Federal Regulation Act of 1973. The Contractor shall be responsible for insuring that all subcontractors comply with the above-mentioned regulations.

VII. WAIVER

No covenant, condition, duty, obligation, or undertaking contained in or made a part of the Contract will be waived except by the written agreement of both parties, and forbearance or indulgence in any other form or manner by either party in any regard

whatsoever shall not constitute a waiver of the covenant, condition, duty, obligation, or undertaking to be kept, performed, or discharged by the party to which the same may apply; and until complete performance or satisfaction of all such covenants, conditions, duties, obligations, and undertakings, any other party shall have the right to invoke any remedy available under law or equity, notwithstanding any such forbearance or indulgence.

VIII. CITY PROPERTY

The Contractor shall be responsible for the proper custody and care of any City owned property furnished for Contractor's use in connection with the performance of this Contract and the Contractor will reimburse the City for its loss or damage, normal wear and tear expected.

IX. COST OF PREPARING BID

Any costs incurred in the preparation of the Bids are solely the responsibility of the respondents. The City of North Little Rock will provide no reimbursements for such costs. Any cost associated with any oral representations to the City will be the responsibility of the respondent and may not be billed to the City.

X. PAYMENTS TO THE SERVICE PROVIDER

The City shall pay the Contractor in current funds for the performance of the work, subject to additions and deductions based upon monthly determination by the City and the acceptability of the work performed computed in accordance with the Contractor's accepted proposal and price schedule. Payment shall be made within thirty (30) days after receipt of an invoice sent to the City by the Contractor. The Contractor shall not invoice the City for services prior to thirty (30) days following execution of a Contract with the City and not more frequent than once every four (4) weeks. The City may withhold payment for any unacceptable service if the Contractor has been given notice of the deficiency and has not resolved the service deficiently within five (5) working days after receipt of a notification from the City.

City has the right to request additional reports and supporting information from Contractor as deemed reasonably necessary by the City to audit Contractor's performance under this Contract. Contractor shall provide all additional reports and information requested by City within ten (10) days of a written request.

Extra Work must be authorized in writing by the City and shall be shown as a separate item on the invoice submitted to the City. The invoice for Extra Work shall include any supplies used with their unit price and total cost, the amount of time required to do the job and the cost for labor, providing that labor is chargeable to this Extra Work.

XI. SUBMISSION OF BIDS

A. Bids must be submitted to:

Commerce Division
700 West 29th Street, 3rd Floor
North Little Rock, AR 72114

B. In order to be considered, proposals MUST BE RECEIVED in the office of the Commerce Division, 700 West 29th Street, 3rd Floor, North Little Rock, Arkansas 72114 no later than 10:00 a.m., February 5, 2026, at which time and place Bids will be opened and read aloud.

C. All proposals must be submitted in a sealed enveloped clearly marked "26-3910 BID FOR PROFESSIONAL JANITORIAL SERVICES". Any bid not submitted in compliance with the instructions contained in this section and/or not containing the information requested by Section II may be declared "nonresponsive" and may not be considered.

D. The City reserves the right to accept or reject any or all Bids received as a result of the request, to negotiate with any qualified firm or to modify or cancel in part or in its entirety the Bid if it is in the best interest of the City of North Little Rock.

E. Bids must be signed by a chief executive officer of the submitting firm and shall remain in full force and effect for forty-five (45) calendar days following the date of such opening. Respondent should also be available for oral presentation if such presentations are deemed necessary to determine the most qualified firm. Any such oral presentation will be scheduled at a mutually convenient time.

F. **To view facility, contact the following individual listed below. Two site visits will be scheduled and you must attend one of the site visits for your bid to be considered. Contact Amy Smith or Shelia Harper at 501-975-8881 to schedule which site visit you plan to attend. The Site Visit Report form must be signed by Jim Scott, Angela Wirt, Amy Smith or Shelia Harper and returned with Bid. (See Attachment D)**

First site visit: January 22, 2026 at 10:00 a.m. Meet in the Lobby of the Patrick Henry Hays Senior Center at 401 West Pershing, North Little Rock, AR.

Second site visit: January 27, 2026 at 10:00 a.m. Meet in the Lobby of the Patrick Henry Hays Senior Center at 401 West Pershing, North Little Rock, AR.

CITY OF NORTH LITTLE ROCK
Commerce Division
PO Box 5757
NORTH LITTLE ROCK, ARKANSAS 72119
501-975-8881

Any contact with any City representatives, related officials, or representatives other than those outlined in the Bid is prohibited. Such unauthorized contact may disqualify the Contractor from this procurement.

I certify that I have reviewed the Bid and have a complete understanding of the specifications. I am authorized as a responsible representative to sign for the Proposer. I certify that the response submitted is made in conformance with all requirements of the solicitation.

Business Name: _____ EIN: _____

Address: _____

City, State, Zip Code: _____

Contact Name: _____

Email Address of Contact: _____

Authorized Signature: _____ Date: _____

Printed Name: _____ Title: _____

ACKNOWLEDGMENT

STATE OF _____)
)
)**SS**

COUNTY OF _____)

BE IT REMEMBERED, that on this day before the undersigned, a Notary Public, personally appeared _____, who acknowledged him/herself to be the _____ of _____, and that he/she is authorized to execute the foregoing instrument for the consideration and purposes therein contained.

IN TESTIMONY WHEREOF, I have hereunto set my hand and official seal this _____ day of _____, 2026.

Notary Public

My Commission Expires:

(SEAL)

ATTACHMENT A**ROUTINE MAINTENANCE SPECIFICATIONS**

CLEANING SPECIFICATIONS			
Facility General Cleaning	Each Time	Once a Week	Once a Month
Vacuum all carpet in public areas.	X		
Spot clean all carpeted areas.		X	
Vacuum mats at entrance/exits.	X		
Empty all wastebaskets and change liners (clean containers as needed). Dispose of all trash.	X		
Empty outside trash cans and cigarette containers.	X		
Clean interior entrance door areas and exterior door areas (approximately 15 ft. out from entry doors).	X		
Clean and restock supplies in restrooms.	X		
Wash and disinfect all basins, urinals and sinks, showers, counter tops and faucets. Clean mirrors, shelving, dispensers and bright metals with glass cleaner and vacuum.	X		
Clean and disinfect all other sinks in building.	X		
Clean and restock supplies in breakroom areas. Disinfect tables, counters, stove, microwaves and refrigerators.		X	
Dust counter tops, desk tops, tops of conference tables and other exposed surfaces without disturbing papers, files, etc.		X	
Spot clean walls, especially around wastebaskets		X	
Sweep and wet mop floors in breakroom areas.	X		
Clean & sanitize door handles & push plates.	X		
Vacuum all other carpeted areas (if trash is on carpet during the week, vacuum trash up).	X		
Sweep and wet mop tile floors/ clean wood floors	X		
Clean elevator floors and all metal and wood surfaces.		X	
Brush/Clean upholstery (chairs & couches)		X	
Clean pictures on walls		X	
Dust/Clean baseboards		X	
Buff tile floors			X
Clean exposed sides of desks, file cabinets and other office furniture.		X	

Facility General Cleaning	Quarterly (January, April, July & October 1 st Sunday)	Semi- Annual (May & October 1 st Sunday)	Annually (1 st week in April)
Dust and wet clean floor length window sills	X		
Shampoo all carpeted areas	X		
Clean debris, dirt, trash from stairwells			
Dust and wet clean other window sills	X		
Clean ceiling fans			
Scrub lobby handrails and glass walls	X		
Strip wax off tile floors and wax		X	
Wax wood floors		X	
Strip and wax tile floors			X
Clean all blinds with wet cloth			X
Wash all windows on exterior and interior			X

ATTACHMENT B**REFERENCES**

This proposal requires references. Please provide a list of three references. Two of the references must be currently doing business with you and one reference can be someone you previously did business with in the past 24 months. For each reference, list name of company/city, contact person, address, telephone number and email address of the contact person. Additionally, provide any other pertinent information to help the City of North Little Rock verify the quality of goods or services your firm provides.

1. Company/City Name: _____

Contact Person: _____ Title: _____

Email of Contact Person: _____

Address: _____

Phone: _____

Square Footage of area cleaned: _____ How long was service: _____

2. Company/City Name: _____

Contact Person: _____ Title: _____

Email of Contact Person: _____

Address: _____

Phone: _____

Square Footage of area cleaned: _____ How long was service: _____

3 Company/City Name: _____

Contact Person: _____ Title: _____

Email of Contact Person: _____

Address: _____

Phone: _____

Square Footage of area cleaned: _____ How long was service: _____

ATTACHMENT C

COST OF SERVICES

(Must be filled out and returned with Bid.)

LOCATION

PHH Senior Citizen's Center
401 West Pershing Blvd., NLR

**MONTHLY BID PRICE
ACCORDING TO SPECIFICAITONS**

ATTACHMENT D

SITE VISIT REPORT

(Must be signed by an Authorized City Employee at the facility and returned with proposal.)

Person attending the Site Visit for the Vendor: _____

SITE VISIT

LOCATION

DATE

CONTACT PERSON

Patrick Henry Hays Senior Center _____
401 West Pershing Blvd., North Little Rock

ATTACHMENT F

GENERAL TERMS AND CONDITIONS FOR THE CITY OF NORTH LITTLE ROCK, AR

1. When submitting an "Invitation to Bid," the bidder warrants that the commodities covered by the bid shall be free from defects in material and workmanship under normal use and service. In addition, bidder must deliver new commodities of the latest design and model, unless otherwise specified in the "Invitation to Bid."
2. Prices quoted are to be net process, and when an error is made in extending total prices, the City may accept the bid for the lesser amount whether reflected by extension or by the correct multiple of the unit price.
3. Discounts offered will be taken when the City qualifies for such. The beginning date for computing discounts will be the date of invoice or the date of delivery and acceptance, whichever is later.
4. When bidding other than the brand and/or model specified in the "Invitation to Bid," the brand and/or model number must be stated by that item in the "Invitation to Bid," and descriptive literature be submitted with the bid.
5. The City reserves the right to reject any and all bids.
6. The Purchasing office reserves the right to award items, all or none, or by line item(s).
7. Quality, time and probability of performance may be factors in making an award.
8. Bid quotes submitted will remain firm for 30 calendar days from bid opening date; however, the prices may remain firm for a longer period of time if mutually agreeable between bidder and the Department of Commerce.
9. Bidder must submit a completed signed copy of the front page of the "Invitation to Bid" and must submit any other information required in the "Invitation to Bid."
10. In the event a contract is entered into pursuant to the "Invitation to Bid," the bidder shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The bidder must include in any and all subcontracts a provision similar to the above.
11. Sales or use tax is not to be included in the bid price, but is to be added by the vendor to the invoice billing to the City. Although use tax is not to be included in this bid, vendors are to register and pay tax direct to the Arkansas State Revenue Department.
12. Prices quoted shall be "Free on Board" (F.O.B.) to destination at designated facility in North Little Rock. Charges may not be added after the bid is opened.
13. In the event of two or more identical low bids, the contract may be awarded arbitrarily or for any reason to any of such bidders or split in any proportion between them at the discretion of the Department of Commerce..
14. Specifications furnished with this Invitation are intended to establish a desired quality or performance level, or other minimum dimensions and capacities, which will provide the best product available at the lowest possible price. Other than designated brands and/or models approved as equal to designated products shall receive an equal consideration.
15. Samples of items when required, must be furnished free, and, if not called for within 30 days from date of bid opening, will become property of the City.

16. Bids will not be considered if they are:
 1. Submitted after the bid's opening time.
 2. Submitted electronically or faxed (unless authorized by Purchasing Agent).
17. Guarantees and warranties should be submitted with the bid, as they may be a consideration in making an award.
18. **CONSTRUCTION**
 - A. Contractor is to supply the City with evidence of having and maintaining proper and complete insurance, specifically Workman's Compensation Insurance in accordance with the laws of the State of Arkansas, Public Liability and Property Damage. All premiums and cost shall be paid by the Contractor. In no way will the City be responsible in case of accident.
 - B. When noted, a Certified check or bid bond in the amount of 5% of total bid shall accompany bid.
 - C. A Performance Bond equaling the total amount of any bid exceeding \$10,000.00 must be provided for any contract for the repair, alteration or erection of any public building, public structure or public improvement (pursuant to Act 351 or 1953 as amended by Act 539 of 1979).
19. **LIQUIDATED DAMAGES** - Liquidated damages shall be assessed beginning on the first day following the maximum delivery or completion time entered on this bid form and/or provided for by the plans and specifications.
20. **AMBIGUITY IN BID** - Any ambiguity in any bid as the result of omission, error, lack of clarity or non-compliance by the bidder with specifications, instructions, and all conditions of bidding shall be construed in the light most favorable to the City.
21. The bid number should be stated on the face of the sealed bid envelope. If it is not, the envelope will have to be opened to identify.
22. Whenever a bid is sought seeking a source of supply for a specified period of time for materials and services, the quantities of usage shown are estimated ONLY. No guarantee or warranty is given or implied by the participants as to the total amount that may or may not be purchased from any resulting contracts. These quantities are for the bidders information ONLY and will be used for tabulation and presentation of bid and the participant reserves the right to increase or decrease quantities as required.
23. The City of North Little Rock reserves the right to reject any and all bids, to accept in whole or in part, to waive any informalities in bids received, to accept bids on materials or equipment with variations from specifications in those cases where efficiency of operation will not be impaired, and unless otherwise specified by the bidder, to accept any item in the bid. If unit prices and extensions thereof do not coincide, the City of North Little Rock may accept the bid for the lesser amount whether reflected by the extension or by the correct multiple of the unit price.
24. Additional information or bid forms may be obtained from:
COMMERCE DIVISION, 700 WEST 29TH STREET, 3RD FLOOR (72114), P.O. Box 5757, North Little Rock, Arkansas 72119
(501)975-8881 www.nlr.ar.gov

Bidding documents must be submitted on or before the bid's opening date and time. Unless noted, bids must be sealed and mailed or delivered to:

**Commerce Division
700 West 29th Street, 3rd FL (P.O. Box 5757)
North Little Rock, AR 72114 (72119)**