CITY OF NORTH LITTLE ROCK, ARKANSAS
COMMERCE DEPARTMENT
Amy Smith, Purchasing Manager
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P.O. BOX 5757
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501-975-8881 Phone
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REQUEST FOR QUALIFICATIONS

Bid Number: 26-3943 Date Issued: November 12, 26

Date & Time Bid Opening: Thursday, December 3, 2026 at 10:00 a.m.

RFQ NOTICE

THE CITY OF NORTH LITTLE ROCK REQUESTS QUALIFICATION STATEMENTS FROM TOWING AND RECOVERY COMPANIES FOR SERVICES TO THE ENTIRE CITY FLEET ACROSS ALL DEPARTMENTS, INCLUDING POLICE-DIRECTED TOWING, IMPOUNDS AND STORAGE. APPLICANTS MAY QUALIFY FOR ONE OR MORE SERVICE CATEGORIES; CAPABILITY TO TOW EVERY CITY VEHICLE IS NOT REQUIRED.

The City will maintain a pool of qualified providers by service category and select providers when services are needed. Qualification does not guarantee work. See the attached towing requirements.

PLEASE SUBMIT ONE COPY.

QUALIFICATION STATEMENTS SHOULD INCLUDE:

1. HISTORY, SERVICE CATEGORIES AND DOCUMENTED PERFORMANCE
2. STAFF, LICENSES AND EQUIPMENT CAPACITY FOR REQUESTED CATEGORIES
3. COVERAGE, RESPONSE CAPABILITY, INSURANCE AND SECURITY
4. REFERENCES AND REQUIRED ATTACHMENTS

Note: FAILURE TO FILL OUT AND SIGN THE INVITATION TO BID SHEET WILL RESULT IN REJECTION OF THE BID.

EXECUTION OF RFQ

Upon signing this page, the organization certifies that they have read and agree to the requirements set forth in this RFQ/RFP/BID including conditions set forth and pertinent information requests.

Name of Firm: _____ Phone No.: _____

Arkansas Tax Permit No.: _____

Business Address: _____

Signature of Authorized Person: _____

Title: _____ Date: _____

UNSIGNED COVER SHEETS WILL BE REJECTED.

NOTICE TO RESPONDENTS
REQUEST FOR QUALIFICATIONS
RFQ-26-3943

The City of North Little Rock invites towing and recovery companies to submit qualifications for one or more service categories covering City vehicles and equipment across all departments. Companies need not serve every category. Qualification is limited to verified equipment, staffing, licenses and capabilities. See the attached requirements.

Qualification Responses will be received until **Thursday, December 3, 2026 at 10:00 a.m.**, at 700 West 29th Street, North Little Rock, Arkansas 72114. All Responses must be in the City of North Little Rock's possession on or before the scheduled date and time (no late responses will be considered). **The City of North Little Rock's Commerce Division is not open for weekend or holiday deliveries.**

Respondents receiving a Request for Qualifications notice in the mail or reading the announcement in the newspaper are advised that the documents are available at www.nlr.ar.gov.

Qualified providers may enter into nonexclusive agreements establishing approved services, coverage and fixed rates. For individual City fleet requests, the City may select a contracted provider based on total applicable cost, capability, availability, response time and documented performance. No work, exclusivity or equal distribution of calls is guaranteed. Police-directed towing of privately owned vehicles follows the adopted dispatch policy and applicable owner preferences.

The City of North Little Rock reserves the right to refuse and reject any or all responses, waive any or all formalities or technicalities, accept the response or portions of the response determined to be the best value to the City of North Little Rock, and hold the responses for a period of 120 days without taking action. Respondents are required to hold their responses firm for the same period of time.

Hand-delivered & Courier Submissions:
Commerce Division
700 West 29th Street, 3rd Floor
North Little Rock, AR 72114

LABELING INSTRUCTIONS: Envelopes must be clearly marked:

CITY OF NORTH LITTLE ROCK
REQUEST FOR QUALIFICATIONS
RFQ #26-3943

RESERVATION OF RIGHTS

The City is issuing this RFQ in accordance with applicable laws that allow an agreement with a private entity that displays demonstrated competence and qualifications to perform the requested task.

The City reserves the right to terminate this process and to cancel or modify this solicitation process at any time. In no event will the City or any of its respective agents, representatives, consultants, directors, officers, or employees be liable for, or otherwise obligated to reimburse, the costs incurred in preparation of this RFQ, or any other related costs. The prospective firms shall be fully responsible for all costs incurred in the preparation or presentation of the RFQ submittals. The RFQ submittals will become the property of the City.

In connection with RFQ, the City reserves all rights (which rights may be exercised by the City in its sole discretion) available to it under applicable laws, including without limitation, and with or without cause and with or without notice, the right to:

1. Cancel this RFQ, in whole or in part at any time before the execution of a contract by the City, without incurring any cost, obligations or liabilities.

2. Issue addenda, supplements, and modifications to this RFQ.

3. Revise and modify, at any time before the RFQ submittal due date, the factors or weights of factors the City will consider in evaluating RFQ submittals and to otherwise revise or expand its evaluation methodology as set forth herein.

4. Extend the RFQ submittal due date.

5. Investigate the qualifications of any firm under consideration and require confirmation of information furnished by a firm.

6. Require additional information from a firm concerning contents of its RFQ submittal and/or require additional evidence of qualifications.

7. Waive or permit corrections to data submitted with any response to this RFQ until such time as the City declares, in writing, that a particular stage or phase of its review of the responses has been completed or closed.

8. Reject at any time, any or all submittals, responses and RFQ submittals received.

9. Terminate, at any time, evaluations of responses received.

10. Appoint an evaluation committee to review RFQ submittals or responses, make recommendations and seek the assistance of outside experts and consultants in RFQ submittal evaluation.

11. Hold interviews and conduct discussions and correspondence with one or more of the firms responding to this RFQ to seek an improved understanding and evaluation of the responses to this RFQ.

12. Seek or obtain data from any source that has the potential to improve the understanding and evaluation of the responses to this RFQ.

13. Disclose information contained in an RFQ submittal to the public as required under the Arkansas Freedom of Information Act.

14. Authorize firms to substitute key personnel until the City declares, in writing, that a particular stage or phase of its review has been completed and closed.

15. Waive deficiencies in an RFQ submittal, accept and review a non-conforming RFQ submittal or seek clarifications or supplements to an RFQ submittal.

16. Disqualify any firm that changes its RFQ submittal without the City of North Little Rock's authorization.

17. Exercise any other right reserved or afforded to the City under this RFQ. The City reserves the right to modify the process, in its sole discretion, to address applicable law and/or the best interest of the City.

City may, with the Provider's agreement and required approvals, renew a service agreement for up to two additional one-year terms by written amendment signed at least ninety days before expiration. No automatic renewal occurs.'

The City shall not, under any circumstances, be bound by or be liable for any obligations with respect to any services until such time (if at all) a contract has been awarded and all approvals obtained in form and substance satisfactory to the City have been executed and authorized by the City, and then only to the extent of such agreements.

SIGNATURE: _____ DATE: _____

PRINT NAME: _____

COMPANY NAME: _____

ADDRESS: _____

COUNTY/STATE/ZIP: _____

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

1. **REJECTION**

   A. The City reserves the right to reject any or all RFQ's, to waive any minor informality or irregularity in any RFQ, to negotiate changes and/or modifications with qualified Respondents and to make award to the response deemed to be the most advantageous to the City. Respondents shall be required to comply with all applicable federal, state and local laws.

   B. The City reserves the right to cancel RFQ's without penalty with it is in the best interest of the City. Notice of Cancellation shall be inserted on the City's website (www.nlr.ar.gov).

   C. Any RFQ not conforming to the specifications or requirements set forth by the City in this request may be rejected.

   D. RFQ's may be also rejected if they are made by a Respondent that is deemed un-responsible due to lack of qualifications, capacity, skill, character, experience, reliability, financial stability or quality of services, supplies, materials, equipment or labor.

   E. The City of North Little Rock reserves the right to reject any and all RFQ's, to accept in whole or in part, to waive any Informalities in RFQ's received.

2. Quality, time and probability of performance may be factors in making an award.

3. RFQ's submitted will remain firm for 120 calendar days from RFQ opening date.

4. Respondent must submit a completed signed copy of the front page of the RFQ and must submit any other information required in the RFQ.

5. In the event a contract is entered into pursuant to the RFQ, the Respondent shall not discriminate against any qualified employee or qualified applicant for employment because of race, sex, color, creed, national origin or ancestry. The Respondent must include in any and all subcontracts a provision similar to the above.

6. RFQ's will not be considered if they are:

   1. Submitted after the RFQ's opening time.
   2. Submitted electronically or faxed (unless authorized by Purchasing Manager).

7. **AMBIGUITY IN BID** - Any ambiguity in any bid as the result of omission, error, lack of clarity or non-compliance by the Respondent with specifications, instructions, and all conditions of bidding shall be construed in the light most favorable to the City.

8. The RFQ 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.

9. The City of North Little Rock will follow procedures to check Respondent's eligibility through the federal System for Award Management (S.A.M.) as outlined in 2 C.F.R. § 200. This will be completed prior to the award of any contract in which federal grant funds will be expended.

10. Respondents acknowledge and understand that upon award of the qualified provider selection, the Respondent will be required to review and sign a contract with the City of North Little Rock, which will contain additional terms and conditions, prior to providing any services to the City. In the event of any discrepancy or contradiction between the RFQ documents, Terms and Conditions or other such documents, the provisions in the contract shall take precedence.

11. Additional information or bid forms may be obtained from:

    COMMERCE DEPARTMENT, 700 West 29th Street, P.O. Box 5757 (72119), North Little Rock, Arkansas 72114 (501) 975-8881 www.nlr.ar.gov

Documents must be submitted on or before the RFQ's opening date and time. Unless noted, RFQ's must be sealed and mailed or delivered to:

Amy Smith, Purchasing Manager
Commerce Department
700 W. 29th Street, 3rd Floor
North Little Rock, AR 72114

The City of North Little Rock is committed to fair and equal opportunity in employment and service delivery regardless of race, color religion, gender, age, disability, sexual orientation, gender identity or expression, genetic information, marital status, national origin, or veteran status. This policy statement reinforces and communicates that commitment to employees.

TOWING SERVICE QUALIFICATION REQUIREMENTS

Service categories and equipment

Applicants may request light-duty, medium-duty, heavy-duty, recovery, roadside assistance, equipment transport, and/or Police-directed towing and storage. Describe vehicle GVWR ranges and actual towing, lifting and hauling limits for each requested category. Heavy-duty capability is required only for applicants seeking approval for heavy vehicles such as garbage trucks and dump trucks. Lack of heavy-duty equipment does not disqualify an otherwise qualified light- or medium-duty applicant.

Provide a schedule of owned or exclusively leased equipment with make, model, year, VIN, ratings, towing methods and lease documentation. Demonstrate sufficient equipment and trained staffing for the categories requested, simultaneous calls and the required response standard. No universal requirement for four light wreckers, one medium wrecker, one heavy wrecker or six total wreckers applies. Each dispatch must remain within verified equipment capacities and manufacturer requirements.

Licenses coverage staffing and storage

Provide current Arkansas Towing and Recovery Board authorization, applicable vehicle permits, registrations and operator qualifications for the requested services. Maintain a properly zoned fixed place of business, staffed dispatch and service availability 24 hours a day, seven days a week. Demonstrate the direct ring-down connection required by Communications before service begins.

Describe North Little Rock coverage, geographic limitations, equipment restrictions and response plans. No existing map or preset provider zones are incorporated. Agreements will identify accepted coverage and approved categories; coverage does not confer exclusive territory. For impound or storage services, provide a secure storage facility within North Little Rock or within three miles of its municipal boundary, lawful release procedures, capacity and around-the-clock receipt and authorized agency access.

Respond within 30 minutes after the Communications call; the limit is 45 minutes during City-declared hazardous road conditions. Notify dispatch immediately of inability to perform or delays and give a revised arrival estimate. The City may dispatch another suitable provider. Do not accept a call outside approved capabilities. Such a category limitation alone is not an avoidable refusal.

Insurance and performance security

Provide certificates showing statutory workers compensation, garage liability of at least $1,000,000 combined single limit, garage keepers legal liability of at least $100,000 for stored vehicle property risks where applicable, and automobile liability of at least $1,000,000 combined single limit. Identify towing, recovery, cargo and vehicle-in-transit coverage, exclusions and deductibles. City Risk Management must confirm adequate coverage and required endorsements before execution.

Submit a commitment for $25,000 performance security. Before services begin, provide an approved performance bond, irrevocable letter of credit or assigned certificate of deposit in that amount. Maintain insurance and security throughout the agreement term.

Safe towing and custody

The towing provider shall furnish the personnel, tools and equipment necessary to prepare each vehicle for safe towing in accordance with manufacturer requirements. This includes necessary drive shaft or axle shaft disconnection or removal, securement of removed components and hardware, and protection against damage or fluid loss. City personnel assistance shall not be required or relied upon. Required towing preparation shall be included in the applicable contracted towing rate. Deliver removed components and hardware with the vehicle to the designated repair location. Reinstallation shall be performed by Vehicle Maintenance or another City-authorized repair facility.

Provide basic debris and fluid cleanup using appropriate training and equipment. Special equipment, recovery or hazardous materials outside the agreed scope require separately documented City authorization and pricing before work where circumstances permit. Protect vehicles and property, document condition and custody transfers, and follow lawful agency holds, release instructions and destination requirements.

Qualification evaluation and service selection

The City will verify the published requirements for each requested category and document approved categories and limitations. All applicants will be evaluated consistently using licenses, equipment, staffing, insurance, response capability, safety, custody controls, references and documented performance. Incumbency does not guarantee qualification. The City may inspect facilities and equipment, verify records and seek clarification without providing unequal opportunities or waiving material requirements for one applicant.

For City fleet calls, compare eligible contracted providers based on the total applicable cost, suitable equipment and services, current availability, response time and documented reliability. Record the operational basis when selecting a higher-cost provider, including urgency or specialized needs. The City is not required to distribute work equally. Police-directed towing of privately owned vehicles follows the adopted City dispatch policy, applicable owner preferences and governing requirements.

Required response attachments

Submit the signed cover sheet; requested service categories and limitations; business ownership and ownership-change history; licenses and permits; equipment schedule and exclusive lease evidence; staffing and operator qualifications; coverage and response plan; insurance certificates and security commitment; storage and release procedures where applicable; three comparable customer references and performance history for the preceding 24 months, or available history for a newer business; itemized prices; and exceptions to proposed terms. Disclose recurring service failures, corrective actions and material business changes.

Provider pricing schedule

Submit prices only for services offered and mark other categories NOT OFFERED. Provide separate City fleet and Police-directed nonconsent prices where applicable. List light-, medium- and heavy-duty hook fees, mileage, winching, heavy recovery, flat tire service, battery jump, fuel delivery, basic and extended cleanup, storage by class, after-hours release, waiting time, equipment transport and every proposed surcharge. State units, minimums, billing increments, mileage origin, storage-day calculation, fuel markup, cancellation charges and all exclusions. Necessary drive shaft or axle shaft preparation is included in the applicable towing rate and may not be billed again.

Provider: _____ Requested categories: _____

Service / vehicle class: _____ Unit: _____ Rate: $_____

Minimums / increments / exclusions: _____

Coverage and equipment limits: _____

Attach additional itemized rate sheets. Prices remain firm for 120 days after opening. Executed agreements will lock accepted rates for the initial term; only a signed City-approved amendment may change rates. No service begins until required agreements, approvals, insurance and security are complete. Qualification and an agreement guarantee no minimum calls or revenue.

Towing Company Qualification Application

City of North Little Rock Arkansas
RFQ Number: 26-3943

Submit with the signed RFQ cover sheet and rate submission form. Applicants may qualify for one or more service categories. Capability to tow every City vehicle is not required. The same qualification standards apply to all applicants within each requested category.

1 Company and contact information

Legal entity: _____

Trade name: _____ Years in business: _____

Business address: _____

Contact and title: _____

Telephone: _____ Email: _____

24-hour dispatch number: _____

Current owner and latest ownership change date: _____

Tax identification information: Submit through the City-approved method.

2 Requested services and limits

Check each category requested. Attach exact vehicle weight ranges and service limits.

[ ] Light-duty towing [ ] Medium-duty towing [ ] Heavy-duty towing
[ ] Recovery [ ] Roadside assistance [ ] Equipment transport
[ ] Police-directed towing [ ] Impound and storage

Maximum vehicle GVWR / actual weight and towing limits: _____
_____

Geographic coverage, exclusions and response limitations: _____
_____

Approval is limited to verified categories and capabilities. Heavy-duty equipment is required only for heavy-duty services requested. Applicants are not required to own four light, one medium and one heavy wrecker or six total wreckers.

3 Equipment and staffing

Attach an equipment schedule showing make, model, year, VIN, permits, rated lifting/towing/hauling capacities, towing methods and ownership or exclusive lease evidence. State which categories each unit supports and any load restrictions.

Available units: Light _____ Medium _____ Heavy _____ Transport _____

24/7 staffing and dispatch: [ ] Yes [ ] No Direct ring-down: [ ] Available [ ] Proposed

Simultaneous-call and severe-weather capacity: _____