CITY OF NORTH LITTLE ROCK, ARKANSAS
COMMERCE DEPARTMENT
Amy Smith, Purchasing Manager
Shelia Harper, Purchasing Agent

P.O. BOX 5757
NORTH LITTLE ROCK, AR 72119
501-975-8881 Phone
asmith@nlr.ar.gov

REQUEST FOR QUALIFICATIONS

Bid Number: 26-3946 Date Issued: November 12, 2026
Date & Time Bid Opening: Friday, December 11, 2026 @ 4:00 p.m.

RFQ NOTICE

THE CITY OF NORTH LITTLE ROCK AND THE NORTH LITTLE ROCK ELECTRIC DEPARTMENT INVITE ESTABLISHED AND EXPERIENCED TEMPORARY EMPLOYMENT SERVICE PROVIDERS TO SUBMIT STATEMENT OF QUALIFICATIONS FOR CONSIDERATION DURING THE 2027 CALENDAR YEAR

THE CITY WILL MAINTAIN THESE QUALIFICATIONS AND REVIEW THEM WHEN SERVICES ARE NEEDED BY THE CITY.

PLEASE SUBMIT ONE COPY.

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-26-3946

The City seeks a relationship with multiple Vendors who can provide temporary employment services relating to Administrative Support (Including Office and Clerical), Commercial/Industrial Workers, Information Technology, and Professional Services. Awarded Vendors shall be independent Vendors and not employees of the City of North Little Rock. Vendor's staff, including temporary assigned individuals shall not be considered employees. The City reserves the right to award to multiple companies, and to utilize awarded companies for future projects on an as needed basis. Awarded companies will not be classified as "primary master company or lead company". An award does not guarantee a volume commitment. The City of North Little Rock reserves the right to add additional companies to the list of approved suppliers during the duration of the contract, provided all requirements are met.

Vendors will be responsible for hiring and firing temporary employees, paying all applicable taxes, workers' compensation, benefits, etc., for the candidates. Candidates will not be provided employee benefits from the City of North Little Rock.

Vendor agrees to maintain on a primary basis and at its sole expense, at all times during the life of any resulting contract the following insurance coverages, limits, including endorsement described herein. The requirements contained herein, as well as the City's review or acceptance of insurance maintained by Vendor is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Vendor under any resulting contract. Coverage to be provided as follows by a carrier with A.M. Best minimum rating of A- VIII.

Vendor agrees to maintain Commercial General Liability at a limit of not less than $1,000,000 Each Occurrence, $2,000,000 Annual Aggregate. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

Vendor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is not minimum per occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. Vendor agrees to endorse the City of North Little Rock, its officers, employees and agents as Additional Insured on the Umbrella or Excess Liability, unless the Certificate of Insurance sate the Umbrella or Excess Liability provides a coverage on a "Follow-Form" basis.

Failure to maintain the required insurance in force may be cause for contract termination. In the event the Agency/Service fails to maintain and keep in force

the required insurance or to obtain coverage from its subVendors, the City shall have the right to cancel and terminate the contract without notice.

The insurance required by the provisions of this article is required in the public interest and the City does not assume any liability for acts of the Agency/Service and/or their employees and/or the subVendors in the performance of this contract.

Proposal Requirements

Vendors shall respond in the form of a detailed narrative describing how your company meets or exceeds each specification. Marketing materials, links and statement of concurrence will not be accepted as a response to these requirements and may be rejected.

Proposals shall include the following:

a) A cover letter that includes the following
- Name of the Company
- Contact person and contact information including address, telephone number, and email
- Proof of Insurance with state endorsements (Certificate of Insurance)
- Copy of all permits, licenses, certificates that relate to providing services in the State of Arkansas
- Brief overview of professional history that conveys expertise, experience, and capability
- Completed Questionnaire
- Evidence of authority to do business in Arkansas (e.g., Articles of Incorporation, Limited Liability Company Articles of Organization, etc.)
- Evidence of authority to do business in the City of North Little Rock (e.g., North Little Rock Business Privilege License or a Business Privilege License from any other city in the State of Arkansas)
- References

Temporary Employment Services

A. Vendor will notify the City on availability within four (4) hours after a request is made for services that will commence within five (5) working days following the request;

B. Vendor will notify the City on availability within two (2) days after a request is made for services that will commence later than five (5) working days following the request;

C. Vendor will confirm with the City the arrival of its candidate by telephone within one-half (1/2) hour after scheduled arrival time or as determined by the City and the Vendor by mutual agreement.

D. Vendor is responsible to communicate with its candidate, the City's requirements regarding hours of work, duration, location, expectations, dress code, and other information concerning the assignment.

E. All temporarily assigned individuals will be appropriately dressed for the assignment and shall maintain a professional demeanor. Dress code policy is established by the individual departments. Temporary candidate must dress according to the requirements of the department requesting the assignment.

F. Temporarily assigned individuals should be available for the entire length of the assignment; however, if a replacement is required, a qualified replacement must be provided within twenty-four (24) hours of notification, including weekends and holidays.

G. The City reserves the right to reduce the length of the temporary assignment and will provide the Vendor with as much notification as possible.

Work Hours

A. The exact work hours for temporarily assigned personnel will be determined by the City. Generally, work hours begin at 8:00 a.m. and end at 4:30 p.m. Monday through Friday excluding officially observed holidays. Any non-working time as the result of early dismissal, due to weather or any other situation as determined by the City are also excluded. Temporarily assigned personnel will work no more than eight (8) hours per day, excluding one (1) hour for lunch; or a total of forty (40) hours per week.

B. Temporarily assigned individuals will not be paid for their lunch break.

C. Overtime worked is at the discretion of the City and must be approved in advanced and in writing. Overtime will not be authorized or paid unless prior written authorization is obtained from appropriate management staff.

D. Departments have the right to request temporarily assigned individuals for holiday, evening/night, weekend, or shift work as needed.

E. Hours may vary per City.

F. The City reserves the right to request a replacement of any individual. If for any reason a replacement is required within the first eight (8) hours of service, there will be no charge to the City. If at any time beyond the initial eight (8) hours of service the temporarily assigned individual is determined to be unsatisfactory, the Vendor agrees to issue a credit invoice to the City for the total charges from the point the City notifies the Vendor to request a replacement.

G. The Vendor agrees to replace an unsatisfactory individual within one (1) business day; however, the City has the option to contact a different Vendor for the service.

H. The City shall be the sole judge as to whether a temporarily assigned individual is satisfactory and is fulfilling the City's requirements.

Listing of Position Classifications & Pay Rate

The City will provide a listing of position classifications to the Vendor; however, the listing is not meant to be all-inclusive. The City may request other temporary positions by way of providing the Vendor(s) with the employee pay rate, position classification/title and description of duties. Offeror shall describe the process their company currently has in place to provide requested services, as well as providing additional positions/services that fit the needs of the City.

Placement

A. The City may refer to a specific individual as a candidate to be recruited by the Vendor to perform specific services needed or may request the Vendor to recruit and provide a specific temporary candidate. The City will not pay a placement or conversion fee for individuals who are a direct referral from the City.

B. Upon a request for service from the City, the Vendor will provide expedient temporary employment services. An e-mail, facsimile, or telephone call from the City will constitute a request for service.

C. The City reserves the right to interview the candidate to determine their qualifications for the required position (this does not negate the Vendor's responsibility of qualifying candidate(s).

D. The City may reject and/or remove any candidate who does not meet the requested experience or is deficient in the performance of the assignment.

E. The City may select Vendor(s) within their geographic region based on the preference of the City.

F. Multiple Vendors may be contacted to fill the same position.

Vendor's Responsibilities

A. The Vendor is responsible to obtain the information as described in the Scope of Work and any other information necessary to determine what job category satisfies the service request.

B. Vendor shall supply sufficient, competent, reliable, and properly licensed or certified or both personnel to provide adequate and satisfactory services as required under this Contract. In cases where special licenses, accreditations, certifications, or permits are required by State, Federal and/or Local law, statute, or regulation for an employee to perform services of specified job descriptions, Vendor shall provide current copies of such licenses, accreditations, certifications and permits upon The City's request. Vendor shall maintain all applicable licenses, accreditations, certifications and permits during the term of this Contract. Vendor shall immediately notify the City by written notice in the event any of its employees' licenses, accreditations, certifications, or permits are revoked, expired, or suspended.

C. The Vendor will inform the City's point of contact of the proposed job classification and applicable rate to obtain authorization to proceed with the service request.

D. Placing candidates out of applicable job classification is considered a breach of contract. Periodic checks of requests and assignments will be performed to ensure this does not occur.

E. The Vendor is responsible for conducting appropriate background and reference checks on potential candidates prior to any assignments and should be prepared to conduct more extensive background investigations when required. Upon request, Vendor must provide, the compliance of the background and reference checks. Failure to provide this information will be considered a violation of the contract and may result in rejection of the candidate and possibly jeopardize future placements by offending Vendor.

F. Vendor will be responsible for liability insurance, federal and state payroll requirements including but not limited to insurance coverage for any candidate sent to the City, payroll taxes, payroll reports, workers'

compensation, benefits, hiring and firing etc., for the candidates.

G. The Vendor is responsible for conducting periodic quality assurance checks with the City's point of contact to verify that requirements are being fulfilled by the candidate. At a minimum, these checks should be completed at the end of the first week of any assignment. The City may request quality assurance checks at any interval during the term of the candidate's placement.

H. Candidates may be hired as a permanent employee if the hiring processes have been complied with and if the candidate elects to accept employment with the City. Such occurrence will create no further obligation (financial or otherwise) on the part of the City.

I. The City will not be responsible for the Vendor's candidate Who voluntarily leaves the Vendor's employment or engages in employment with another company.

J. The Vendor agrees to ensure candidates agree to be bound by the Participating State's security regulations, policies, and standards as required .

K. Vendor shall ensure adequate backup documentation (such as candidate timesheets) are attached to invoice or billing requests. The timesheet should include the following:

a. Name of the City;
b. Name of the temporarily assigned individual;
c. Dates worked;
d. Beginning and ending time;
e. Number of actual regular hours worked each day; and
f. If applicable, number of overtime hours worked each day
g. Written pre-approval of overtime hours.
h. Time sheet signed by authorized City representative.

L. The Vendor is responsible and may be held financially liable for the negligent acts of its candidates.

Equipment, Property and Damages

A. The Vendor shall be responsible for the proper maintenance and custody of any personal tangible property owned and real property furnished by the City for the use in connection with the performance of the contract.

B. The Vendor will reimburse the City for such property's loss or damage caused by the vendor's assigned individual, with the exception of normal wear and tear.

C. The equipment used may include computers, copy machines, phones, printers, etc. Equipment may vary depending on the candidate assignments.

City's Responsibilities

A. Prior to contacting the Vendor(s), the City is responsible to define details of the request to include, but not be limited to:

a. Number of individuals needed;
b. Job duties;
c. Equipment to be used;
d. Knowledge, skills and education and/or experience;
e. Computer software to be used;
f. Hours of work;
g. Expected length of assignment;
h. Job related attire;
i. Position location;
j. City contact person; and
k. Other pertinent job-related information

B. Depending on the amount of detail required, it is recommended the City submit this information in writing via e-mail or facsimile to reduce the possibility of an inappropriate temporary assignment.

Background checks

A. The City is responsible for requesting additional background investigations beyond normal references prior to the temporary assignment.

B. Should an additional background check be required due to the nature of the assignment, the City may be responsible for the cost of the additional checks.

C. It is reasonable to expect employment eligibility and references will be required for all candidates; background checks for referrals by the City will be at the discretion of the City.

D. Standard checks which would include employment eligibility and reference checks shall be at the cost of the Vendor(s).

E. The City reserve the right to request and conduct pre-employment background checks and drug testing prior to the potential candidates

starting date. The City also reserve the right to require other tests as negotiated in their Participating Addendum.

G. The City will limit their background checks, drug testing, and other testing requirements to the same as required of their own permanent full-time employees holding the same or similar positions to be filled by the candidate.

QUESTIONNAIRE

Business Name	
Business Address	
Business Phone Number	
Central Contact Name and Contact Information, including email and phone number	

	Yes/No	Provide additional details
Company was formed at least three years ago.	Yes _____ No_____	
Hours of operation must be at least 8:00 am to 5:00 pm Monday through Friday.	Yes _____ No_____	
Provide a minimum of three business references for similar contracts that include contact name, title, email, and phone number. These references should be able to thoroughly describe the experience, expertise, and knowledge provided by the offeror. These references will be verified.		
Describe your company's plan and methodology for quality assurance and evaluation of the proposed services. How are the most qualified candidates identified for your customers? Describe your company's performance monitoring for the candidates/		
Describe your company's general methodology for recruiting qualified staff tailored to the needs of the customer. Has your company encountered challenges with recruiting qualified staff? If so, how have those challenges been addressed?		
Identify how temporary staffing will be assigned under the contract. Policies and responses must include the		

following: skill testing and screening mechanisms, including a description of reference and/or background checks solicited for each applicant and the manner in which job assignments/jobs matching will be determined.	
What steps does your company take to retain qualified assignable temporary staff?	
Describe the experience your company has with regards to placements of candidates within government entities.	
What measures do you take to protect sensitive customer information?	
Describe how your company trains and ensures that the candidates placed with a City adhere to all privacy and confidential City specific confidentiality requirements regarding confidential information.	

PROPOSAL SELECTION PROCESS AND EVALUATION CRITERIA

A. Selection Process

The City intends to select multiple Vendors with demonstrated expertise in providing temporary employment services. The City will consider proposals only from Respondents that, in the City's sole judgment, have demonstrated the capability and willingness to provide expert and high-quality services to the City in the manner described in this RFQ. Proposals will be evaluated by the City on the basis of which is the most advantageous, experience and other factors considered.

B. Evaluation Criteria

Selection of the 7-10 best responsible proposals will be based upon the following consideration/criteria:

1. Respondent's Experience and Capability
    a. Respondent's history and experience
    b. Staff capacity and qualifications
    c. Field supervision capability
    d. Responses to the Questionnaire, herein
    e. References

A minimum evaluation score of 100 is to be considered for selection.

Submission Instructions

Qualification Responses will be received until **Friday, December 11, 2026 at 4:00 p.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.

The contract will be awarded to the most highly qualified providers of services on the basis of demonstrated competence and qualifications to the City of North Little Rock.

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 #26-3946

No submittals will be accepted after the date and time stated above.

From time to time, potential submitters may contact the Contract Manager with specific questions, which the RFQ Notice does not address. All questions related specifically to the RFQ Requirements shall be submitted in writing to:

Attention of: Amy Smith, Purchasing Manager via email to asmith@nlr.ar.gov no later than 4:00 p.m., December 7, 2026.

Please check the City's website to receive any updated information regarding this RFQ. No questions will be accepted after the deadline date and time stated herein.

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.

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 the 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, at its discretion, and with agreement of Professional, extend the Contract under all of the terms and conditions contained in the Contract for two (2) additional one (1) year periods ("Extension Term"). City shall give Professional written notice of City's intention to extend the Contract term not less than sixty (60) days prior to the end of the Contract term then in effect.

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: _____

Respondent's Checklist

This checklist shall be included as the first page of the submitted Proposal documents. As outlined in the RFP, the following items shall be included with the fully executed Qualification Proposal. If any of these documents are not included with the Qualifications Proposal, then the Proposal will automatically be deemed non-responsive and excluded from consideration.

_____ A. Cover Letter with Name of the Company and Contact Information
_____ B. Proof of Insurance with stated endorsements
_____ C. Brief overview of professional history that conveys expertise, experience and capability
_____ D. Completed Questionnaire
_____ E. Evidence of authority to do business in the City of North Little Rock (e.g., NLR Business Privilege License or a Business Privilege License from any other city in the State of Arkansas)
_____ G. References

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 the lowest responsible Respondent 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 winning RFQ, 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.

The contract will be awarded to the most highly qualified providers of services on the basis of demonstrated competence and qualifications to the City of North Little Rock. The contract period shall be from date of award for one (1) year. Each year, thereafter, a Request for Qualifications notice will be published potentially to allow other highly qualified providers of services to be considered for selection.

The City reserves the right to reject any and all proposals and to waive irregularities and informalities in the submittal and evaluation process. This RFQ does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFQ does not obligate the City to accept or contract for any expressed or implied services. All responses, inquiries, or correspondence relating to this RFQ will become the property of the City.