



RFP-26-004

VENDING SERVICES

Issue Date: 6/14/2026

Questions Deadline: 7/1/2026 02:00 PM (CT)

Response Deadline: 7/14/2026 02:00 PM (CT)

Pulaski County

Contact Information

Contact: Tashika Keown

Address: 201 S Broadway Ste 440
Little Rock, AR 72201

Phone: (501) 340-8311

Fax: (501) 340-8352

Email: tkeown@pulaskicounty.net

Event Information

Number: RFP-26-004
Title: VENDING SERVICES
Type: .PC-Request For Proposal
Issue Date: 6/14/2026
Question Deadline: 7/1/2026 02:00 PM (CT)
Response Deadline: 7/14/2026 02:00 PM (CT)
Notes: RESPONSES TO THIS BID MUST BE RECEIVED THROUGH THIS APPLICATION. RECEIPT OF RESPONSES BY ANY OTHER MEANS WILL BE REJECTED. All proposals must be received prior to the above date and time. Ensure you read and complete every aspect of this bid. DO NOT SUBMIT FINANCIAL/PRICING/COST WITH THIS BID. RESPONSIVE AND RESPONSIBLE BIDDERS WILL RECEIVE A SEPARATE E-MAIL AFTER THIS BID CLOSES. You are invited to submit a proposal in accordance with the requirements of this solicitation, which are contained herein. Review all aspects of the bid carefully to assure clear understanding. No information regarding the proposals will be divulged until a contract is awarded by the Purchasing Department. Acceptance of the Request for Proposal issued by the Buyer, as indicated by submission of a proposal by responder, will bind responder to the terms and conditions herein set forth, except as specifically qualified in any addendum issued in connection therewith. Any alleged oral agreement or arrangement made by a responder with any agency or the Buyer, or an employee of Pulaski County will be disregarded. This solicitation does not commit Pulaski County to award a contract, to pay any costs incurred in the preparation of a proposal, or to procure or contract for the articles or goods or services. Pulaski County reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety this proposal if it is in the best interest of Pulaski County to do so.

Ship To Information

Contact: Michelle Johnson
Address: 201 S Broadway Ste 440
Little Rock, AR 72201
Phone: (501) 340-8397
Fax: (501) 340-8352
Email: mjohnson@pulaskicounty.net

Billing Information

Contact: Michelle Johnson
Address: 201 S Broadway Ste 440
Little Rock, AR 72201
Phone: (501) 340-8397
Fax: (501) 340-8352
Email: mjohnson@pulaskicounty.net

Bid Activities

Mandatory Pre-Proposal Conference/Site-Visit

6/24/2026 10:00:00 AM (CT)

Parking for the Pulaski County Regional Detention Facility. Bidders will meet in the lower level lobby of the Detention Facility, which is located under the bridge walkway. You may park in the lower or upper level parking lot of the Pulaski County Regional Detention Facility at 3201 Roosevelt Road, Little Rock, AR 72204. Enter through the Entrance Door and have a seat in the lobby.

10:00a.m.

**Pulaski County
Administration Building**
201 South Broadway
Little Rock, AR 72201

Machines:

1st Floor – (1) Snack Machine (Mixed variety of Candy, Chips, Pastries, Microwaveable meals, Tuna Kit Meals , Slim Jim sticks and etc.) & (1) Drink Machine (Mixed variety of Sodas, Entergy Drinks, Juices, Teas, Iced Coffees and Bottle Water)

2nd Floor – (1) Bottle Machine

3rd Floor – (1) Bottle Machine

4th Floor – (1) Snack Machine (Mixed variety of Candy, Chips, Pastries, Microwaveable meals, Tuna Kit Meals , Slim Jim sticks and etc.) & (1) Drink Machine (Mixed variety of Sodas, Entergy Drinks, Juices, Teas, Iced Coffees and Bottle Water)

10:15a.m.

**Pulaski County
Prosecuting Attorney's
Office**
3915 W. 8th Street
Little Rock, AR 72204

Machines: 1st Floor– (1) Snack Machine & (1) Bottle Machine

10:25a.m.

**Pulaski County Election
Commission**
501 West Markham, Ste
A

Machines: (1) Snack Machine & (1) Can Machine

10:50a.m.

**Pulaski County Sheriff's
Office**
2900 S. Woodrow St.
Little Rock, AR 72204

Machines:

Breakroom – (1) Snack Machine, (1) Can Machine & (1) Bottle Machine

11:00a.m.

**Pulaski County District
Court & Pulaski County
Juvenile Detention Center**
3001 West Roosevelt
Road
Little Rock, AR 72204

Machines:

1st Floor– (1) Snack Machine & (1) Bottle Machine

2nd Floor– (1) Can Machine

11:30a.m.

**Pulaski County Regional
Detention Facility**
3201 West Roosevelt
Road
Little Rock, AR 72204

Machines

Intake Sally port area B-175: (1) Snack Machine & (1) Bottle Machine

Central Control Staff Break Room E-303: (1) Snack Machine & (1) Bottle Machine

Release Civilian Side: (1) Snack Machine & (1) Bottle Machine

12:15p.m.

**Pulaski County Road and
Bridge**
3200 Brown Street
Little Rock, AR 72204

Machines:

Breakroom–(1) Snack Machine & (1) Can Machine

12:40p.m.

**Pulaski County Central
Health Unit**
3915 W. 8th Street
Little Rock, AR 72204

Machines:

Canteen– (1) Snack Machine & (1) Bottle Machine

2nd Floor–(1) Can Machine

Bid Attachments

Contractor or Vendor Disclosure Form.docx Contractor or Vendor Disclosure Form	Download
CONTRACT INFORMATION.docx Contract Information	Download
TERMS AND STANDARD CONDITIONS RFP.docx eBID TERMS AND STANDARD CONDITIONS RFP	Download
W-9 Blank 2024 form.pdf W-9 Form Rev. 2024	Download

Requested Attachments

- Contract Vendor Disclosure**
(Attachment required)
Attach your completed form here
- W-9**
(Attachment required)
Attach completed W-9 here
- Certificate of Insurance**
(Attachment required)
Attach your COI here, if applicable
- Pulaski County Taxes**
Attach your proof of paid taxes here, as applicable
- Permits and Licenses**
(Attachment required)
Attach your Permits and/or Licenses here, as applicable
- Disadvantaged Business Certification**
Attach approved certification from applicable State here
- Additional Information**
Attach additional relevant information here, if necessary
- Response to Scope of Work**
(Attachment required)
Attach your response to Scope of Work
- Stock & Maintenance Frequency Schedule**
(Attachment required)
Attach your frequency schedule here.
- Vending Machine**
(Attachment required)
Upload informational brochure of vending machine.
- Product selection catalog and planograms**
Attach documents here.

Bid Attributes

1 Introduction

Pulaski County (the "County") issues this Request for Proposal ("RFP") for vending services for various departments/locations within Pulaski County.

2 Scope of Services

Pulaski County is seeking proposals for vending services for various Pulaski County agencies/locations. It is Pulaski County's intent to provide a wide selection of vending services at low cost to employees. All proposals must be made on the basis of and either meet or exceed the requirements contained herein. All Contractors must be able to:

- Furnish, install, maintain and properly service all machines to ensure good working order, cleanliness and absence of insects and pests.
- Provide a visible decal with a phone number of service repairs and refunds.
- Install vending machines only in areas designated by the Assistant Comptroller.
- During the contract, provide updated list of the sizes and capacities of the vending machines offered and a list of available items for those machines.
- Establish and implement a system of keeping vending machines stocked. Contractors shall provide details of this system in their proposal.
- Establish and implement a system of providing timely refunds to individuals in the event of loss. Contractors shall provide evidence of this system in their proposal.
- Maintain a complete and accurate set of records pertaining to sales and service throughout the term of the contract. Contractors shall provide samples of these records in their proposal.
- Provide and maintain a telephone number where they can be reached between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.
- Routinely inspect the items for freshness and quality and remove all outdated items promptly.

3 Acknowledgement of Amendment

Acknowledge receipt of Amendment within 48 hours of distribution. Failure to provide acknowledgment may be grounds for disqualification.

☐ Yes

(Required: Check if applicable)

4 Award of Contract

Pulaski County reserves the right to overlook any errors or omissions on the part of the vendor during the RFP process and to reject any and all proposals, or any portion thereof, and re-advertise if deemed necessary. Award will be made to the Company whose proposal conforms to the RFP and, in the sole judgment of Pulaski County, will be most advantageous to Pulaski County.

5 Certification - No Boycott of Israel

Pursuant to Ark. Code Ann. § 25-1-503, Contractor certifies that it is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott (s) of Israel.

☐ I certify ☐ I do not certify

(Required: Check only one)

6 Certification 20% No Boycott of Israel

I/we do not certify to the Certification no boycott of Israel, however, Pursuant to Ark. Code Ann. § 25-1-503, I/we will offer to provide the goods or services for at least twenty percent (20%) less than the lowest certifying business. Please specify percentage.

If you did certify, enter a (0) zero%.

(Required: Maximum 1000 characters allowed)

7 Certification - No Boycott of Energy, etc

Pursuant to Ark. Code Ann. §25-1-1002, Contractor certifies that it is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott of energy, fossil fuel, firearms, and ammunition industries.

☐ I certify ☐ I do not certify

(Required: Check only one)

8 Certification - 20% No Boycott of Energy, etc

I/we do not certify to the Certification of no boycott of energy, fossil fuel, firearms, and ammunition industries pursuant to Ark. Code Ann. §25-1-1002. I/we will offer to provide the goods or services for at least twenty percent (20%) less than the lowest certifying business. Please specify percentage.

If you did certify, enter (0) zero %.

(Required: Maximum 1000 characters allowed)

9 Compliance with Federal, State, and Local Laws

The Proposer agrees that they will comply with all State, Federal, and Local Laws including but not limited to The American with Disabilities Act, Title VII of the Civil Rights of 1964, Age Discrimination in Employment Act, Civil Rights Act of 1991, Federal Insurance Contribution Act (FICA), Fair Labor Standards Act, Equal Pay Act of 1963 and the Affordable Health Care Act, as to Treatment and Compensation of Its Employees.

☐ I agree and will comply

(Required: Check only one)

10 Contract

The contents of the RFP will be incorporated into the final Contract documents. Due to the anticipated complexities of this contract relationship, Pulaski County reserves the right to negotiate final terms and conditions with the Company(ies) submitting proposals.

11 Contractor/Vendor Disclosure

Did you attach a completed Contract/Vendor Disclosure Statement?

☐ Yes

(Required: Check if applicable)

12 Contract Limitations

Pulaski County's contracting limitations are incorporated into, and made a part of the RFP. See attachment titled "Contract Information"

1
3**Contracts Lost**

The Provider must include a list of all accounts, which were canceled or not renewed during the past five (5) years and the reasons for cancellation or non-renewal. This list shall include the name and telephone number of the primary contact of each account.

(Optional: Maximum 4000 characters allowed)

1
4**Cost for Proposal Preparation**

Pulaski County will not reimburse Company's cost incurred in the preparation and submission of proposals. All proposals shall become the property of Pulaski County upon submission. The County reserves the right to negotiate rates, terms and conditions from the selected qualified companies, subsequent to the submission of proposals, in accordance with the established contractual guidelines of Pulaski County, Arkansas.

1
5**Damage to the Premises**

The Company will assume full responsibility for any damage to the County's equipment or premises caused by the negligent or intentional acts of omissions for the Company's employees, agents, or officers. Ordinary wear and tear is expected.

1
6**Debarment and Suspension**

The proposer certifies that themselves, their employees or company:

A. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation from covered transactions by any federal department or agency;

B. Have not within a three (3) year period preceding this proposal been convicted of or had a civil judgment rendered against it or them for commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statement(s) or receiving stolen property.

C. Are not presently indicted for or otherwise criminally charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated above, and:

D. Have not within a three (3) year period preceding this agreement had one (1) or more public transactions (federal, state, or local) terminated for cause or default.

☐ I Certify

(Required: Check only one)

1
7**Disadvantaged/Minority-Owned/Woman-Owned Business Enterprise MWOBE**

Is your company registered and certified as a Disadvantaged/Minority-Owned/Woman-Owned Business MWOBE?

Please provide applicable Certificate from the State verifying certification

☐ Yes ☐ No

(Optional: Check only one)

1
8

Dedicated Point of Contact

The contractor shall provide a dedicated point of contact and a customer service phone number for malfunctions or consumer refund requests.

(Required: Maximum 1000 characters allowed)

1
9

Employment Policies

The Company's employment policies shall meet the requirements of the Fair Labor Standards Act and all other regulations required by Federal or State law. The County is committed to Equal Opportunity. The Company must pledge to comply with Equal Opportunity Laws and that it will not discriminate against any employee or applicant for employment on the basis of political or religious opinions or affiliations, or because of age, race, sex, national origin, handicap, disability, sexual orientation, gender identity, genetic information, veteran status, or other non-merit factors or participation in a legally protected activity.

2
0

Equal Employment Opportunity Clause

This contractor and subcontractor shall abide by the requirements of 41 CFR 60-1.4(a) (as amended by E.O. 13665 regarding pay transparency), 60-300.5(a) 60-741.5(a) and 29 CFR 471. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.

2 **Equipment Specifications and Installation (ADDED)**

1 **The selected Offeror will be responsible for the following:**

- A. The selected bidder must provide Wi-Fi, cellular and any other connectivity for all vending machines at all County locations. Electric will be provided by the County.
- B. The selected bidder will be responsible for all costs associated with installation and delivery. Supply and install new vending machines meeting or exceeding the following specifications:
1. Packaged Food Vending Machines:
 - a. Temperature-controlled storage compartments
 - b. Flexible product configuration options
 - c. Minimum 20 different product selections
 - d. Energy-efficient operation with Energy Star certification where applicable
 - e. Anti-theft and vandalism protection features
 2. Beverage Vending Machines:
 - a. Capacity for both bottled/canned beverages and dispensed drinks where appropriate
 - b. Energy-efficient refrigeration systems
 - c. Adjustable temperature controls
 - d. Spill containment features
 - e. High-capacity storage capabilities.
 3. Ensure all equipment meets applicable standards and certifications:
 - a. UL/ETL safety certification.
 - b. ADA accessibility compliance.
 - c. Energy efficiency standards.
 - d. Health department requirements.
 4. Perform professional installation services including:
 - a. Positioning and leveling of all equipment.
 - b. Secure anchoring where required.
 - c. Connection to electrical service.
 - d. Network connectivity configuration.
 - e. Initial stocking and preparation for immediate use.

2 **Experience**

2 The Company shall submit information showing evidence of its experience with aspects of this proposal.

(Required: Maximum 4000 characters allowed)

2 **Faxed, Mailed or E-Mailed Proposals**

3 Proposals faxed, mailed, or e-mailed directly to Pulaski County Offices will not be considered. Proposals must be submitted through this forum.

2 **Financial Consideration**

4 **DO NOT SUBMIT FINANCIAL/PRICING/COST INFORMATION WITH THIS BID.** The cost of the proposal will be requested once this technical bid closes. A separate e-mail will be sent to the responsive and responsible bidders.

2
5**Further Information**

Companies are cautioned that the County is not obligated to ask for or accept after the opening date, data that is essential for a complete and thorough evaluation of the proposal. The County may award a contract based on initial submissions without any further discussion of such proposals. Accordingly, each proposal should be submitted on the most favorable and complete price and technical terms possible. Any ambiguity in any proposal as the result of omission, error, lack of clarity or noncompliance by the Company with specification, instructions and all conditions of the Request for Proposal shall be construed in the light most favorable to the County.

2
6**Governing Law**

The parties hereto agree that this Agreement shall be construed under Arkansas law. The parties further agree that proper jurisdiction and venue for any cause of action arising from this Agreement shall be vested in the state courts of Arkansas.

☐ I agree

(Required: Check only one)

2
7**Implementation Time Frame**

Pulaski County desires for this project to be completed as quickly as possible. A detailed project timeline shall be provided by the contractor to the designated representative within 15 days of award. Installation of machines should be complete within **(30)** days of award. Extended delivery dates may be considered when in the best interest of the County.

Are you able to meet this timeframe? If thirty (30) days cannot be met, please indicate the completion date or number of days.

(Required: Maximum 1000 characters allowed)

2
8**Important Notice**

The County has attempted to provide all information available. It is the responsibility of each Proposer to review, evaluate, and where necessary, request any clarification by submitting your question in the questions tab of this bid no later than the question cutoff period.

2
9**Indemnification**

The Company hereby agrees to assume all risks and responsibilities inherent in performing the contracted services and does hereby agree to defend, hold harmless, indemnify, release and forever discharge Pulaski County Government and any of its guards, agents, employees, volunteers and servants from and against any and all claims, demands, and actions, causes of action, losses liabilities, or expenditures of any kind, including court cost and expenses, accruing or resulting from any suites or damages of any character resulting from injuries, damages, or death sustained by any person or persons, or property, by virtue of the performance of this agreement either directly or indirectly.

3
0**INSTALLATION & PLACEMENT (ADDED)**

The vendor shall be responsible for all aspects of machine delivery, installation, and setup. The following apply:

- All machine placement locations within each facility must be approved by Pulaski County prior to installation.
- The vendor is responsible for all costs associated with delivery, installation, leveling, securing, and electrical connection of machines.
- Machines must be installed without causing damage to County property. Any damage caused during installation, servicing, or removal shall be repaired at the vendor's expense.
- Machines must not obstruct pedestrian pathways, emergency exits, or ADA-accessible routes.
- The vendor must obtain all necessary permits required for installation, if applicable.

3 Insurance

All proposals must contain a letter of intent from an insurance company authorized to do business in the State of Arkansas stating its willingness to insure the Company pursuant to the terms of any contract resulting from the bid. The Company shall procure and maintain, at the company's expense, the following insurance coverage for the period of the Contract. Certificates evidencing the effective dates and amounts of such insurance must be provided to Pulaski County:

1. Workers Compensation: As required by the State of Arkansas
2. Comprehensive General Liability (Broad Form) coverage in amounts specified under the contract for work at the facility prior to the signing of the contract.
3. Public Liability Insurance
4. Commercial Blanket Bond Coverage (theft/fraud by employees)
5. INCLUDE ONLY IF NEEDED: Professional liability insurance in an amount of \$1,000,000 per occurrence and \$3,000,000 in the aggregate. If "claims made" is provided, continuing liability coverage ("tail") of at least five (5) years must be in force.
6. Minimum shall be in the total amount of the Contract.

3 Insurance Response

Is an insurance certificate or a letter of intent from an insurance company attached?

☐ Yes

(Required: Check if applicable)

3 Law Changes

If any local, state or federal government or government agency changes or amends any laws, rules, or regulations affecting the rights, requirements, relationships contemplated herein, Pulaski County reserves the right to amend the contract in order to bring it into compliance with such changes.

3 Locations, Equipment and Representatives

All locations listed below are to be considered minimum. Pulaski County may require the successful bidder to equip additional locations with vending services not specified in this RFP. Additional vending machines may also be required and installed at locations listed herein. Pulaski County reserves the right to approve all vending machines before installation and require replacement or removal of machines, which for any reason are not considered acceptable.

The County will designate a representative for each location where the Contractor will provide services. The County's location Representative will coordinate with the Contractor's service person on a daily basis to communicate the level of service required, placement of any vending machines, selection of vending items, repair of any machines, and resolution of any problems that may arise from the Contractor's performance of the contract. The Contractor shall be required to keep records of all calls for service and any discrepancies that occur during this contract and provide this information upon request by Pulaski County.

Pulaski County Administration Building

201 South Broadway
Little Rock, AR 72201

Contact: Erica Todd (501) 340-3387

Machines:

1st Floor – (1) Snack Machine (*Mixed variety of Candy, Chips, Pastries, Microwaveable meals, Tuna Kit Meals, Slim Jim sticks and etc.*) & (1) Drink Machine (*Mixed variety of Sodas, Entergy Drinks, Juices, Teas, Iced Coffees and Bottle Water*)

2nd Floor – (1) Bottle Machine

3rd Floor – (1) Bottle Machine

4th Floor – (1) Snack Machine (*Mixed variety of Candy, Chips, Pastries, Microwaveable meals, Tuna Kit Meals, Slim Jim sticks and etc.*) & (1) Drink Machine (*Mixed variety of Sodas, Entergy Drinks, Juices, Teas, Iced Coffees and Bottle Water*)

Pulaski County Election Commission

501 West Markham, Ste A
Little Rock, AR 72201

Contact: Betty Green (501) 340-8902
Machines: (1) Snack Machine & (1) Can Machine

Pulaski County Sheriff's Office

2900 S. Woodrow St.
Little Rock, AR 72204

Contact: Stacy Woods (501) 340-6954

Machines:

Breakroom – (1) Snack Machine, (1) Can Machine & (1) Bottle Machine

Pulaski County Central Health Unit

3915 W. 8th Street
Little Rock, AR 72204

Contact: Jasmin White (501) 280-3100

Machines:

Canteen– (1) Snack Machine & (1) Bottle Machine
2nd Floor–(1) Can Machine

Pulaski County Road and Bridge

3200 Brown Street
Little Rock, AR 72204

Contact: Tracey Perkins (501) 340-6800

Machines:

Breakroom–(1) Snack Machine & (1) Can Machine

Pulaski County Prosecuting Attorney's Office

3915 W. 8th Street
Little Rock, AR 72204

Contact: Jamye Sturgeon (501) 340-8019

Machines:

1st Floor– (1) Snack Machine & (1) Bottle Machine

Pulaski County District Court & Pulaski County Juvenile Detention Center

3001 West Roosevelt Road
Little Rock, AR 72204

Contact: Carol Wilkins (501) 340-6841

Machines:

1st Floor– (1) Snack Machine & (1) Bottle Machine
2nd Floor– (1) Can Machine

Pulaski County Regional Detention Facility

3201 West Roosevelt Road
Little Rock, AR 72204

Contact: Stacy Woods (501) 340-6954

Machines:

Intake Sally port area B-175: (1) Snack Machine & (1) Bottle Machine
Central Control Staff Break Room E-303: (1) Snack Machine & (1) Bottle Machine
Release Civilian Side: (1) Snack Machine & (1) Bottle Machine

Machine Requirements

All machines shall be current models and in good working condition. Each contractor will provide with their proposal, descriptive literature with full illustrations and detailed specifications for each vending machine offered. Title to all equipment and product shall remain with the Successful Contractor.

All vending machines provided under this agreement shall meet the following minimum requirements:

- Machines must be new or fully refurbished in clean, attractive, and fully operational condition at the time of installation.
- No old, outdated or obsolete machines will be used in any areas. Machines with dents, cracks, paint chips etc. will not be acceptable.
- Machines must accept multiple payment methods, including cash (***including a coin mechanism accepting any combination of nickels, dimes, and quarters, a dollar bill validator***), credit/debit card, and contactless/mobile payment (***e.g., Apple Pay, Google Pay***).
- Refrigerated beverage machines must maintain appropriate temperatures at all times.
- All machines must have clearly displayed customer service contact information for malfunctions or refund requests.

36 Maintenance, Service and Support Services (ADDED)

If the machine cannot be maintained in operational order or if it is in constant need of repair, **the machine must be replaced**. Successful bidder will repair or replace such equipment at its expense and the fee paid to Pulaski County will not be affected.

The successful bidder shall be on call at all times during operation of vending services, with a response time of not more than four (4) hours to service, and/or repair breakdown of machines. If the machine cannot be maintained in operational order or if it is in constant need of repair, the machine must be replaced. Successful bidder will repair or replace such equipment at its expense and the fee paid to Pulaski County will not be affected. The vendor shall remove any machine that has been out of service for more than five (5) consecutive days and replace it with an operational unit within three (3) business days. Any exceptions to this shall be in writing and agreed upon by Pulaski County.

Contractors are encouraged to visit all locations to become familiar with the physical conditions surrounding the areas and become acquainted with establishing operation in other areas.: Provide comprehensive maintenance and support services including, but not limited to:

A. Preventive Maintenance: Provide a preventive maintenance schedule that includes regular cleaning and sanitization of all machines, temperature verification for refrigerated units and mechanical adjustments and calibration, when necessary.

B. Service Requests: Bidder must respond to a request within 4 hours and be on-site within 24 hours, during normal business hours, Monday-Friday 8:00 AM to 5:00 PM. Bidder must include in their proposal the service request process, including but not limited to methods of notification and escalation procedures for critical issues.

- Any machine that is out of service, malfunctioning, or not accepting payment shall be repaired within **48 hours** of notification by the County or replaced.

C. Refund Process: Bidder must identify the refund process in their proposal.

- The vendor must provide a dedicated point of contact and a customer service phone number for malfunctions or consumer refund requests.
- Vendor must provide the each location contact person with a cash refund log sheet and petty cash to issue cash refunds to employees who paid with cash.

D. Stock Management

1. Machines shall be restocked on a regular schedule sufficient to prevent extended out-of-stock conditions. Bidders shall indicate their proposed service frequency for each location.

2. Product freshness monitoring.

3. Expired or damaged product shall be removed and replaced immediately upon discovery.

4. Seasonal product rotation.

E. Customer Service: All machines must display the customer service phone number for customers to call in the event of any issues related to payment, vending of product, etc.

SERVICING & MAINTENANCE

The vendor shall be solely responsible for all ongoing maintenance, servicing, and repair of all machines.

37 Maintenance Service Request (ADDED)

Detail the process to report vending machine service request.

(Required: Maximum 1000 characters allowed)

**3
8** **Mandatory Pre-Proposal Conference/Site-Visit**

It is mandatory that each Vendor attend the pre-proposal conference and site tour of all vending locations to ensure all responses reflect a complete understanding of the conditions, operations, location, equipment, requirements, space availability, and surrounding areas. Any proposal submitted by a Vendor that did not attend the mandatory pre-proposal conference and site visit will be rejected. Reference the Activities tab for detailed information.

**3
9** **Materials not Desired**

Binders, brochures, and materials not specified in the RFP are neither requested nor desired. Please do not attach these with your proposal. If additional information is required, it will be requested by the County after review of the proposals.

**4
0** **Non-Appropriation Clause**

Notwithstanding anything contained in this Agreement to the contrary, if the Pulaski County Quorum Court fails to appropriate funds for subsequent period within the term of this Agreement, the County shall not be obligated to make payments beyond the then current fiscal appropriations period provided that Company shall have received a written notification of the occurrence of the following events:

1. Funds are not appropriated for a subsequent period during the Term of this Agreement for the acquisition of services and functions which, in whole or in part, are essentially the same services and functions for the performance of which the services and functions were purchased.
2. County has exhausted all funds legally available for all payments due under this Agreement
3. Such non-appropriation did not result from any act or failure to act of the County. then, Company's only remedy shall be to terminate this Agreement at the end of the period which notice is given and take possession of any equipment owned by the Company. Company shall be entitled, however, to any payments and other payments due and owing during any previous period.

**4
1** **Noncollusion**

Vendor shall represent and warrant that in connection to a response to this solicitation:

1. The vendor has not been a party to any collusion among vendor(s) in the restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding.
2. The vendor has not been a party to any collusion with any official or employee of Pulaski County as to quantity, quality, or price in the prospective contract, or any other terms of said prospective contract.
3. The vendor has not been a party in any discussion between bidders and any official of Pulaski County concerning exchange or money or other things of value for special consideration in the letting of a contract.

**4
2** **Office Contract Liaison**

The liaison person for all matters concerning this contract is:

Tashika Keown
Purchasing Department
201 S. Broadway St, Ste #440
Little Rock, AR 72201
Phone: 501-340-8390
Email: tkeown@pulaskicounty.net

4
3

Official Company's Representative

Provide the name, mailing address, and telephone number of the Company's authorized agent with authority to bind the firm with respect to questions concerning the Company's proposal must be clearly stated.

(Required: Maximum 4000 characters allowed)

4
4

Organization

Provider shall describe the organizational line of authority for management level personnel from the local to the highest corporate level.

(Required: Maximum 4000 characters allowed)

4
5

Performance Record

The Company shall submit information showing evidence of its past performance in regard to: 1. Timeliness 2. Completion of work within budget 3. Quality of work

A vendor's past performance with Pulaski County may be used to determine if the vendor is "responsible". Bid responses submitted by vendors determined to be non-responsible shall be disqualified.

(Required: Maximum 4000 characters allowed)

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Permits and Licenses

The Provider will obtain and maintain at its expense, and in its name, all necessary licenses and permits required to perform the services described herein. The Provider selected must submit proof of certification before the contract can be awarded. Certification will remain on file in the Pulaski County Purchasing Office.

4 **Pre-Implementation Assessment and Planning (ADDED)**

7 **The selected bidder will be responsible for the following:**

A. Conduct comprehensive site assessments at all designated County locations to:

1. Document dimensions, clearances, and spatial requirements for each installation point.
2. Evaluate existing electrical supply and determine any necessary upgrades.
3. Identify any site-specific considerations that may impact installation.

B. Develop a detailed implementation plan including:

1. Location-specific equipment recommendations.
2. Installation schedule and coordination plan with no disruption to operations.
3. Specific product mix recommendations for each location.
4. Product selection catalog and planograms.
5. Present findings and recommendations to the project manager for approval prior to proceeding with implementation.
6. Payment system configuration and testing documentation
7. Remote monitoring system access and reporting capabilities.
8. Finalized Preventative Maintenance Schedule.

4 **Price Escalation**

8 Quoted prices must remain firm for the first year of the contract. Each year the contractor may request a price adjustment. The County will entertain a request for escalation in accordance with the current Consumer Price Index at the time of the request or up to a maximum 5% increase on the current pricing, whichever is lower. For the purpose of this section, "Consumer Price Index" shall mean the Consumer Price Index-All Urban Consumers - United States Average-All items (CPI-U), as published by the United States Department of Labor, Bureau of Labor Statistics. In the event of a general price schedule decrease, the County shall be guaranteed full benefit of the price reduction. Request for price adjustment shall be submitted to the Pulaski County Assistant Comptroller, 201 S Broadway, Ste 440, Little Rock, AR 72201, e-mail to pcpurchase@pulaskicounty.net

4 **Product & Pricing Requirements**

9 Proposers shall submit a proposed product list for each machine type at each location. The following guidelines apply:

- Product offerings should reflect the nature of each facility and its typical user population.
- A minimum of **25%** of products offered in each machine should consist of healthier options (e.g. water, low-sugar beverages, nuts, granola bars, fruit snacks).
- All products must be commercially packaged and within manufacturer-established expiration dates at all times.
- Product pricing shall be reasonable and clearly displayed on the machine. Any proposed price changes must be communicated to Pulaski County in writing a minimum of 30 days in advance.
- Proposers shall indicate the initial pricing for all products in their Financial submission. **DO NOT INCLUDE ANY PRICING INFORMATION IN THIS TECHNICAL BID. AT A LATER DATE YOU WILL RECEIVE THE FINANCIAL BID, AT THAT TIME YOU WILL SUBMIT YOUR PRICING INFORMATION.**

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Proof of Performance

Prior to approval of an alternate brand/model of equipment and/or prior to award, Pulaski County shall have the right to require vendor to provide a live test of any equipment bid.

1. During the live test, equipment must prove its capability to meet or exceed all requirements of this solicitation. Pulaski County shall be the sole determining source in deciding acceptable performance
2. Vendors who bid equipment that cannot demonstrate its capability to meet or exceed requirements of this solicitation shall be deemed non-responsible and shall not be considered
3. This test shall be conducted in Little Rock, Arkansas at a location determined by Pulaski County and shall be conducted at no cost to Pulaski County.

Throughout the term of this contract, Pulaski County shall have the right to require the awarded vendor to provide a live test of any equipment prior to replacing units. Equipment that cannot demonstrate its capability to meet or exceed requirements of this solicitation shall not be accepted and vendor must provide an acceptable alternate. Pulaski County shall be the sole determining source in deciding acceptable performance.

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Proposal Evaluation

The County will review all accepted proposals with particular emphasis on the following:

1. Performance Capabilities
2. Understanding our Needs
3. Total Calculated Cost
4. References
5. Disadvantaged/Minority-Owned/Women-Owned Business - MWOBE

Proposal evaluations are the sole responsibility of the County and as such the County is the final authority on the evaluation process. Although some of the criteria are given more weight than others, each Company is expected to provide the County with a complete, comprehensive proposal which allows the County to do complete evaluation using the criteria above.

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Proposal Revenue Options

The County will consider various options involving revenue generated to the County under this contract. All options to the standard commission fee structure will be considered. Each proposal shall clearly define the fee to be paid and the basis for its calculation. Proposal options to be provided include:

Option 1: Commission: A sum equal to a fixed percentage of gross retail sales paid on a monthly basis.

Option 2: Flat Rate Plus Commission: A minimum of fixed sum of money payable on a monthly basis and a fixed percentage of gross retail sales combined.

Option 3: Flat Rate: A minimum fixed sum of money payable (monthly) to the County regardless of level of activity. Please submit your proposal revenue options in a separate sealed envelope marked with the RFP number and the Company's name.

DO NOT INCLUDE RATES IN THIS TECHNICAL BID, ONLY PROVIDE A DESCRIPTION OF THE CHARGES. YOU WILL BE ABLE TO ADDRESS THE AMOUNT IN THE FINANCIAL BID.

(Required: Maximum 1000 characters allowed)

53 Proposal Selection Procedure

Proposals submitted for this bid will be evaluated by an evaluation team. The evaluation team will consider all information provided in the proposal when making its recommendation and may consider relevant information from other sources.

The County reserves the right to invite proposers for interviews which will be used in conjunction with the cost/financial proposal information to award the services offered. Upon final scoring of the proposals, the evaluation team will make a recommendation of award.

During the proposals selection process, a short list of proposers may be selected for interviews and further information may be requested of these proposers to assist in the final selection. Proposers may enter into negotiations for final contract award. The County reserves the right to negotiate with a proposer, or with more than one proposer. The County reserves the right to reject any or all offers if it determines that such offers are not in the best interest of the County.

54 Proprietary Information

After the award of the Contract, all proposals will be open for public inspection. Financial data, trade secrets, test data, and similar proprietary information will, to the extent permitted by law, remain confidential provided such material is clearly indicated by the Company at the time of submission; however, net cost information may not be confidential.

(Optional: Maximum 1000 characters allowed)

55 Pulaski County Property Tax

If your business address is within Pulaski County, did you submit proof of payment of real estate and personal property taxes due in 2025?

☐ Yes - Submit Proof ☐ No

(Optional: Check only one)

56 Records Retention

Reference A.C.A. §14-14-111.

County Governments in Arkansas are the repository for vast numbers of public records necessary for the regulation of commerce and vital to the health, safety, and welfare of the citizens of the state. These records are routinely kept in electronic format by county officials who are the custodians of the records.

A COUNTY OFFICIAL REQUIRED BY LAW TO MAINTAIN PUBLIC RECORDS AND WHO IN THE NORMAL PERFORMANCE OF OFFICAL DUTIES CHOOSES TO KEEP AND MAINTAIN THE RECORDS IN AN ELECTRONIC RECORD RETAINS ADMINISTRATIVE RIGHTS AND COMPLETE ACCESS TO ALL THE RECORDS.

57 Recycling

The County is committed to helping improve the environment and promoting source reduction, re-use and recycling as the preferred solutions to our solid waste management crisis. Our goal is to reduce our dependence on land filling as the primary method of waste disposal. County residents are extremely concerned about the environment of the County and they depend on the County government to safeguard their land, air and water resources. The County shares this concern and had adopted a variety of policies to promote recycling to the greatest extent possible. One of these policies is to include recycling considerations in all procurement, purchasing and contracting decisions.

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References

Provide a list of at least three (3) government and or commercial clients for which the Company has performed/provided similar services within the past two years.

Include the company name, address, phone number, e-mail and a brief description of the contractual relationship.

(Required: Maximum 4000 characters allowed)

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Refund Process (ADDED)

Please explain the refund process for all methods of payments.

(Required: Maximum 1000 characters allowed)

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REMOVAL OF MACHINES (ADDED)

Upon expiration or termination of the contract, the vendor shall remove all machines from County property within seven (7) business days at no cost to the County. Any machines not removed within this timeframe may be removed by the County at the vendor's expense.

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Reporting & Commission Payment

Successful Contractor shall provide, on a monthly basis, reports detailing gross retail sales by machine, a list by each product's sales, and / or beginning and ending reading of transaction counters. The County reserves the right to audit the sales records and invoices pertaining to the County's account.

All fees will be paid to the County on a monthly basis, no later than the 15th day of the following month in which actual sales occurred.

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Requirements Needed

Please indicate any requirements that Pulaski County may need to be aware of, or provide to the Company, that is not included in this proposal, such as amount of space needed to work and/or electrical requirements to operate tools, space to house equipment. You may also attach a document responding to this in the Response Attachment tab.

(Optional: Maximum 4000 characters allowed)

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Standard of Performance

The Company shall perform according to the terms and conditions as stated herein, and according to the highest standards and commercial practices. Instances of poor performance by the Company will be documented and submitted to the Company for immediate review and corrective action. Continued poor performance will be deemed a breach of the specifications of the RFP, and shall be grounds for immediate termination of the contract. A review meeting will be called between the Company and Pulaski County when documented instances of poor performance occur. A plan for corrective action agreeable to both parties will be drafted and implemented. Pulaski County retains the absolute right to assess whether and when performance is subsequently acceptable.

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Staff and Capacity to Perform Work

The Company shall submit information in their proposal showing:

- Qualifications of staff that will be assigned to the County account
- Staff size
- Staff expertise
- Staff time availability

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Staffing

Please furnish the name, office number, mobile number and email address of a responsible person who will represent the contractor in all matters pertaining to the contract, including the placing of orders during the term of the contract.

(Required: Maximum 1000 characters allowed)

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Taxes

Company will be responsible for collection and payment of all required taxes (local, state, federal) relating to its operation. Pulaski County is prohibited by ordinance from awarding contracts to companies that are delinquent in paying Pulaski County property taxes. If your business address is within Pulaski County, you must submit with your proposal proof of payment of real estate and personal property taxes due in 2025 for tax year 2024, or your proposal may be disqualified.

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Technology and Payment Systems (ADDED)

A. Implement comprehensive payment acceptance capabilities including:

1. Traditional cash acceptance with bill validation and coin mechanisms
2. Credit Card acceptance through the below means.
 - a. EMV chip, Contactless (**tap-to-pay**) functionality.
 - b. Mobile payment solution (**Apple pay, Google Pay, Samsung Pay**).
 - c. QR code payment capabilities.

B. Ensure all payment systems maintain strict compliance with:

1. EMV technical standards
2. EMV secure card readers and other EMV compliant hardware.
3. Any/All Point of Contact and/or Point of Interaction (POI) Credit Card Data processing devices provided by the contractor must be listed on the PCI Security Standards Council website as part of a fully certified PCI P2PE solution.
4. Bidders must include in their proposal a current PCI Attestation of Compliance ("AOC") for applicable credit card data environments and SOC 2 report. PCI AOC and SOC 2 will need to be provided once per year throughout the contract term.
5. Any credit card breach, due to using the selected bidder's vending machine at any Authority location, will be the sole responsibility of the selected bidder.

C. Credit Card Surcharge: If a credit card surcharge will apply to transactions, the selected bidder will be responsible for posting the amount on each machine. Credit card surcharge cannot exceed **5%** of the total sale.

D. Implement Remote Monitoring and Management (RMM) technology providing:

1. Real-time sales data and reporting.
2. Inventory level monitoring.
3. Temperature monitoring for refrigerated units.
4. Proactive maintenance alerts.
5. Cash management tracking.
6. User behavior analytics.

E. Establish secure data transmission protocols between machines and management systems.

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Telegraphic Proposals

Telegraphic or FAX proposals sent directly to Pulaski County offices will not be considered

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Term of Contract

The required services are to commence no later than a date to be agreed upon by and between Pulaski County and the company selected and, unless terminated sooner, shall continue in force for (3) three years, with the option for (1) 3 year renewal. No contract will be automatically renewed at the end of any contract term. Written confirmation shall be required.

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Termination and Assignment

The contract awarded in response to the RFP (the "Contract") may be terminated by either party by giving the other not less than 30 days written notice of intent to terminate as of the date specified. The Contract will not be assignable without prior written consent of both parties. An attempted assignment without such consent shall be void and of no effect.

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Terms Acknowledged

Check the box acknowledging Pulaski County's bid terms and conditions.

☐ I acknowledge

(Required: Check only one)

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Title VI Civil Rights Act Compliance

TITLE VI CIVIL RIGHTS ACT COMPLIANCE AND ASSURANCES:

The successful bidder, and all sub-recipients, sub-grantees, sub-contractors, successors, transferees, and/or assignees shall:

- a. Comply with Title VI of the Civil Rights Act of 1964 as amended (42 U.S.C. § 2000d et seq., 78 stat. 252), prohibiting discrimination on the basis of race, color, national origin, age, sex, and disability through its applicable federal statutory or regulatory authorities, or other pertinent directives, circulars, policy, memoranda, and/or guidance and will give assurance that it will promptly take measures necessary to ensure such;
- b. Abide by all applicable Federal provisions, and Pulaski County requests, regarding access to records, accounts, documents, information, facilities, and staff;
- c. Comply with all program and/or compliance reviews, and/or complaint investigations conducted by Pulaski County or any Federal department or agency;
- d. Maintain and preserve all project records for a minimum of three (3) years or as further required by Pulaski County and Federal record retention requirements;
- e. Assure that all records or materials are timely, completely, and accurately provided to Pulaski County upon request, and
- f. Comply with data collection and evaluation requirements, as required by Pulaski County, related laws, or program guidance.

DISADVANTAGE BUSINESS ENTERPRISES

Pulaski County, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into, pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

PULASKI COUNTY NONDISCRIMINATION ASSURANCES:

The successful bidder, as well as, all sub-grantees, sub-contractors, successors, transferees, and/or assignees, providing goods and services to Pulaski County, shall comply with Pulaski County Ordinance 15-OR-25, prohibiting discrimination on the basis of political or religious opinions or affiliations, age, race, sex, national origin, handicap, disability, sexual orientation, gender identity, genetic information, veteran status, or other non-merit factors. The successful bidder shall include a similar provision in all contracts or agreements with sub-grantees, sub-contractors, successors, transferees, and/or assignees requiring compliance with Pulaski County Ordinance 15-OR-25. The successful bidder shall provide records of such contracts or agreements with sub-grantees, sub-contractors, successors, transferees, and/or assignees to Pulaski County upon request.

Check the box acknowledging that you understand and will comply.

☐ I acknowledge and will comply

(Required: Check only one)

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Transitional Plan

The awarded contractor shall coordinate with the County's current vending service provider to develop and implement a transition plan for the removal of existing vending machines and the installation of new machines. This shall include the timely removal of existing vending machines and the installation of replacement machines in a manner that minimizes service interruptions and maintains continuous vending operations at all County locations.

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User Interface and Accessibility Features (ADDED)

A. Deploy machines with user-friendly interfaces featuring:

1. Clear, high-contrast displays
2. Intuitive navigation

B. Ensure full ADA compliance including:

1. Appropriate reach ranges for controls and product retrieval
2. Visual and tactile feedback mechanisms
3. Braille or raised character labeling where appropriate
4. Adequate maneuvering clearance for wheelchair access

Supplier Information

Company Name:

Contact Name:

Address:

Phone:

Fax:

Email:

Supplier Notes

By submitting your response, you certify that you are authorized to represent and bind your company.

Print Name

Signature