



ARKANSAS STATE UNIVERSITY

REQUEST FOR PROPOSAL

TEMPORARY STAFFING SERVICES RFP #26-29

Notice is hereby given that Arkansas State University will accept proposals until 11:00a.m., Central Time, on **March 2, 2026**, for **Temporary Staffing Services**

Submit proposals to:

Arkansas State University
Procurement Services
PO Box 1860
State University, AR 72467-1860

Or

Arkansas State University
Procurement Services
2713-A Pawnee Street
State University, AR 72467

Projected Timetable

The following should be used as a working guide for planning purposes. Arkansas State University reserves the right to adjust this timetable as required throughout the process.

ACTIVITY	DATE
RFP Issued:	February 2, 2026
Deadline for Questions on Proposal	February 16, 2026
Responses to Questions posted on website	February 20, 2026
Public opening of proposals	March 2, 2026 11:00 a.m. CST
Completion of proposal review and contract selection	March 2026
Intent to award letters emailed	March 2026
ALC Review	April 2026
Contractor Commences Performance	April/May 2026

Arkansas State University reserves the right to reject late proposals, any proposals, or waive any irregularities or informalities during the Request for Proposal process. No proposal may be withdrawn for a period of thirty (30) days after the closing date for submission.

General Terms and Conditions for RFPs are available [here](#). Please review these terms before signing the proposal page.

ADMINISTRATIVE OVERVIEW

Background

Arkansas State University enjoys a reputation as a national doctoral-granting institution of higher education, as recognized by the Carnegie Foundation as a Research 2 institution. It is the only comprehensive public university located in this region. Dedicated to teaching, research, and service, the university provides students with a broad educational foundation that helps develop critical thinking, analytical skills, decision-making capabilities, and practical communication skills.

This institution was founded in 1909 by the Arkansas Legislature as a regional agricultural training school. It began offering a two-year college program in 1918, and was then renamed "First District Agricultural and Mechanical College" in 1925. A four-year degree program was initiated in 1930; A&M College became "Arkansas State College" in 1933. The Arkansas Legislature elevated the college to university status and changed the name to Arkansas State University in 1967.

Master's degree graduate programs were initiated in 1955, and A-State began offering its first doctoral degree, in educational leadership, in the fall of 1992. Programs are available at the specialist, master's, bachelor's, and associate degree levels through the various colleges: Agriculture, NeilGriffin Business, Communications and Liberal Arts, Education and Behavioral Science, Engineering and Computer Science, Nursing and Health Professions, Sciences and Mathematics, and University College.

Arkansas State University's commitment to excellence in higher education is demonstrated by its accreditation by The Higher Learning Commission of the North Central Association of Colleges and Schools, as well as 18 specialized accrediting organizations.

Arkansas State is a member of the Arkansas State University System.

The Mission of Arkansas State University

Arkansas State University *educates* leaders, *enhances* intellectual growth, and *enriches* lives.



1.00 Introduction

Arkansas State University (the “University”) is issuing this Request for Proposal (“RFP”) for the temporary staffing services.

To simplify the University’s task of evaluating all proposals, we have developed a standardized format that all proposals must follow. Failure to adhere to this format or to omit any of the information that is required will result in your firm’s proposal being disqualified.

The contract will be awarded to the vendor, firm, contractor, offeror, or proposer (“vendor”) who best satisfies all of the University’s needs at the lowest cost and with the highest service performance. Cost will not be the sole criterion for awarding the contract. Vendors shall state the purchase price of each line item in the Proposal Packet. The University shall issue a firm, fixed-price contract for the services resulting from this RFP.

Arkansas State University is one of multiple components of the Arkansas State University System. If another Arkansas State University campus wishes to utilize the services of the selected provider and the provider agrees, they may agree as outlined in this RFP. The data, specifications, and administrative requirements outlined herein are intended as general guidelines for each proposal. Each firm is expected to submit a fully detailed proposal that adequately describes the advantages and benefits that the University would realize by accepting its proposal.

INTERGOVERNMENTAL/COOPERATIVE USE OF PROPOSAL AND CONTRACT: In accordance with Arkansas Code §19-11-249, this proposal and resulting contract are available to any college or university in Arkansas that wishes to utilize the services of the selected proposer. If the proposer agrees, they may agree as provided in this RFP.

2.00 Issuing Officer and Contract Administrator

Lisa Glasco, CPCP, CPPB, CPPO, NIGP-CPP, APO - Director of Procurement Services

Phone: (870) 972-2028

Email: lglasco@astate.edu

Project Officer: Katrina Watson, Rod Saavedra,
Brian Lasey

Phone: 870-972-3454

Email: klcooper@astate.edu; rsaavedraiv@astate.edu; blasey@astate.edu

3.00 Anticipated Procurement Timetable

ACTIVITY	DATE
RFP Issued:	February 2, 2026
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4.00 Submission of Proposals

No later than 11:00 a.m., provide one signed original (marked “original”) in the response. The bidder must also provide the bid response in electronic form on a flash drive (preferred). **Under no circumstances will late bids be accepted. Failure to deliver by overnight carriers or similar methods shall not be considered. RFPs must arrive and be time-stamped by our office, located at 2713-A Pawnee, before the time and date specified on the Request for Proposal sheet.**

Arkansas State University
Procurement Services
PO Box 1860
State University, AR 72467-1860
Or

Arkansas State University
2713-A Pawnee Street
Jonesboro, AR 72401

5.00 Proposal Format

Each proposer must utilize the *Proposal Packet* to submit their proposal. The following items are Proposal Submission Requirements and must be submitted in both hard and electronic copies in the original *Proposal Packet*.

A. Original signed *Proposal Signature Page*. (See *Proposal Packet*.)

1. One (1) original hardcopy and (1) electronic copy of the proposal response, which includes:
 - a. Proposal response to the *Information for Evaluation* section included in the *Proposal Packet*. Proposal responses must be in English.
 - b. *Official Solicitation Price Sheet*.

6.00 Award and Term

The University reserves the right to reject any or all proposals, or any portion thereof, and re-advertise if deemed necessary. Awards will be made to the proposer whose proposal conforms to the RFP and, in the sole judgment of the University, will be the most advantageous to the University. The proposal may be awarded to one or more vendors, as recommended by the committee.

As a result of this RFP, the Department intends to award a contract to multiple contractors.

The required services are to commence in **April/May 2026** and, unless terminated sooner, shall continue in force for an initial period of five (5) years, with the option to extend for two one-year extensions, in accordance with the original terms of the contract, upon mutual agreement in writing.

7.00 Rejection of Proposals

To simplify the University’s task of evaluating all proposals, we have developed a format that all proposals must follow. Failure to adhere to this format or omitting any of the information that is required may result in your firm’s proposal being disqualified.

8.00 Public Opening of Proposals

A public opening of all Technical/Business proposals will be held on **March 2, 2026, at 11:00 A.M. CST** at

Arkansas State University
Procurement Services
2713-A Pawnee Street
State University, AR 72467

NOTE: When circumstances warrant, and at the University's sole discretion, the University may elect to conduct the proposal opening entirely via video conference. If the University makes this election, the University shall post a link to the video conference on its website. If the bid opening is conducted entirely via video conference, individuals will not be permitted to attend in person.

9.00 Contract Governance and Indemnification

The contract will incorporate the RFP's contents, as well as any negotiated terms and conditions. Vendors should note the following regarding the University's contracting authority and amend their documents accordingly. Failure to conform to these standards will result in rejection of the proposal.

This contract shall be governed by and construed in accordance with the laws of the state of Arkansas. Arkansas State University is an agency of the state of Arkansas, and the state and its agencies are protected from suit by sovereign immunity. Nothing in this contract is intended to nor shall it waive this sovereign immunity. Any provision of this contract in conflict with the laws of the state of Arkansas is null and void.

The Bidder shall indemnify and hold harmless the University, its officers, and its employees from all claims, suits, actions, damages, and costs of every nature and description arising out of or resulting from the contract or the provision of services thereunder.

The University will cooperate with the Bidder in the defense of any action or claim brought against Bidder seeking damages or relief for any loss, expense, damage, liability, claim, or demand either at law or in equity for actual or alleged injuries to persons or property arising from any negligent actor omission by the University or its employees or agents in performance of this contract. The University will also cooperate in good faith with the Bidder should the Bidder present any claims of the nature to the Arkansas State Claims Commission and will make a reasonable effort to expedite any hearing or other action before the Commission. However, the University reserves the right to assert, in good faith, any claims and defenses available to it in any such proceedings before the Commission or any other appropriate forum.

Additionally:

1. **The State of Arkansas may not contract with another party to:**

1. Indemnify and defend that party for any liability and damages. However, the University may agree to hold the other party harmless from any loss or claim resulting directly from and attributable to the University's use or possession of equipment or software and reimburse the party for the loss caused solely by the University's use or possession.

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2. Upon default, to pay all sums to become due under the contract.
 3. Pay damages, legal expenses, or other costs and expenses of any party.
2. A party wishing to contract with Arkansas State University must:
 1. Remove any language from its contract that grants remedies other than:
 - The right to possession.
 - The right to accrued payment.
 2. Include in its contract language specifying that the laws of the State of Arkansas govern the contract.
 3. Acknowledge in writing that contracts with the University become effective when awarded.

10.00 Cost for Proposal Preparation

The University will not reimburse any proposer's costs incurred in the preparation and submission of proposals.

11.00 Further Information

Proposers are cautioned that the University is not obligated to request or accept clarifications after the opening date that are essential for a complete and thorough evaluation of the proposal. However, should the University request additional information, either written or oral, the bidder must provide it. Refusal to honor such requests may result in rejection of the proposal. The University may award a contract based on initial submissions without any further discussion of such proposals. Accordingly, each proposal should be submitted in the most favorable and complete terms possible.

If the University so chooses, it shall have the right to enter into discussions or negotiations with the qualifying vendor(s) to further define contractual details. All such discussions shall be conducted at the sole discretion of the University and may take place at any lawful time of the University's choosing. The University shall determine the items to be discussed or negotiated solely.

Suppose discussions or negotiations fail to result in a contract. In that case, the negotiation process may be repeated until a successful vendor is identified and an award is made, or until the University decides not to proceed with an award.

The University may elect to request final offers. Any best and final offer request made by the University will be conducted with the responsible vendors in accordance with A.C.A. § 19-61-506.

12.00 Proprietary Information

Proposals and documents submitted in response to this RFP become the property of the University and shall be open to public inspection following the proposal opening, except for proprietary information exempted by law. Proprietary information submitted in response to this RFP must be separately packaged, sealed, and clearly labeled "PROPRIETARY". Financial data, trade secrets, test data, and similar proprietary information will, to the extent permitted by law, remain confidential, provided such material is clearly so marked by the proposer before submission.

“Proprietary information or information which, if disclosed, would give advantage to competitors or bidders (“Proprietary Information”) submitted in response to this RFP will be processed in accordance with applicable State of Arkansas procurement procedures. Documents related to the RFP become the property of the State and shall be open to public inspection after the proposal opening. It is the respondent's responsibility to identify all proprietary information. **The bidder should submit one complete electronic copy of the proposal from which any Proprietary Information has been removed.**

The redacted copy should retain the original's pagination, indicate the redacted areas, and be submitted on a CD or flash drive, preferably in PDF format. Except for the redacted information, the redacted copy must be identical to the original hard copy. The respondent is responsible for ensuring the redacted copy on the flash drive is protected against restoration of redacted data. The redacted copy will be open to public inspection under the Freedom of Information Act (FOIA) without further notice to the respondent. If a redacted copy is not received, the entire proposal will be open to public inspection. If the State of Arkansas deems redacted information to be subject to the FOIA, the bidder will be contacted before sending out the information.”

An authorized officer of the bidder must execute all proposals and must be held firm for acceptance for a minimum period of 150 days after the opening date.

13.00 Examination of Records

The Bidder agrees that the University or its duly authorized representatives shall at any time during the term of this contract have access to, and the right to audit and examine any pertinent records of the Bidder related to this contract. The Bidder shall retain such records for a period of no less than five (5) years from the date the records are made unless the University authorizes earlier disposition. The Bidder agrees to refund to the University any underpayments or overcharges disclosed by auditor to take other acceptable corrective action.

14.00 Permits and Licenses The Bidder will obtain and maintain at its expense, and in its name, all necessary licenses and permits required to perform the services described herein.

15.00 Performance Standards

- A. State law requires that specific contracts for services include Performance Standards for measuring the overall quality of services provided. Performance Standards identify expected deliverables, performance measures, or outcomes, and define the acceptable standards the Bidder must meet to avoid assessment of damages.
- B. The University and Bidder will negotiate Performance Standards before contract award, before the commencement of services, or at times throughout the contract duration.
- C. The University shall have the right to modify, add, or delete Performance Standards throughout the term of the contract, should the University determine it is in its best interest to do so. Any changes or additions to performance standards will be made in good faith, in accordance with acceptable industry standards, and may include input from bidders to establish reasonably achievable standards.
- D. All changes made to the Performance Standards shall become a binding part of the contract.
- E. Performance Standards shall continue throughout the term of the contract.
- F. Failure to meet the minimum Performance Standards as specified may result in the assessment of damages, as defined and agreed upon in the Performance Standards.

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- G. In the event a Performance Standard is not met, the Bidder will have the opportunity to defend or respond to the insufficiency. The University may waive damages if it determines there were extenuating factors beyond the control of the Bidder that hindered the performance of services or if it is in the best interest of the State to do so. In these instances, the University shall have final determination of the performance acceptability.
- H. Should any compensation be owed to the University as a result of the assessment of damages, Bidder shall follow the agency's direction regarding the required compensation process.

16.00 Scope of Services

The University is soliciting proposals from qualified proposers ("Proposer(s)") for Temporary Staffing Services for temporary workers at various skill levels. The university intends to award multiple contracts for Temporary Staffing Services, potentially involving multiple firms.

Individual departments will be able to contact the Contractor(s) with whom the University has contracted temporary staffing services. Contractor shall provide the names and telephone numbers of the primary contact person(s) to call whenever temporary personnel are needed. The University shall be notified of any change in this information during the contract period.

Physical Health

All personnel must be in good physical health and capable of any strenuous activities that may be required, including standing/walking for long periods of time, and lifting heavy objects. Activities may involve working in extreme weather conditions; hot in the summer and cold in the winter; walking and standing for extended periods of time, frequent bending, reaching, lifting, pushing, and pulling up to 50 pounds.

Proposers to specify, per position offering (Ticket Scanner, Usher, etc.), the eligible age limits and minimum lift ability in pounds, etc.

Staff and Management Qualifications

Staff shall always be clean, well-groomed, professional, and properly uniformed with required equipment. Background information for supervisors and staff will be required for the last seven (7) years or as reasonably available. All groups or contract labor must be pre-approved by the University representative prior to working at an event. Staff must be able to verbally communicate in a clear, distinct, and courteous manner. Staff must be able to write clear, accurate reports and complete all types of reports. All staff must be employees of the Proposer at the time of rendering any service, per the guidelines and definitions set forth by governmental agencies regarding "employees." Failure to comply with these guidelines can and will result in dismissal of employees, and the Proposer will incur penalties as outlined in Section 24.

Drug-Free Workplace

Proposer shall certify to the University that it will provide a drug-free workplace and do each of the following:

- 1) Publish a statement notifying its employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the Proposer's workplace and specify the actions that will be taken against employees for violation of the prohibition.
- 2) 2) Proof of a drug-free awareness program.

Injury

Proposer is to immediately advise University personnel if any employee, representative, or agent of Proposer is injured in the performance of this contract. Proposer will be financially responsible for the liability and medical bills of its employees.

Communication

Given the extensive contact and interaction with the public, all Proposer personnel must be fluent in English and able to understand the information provided for their duties. It is desired to have personnel be able to speak multiple languages.

Contractor's employees shall be responsible for purchasing parking permits from the University Parking Services Department when the position requires such. The University will not be responsible for parking tickets received by Contractors' employees.

At any time during the assigned work period, the department may elect to terminate the services of the assigned employee. If this termination results from the temporary employee not meeting the minimum requirements of the position description, or if the temporary employee decides to leave the assignment, the University requires that an appropriate replacement be placed immediately.

The contractor shall be responsible for all accounting and payroll functions in connection with its services, including records of deductions and state and federal taxes. The contractor must maintain complete and accurate accounting records to substantiate all charges and must provide each of its employees with weekly timesheets or event sheets for each event. Each employee shall maintain timesheets daily, and at the end of each week, the hours of work for each employee shall be approved by the hiring department. Timesheets must be signed and emailed to the Contractor by non-temporary employee staff.

Billing must be weekly, and it is preferred that invoices be sent electronically. The invoice must reference the department name, contact person, department cost index, temporary employee name, skill category, week ending date, hours worked, and bill rate. Payment shall be made in accordance with standard University procedures. Timesheets must be approved by the University's hiring division prior to being invoiced. The University's hiring division shall review and approve all invoices before processing them for payment.

Contractor must comply with the Fair Labor Standards Act (FLSA) of 1938, as amended, and with U.S. Department of Labor part 516 regarding employee record-keeping requirements.

Contractor shall be responsible for all garnishment claims arising from its employees' actions.

Contractor shall be responsible for all unemployment claims for their employees.

Contractor must submit a weekly Master Activity Report to Katrina Watson, Human Resources, that shows the same information requested for billing.

Contractor must submit Quarterly Business Review Reports and attend quarterly meetings.

Contractor will assign a dedicated account representative(s) (and backup) to the University account. Person(s) should be explicitly dedicated and may be required to come in and check employees in and out for significant events.

Contractor should commit to providing departments with potential candidates for any position within 48 hours of a request. A fill rate report should be provided to Human Resources Management each month.

The contractor shall employ temporary personnel. The contractor shall be responsible for all payroll taxes, Worker's Compensation, payroll reports, and all other employer federal and state record-keeping and reporting requirements for temporary personnel.

Jobs requiring a driver's record check must have completed results before driving.

Contractor, at its expense, shall conduct a criminal conviction screening of all employees who work on the university campus or have access to university computer systems, including those in financial-sensitive positions, and those with remote access. A criminal conviction check should consist of at least the following:

- a. National criminal database search to include at least felony and misdemeanor convictions.
- b. A Social Security trace to identify where the candidate/employee has lived over the past 7 years.
- c. County-level court searches to identify at least felony and misdemeanor convictions in all counties where the candidate/employee has lived over the past 7 years.
- d. Search of the National Sex Offender database.

All temporary employees shall be subject to the same background checks required for full-time University employees. Any temporary employee who does not pass a criminal background check is not eligible for placement at any time. These background checks are to be available to the university upon request.

- Provide guaranteed response time for employees reporting for duty at the University job site. The department will specify the required notice for job placement.
- At any time, the University reserves the right, without any fees or penalties, to consider any temporary employee for full-time employment, should they be deemed the most qualified candidate through a standard university hiring process. Additionally, temporary employees shall be allowed to immediately become employed by a future successful vendor of the University without any fees or penalties.
- The University may hire any temporary employee provided by the Contractor as either a full-time or part-time employee without incurring any costs, penalties, or conversion charges.
- The contractor, being the employer of the temporary employees, will provide, in accordance with the Rehabilitation Act and the Americans with Disabilities Act, any special equipment or services that are required for a temporary employee to perform the duties that they are assigned. If an interpreter is needed for a temporary employee to perform the assigned duties,

the Vendor will provide the interpreter at the Vendor's expense.

Meetings

When notified, the Proposer's assigned managerial staff shall attend all meetings held by the University at the Proposer's expense. If there is a meeting conflict, the proposer must provide an alternative managerial representative and notify the University. If applicable, the Proposer will provide any collateral materials both electronically and in hard copies. Proposer shall assign a manager to meet with the University to discuss estimates and invoices when notified. Additionally, the Proposer's managerial staff must be present for any event-day staff briefings conducted by the University.

The University will work with the Proposer to provide a briefing location for events. If the University is unable to do so, the Proposer will be required to provide its own location at the Proposer's expense.

Employee, Staff, and Group Training

Training must include, but is not limited to, customer service, incident reporting, magnetometer operations, security wandering, ticket-taking/scanning, ushering, guest services, parking, certified cart driving, emergency procedures, and Alcohol Training. Training must occur at least twice a year: before the start of the Fall Season/Semester, as mutually agreed upon by the University Administration and Vendor. There should also be a preventive briefing before each event. State how you will handle and train new staff who miss these annual training sessions. If the proposer has a training manual, the university will need a copy upon award.

Proposer must provide monthly documentation that its employees have been trained to recognize and understand the implications of safety and emergency routines regarding event management.

Proposer must provide time for its employees, including supervisors, security personnel, guest service representatives, cart drivers, parking attendants, etc., to be trained, at their sole expense, in the rules and regulations set forth by the University. The University reserves the right to have a representative present during all of those training sessions. The Proposer must provide a list of training and all employees, staff, and groups that have completed the assigned training.

The University may conduct multiple mandatory training sessions, which all the Proposer's management team and supervisors must attend at the Proposer's expense. The University will provide the information to be taught during the Proposer's event-day personnel training sessions. The University reserves the right to have a representative present during those training sessions.

All the Proposer's personnel who will be working with magnetometers and wands must have completed training and be familiar with the standard operating procedures before being assigned a magnetometer or wand.

All the Proposer's personnel who will be working with equipment (handheld ticket scanners, wands, magnetometers, credit card processing, and portable printers, etc.) must have the appropriate training. The University reserves the right to request the replacement of any personnel who are not fully trained on the equipment.

For this agreement, 'consecutive events' will be defined according to the operational structure of each facility. The University will identify and communicate how consecutive events are classified for each specific venue.

Customer Service

All personnel for events represent the University to the public; therefore, they must commit to providing a high level of customer service. All event personnel must adhere to the following customer service practices during all University events.

- All personnel must professionally conduct themselves, greeting all event patrons and guests to campus with a positive attitude and courteous behavior to help create a friendly atmosphere.
- All personnel must be at their post prepped, in proper uniform with a copy of the supplied information sheet, and have common knowledge of campus parking lots, facilities, and locations of key campus buildings to help direct event patrons.

The University reserves the right to discharge any undesirable employee at any time. It will be the Proposer's responsibility to replace the employee. Any employee discharged by the University will not be allowed to work any future University-sponsored events in any location.

Staff Numbers and Call Time

Event staff reporting times and personnel requirements shall be mutually decided upon in weekly meetings, if necessary, by the University, and confirmed by the Proposer two (2) days before event dates. A written estimate is to be submitted by the Proposer at this time, with a not-to-exceed billing amount, without a change order approved in advance of the event. On event days, the University will have final authority on release times for proposers' employees. The University reserves the right to release employees at any time without additional charge. Proposer shall not require a minimum number of hours for staff working at an event.

The University will determine all staffing levels and call times required for events. The Contractor will provide staff in accordance with the University's specified numbers and schedules.

The University and the successful Proposers will meet before each event season to determine a mutually agreed-upon limit on the number of labor hours to be charged for both setup and strike of an event. During event planning, if projected hours for the event exceed the mutually agreed-upon limit, the Proposer must gain approval from the University representative.

Proposer must supply accurate weekly reports for initial deployments, including locations and duties. This applies to redeployments and checkouts. The report should include details for each event of no-show personnel (i.e., staffing shortages). Proposer will be responsible for purchasing equipment for accurate timekeeping, including software and hardware, at Proposer's expense for all events.

Proposer can and will be penalized, on a per-event basis (late requests notwithstanding), up to 10% of the invoice total should 10% or more of the personnel requested not report for their work assignments. The University agrees to pay for any additional personnel that exceed the requested amount, up to and including 10% of the total staff. If any staff member is unable to complete their assigned shift or leaves their post without being released by the University, that staff member shall not be included on the invoice. Further, should documented issues occur on three (3) successive events, the University

reserves the right to retain the services of an alternate supplier for upcoming event(s) without violating the contract. These issues could be personnel issues, staffing shortages, etc. Persistent personnel shortages may prompt a review of services and the termination of the contract.

Proposer must provide the University with pricing estimates within 24 hours of request.

Note: Where facilities or events involve more than 500 people, not fewer than two (2) trained crowd managers, and not fewer than one (1) trained crowd manager for every 250 persons or portion thereof, shall be provided for a special event. Training for Crowd Managers SHALL be approved.

Personnel Breaks

All positions will follow University policies regarding personal breaks and/or the Arkansas Department of Labor staff rest break guidelines for strenuous work. The University will work with the Proposer to provide a break location at events. If the University is unable to provide a location, the Proposer will be required to provide its own area at the Proposer's expense.

Proposers to explain their accountability structure to ensure the supervisor of security staff is monitoring breaks of their staff.

Personnel will not eat on post. Food provided to patrons in clubs, suites, hospitality areas, etc., is not for employees unless directed otherwise.

Proposer will make their employees aware that the university is a Tobacco Free Campus, which includes vaping.

Water

Proposer will supply water for their parking attendants, cash handlers, etc., as needed, or decide to make water or another non-alcoholic refreshment available. Proposer must ensure that all parking attendants, cash handlers, etc., employed by the Proposer, have equal access to liquid refreshments (alcoholic beverages are not permitted).

Proposers are to explain their process of handling this requirement. This requirement must be adhered to, or the contract may be terminated.

EVENT SERVICES STAFF REQUIREMENTS

Uniforms and Appearance

Uniforms are to be approved by the University and are the financial responsibility of the Proposer. Upon award, the Proposer's uniforms will be reviewed and, if necessary, changed. Changes are at the Proposer's expense. During the contracted period, should a uniform change be required, new uniforms are to be approved by the University, and related expenses are the responsibility of the Proposer. No sponsored signage or advertisements are to be visible on uniforms, and Proposer personnel must always wear them during events. A sample of this uniform is to be submitted for approval no later

than thirty (30) days following the award of this contract. All employees must carry proper identification, and any necessary access to secured areas will be provided by the University. As stated above, staff shall always be clean, well-groomed, and properly uniformed with required equipment. The Proposer must provide wristbands to its employees on an event-by-event basis, with each wristband designating the assigned deployment location in writing. Closed-toe shoes and long pants with a solid, neutral-colored belt are required. All shirts must be tucked into pants. The University must approve all headwear before use, and it must be of the same look and appearance. All tattoos are to be covered—no facial jewelry except eyeglasses and earrings that are no larger than the earlobe.

Uniforms for Event staff

Contractor(s) will provide uniforms. Below is recommended but will be agreed upon after the award.

For FNBA events, wear khaki or black pants and a yellow polo shirt for all FNBA-related events, including athletic events.

Polo Shirts - Color to be determined; to be worn with Khaki or black pants and black shoes.

Athletics events – Khaki Pants & Red Shirts

For the Stadium Press Box: Sport Coats and Polo Shirts.

Raincoats for outside events. Safety Vests should always be worn by personnel working outside.

The University will provide Heavy Jackets for Parking Attendants as needed.

Event Log/Sign-in Sheets

Proposer will be expected to routinely produce, after every event and upon request, any/all original event logs or sign-in/out sheets used to track employee numbers, positions, and time worked for all events. Proposer must supply accurate reports for each event, including the initial deployment schedule compared to the actual worked deployment, along with locations and duties. This is to be followed for re-deployments and check-outs. The report is to include details per event of no-show personnel, all staffing shortages, reassignments, and changes. Original event logs or sign-in/out sheets shall accompany all submitted invoices. The University reserves the right to audit and view at any time any sign-in/out sheets and event logs.

The University prefers that the Proposer provide real-time software that enables the university coordinators to see who is on-site and when they were posted. Please detail any electronic function or app if available.

Management Staff

Proposer's key managerial/supervisory staff/leads on the account, to be approved by the University, must remain with this account locally for the duration of the contract, unless prior written notification is given to the University, and the University approves replacements. Key managerial staff must have expertise in event management, traffic control, and security services. Managers at any event are to be

designated for the following, but not limited to, areas/assignments: Security, Guest Services, Locker Rooms, Green Rooms, Command Center, Back Stage, parking, equipment, etc.

Proposer to state their process of replacing Management Staff positions. The University requires dedicated management personnel positions that are filled 100% of the time.

University representative(s) and Proposer's managerial staff should periodically visit comparable venues/events as determined by the management staff of both groups. The purpose of the site visit is to review industry best practices, overall event operations, and find new and innovative ways to be leaders in the industry. Expenses for site visits will be shared and mutually agreed upon between the University and the Proposer.

The University requires a quarterly background check report for management personnel, including a Motor Vehicle Record report. The University reserves the right to request this report at any time.

Key Personnel

The Proposer must include resumes of key personnel.

The University will be included in the proposers' interviews of those new key personnel who will be working with the University during the term of this contract.

Invoices/Billing Procedures

Payment will be made to Proposer on a per-event basis, calculated in accordance with contracted fees, including costs for approved supplemental services provided per event, and approved adjustments for worker-hours (which will require receipt of a single change order by an university designee).

All invoices must reference the University RFP number with regular calculated charges, supplemental services, worker hours, event log sheets, etc., separated line by line. Invoices must be emailed or hand-delivered to the Office of SDA or the reserving party, within 72 hours (or three (3) business days) of the referenced service. These may also be brought to any weekly meetings if deemed to be most convenient for all. They will be reviewed collectively by the Proposer and SDA or the reserving party for accuracy, thereby ensuring prompt payment. Proposer must supply technology that can check in/out personnel and provide accurate times and staffing locations for all contracted employees at any/all event locations.

All invoices will be paid for work completed, subject to deductions.

Parking

Parking and stadium vehicle access passes will be issued to the Proposer at the University's discretion and will be paid for by the Proposer. All other parking is the Proposer's responsibility. No parking is allowed inside any facility without prior approval and a valid pass. Proposer may be required to purchase a University Parking Vendor Pass from Parking and Transit at Proposer's expense for on-campus day/long-term, event parking and/or deliveries.

University Parking Vendor Passes are for all Proposer's administrators who will be assigned to the campus. The University and the Proposer will determine the specific number based on the number of supervisors assigned to the University.

Command Center

The University will make every effort to find a mutually agreed-upon command center location, but this is not guaranteed for every event. Expenses related to a command center are the responsibility of the Proposer.

Radio Communications

Proposer shall provide radio communication for and between its supervisors, staff, dispatch, command center, and the University during all events. These radios shall be the financial responsibility of the Proposer and must be compatible with University radios.

Proposer shall provide radio communication for at least 85% of the total call to ensure consistent communication throughout the event. All radios shall have a headset or equivalent so that the communication can be heard by the employee and not heard by the public.

At times, the University will issue a University radio to the Proposer to improve communication between the parties. Proposer will be responsible for the care of those radios and for any damage or loss of equipment.

Incident Reports

Proposer shall provide the University with a copy of every incident card their staff fills out and a full incident report before the end of the event. The format for this report will be mutually agreed upon by the Proposer and the University following the award of the contract. If required, the Proposer's personnel must be made available to discuss any incidents.

Incident Reports are required for, but not limited to, the following situations:

- Cleary Reports
- Fights
- Ejections
- Relocations
- Credential Issues
- Facility Issues
- Facility Damage
- Hazards
- First Aid
- Any Injury
- Major Incidents
- Safety Concerns
- Insubordination and Issues with the public that resulted in a physical confrontation.

-
- Lost and Found Items; have them fill out Lost and Found Forms

Tasks, Procedures, and Timelines

All staff procedures before, during, and after the event are to be mutually decided upon by the University and the Proposer, then documented and adhered to. Under no circumstances is the Proposer to alter any policy without the prior permission of the University. Proposers shall provide the University with a detailed timeline of the Proposer's timed commitments for the event, no later than 24 hours before the event.

Duties of a Dedicated Account Representative

1. Review/discuss orders to clarify ambiguities, questions, etc. Assist users in defining needs and determining job descriptions most appropriate for satisfying users' requirements.
2. Fill orders promptly as stated in the scope of services.
3. Meet major users, department manager(s) to assess temporary staffing needs.
4. Review/resolve invoice problems; serve as primary contact.

Administration

The contractor will assume all responsibility for employment administration for temporary employees furnished by your firm. This includes withholding or paying proper taxes, paying wages, employer contributions for FICA, MQFE, Federal and State unemployment taxes, and paying any employee health, dental, life, or disability insurance or time-off benefits, plus providing workers' compensation and liability insurance coverage.

The Contractor is asked to include a detailed response to each point addressed in this section. Address each point and make any necessary explanation or qualification. The Vendor is to respond in order, referring to the section number and key point for each section. The vendor is also encouraged to provide any additional information that could help properly evaluate the supplier's capabilities.

The University Responsibilities:

1. Hiring departments will advise the Contractor of positions requiring driver's record checks.
2. The hiring department will determine the regular working hours for temporary personnel. The University has some departments that operate for up to twenty-four (24) hours a day. Workweeks may include weekends and holidays. Also, there may be overtime work. Overtime hours must be approved in advance by the department supervisor/manager. Lunch periods will range from 30 to 60 minutes and will be determined by management. No payments will be made for lunch periods.

Insurance

The Vendor shall procure and maintain, at Vendor's expense, the following insurance for the period of the contract and will furnish the University with certificates of insurance evidencing such insurance to be in effect:

- a) Auto Liability – a minimum of \$1,000,000 CSL (including owned, non-owned, and hired vehicles).
- b) Commercial General Liability – a minimum of \$1,000,0000 CSL per occurrence/aggregate; University to be included as additional insured as respects this Agreement as follows:
The University, including its current and former trustees, officers, directors, employees, volunteer workers, agents, assigns, and students.

- c) Workers' Compensation – Statutory

- d) Employers Liability - \$250,000/\$500,000/\$250,000

Vendor will provide the University with certificates of insurance verifying that the insurance listed above is in force, with the University included as an additional insured on the CGL policy as indicated.

Vendor will agree to notify the University of any cancellations, changes, or non-renewal of such policies within twenty days of such action. Such action shall provide the University with cause to terminate the contract.

We will give attention to and consider the innovations in the responses we receive, and they shall be part of our selection criteria.

17.00 Required Information

The University is soliciting proposals from qualified proposers ("Proposer(s)") for Temporary Staffing Services for temporary workers at various skill levels. The University intends to award multiple contracts for Temporary Staffing Services, potentially with different firms.

- I. SHORT-TERM SPECIAL PROJECTS – 2 weeks or less**
- II. LONG-TERM SPECIAL PROJECTS – 4 weeks or more**
- III. EVENT SERVICES STAFF – Uniform required**
- IV. EVENT SETUP AND CONVERSION STAFF**
- V. OFFICE PERSONNEL**

ATTACHMENT A

JOB DESCRIPTIONS

The job descriptions below are typical, but not limited to, the jobs the University may ask for. It is provided solely for information on past staffing needs.

I. SHORT-TERM SPECIAL PROJECTS – 2 weeks or less

-Ground Crew/Landscape Services - Must have at least 2 years of lawn experience and a valid driver's license. Ability to work in an outdoor environment in various weather conditions.

- Move Crew – Prepare items for transport. Load and unload items between areas. Must have the physical ability to lift, load, and unload heavy items such as furniture. Must be able to lift 50 or more pounds. Valid driver's license

-Custodial Crew - Must be 18 years of age or older and available to work odd shifts and fluctuating hours as required for special events. Custodial workers will be responsible for all custodial duties necessary to clean and maintain areas throughout the university.

-Construction - Job duties include, but are not limited to:

- Must be able to lift over 50 lbs.
- Loading, unloading, and moving materials.
- General labor, cleanup, etc.
- The hours of operation vary.
- Must be able to follow directions easily and serve as an assistant for a variety of projects.

Preference for OSHA Safety Training and Procedures

II. LONG-TERM SPECIAL PROJECTS – 4 weeks or more

-Ground Crew/Landscape Services - Must have at least 2 years of lawn experience and a valid driver's license. Ability to work in an outdoor environment in various weather conditions.

-Custodial Crew - Use cleaning supplies, equipment cleansers, and other agents to clean floors, furniture, walls, windows, and windowsills. Sweeps, mops, and buffs floors; vacuums and shampoos rugs; cleans baseboards; dusts furniture and fixtures; washes windows and blinds; and empties trash. Strips and waxes floors, as needed. Cleans bathroom fixtures and stocks the bathroom with soap, toilet tissue, and paper towels. Collects and launders dirty linens, towels, and other soiled items.

-Construction - Job duties include, but are not limited to:

- Must be able to lift over 50 lbs.
- Loading, unloading, and moving materials.
- General labor, cleanup, etc.
- The hours of operation vary.
- Must be able to follow directions easily and serve as an assistant for a variety of projects.

III. **EVENT SERVICES STAFF – Uniform required**

*Experience in a multipurpose arena/venue preferred.

-Parking Attendants - Must be 18 years of age or older and available to work odd shifts and fluctuating hours as required for special events. Parking attendants are assigned to positions to help direct guests to the proper parking areas and to protect the integrity of VIP parking.

-Parking Supervisor - Must be 21 years of age or older and available to work odd shifts and fluctuating hours are required for special events. Must know about coordinating teams of parking staff and will have the following duties and responsibilities: interviewing and hiring staff, ensuring appropriate staff appearance, helping with special parking projects, installing parking and traffic signs, and maintaining relevant records.

-Special Usher - Must be 21 years of age or older to be able to work around alcohol and available to work odd shifts and fluctuating hours as required for special events. Special Ushers perform the same function as Ushers but secure an area by roving through it looking for potential problems such as alcohol, seating, or any guest-related issues. The Special Ushers do a visual bottle check as guests enter the facility. After the bottle check is concluded, Special Ushers become rovers in the concourse and seating areas. All part-time event staff will serve as Alcohol Awareness Staff.

-Ticket Taker - Must be 18 years of age or older and available to work odd shifts and fluctuating hours as required for special events. Ticket Takers are stationed at the arena entrance to assist guests. Responsibilities include checking for counterfeit tickets, correcting event time and date, etc.

-Usher - Must be 18 years of age or older and available to work odd shifts and fluctuating hours as required for special events. Ushers are assigned to a specific area. Duties include checking tickets, assisting guests in locating their seats, and keeping aisles clear. Ushers are used to ensure that only ticketed guests are allowed onto the concourse. All part-time event staff will serve as Alcohol Awareness Staff.

-Security - Secure premises and personnel by patrolling property; monitoring surveillance equipment; inspecting buildings, equipment, and access points; permitting entry. Obtain help by sounding alarms. Prevent losses and damage by reporting **irregularities, informing violators of policy and procedures, and restraining trespassers.**

IV. **EVENT SETUP AND CONVERSION STAFF**

*Experience in a multipurpose arena/venue preferred.

-Stagehand Specialties (CARPENTER): Must be 18 years of age or older and available to work odd shifts and fluctuating hours as required for special events. Must know basic stage terminology, ability to lift 50 lbs., the ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities professionally, and good listening and communication skills. Job duties include installing/dismantling staging, scaffolding, stairs, and decking.

-Stagehand Specialties (LIGHTING TECHNICIAN): Must be 18 years of age or older and available to work odd shifts and fluctuating hours as required for special events. Must know basic stage terminology, ability to lift 50 lbs., ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities professionally, and good listening and communication skills. Job duties include installing and dismantling lighting rigs and various lighting equipment (instruments, dimmers, cables).

-Stagehand Specialties (AUDIO TECHNICIAN): Must be 18 years of age or older and available to work odd shifts and fluctuating hours as required for special events. Must know basic stage terminology, ability to lift 50 lbs., ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities professionally, and good listening and communication skills. Job duties include installing/dismantling audio equipment, including various speakers, control boards, and cables.

-Stagehand Specialties (VIDEO TECHNICIAN): Must be 18 years of age or older and available to work odd shifts and fluctuating hours as required for special events. Must know basic stage terminology, ability to lift 50 lbs., ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities professionally, and good listening and communication skills. Job duties include installing/dismantling video equipment, operating various equipment (cameras, control boards), and working as a cable page.

-Stagehand Specialties (SPOTLIGHT OPERATOR): Must be 18 years of age or older and available to work odd shifts and fluctuating hours as required for special events. Must know basic stage terminology, ability to lift 50 lbs., ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities professionally, and good listening and communication skills. Job duties include operating spotlights as needed during rehearsals and performances.

-Stagehand Specialties (LOADER): Must be 18 years of age or older and available to work odd shifts and fluctuating hours as required for special events. Must know basic stage terminology, ability to lift 50 lbs., ability to work standing on feet for long periods of time, ability to work in a fast-paced environment, ability to work safely around all types of equipment, ability to work with a variety of personalities professionally, and good listening and communication skills. Job duties include loading/unloading trucks, equipment, etc.

V. OFFICE PERSONNEL

-Administrative Assistant - Must possess excellent grammar, spelling, and punctuation skills. Proficiency (skills at the medium to advanced level) in Microsoft Office products such as Word, Excel, PowerPoint, and Access. Proficiency in other software products may also be desired for jobs. Ability to answer a multi-line telephone system, file, and copy. Must work well with people. Business attire.

-Receptionist - Telephone duties (1-6 lines). Must have the ability to greet guests and screen callers, referring them to appropriate staff. Good communication skills. Front office appearance. May include simple clerical duties, such as stuffing envelopes.

-Accounts Payable/General Accounting/Payroll Assistant - Responsibilities include processing transactional documents to the general ledger and subsidiary systems. Documents processed are time-sensitive and require a significant compliance review in accordance with various statutory regulations. Preferred requirements: associate or bachelor's Degree and 3-5 years' experience in a business office, processing documents, and reconciling accounts. Excellent communication skills required to interface with various department administrators. Familiar with mainframe financial systems, report query tools, and Microsoft Office products. Assignments are generally from 3 to 9 months. Temp to hire is desired.

A-State Clear Bag Policy

A-State's Clear Bag Policy is consistent with other Sports and Entertainment Venues. The policy is designed to serve as a substitute for any prohibited bags, not as a restriction on items permitted within the stadium.

Fans may still wear or carry items such as hand-held electronic devices, cameras with lenses shorter than 6", blankets, and small/mini umbrellas (no larger than 12" in height and width and 7" in depth). Prohibited bags and items cannot be placed in a clear bag in order to gain entry.

Approved bags will include:

- Clear bags no larger than 12" x 6" x 12"
- Clear plastic 1-gallon resealable storage bags

**Clear bags may feature a logo no larger than 4.5" x 3.4" on one side*

- Clutch purse no larger than 4.5" x 6.5"
- Credentialed media and personnel will continue to enter the designated stadium checkpoints, where they will be subject to screening and bag inspections.
- Exceptions will be made for bags containing necessary medical items after proper inspection at the entrance.

Bags that will not be approved include, but are not limited to:

- Tinted and/or printed pattern bags
- Backpacks
- Briefcases
- Cinch bags
- Computer bags
- Binocular cases
- Camera cases
- Fanny packs
- Luggage
- Any bag larger than the permissible size
- Venue Management reserves the right to make final determination on all other bags.

18.00 Minimum Qualifications

The University requests proposals from qualified vendors encompassing the following:

1. Provide proof of general liability insurance that includes automobile and workman's comp insurance.
2. Provide proof of training.
3. Each vendor must submit the names, addresses, and telephone numbers of three (3) references

SELECTION

19.00 Selection Process

A. The following is a high-level overview of the overall selection process.

- Procurement Services will review each *Proposal Packet* to verify Proposal Submission Requirements have been met. *Proposal Packets* that do not meet the Proposal Submission Requirements will be rejected and not evaluated.
- An Evaluation Committee (hereinafter referred to as "Evaluators") will evaluate and score qualifying proposals. Evaluation will be based upon the Vendor's response to the *Information for Evaluation* section included in the *Proposal Packet*.
 - a. Evaluators will individually review and evaluate proposals and complete an Individual Score Worksheet for each proposal. Individual scoring for each Evaluation Criteria will be based on the following Scoring Description.
- After initial individual evaluations are complete, Evaluators will meet to discuss their personal ratings. At this consensus meeting, each Evaluator will be allowed to discuss their rating for each evaluation criterion.
- After Evaluators have had an opportunity to discuss their individual scores with the committee, the individual Evaluators will be allowed to change their initial individual scores if they feel that is appropriate.
- The final individual scores of the Evaluators will be recorded on the Consensus Score Sheet and averaged to determine the group or consensus score for each proposal.
- Other agencies, consultants, and experts may also examine documents at the discretion of the Agency.
- The University will conduct cost checks based on the cost submitted by each Bidder on the *Official Solicitation Price Sheet*.

INSURANCE:

The apparent low bidder must furnish Certificates of Insurance for General Public Liability, Automobile Liability, and Workers' Compensation before a contract can be awarded.

A-State reserves the right to terminate this agreement with two (2) weeks' written notice to the successful bidder. Reasons for early termination may include:

- 1) Failure to respond to the call for service within the time specified in the bid
- 2) Objectionable behavior by crew members
- 3) A-State's decision not to exercise the renewal option

Performance-Based Standards:

Arkansas Code 19-11-267 requires the university to use performance-based standards in any contract resulting from it.

Milestone Payment Contracts	
Standards	Remedies
Milestone deadlines are met.	The vendor must provide an acceptable remediation plan.
Work products are professional & comprehensive.	Payment may be withheld in whole or in part until milestones are met or acceptable work products are delivered.
	Replacement resources acceptable to Arkansas State University may be required.
	The contract may be cancelled.

Time & Materials Contracts	
Standards	Remedies
Services are provided in a timely and professional manner	The vendor must provide an acceptable remediation plan
Work products are professional, comprehensive, and consistent with the contracted skill level	Payment may be withheld, in whole or in part, until acceptable work products are provided.
	Replacement resources acceptable to Arkansas State University may be required.
	The contract may be cancelled.

- State law requires that qualifying contracts for services include Performance Standards for measuring the overall quality of services that a Contractor shall provide.
- The University may be open to negotiations of Performance Standards before contract award, before the commencement of services, or at times throughout the contract duration.
- Performance Standards shall not be amended unless they are agreed to in writing and signed by the parties.
- Failure to meet the minimum Performance Standards as specified will result in the assessment of damages.

- In the event a Performance Standard is not met, the Contractor will have the opportunity to defend or respond to the insufficiency. The State has the right to waive damages if it determines there were extenuating factors beyond the control of the Contractor that hindered the performance of services. In these instances, the State has final determination of the performance acceptability.
- Should any compensation be owed to the Department due to the assessment of damages, Contractor shall follow the direction of the Department regarding the required compensation process.

20.00 Proposal Score

The following approach will be used in evaluating the proposals:

- I. Review the proposals.
- II. Individual evaluator scores proposal
- III. Group committee discusses scores
- IV. Select finalist(s)
- III. Schedule an interview if needed
- IV. Select the vendor

The proposals will be evaluated and awarded based on a comparative formula of relative weighting as detailed below.

INFORMATION FOR EVALUATION SUBSECTIONS	MAXIMUM POINTS
Vendor's overall proposal content - Understanding of requirements and scope of services	20%
Vendor's experience - Narrative of current organizational structure and history - Years in business	20%
Vendor's performance of Similar Engagements	20%
Recommendations and/or references from third parties	10%
Cost of Services	30%
Total Score	100%



PROPOSAL SIGNATURE PAGE

Type or print the following information.

RFP	26-29	Issue Date: January 26, 2026	
Commodity Description:	Temporary Staffing Services	Opening Date	March 2, 2026 11:00 A.M. CST
PROCUREMENT CONTACT INFORMATION			
Name:	Lisa Glasco, CPCP, CPPB, CPPO, NIGP-CPP, APO	Phone:	(870) 972-2028 – 870-972-3449
Title:	Director of Procurement Services	Email:	lglasco@astate.edu
MAILING ADDRESS:			
Non-USPS Delivery Address Arkansas State University Procurement Services c/o Central Receiving 2713 Pawnee State University, AR 72467		USPS Delivery Address Arkansas State University Procurement Services PO Box 1860 State University, AR 72467	

Instructions:

- RFP should be submitted by the time and date specified above.
- The Prospective Contractor should provide the information below.
- *RFPs must be returned in a sealed envelope. RFPs are not accepted via fax or email.*
- Terms and Conditions governing this bid request can be found [here](#). Please review before signing.

PROSPECTIVE CONTRACTOR INFORMATION			
Company Name: _____			
Name (type or print): _____		Title: _____	
Address: _____			
City: _____		State: _____	ZIP Code: _____
Telephone Number: _____		Fax Number: _____	
E-Mail Address: _____			
Signature: _____			
<i>Use ink only.</i>			

Arkansas State University is an Equal Opportunity Employer

INTERGOVERNMENTAL/COOPERATIVE USE OF PROPOSAL AND CONTRACT: In accordance with Arkansas Code §19-11-249, this bid and resulting contract are available to any college or university in Arkansas that wishes to utilize the services of the selected proposer, and the proposer agrees that they may agree as provided in this bid.

Printed/Typed Name: _____ Date: _____

SUBMISSION REQUIREMENTS CHECKLIST

Per the solicitation, the following items **must** be submitted with the Prospective Contractor's proposal:

- ☐ *Proposal Signature Page*
- ☐ *Information for Evaluation*
 - *Experience and performance*
 - *Vendor's performance of Similar Engagements*
 - *Recommendations and/or references from third parties*
- ☐ *Official Solicitation Price Sheet*
- ☐ *EO 98-04: Contract and Grant Disclosure Form*
- ☐ *Minority Business Policy, Illegal Immigrant Confirmation, Israel Boycott Restriction*
- ☐ *Copy of Prospective Contractor's Equal Opportunity Policy*
- ☐ *Signed addenda, if applicable*

INFORMATION FOR EVALUATION – EXPERIENCE AND PERFORMANCE

Provide a general overview of the company, including where the company is headquartered, if it has a significant base of operation in Arkansas, and if it has operated under other names. Include a narrative history of the organization and its background in providing employee benefits. Explain the added value or service that your organization provides that distinguishes it from all others.

INFORMATION FOR EVALUATION – PERFORMANCE OF SIMILAR ENGAGEMENTS

Provide a list of recommendations and references. If needed, attach recommendation/reference letters to this proposal packet.

INFORMATION FOR EVALUATION – RECOMMENDATIONS AND/OR REFERENCES

Provide references for evaluation.

*Attach a page for each request from the RFP

Firms must provide detailed answers to each of the numbered questions. Each response must be numbered to correspond with the questions.

1. Describe your firm's ability to provide customized electronic ordering forms for departments to use when ordering temps.
2. Describe your firm's processing systems for individualized billing to each department and customized monthly and quarterly reports to Human Resources
3. Describe your firm's ability to produce an Orientation booklet, which briefs employees on the requirements for working at Arkansas State University-Jonesboro.
4. Describe how your firm would verify the following for each temporary employee:
 - a. Criminal history check
 - b. Training
 - c. Education
 - d. Driver's check when required to drive an A-STATE vehicle
 - e. U.S. Citizenship
5. Will your firm provide weekend coverage for emergencies?
Yes _____ NO _____
6. Will your firm observe the University's "No Solicitation" policy, which means not calling or visiting departments unless you currently have an employee working in said department?
Yes _____ NO _____
7. Describe how you would handle requests by the University for job classifications offered by your service but not identified as part of this contract? Describe the other job classifications your service offers. What kind of discount from your standard pricing, if any, would be extended to the University?
8. List your employee benefits, if provided, including how long your employees must be employed before benefits are offered.
9. Explain how you would provide a replacement employee if the original assignment employee left before completion of the assignment.
10. In detail, describe how you will handle any complaints about your service.
11. Describe your personnel pre-selection criteria. A description of how your firm attracts qualified personnel. Include an outline of the applicant screening process and any questionnaires or tests used to determine qualifications that are part of this RFP. State the minimum standards for each test. Include a sample of your recruiting advertisement. How thorough is the skills assessment process? Are prospective assignment employees asked to demonstrate all the skills they claim?
12. Discuss how your employees are paid: for example, electronic transfer, check delivered to employee, check picked up by employee, or other means.
13. A brief description of how your firm retains employees. What techniques are used to encourage an employee to stay with your firm?

-
14. Explain a typical response time from the initial call to the Contractor to candidate identification. What would be the guaranteed maximum response time from an initial call to the Contractor?
 15. How long is your typical time (in business hours) to determine that you cannot meet our needs on a specific assignment? Describe typical status call or update protocols?
 16. Briefly describe your job training and skill enhancement program for employees and how it would work for the University.
 17. Describe your employee performance appraisal process. Describe your plans for subcontracting for any specialty services not typically recruited by your firm. (Examples: library associates and assistants, experienced financial employees, and individuals skilled in statistics using Macintosh)
 18. Describe your implementation plans (transitioning of current temps, department visits, letter of introductions, establishing procedures, meetings with Accounting, Procurement Services, Etc.)
 19. Describe your proposed reporting system to help manage the University account. List the site physically located closest to the University, the coverage plan, and the account representation.
 20. The University is committed to conducting its business affairs in ways that are cost-effective for its business partners and the University. To this end, the selected supplier should be willing to
 - (a) Submit invoice information electronically
 - (b) Agree to work with the University to conduct business electronically via Internet-based solutions.Please provide information regarding your firm's capabilities in these areas.
 21. Describe your initiatives and programs to minimize turnover and absenteeism.
 22. How does your firm attract qualified candidates, and how do you ensure you are attracting a diverse applicant pool?

RFP #26-29**Temporary Staffing Services
Official Price Sheet**

Vendor Name: _____

Address: _____

City: _____ State: _____ Zip: _____ Phone: _____

Fax: _____ Email: _____

Signature of Authorized Official: _____

NOTE:

1. Arkansas State University will not be obligated to pay any cost not identified on the Official Bid Price Sheet.
2. Any cost not identified by the bidder but subsequently incurred to achieve successful operation of the equipment will be borne by the bidder.
3. All services to be performed and materials to be produced under the contract will be accomplished in consultation with and under the direction of the University. All procedures developed and products provided under the contract will be subject to final approval by the University. All records and data about the agreement will remain the property of the University.

POSITIONS REQUIRED BY A-STATE

Provide the hourly rate paid to employees in each category that your company can provide.

SHORT-TERM SPECIAL PROJECTS – 2 weeks or less	
Position	Hourly Rate Paid to Employee
Ground Crew/Landscape Services	
Move Crew	
Custodial Crew	
Construction	

LONG-TERM SPECIAL PROJECTS – 4 weeks or more	
Position	Hourly Rate Paid to Employee
Ground Crew/Landscape Services	
Custodial Crew	
Construction	

EVENT SERVICES STAFF	
Position	Hourly Rate Paid to Employee
Parking Attendants	
Parking Supervisor	
Special Usher	
Ticket Taker	
Usher	
Security	

EVENT SETUP AND CONVERSION STAFF	
Position	Hourly Rate Paid to Employee
Stagehand Specialties (CARPENTER):	
Stagehand Specialties (LIGHTING TECHS):	
Stagehand Specialties (AUDIO TECHS):	
Stagehand Specialties (VIDEO TECHS):	
Stagehand Specialties (SPOT LIGHT OPERATOR):	
Stagehand Specialties (LOADER):	

OFFICE PERSONNEL	
Position	Hourly Rate Paid to Employee
Administrative Assistant	
Receptionist	
Accounts Payable/General Accounting/Payroll Assistant	

****If other costs are required, please attach a list of charges/pricing.**

ESCALATION CLAUSE:

Bidder agrees that the fees will increase only at renewal time (July 1), and the increase will not exceed the prior year:

2nd Year	3rd Year	4th Year	5th Year	6th Year	7th Year
%	%	%	%	%	%

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR:

SUBCONTRACTOR NAME:

☐ Yes ☐ No

IS THIS FOR:

TAXPAYER ID NAME:

☐ Goods?

☐ Services? ☐ Both?

YOUR LAST NAME:

FIRST NAME:

M.I.:

ADDRESS:

CITY:

STATE:

ZIP CODE:

COUNTRY:

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

F O R I N D I V I D U A L S *

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☐ None of the above applies

F O R A N E N T I T Y (B U S I N E S S) *

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (√)		Name of Position of Job Held [senator, representative, name of board/commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former		From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☐ None of the above applies

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.

Signature _____ Title _____ Date _____

Vendor Contact Person _____ Title _____ Phone No. _____

Agency use only

Agency Number _____ Agency Name _____ Agency Contact Person _____ Contact Phone No. _____ Contract or Grant No. _____

Vendor Name: _____

COMBINED CERTIFICATIONS FOR CONTRACTING WITH THE STATE OF ARKANSAS

Pursuant to Arkansas law, a vendor must certify as specified below and as designated by the applicable laws.

- 1. Minority Business Policy:** It is the policy of the State of Arkansas and this University that Minority Business enterprises shall have the maximum opportunity to participate in the State Procurement process. Therefore, the University encourages all minority businesses to compete for, win, and receive contracts for goods, services, and construction. Also, the State encourages all companies to subcontract portions of any state contract to Minority Business Enterprises. If contractors are unable to include minority owned businesses as subcontractors, they may explain the circumstances preventing minority exclusion. MINORITY PURCHASING REPORTING: The Minority Business Economic Development Act defines a "Minority" as a lawful permanent resident of this state who is: (A) African American; (B) Hispanic American; (C) American Indian; (D) Asian American; or (E) Pacific Islander American; (F) A service-disabled veteran as designated by the United States Department of Veterans For Veterans Affairs; (G) "Women-owned business enterprise" means a business that is at least fifty-one percent (51%) permanent residents of this state. For purchasing records and informational purposes only, pursuant to 15-4-312 (State Agency Reports) please designate below if you, as an individual, or as a company 51% (minority owned) qualify as being a minority business.
- 2. Israel Boycott Restriction:** For contracts valued at \$1,000 or greater. A public entity shall not contract with a person or company (the "Contractor") unless the Contractor certifies in writing that the Contractor is not currently engaged in a boycott of Israel. If at any time after signing this certification the Contractor decides to boycott Israel, the Contractor must notify the contracting public entity in writing. See Arkansas Code Annotated § 25-1-503.
- 3. Illegal Immigrant Restriction:** For contracts valued at \$25,000 or greater.
No state agency may contract for services with a Contractor who employs or contracts with an illegal immigrant. The Contractor shall certify that it does not employ, or contract with, illegal immigrants. See Arkansas Code Annotated § 19-11-105. Click this link to certify: <https://www.ark.org/tss/immigrant/index.php/user/search>
- 4. Energy, Fossil Fuel, Firearms, and Ammunition Industries Boycott Restriction:** For contracts valued at \$75,000 or greater. A public entity shall not contract unless the contract includes a written certification that the Contractor is not currently engaged in and agrees not to engage in, a boycott of an Energy, Fossil Fuel, Firearms, or Ammunition Industry for the duration of the contract. See Arkansas Code Annotated § 25-1-1102.
- 5. Scrutinized Company Restriction:** Required with bid or proposal submission.
A state agency shall not contract with a Scrutinized Company or a company that employs a Scrutinized Company as a subcontractor. A Scrutinized Company is a company owned in whole or with a majority ownership by the government of the People's Republic of China. A state agency shall require a company that submits a bid or proposal for a contract to certify that it is not a Scrutinized Company and does not employ a Scrutinized Company as a subcontractor. See Arkansas Code Annotated § 25-1-1203.

By signing this form, the Contractor agrees and certifies they are not a Scrutinized Company and they do not currently and shall not for the aggregate term a resultant contract:

Check boxes below:

Minority Business ☐ Yes ☐ No If yes, describe minority status _____

Check all boxes certifying your company does not participate in these restrictions:

- ☐ Boycott Israel.
- ☐ Knowingly employ or contract with illegal immigrants.
- ☐ Boycott Energy, Fossil Fuel, Firearms, or Ammunition Industries.
- ☐ Knowingly employ a Scrutinized Company as a contractor.

Vendor Signature

Date

**Request for Taxpayer
Identification Number and Certification**

Go to www.irs.gov/FormW9 for instructions and the latest information.

**Give form to the
requester. Do not
send to the IRS.**

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)	
	2 Business name/disregarded entity name, if different from above.	
	3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor ☐ C corporation ☐ S corporation ☐ Partnership ☐ Trust/estate ☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. ☐ Other (see instructions)	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ (Applies to accounts maintained outside the United States.)
	3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions ☐	
	5 Address (number, street, and apt. or suite no.). See instructions.	Requester's name and address (optional)
6 City, state, and ZIP code		
7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number	
or	
Employer identification number	

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person	Date
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

Vendor Information Request Form

The information requested is necessary not only to maintain an accurate vendor file, but also to comply with the Internal Revenue Service Regulations. Federal law stipulates that each payee furnish an accurate Federal Tax Identification Number to the payer.

Please complete the appropriate fields below:

Business/Individual Name: _____

Contact Name: First: _____ Middle: _____ Last: _____

Phone Number: _____

Email Address: _____

Select the appropriate category for tax purposes:

- ☐ US Citizen
- ☐ Legal Permanent
- ☐ Resident (Green Card)
- ☐ Nonresident Alien
- ☐ US Entity
- ☐ Foreign Entity

Order Address:

Address: _____ County: _____
City: _____ State: _____ Zip Code: _____
Nation: _____

Payment Address:

Address: _____ County: _____
City: _____ State: _____ Zip Code: _____
Nation: _____

Important: In order to expedite any current or future order, please email the required forms to procurement@astate.edu.

W-9 (US Citizen, LPR)

W-8BEN (Foreign Individuals)

W-8BENE (Foreign Entities)

Procurement Services
PO Box 1860
State University, AR 72467
(870) 972-2028
procurement@astate.edu