



**STATE OF ARKANSAS**  
**OFFICE OF STATE PROCUREMENT**  
 1509 West 7th Street, Room 300  
 Little Rock, Arkansas 72201-4222

## ADDENDUM 1

TO: Vendors Addressed  
 FROM: Tim Smith, Buyer  
 DATE: December 14, 2016  
 SUBJECT: SP-17-0060 Direct Internet Access

The following change(s) to the above-referenced **IFB** have been made as designated below:

- ☒ Change of specification(s)
- ☐ Additional specification(s)
- ☒ Change of bid opening time and date
- ☐ Cancellation of bid
- ☐ Other

### BID OPENING DATE AND TIME

- The bid opening date and time have changed to **December 21, 2016 at 2:00 p.m. CDT.**

### CHANGE OF SPECIFICATIONS

- Delete 2.8 (E) and replace with: Vendor **shall** be responsive and timely to maintenance/technical support calls/inquiries made by DIS. The State **shall** have the right to determine and assign levels of severity for the issue/support problems and the vendor **must make best effort to adhere** to these severity levels.
- Insert "desired" in 2.8 (H): Figure A below specifies the **desired** maximum response time and...
- Add : 2.8 (H) 4.5: "Best Effort" will be deemed acceptable on Consumer Grade Services. Refer to 2.18. B.
- 2.18 Figure B remove Vendor Network Failure Damages "100% of the Monthly Recurring Charge (MRC) for: outage>16 business hours" and replace with "Refer to 2.18B."

The specifications by virtue of this addendum become a permanent addition to the above referenced **IFB**. Failure to return this signed addendum may result in rejection of your **proposal**.

If you have any questions please contact **Tim Smith** at [timothy.smith@dfa.arkansas.gov](mailto:timothy.smith@dfa.arkansas.gov) or (501) 324-9316.

Company: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_