



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:

- x Change of specification(s)
Additional specification(s)
x 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 or (501) 324-9316.

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

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

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