



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

## ADDENDUM 1

TO: Vendors Addressed  
 FROM: Stephanie Cellers, Buyer  
 DATE: September 19, 2019  
 SUBJECT: SP-20-0022 Long Distance Telephone Services

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 **October 18, 2019 at 9:00 a.m. Central Time**

### ADDITIONAL SPECIFICATIONS

- Add the following to Section 1.5:
  - C. Per Arkansas' Procurement Laws and Rules 19-11-229(a)(3) and 19-11-229(h)(2)-(h)(2)(ii) *Competitive Sealed Bidding*, the State **shall not** consider or accept additional terms and conditions submitted by Prospective Contractors.
- Add the following to Section 2.6(C):
  - 6. If the awarded Contractor has response and resolution times which exceed the service levels in *Figure A: Severity Levels*, the Contractor may offer it as an amendment to the awarded contract.

### CHANGE OF SPECIFICATIONS

- Delete Section 1.8 (A) and replace with the following:
  - A. There will be two rounds of written clarifications. For each question submitted, Prospective Contractor should reference the specific solicitation item number to which the question refers. Prospective Contractors' written questions will be consolidated and responded to by the State. If Prospective Contractor questions are unclear or non-substantive in nature, the State may request clarification of a question(s) or reserves the right not to respond to that question(s).
  - 1. Round 1: Submit any questions requesting clarification of information contained in this *Bid Solicitation* in writing via email by 4:00 p.m., Central Time on or before September 17, 2019 to the OSP buyer as shown on page one (1) of this *Bid Solicitation*. The State's consolidated written response is anticipated to be posted to the OSP website by the close of business on September 19, 2019.

2. Round 2: Submit any questions requesting clarification of information contained in this *Bid Solicitation* in writing via email by 4:00 p.m., Central Time on or before October 4, 2019 to the OSP buyer as shown on page one (1) of this *Bid Solicitation*. The State's consolidated written response is anticipated to be posted to the OSP website by the close of business on October 9, 2019.

- Delete Section 2.6 *Figure A: Severity Levels* and replace with the following:

Severity Level	Definitions	Maximum Response Initial Time	Resolution Time
1	<b>Critical</b> outages and situations when network services are down and DIS customers are unable to use/access the network.	Four (4) hours Around the clock	As quickly as possible, which on average <b>must not</b> exceed four (4) business hours, unless otherwise authorized in writing by the DIS.  For any critical outage that cannot be fixed remotely, DIS <b>shall</b> have the right to require an on-site response. DIS requested Contractor on-site response time should be no more than four (4) business hours from time of request.
2	<b>Major</b> outages and/or repeated failure of service preventing its successful operation. The service may operate but is severely restricted (i.e. slow response, intermittent but repeated inaccessibility, etc.).	Six (6) business hours	As quickly as possible, which on average <b>must not</b> exceed six (6) business hours, unless otherwise authorized in writing by the DIS. DIS <b>shall</b> retain the right to escalate Level 2 outages to Level 1 at its discretion.  For any major outage that cannot be fixed remotely, DIS <b>shall</b> have the right to require an on-site response. DIS requested Contractor on-site response time should be no more than six (6) business hours from time of request.
3	<b>Minor</b> outages and/or a problem that exists with the service but the majority of the functions/services are still usable and some circumvention may be required to provide service.	Eight (8) business hours	As quickly as possible, which on average <b>must not</b> exceed eight (8) business hours, unless otherwise authorized in writing by the DIS.

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 bid response.

If you have any questions please contact Stephanie Cellers at [Stephanie.Cellers@dfa.arkansas.gov](mailto:Stephanie.Cellers@dfa.arkansas.gov) or (501) 371-6065.

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

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

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