



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

## ADDENDUM 1

TO: Vendors Addressed  
 FROM: Paul Coulter  
 DATE: 6/24/15  
 SUBJECT: SP-15-0049 Laboratory Information Management System

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The following change(s) to the above-referenced RFP 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 **July 17, 2015 at 3:30 p.m. CDT.**

### ADDITIONAL SPECIFICATIONS

- **Add the following to Section 2 SPECIFIC REQUIREMENTS:**

**2.27 CONCURRENT USE LICENSE**

At a minimum, vendor **must** provide a LIMS system that **shall** allow for the use of six (6) concurrent users or ten (10) specified users.

- **Add the following to Sub-Section 2.3 (A)(3):**

3. ADEQ currently has the following instruments that **must** interface with vendor's proposed LIMS:

Agilent GC/MS Model 7890A/2400 with Teledyne Atomx Autosampler	Agilent ICP-OES 5100SVDV	GE Analytical, Sievers TOC 5310 C
GE Analytical, Sievers TOC M5310 C	HACH Orion Conductivity Meter HQ 40d Multi	HACH Lachet Quik Chem 8500 Series 2
HF Scientific Turbidimeter Micro 100	Sartorius Analytical Balance MSA 124S-100DI	Shimadzu GC-2010 Plus AE
Teledyne Leeman AF Mercury Analyzer	Teledyne Leeman Hydra C Mercury Analyzer	Thermo Dionex IC-1000
Thermo Dionex IC=2100	Thermo ICP-MS X-Series 2	Thermo Oriion VersaStar pH meter

Thermo UV-Vis Scanning Spectrophotometer Genesys 6	Turner Designs Fluorometer	Varion GC/MS Model 3890/4000
Westco Discrete Analyzer Smart Chem	YSI DO Meter 5100	

**CHANGE OF SPECIFICATIONS**

- **Delete Sub-Section 2.1 (C) and replace with the following:**

C. Vendor should be ISO 9001:2008 Certified prior to bid submission and should be a Microsoft Gold Certified Partner.

- **Delete Sub-Section 2.7 and replace with the following:**

- A. Vendor **must** provide the following maintenance under this contract beginning on the installation completion date and **shall** continue throughout the life of the contract. Cost **shall** be included in Table 1.
1. The proposed system solution **shall** provide support/maintenance under this contract beginning on the installation completion date and **shall** continue thru the initial (1) year term of the contract and this support/maintenance **shall** be in the initial (1) year cost of the contract.
  2. Support calls **shall** be responded to in less than four (4) hours by phone, and problems **shall** be resolved in three (3) additional hours for all support calls placed during the vendor’s normal business hours. Vendor may request extension through ADEQ should the resolution require additional time, and ADEQ **shall** allow additional time at their discretion.
  3. Support calls placed after vendor’s normal business hours **shall** be responded to within the first four (4) hours of the vendor’s first regular business day following notification of the problem(s). The problem **shall** be resolved within three (3) additional hours after the vendor’s response to ADEQ on that first business day. Vendor may request extension through ADEQ should the resolution require additional time, and ADEQ **shall** allow additional time at their discretion.
  4. The vendor **shall** provide a 24 hour toll-free telephone number for support calls/help desk support with the capabilities of:
    - a. Recording messages outside of the vendor’s normal business hours.
    - b. Speaking with a live support personnel during vendor’s normal business hours.
  5. At a minimum, help desk support **must** be available at least 6 (six) hours between the times of 8:00 a.m. – 4:30 p.m. CST, Monday through Friday.
  6. Help desk personnel **must** be able to provide knowledgeable and immediate response and resolution to questions and problems from ADEQ employees.
  7. Help desk personnel **must** be located in the Continental United States and **must** speak English.
  8. The vendor **shall** have national user groups/forums and knowledgebase support for each software product identified in their proposal.
  9. Vendor **shall** provide an assigned, dedicated LIMS account manager to serve as the point of contact for those issues outside of the scope of the Project Manager.
  10. Vendor **shall** provide software service packs as defined below, and these **shall** be provided automatically at no additional cost to ADEQ; software service packs are defined as:

- a. All software changes necessary for enhancements such as updates, bug fixes, and new features,
  - b. Product improvements,
  - c. Product upgrades,
  - d. Bug fixes, and
  - e. Glitches.
11. Updates and patches to the software **shall** be provided and installed as they are released.
  12. Supporting documentation and/or user manual for software reflecting modifications, upgrades, and enhancements **must** be supplied when said changes occur.
  13. Upgrades should pull in any new features that were added by the ADEQ, and those new features added by ADEQ should not be overwritten by updates. As an example: Should ADEQ make a change to their tables, dashboards, lists etc., any upgrades or changes to the LIMS **must** incorporate their changes and **must** not erase or overwrite them.
  14. An On-Line Help available for each functional portion of the system, such that a user can request help information and then return to their original position upon exiting the help function.
  15. Vendor should have the ability to remote-in and access control of ADEQ computers to conduct trouble shooting steps. In which case, ADEQ will need a designated network address (IP Address) for the vendor to allow access.
- **Delete Sub-Section 2.10 (E) and replace with the following:**
    - E. LIMS **shall** provide a script for transferring legacy data from the existing databases to LIMS.
      - a. The legacy data is in a SQL database table format that can be joined together in a script to extract the data.
      - b. Currently ADEQ has an estimated 6 (six) years of Legacy data.
      - c. Scripts for transferring data from LIMS to the laboratory **must** be completed and provided to ADEQ during the implementation process.
      - d. It is understood that this will be a customization and such costs **shall** be included in the cost of the system on Table 1.
  - **Delete Sub-Section 2.11 and replace with the following:**
    - 2.11 **SAMPLE COLLECTION**

System **must** allow for immediate sample login and field data collection via mobile device products before the samples arrive at laboratory (supported by Wi-Fi, 4G) or disconnected to be uploaded once back in the laboratory. This functionality is currently not being utilized; however ADEQ expects to have approximately 20 inspectors each are expected to use either an android or windows based tablets.
  - **Delete the Technical Proposal Packet and replace with the Revised Technical Proposal Packet dated 6/25/2015.**

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

If you have any questions please contact Paul Coulter at paul.coulter@dfa.arkansas.gov or (501) 683-0084.

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

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

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