



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

**ADDENDUM 3**

TO: Vendors Addressed  
FROM: Heather Bailey  
DATE: 7/8/2020  
SUBJECT: SP-20-0119 Process Server 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

**CHANGE OF SPECIFICATIONS**

- **Delete IFB Section 1.8.C and replace with the following:**
  - C. The Contractor should review the documents included in the Referral for Service Packet.
- **Delete IFB Section 1.8.D.4.c and replace with the following:**
  - c. The Contractor **shall** invoice the Authorized Entity as indicated on the Service Type Menu Form for the Primary Service Type and for the Secondary Service Type (if applicable), and for services approved and/or requested by the Authorized Entity after the receipt of the initial Referral for Service Packet, such as may occur in cases whereby a previously unknown address becomes available to the Contractor in the field or the Authorized Entity needs the addition of Standby Service. The Contractor **shall not** charge the State any amount over the prices provided under a resultant contract or for any other fees the Contractor fails to include in the submitted pricing.
- **Delete IFB Section 1.9.D.3.c. and replace with the following:**
  - c. Unless otherwise instructed by the Authorized Entity, when providing Service Attempts to multiple addresses, the Contractor **shall**:
    - i. Complete all Service Attempts for all addresses as necessary to provide services within the time constraints required by the Primary Service Type chosen by the Authorized Entity in the Referral for Service Packet. For example, if an Authorized Entity indicates Urgent Service for the Primary Service Type and also indicates Multiple Address Service for one (1) additional address, the Contractor **shall** provide all three (3) Service Attempts (if three (3) Service Attempts are required to provide

Successful Service) to both addresses if necessary, within zero (0) to eight (8) hours of receiving the Referral for Service Packet.

- ii. Complete Service Attempts on each address in succession as necessary, beginning with the primary address, until either the Service Attempt results in a Successful Service, or until all Service Attempts have been completed for all addresses provided in the Referral for Service Packet.
- iii. Only apply the Multiple Address Service fee to the actual number of addresses where a Service Attempt was made. For example, if the Authorized Entity chooses the Multiple Address Service option and provides three (3) possible addresses in the Referral for Service Packet, and the Contractor is able to provide Successful Service at the second address provided without ever having attempted service at the third address, the Contractor **shall** only invoice the State the Multiple Address Service fee for two (2) addresses, not three.

- **Delete IFB Section 1.11.B.8.iii and replace with the following:**

- iii. When practicably possible, show the address where the Service Attempt was made in accordance with the Referral for Service Packet.

- **Delete the following Performance Standards from the table in IFB Section 1.18 and replace with the following:**

|                         |   |   |
|-------------------------|---|---|
| <b>Service Attempts</b> | Contractor provides Service Attempts on dates and at times significantly different from one another as determined from the Proof of Service.  | Fifty percent (50%) credit on the affected Authorized Entity's monthly invoice for the Primary Service Type fee and any Secondary Service Type fee(s) for each instance during the month whereby the Contractor fails to provide Service Attempts on dates and/or at times significantly different from one another. More than three (3) instances during a calendar month may result in contract cancellation. |
|                         | Unless a timeframe extension is approved by the Authorized Entity, the Contractor provides Service Attempts within the timeframes required by the Primary Service Type chosen by the Authorized Entity as determined from the Proof of Service. If an extension of the timeframe is approved by the Authorized Entity, the Contractor provides Service Attempts in accordance with the Authorized Entity's approved timeframes. | \$25 credit to the affected Authorized Entity's monthly invoice for each instance during the month whereby the Contractor fails to provide Service Attempts within the timeframes required for a Primary Service Type.<br><br>More than three (3) instances during a calendar month may result in contract cancellation.  |

**ADDITIONAL SPECIFICATIONS**

- **Add the following to IFB Section 1.9:**

- F. Unless the Authorized Entity has otherwise previously approved of an extension of the timeframes required for the Primary Service Types, the Contractor **shall** provide services within the required timeframe for each Primary Service Type as stated in the IFB. Should the Contractor fail to provide services within the required timeframe for the Primary Service Type chosen without having a previously approved timeframe extension from the Authorized Entity, the State will impose the damages as stated in the Performance Standards.

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 Heather Bailey at [heather.bailey@dfa.arkansas.gov](mailto:heather.bailey@dfa.arkansas.gov) or (501) 324-9320.

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

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

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