

State of Arkansas
DEPARTMENT OF HUMAN SERVICES
700 South Main Street
P.O. Box 1437 / Slot W345
Little Rock, AR 72203

ADDENDUM 1

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: September 10, 2024
SUBJECT: 710-25-016 Customer Service Center

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

- Change of information
- Additional information
- Change of response deadline
- Cancellation
- Other

ADDITIONAL INFORMATION

- Add the following document: Attachment A - Weekly call volumes
- Add the following document: Attachment B – Written Questions and Answers

CHANGE OF INFORMATION

Section 2.1.3, page 8: Remove and replace with the following:

- Based on a little over two years of call volume data, the details of which can be found in Attachment A – Weekly Call Volumes, DHS estimates annual triage volume at about 692,000 calls, with about 668,000 being in English and about 24,000 being in Spanish.

Section 3.1.2, page 12: Remove and replace with the following:

- Pricing Model: Provide a general pricing model for all stages of the project.

The information by virtue of this addendum become a permanent addition to the above referenced RFI.

If you have any questions, please contact: Karrie Goodnight, Karrie.Goodnight@dhs.arkansas.gov (501) 320-3906.