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: January 23, 2026
SUBJECT: 710-25-078 Customer Service Center Final

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 date and time
_____ Cancellation of bid
__X__ Other

OTHER

- Exhibit 3 Forthcoming Resources; remove and replace with Exhibit 3 Revised Forthcoming Resources
- Bidder's Library – the following were added:
    - Exhibit 5 – ARIES and EMCI Overview
    - Exhibit 6 – ARIES System Architecture
    - Exhibit 7 – EMCI Deep Dive Redacted
    - Exhibit 8 - EMCI Create Individual Web Service
    - Exhibit 9 - EMCI Update Individual Web Service
    - Exhibit 10 - EMCI Match Individual Web Service
    - Exhibit 11 - EMCI Search Individual Web Service
    - Exhibit 12 - EMCI Search Individual Details Web Service
    - Exhibit 13 - EMCI Merge/Unmerge Individual Web Service
    - Exhibit 14 - EMCI Alert Web Service
    - Exhibit 15 – AME CORE MMIS
    - Exhibit 16 – CHRIS Overview

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: Tamara DeBord, DHS.OP.Solicitations@dhs.arkansas.gov, (501) 683-5969.

_____ _____
Vendor Signature Date

_____
Company