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

ADDENDUM 2

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: January 30, 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 – remove Exhibit 3 – Revised Forthcoming Resources and replace with Exhibit 3 - Revision 2 Forthcoming Resources
- Bidder's Library – Add the following documents:
  - Exhibit 17 - KPI Report Years 2023 – 2025
  - Exhibit 18 - Weekly Call Volumes for Years 2023 – 2025
  - Exhibit 19 - Call Center Weekly Reports for Years 2023 - 2025

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