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

ADDENDUM 4

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: February 25, 2026
SUBJECT: 710-25-078 Customer Service Center Final

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

__X__ Change of specification(s)
_____ Additional specification(s)
_____ Change of bid opening date and time
_____ Cancellation of bid
__X__ Other

CHANGE OF SPECIFICATION(S)

- 710-25-078 Attachment B Written Question(s) and REVISED Attachment B Written Questions and Answers (Set 1) – remove and replace with 710-25-078 REVISED Attachment B –Revised Written Questions and Answers (Set 1 & Set 2)

- 710-25-078 Solicitation: remove and replace with 710-25-078 Solicitation Revision 1 (clean copy and redlined copy)

OTHER

- Bidder's Library – add the following:
  - Exhibit 20 – APM Chapter 120
  - Exhibit 21 – Executive Staff Retreat Scenario

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