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

ADDENDUM 5

TO: All Addressed Vendors
FROM: Office of Procurement
DATE: March 3, 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 Solicitation Revision 1 (Clean Copy and Redlined Copy) - remove and replace with 710-25-078 Solicitation Revision 2 (Clean Copy and Redlined Copy)
- 710-25-078 REVISED Attachment B - Written Questions and Answers (Set 1 & Set 2) – remove and replace with 710-25-078 Revised Attachment B – Written Questions and Answers (Set 1, 2, & 3)
- 710-25-078 Attachment C - Performance Based Contracting - remove and replace with 710-25-078 Revised Attachment C - Performance Based Contracting
- 710-25-078 Attachment D – Terms and Conditions - remove and replace with 710-25-078 Revised Attachment D – Terms and Conditions
- 710-25-078 Attachment I – Key Personnel - remove and replace with 710-25-078 Revised Attachment I – Key Personnel
- 710-25-078 Attachment K – Technical Response Packet - remove and replace with 710-25-078 Revised Attachment K - Technical Proposal Packet
- 710-25-078 Attachment L – Cost Proposal - remove and replace with 710-25-078 Revised Attachment L - Cost Proposal
- 710-25-078 Attachment N – Requirements - remove and replace with 710-25-078 Revised Attachment N – Requirements
- 710-25-078 Attachment O - Client History Form - remove and replace with 710-25-078 Revised Attachment O - Client History Form

OTHER

- Add 710-25-078 Attachment P – Proposed Non-Mandatory Exceptions Template
- Bidder's Library – add the following:
  - Exhibit 22 – DHS Organizational Chart
  - Exhibit 23 - ARHOPE Report Examples

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