



**STATE OF ARKANSAS
OFFICE OF STATE PROCUREMENT**
1509 West 7th Street, Room 300
Little Rock, Arkansas 72201-4222

ADDENDUM 1

TO: Vendors Addressed
 FROM: Stephanie Cellers, Buyer
 DATE: 07/12/2016
 SUBJECT: SP-16-0143 Workers Compensation Claims Administration Software

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 time and date
- Cancellation of bid
- Other

BID OPENING DATE AND TIME

- The bid opening date and time have changed to **August 11, 2016 1p.m. CDT.**

ADDITIONAL SPECIFICATIONS

- Add the following to 2.11 Performance Standards: Table A.

System Availability (Applicable to cloud based solution.)	The system shall maintain an uptime (be operationally available) for 99% of normal business hours as indicated in Section 2.3.	<ul style="list-style-type: none"> • 98% - 1% of Monthly Total Cost • 97% - 2% of Monthly Total Cost • 96% - 3% of Monthly Total Cost An additional 1% per month per percentage below. Below 75% may be grounds for contract termination
Database Administration (Applicable to cloud based solution.)	Database operations shall perform at 99% efficiency as measured using available database monitoring tool and as indicated in Section 2.3.	<ul style="list-style-type: none"> • 98% - 1% of Monthly Total Cost • 97% - 2% of Monthly Total Cost • 96% - 3% of Monthly Total Cost An additional 1% per month per percentage below. Below 75% may be grounds for contract termination

CHANGE OF SPECIFICATIONS

- Delete 2.3 (D.)(1.) and replace with the following:

2.3(D.)(1.) The vendor **shall** provide a claims software program and database for administration of workers' compensation claims filed pursuant to Arkansas Workers' Compensation Laws, Rules, and Regulations. Claims data **must** reside on a server located in the continental United States.

- Delete 2.3(E.)(1.) and replace with the following:

2.3(E.)(1.) The System **must** be accessible by AID central/local office staff via internet or through AID's Intranet. Access to the workers' compensation data in any shared database **must** be limited to designated personnel as defined by their assigned user roles.

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 Stephanie Cellers at Stephanie.Cellers@dfa.arkansas.gov or (501) 371-6065.

Company: _____

Signature: _____

Date: _____