



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

## ADDENDUM 3

TO: Contractors Addressed  
 FROM: Stephanie Cellers, Buyer  
 DATE: 03/30/2018  
 SUBJECT: SP-18-0098 Ethernet Transport, PRI Service, Satellite Service, and Point to Point T1 Service

The following change(s) to the above-referenced IFB 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

- Bid opening date and time shall remain unchanged.

### CHANGE OF SPECIFICATIONS

- Delete 2.11 Outages *Figure D: Severity Levels* and replace with the following:

**Figure D: Severity Levels**

Severity Level	Sample Situations	Maximum Response Initial Time	Resolution Time
1	<b>Critical</b> outages and situations when network services are down and DIS customers are unable to use/access the network.	Four (4) hours Around-the-clock	As quickly as possible, which on average <b>must not</b> exceed four (4) hours around-the-clock, unless otherwise authorized in writing by the DIS.  For any critical outage that cannot be fixed remotely, DIS <b>shall</b> have the right to require an on-site response. DIS requested Contractor on-site response time should be no more than four (4) hours from time of request.
2	<b>Major</b> outages and/or repeated failure of service preventing its successful operation. The service may operate but is severely restricted (i.e. slow response, intermittent but repeated inaccessibility, etc.).	Six (6) business hours	As quickly as possible, which on average <b>must not</b> exceed six (6) business hours, unless otherwise authorized in writing by the DIS. DIS <b>shall</b> retain the right to escalate Level 2 outages to Level 1 at its discretion.  For any major outage that cannot be fixed remotely, DIS <b>shall</b> have the right to require an on-site response. DIS requested Contractor on-site response time should be no more than six (6) business hours from time of request.

3	<b>Minor</b> outages and/or a problem that exists with the service but the majority of the functions/services are still usable and some circumvention may be required to provide service.	Eight (8) business hours	As quickly as possible, which on average <b>shall not</b> exceed eight (8) business hours, unless otherwise authorized in writing by the DIS.
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- Delete 2.12 (C) Security Requirements.
- Delete 3.6 (A-B) Record Retention and replace with the following:
  - A. Contractor(s) **must** maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and as specified by the State of Arkansas Law. Upon request, Contractor(s) **must** grant access to State or Federal Government entities or any of their duly authorized representatives.
  - B. Contractor(s) **must** make financial and accounting records available, upon request, to the State of Arkansas's designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your bid.

If you have any questions please contact Stephanie Cellers at [stephanie.cellers@dfa.arkansas.gov](mailto:stephanie.cellers@dfa.arkansas.gov) or (501) 371-6065.

Company: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_