

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:** July 10, 2025  
**SUBJECT:** 710-25-048 Electronic Benefit Transfer Services System

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  
☒ Other

**OTHER**

- 710-25-048 Solicitation Revision 2 – **remove and replace** with 710-25-048 Solicitation Revision 3 (Redline and Clean versions) reflecting the following changes:

Section 3.1 Information for Evaluation Table:

Information for Evaluation Sub-Sections	Maximum Raw Points Possible	Sub-Section's Weighted Percentage	* Maximum Weighted Score Possible
E.1 General Requirements	25	10	70
E.2 Design Phase	10	5	35
E.3 Transition in Requirements	20	3	21
E.4 EBT System Functionality	40	5	35
E.5 EBT Card Requirements and Issuance	40	6	42
E.6 Customer Service Requirements	65	8	56
E.7 Training	20	3	21
E.8 POS Terminals	20	2	14
E.9 Financial transaction/transmission requirements, Financial Adjustment Processing	35	9	63
E.10 Maintenance and Change Request Processes & Procedures	20	3	21
E.11 Problem Management, Contract Monitoring, and Problem Resolution	25	4	28
E.12 System Performance, System Security Plan, and Fraud Prevention Analysis	40	10	70
E.13 Independent Audit/Certification	5	6	42
E.14 Project Management	10	3	21
E.15 Reporting	10	9	63
E.16 Transition Out Requirements	5	4	28
E.17 Value Added Services	15	10	70
<b>Total Technical Score</b>	<b>405</b>	<b>100%</b>	<b>700</b>

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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: Ian Cunningham, [DHS.OP.Solicitations@dhs.arkansas.gov](mailto:DHS.OP.Solicitations@dhs.arkansas.gov), (501) 682-0120.

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Vendor Signature

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Date

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Company