



**Department of Transformation and Shared Services**

Governor Asa Hutchinson

Secretary Amy Fecher

June 8, 2021

Secretary Elizabeth Smith  
Department of Inspector General  
323 Center St, Ste 1200  
Little Rock, AR 72201

Dear Secretary Smith,

Please accept the attached CARES Act Reimbursement Request for review and approval by the CARES Act Steering Committee. The Department of Transformation and Shared Services (TSS) Division of Information Systems (DIS) expended \$829,484.57 to utilize contractors, provide current State employees, and procure licenses to respond to technology needs of the pandemic, such as for platforms for unemployment assistance, network infrastructure for remote work, and virtual meeting platforms. These costs were not billed to agencies or Departments and TSS DIS is seeking reimbursement of these funds through CARES Act funding.

Thank you for the Committee's consideration and I look forward to presenting this request and answering any questions at the next meeting.

Sincerely,

A handwritten signature in blue ink that reads "Amy Fecher".

Amy Fecher

**Office of the Secretary**

501 Woodlane, Suite 201 \* Little Rock, AR 72201 \* 501.319.6551

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COVID-19 Response Reimbursement Request  
CARES Act Steering Committee  
Submitted by: Department of Transformation and Shared Services

The public health emergency precipitated by the COVID-19 pandemic, resulted in significant economic and financial hardship for many Arkansans. As businesses closed, consumers stayed home, schools shifted to remote education, and travel declined, many jobs were lost across Arkansas. The Division of Workforce Services quickly became overwhelmed with the volume of phone calls and emails from Arkansans finding themselves in need of unemployment assistance. Additionally, State employees and Public School employees were asked to work from home for an extended period, creating stress on the State's network infrastructure and increasing the need for virtual meeting platforms.

As the provider for the majority of the State's information technology and voice phone service, The Department of Transformation and Shared Services (TSS), Division of Information Systems (DIS) was unable to respond to all the urgent needs for equipment placement and network enhancements by utilizing current State employees alone. In addition to State employees, contractors were engaged to speed the work to provide essential services to State employees and the citizens of Arkansas. Licenses for virtual meeting platforms were procured and implemented at no charge to Agencies during the remote work timeframe.

TSS DIS is requesting **\$829,484.57** as reimbursement for the funds expended on behalf of the State of Arkansas to meet the urgent needs resulting from the COVID-19 pandemic. Agencies were not billed for the labor and services TSS DIS is seeking reimbursement for. While the total true costs of response to the COVID-19 pandemic are difficult to access, TSS DIS has been able to quantify the amount requested and has documentation relating to contractors utilized, State employees time, and licenses procured to meet the needs as quickly as possible.

**Costs incurred by DIS to meet COVID crisis - not billed to customers**

<b>Date</b>	<b>Description</b>	<b>Invoice #</b>	<b>Amount</b>
3/31/2020	CISCO Jabber for remote workers	6021120001497-B	\$ 2,834.00
4/28/2020	CISCO Jabber for remote workers	6021120002161-B	\$ 4,360.00
5/27/2020	DWS PUA & UI call centers	6021120002738	\$ 5,450.00
3/18/2020	CVP Port License	6011220001997	\$ 58,630.00
4/17/2020	CVP Port License	6011220002495	\$ 58,630.00
Various	VOIP Staff	Various	\$ 399,366.16
Various	Hours worked by DIS employees on COVID projects not billed to a customer	Various	\$ 3,394.01
5/8/2020	Engineer - 80 Hours	various	\$ 16,132.00
4/1/2020	Zoom Licenses	IN760094	\$ 19,342.10
6/25/2020	Zoom Video Webinar 1,000	IN831428	\$ 5,520.78
4/6/2020	SIP Trunks	ACCT: 210408563	\$ 153,683.48
4/7/2020	SIP Trunks	ACCT: 831-000-6814-548	\$ 87,318.04
7/28/2020	Sr. Network Engineer - Chris Kloosterman	6021120004099	\$ 10,246.00
8/25/2020	Sr. Network Engineer - Chris Kloosterman	6021120004555	\$ 1,744.00
9/29/2020	Sr. Network Engineer - Chris Kloosterman	6021120005176	\$ 2,834.00
<b>Total reimbursement requested</b>			<b>\$ 829,484.57</b>