

October 31, 2016

Senator Bill Sample
Representative David Branscum
Arkansas Legislative Council
One Capitol Mall
5th Floor, Room R-516
Little Rock, Arkansas 72201

Dear Senator Sample and Representative Branscum,

This letter is to transmit to the Arkansas Legislative Council the Department of Information Systems' Advice and Recommendation Report for the quarter ending September 30, 2016. This report details the information on the advice and recommendations that the Department of Information Systems has provided in compliance with Act 15 of 2010.

If there are questions about the information contained in the report, please contact me at (501) 682-5148.

Sincerely,



Mark Myers
Director, Department of Information Systems

cc: Bill Gossage



Department of Information Systems
Arkansas. A State of Technology



Quarterly Report to the Legislature
Advice and Recommendations to State Agencies

Period Ending: 9/30/2016

REPORT OVERVIEW

Background

Act 15 of 2010 requires the director of the Department of Information Systems to submit a report on a quarterly basis to the Legislature regarding requests from state agencies, boards and commissions for advice related to information technology planning, implementation, installation, rates or fees, utilization of products, services, and integration or upgrades to be added to existing technology plans. This report is also mandated to include corresponding recommendations made by the Department of Information Systems to the requesting state agencies, boards, and commissions.

The report is to be submitted to the Arkansas Legislative Council between regular sessions of the General Assembly, the Joint Budget Committee during a session of the General Assembly, and the Joint Committee on Advanced Communications and Information Technology regarding the status of the agency's information technology responsibilities in state government.

Report Requirements

One of the requirements of this report is to inform the Legislature on how any recommendation fits into the information technology plan of the agency, board, or commission.

This report is to include:

- The name of the state agency, board, or commission requesting the advice
- The name and scope of the project for which advice is being sought
- The type of advice sought
- An explanation of all recommendations provided by the Department of Information Systems
- Other information as may be useful for policy making decisions by the Legislative Council or Joint Committee on Advanced Communications and Information Technology

Report Description

The following information is included in this report in order to meet the requirements of the act listed above and to provide the Legislature with information useful to their decision-making process and oversight of information technology in state government.

- Information regarding any advice or recommendations made by DIS to state agencies, boards and commissions for the previous quarter.
- Information concerning key projects undertaken by DIS on behalf of individual customers, groups of customers, or the state as a whole
- Information on the products and services provided by DIS to its customers
- Information regarding emerging issues and activities

Agency Information

The Department of Information Systems (DIS) operates as a cost recovery agency, serving the needs of state government and the educational community. DIS does not receive direct state general revenue funding, but charges its customers for products and services.

The primary services provided by DIS are in the area of telecommunications, information systems development and support, system hosting services, project management, and network development and support for the states wired and wireless network infrastructure.

DIS is organized as nine primary divisions: Enterprise Operations, Enterprise Systems Management, Enterprise Services, Enterprise Network Services, Arkansas Wireless Information Network, Cybersecurity Office, Customer Relationship Management, Fiscal and Human Resources.

DIS currently provides services to a base of approximately 400 customers, including state agencies, board and commissions, colleges and universities, public schools, cities and counties and other customers.

Department of Information Systems

Quarterly Report on Advice and Recommendations

To State Agencies, Boards and Commissions

Executive Summary

The following is a summary of the advice requested and recommendations provided to state agencies, boards and commissions during the quarter ending 9/30/2016.

NUMBER OF REQUESTS FOR ADVICE AND RECOMMENDATIONS

Total number of recommendations provided to agencies, boards and commissions: 31

AGENCIES, BOARDS OR COMMISSIONS REQUESTING ADVICE

Agency Name	Recommendations
Arkansas Agriculture Dept 0400	1
Arkansas Community Correction 0485	1
Arkansas Fair Housing Commission 0229	1
Arkansas State Archive	1
Assessment Coordination Department 0490	1
Board of Collection Agencies 0221	1
Board of Examiners for Speech-Language Pathology & Audiology 0292	1
Burial Association Board 0215	1
City of Little Rock	1
Claims Commission 0360	1
Crime Laboratory 0955	1
Delta Regional Authority	1
Department of Arkansas Heritage - Central Administration 0865	1
Department of Career Education 0590	1
Department of Education 0500	1
Department of Human Services 0710	3
Department of Parks and Tourism 0900	1
Department of Veteran Affairs 0385	1
Department of Workforce Services 4081	1
Forestry Commission 0415	1
Judicial Discipline and Disability Commission 0241	1
Office of the Medicaid Inspector General (OMIG)	1

Parkers Chapel School District	1
Real Estate Commission 0248	1
School for the Deaf 0513	2
Sentencing Commission 0328	1
Tobacco Control Board 0261	1
University of Arkansas Systems Office	1

CATEGORIES FOR ADVICE

Type of Advice	Recommendations
Installation	7
Implementation	3
Planning	2
Product or Service Utilization	14
Rates or Fees	3
Technical	1
Upgrades	1

Report Detail

1) Agency Name	Arkansas Agriculture Dept 0400
Type of Advice	Product or Service Utilization
Title	Exchange Email Service - Agriculture Dept.
Advisor	Curtis Eubanks
Project Name	DIS Exchange Email
Cost Estimate	\$ 0.15
Project Scope	Provide a requested quote for 240 Exchange email accounts for the Agriculture Dept. including the Plant Board and the Livestock & Poultry Board.
Advice Requested	Provide a requested quote for 240 Exchange email accounts for the Agriculture Dept. including the Plant Board and the Livestock & Poultry Board.
Detail of Recommendation	Ms. Cynthia Edwards requested DIS provide a quote for moving their email service to DIS, which would include the Plant Board and the Livestock & Poultry Board. The quote was not well received.

2) Agency Name	Arkansas Community Correction 0485
Type of Advice	Implementation
Title	De-Activate Womens Unit - Pine Bluff
Advisor	Curtis Eubanks
Project Name	DIS Network Equipment
Cost Estimate	
Project Scope	Arkansas Community Correction requested that DIS begin removing the data infrastructure.
Advice Requested	ACC has moved the womens unit to W. Memphis and has asked for DIS to move existing network infrastructure.
Detail of Recommendation	DIS dispatched network engineers/VoIP engineers to disconnect the hardware and relocate a run of fiber.

3) Agency Name	Arkansas Fair Housing Commission 0229
Type of Advice	Installation
Title	VoIP Telephony
Advisor	Curtis Eubanks
Project Name	DIS Telephone Service VoIP
Cost Estimate	
Project Scope	Requested meeting to discuss the Cisco VoIP solution through DIS and the features that are offered with this service.
Advice Requested	Requested meeting to discuss the Cisco VoIP solution through DIS and the features that are offered with this service.
Detail of Recommendation	In the discussion the compared features with Centrex which will be phased out and the additional support with VoIP.

4) Agency Name	Arkansas State Archive
Type of Advice	Product or Service Utilization
Title	ASA Transition to DAH with DIS IT Support
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	
Project Scope	Work continued this quarter to accomplish the IT portion of the transition of the Arkansas State Archive (ASA), formerly Arkansas History Commission, a division of Arkansas Parks and Tourism, to becoming a division of Department of Arkansas Heritage (DAH). ASA and DAH have been working with DIS to transition all IT infrastructure and IT support. DIS has been and will continue to assist with the IT needs related to this transition.
Advice Requested	DAH & ASA requested advice and recommendations from DIS to accomplish the IT needs related to the effort.
Detail of Recommendation	DIS provided advice and recommendations to DAH & ASA to accomplish the IT needs related to the effort.

5) Agency Name	Assessment Coordination Department 0490
Type of Advice	Installation
Title	Bandwidth Upgrade
Advisor	Curtis Eubanks
Project Name	10 Mbps Multi Agency/Non-Capitol Complex Connectivity
Cost Estimate	
Project Scope	Assessment Coordination requested a quote to upgrade current bandwidth from 4Mb to 10Mb for backup purposes.
Advice Requested	Assessment Coordination requested a quote to upgrade current bandwidth from 4Mb to 10Mb for backup purposes.
Detail of Recommendation	DIS provided a quote for the 10Mb upgrade and a discussion for backup solution.

6) Agency Name	Board of Collection Agencies 0221
Type of Advice	Product or Service Utilization
Title	Connectivity/Email
Advisor	Curtis Eubanks
Project Name	DIS Internet and Email Services
Cost Estimate	
Project Scope	The Board of Collection Agencies asked DIS for a quote for moving away from a DSL solution from Windstream to the state connectivity and email solution.
Advice Requested	The Board of Collection Agencies asked DIS for a quote for moving away from a DSL solution from Windstream to the state connectivity and email solution.
Detail of Recommendation	A quote was developed and meetings were held to discuss the difference in service.

7) Agency Name	Board of Examiners for Speech-Language Pathology & Audiology 0292
Type of Advice	Installation
Title	Office Hardware Review
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Ms. Sharon Flynn asked DIS to help with a hardware review and cabling concerns.
Advice Requested	Ms. Flynn is the new director of the Arkansas Board of Examiners Speech-Language Pathologists. She wanted to add Exchange email to her office and move away from an existing vendor. Also, Ms. Flynn requested additional Ethernet for a network printer to be utilized and a review of existing computer hardware.
Detail of Recommendation	DIS met with Ms. Flynn to discuss all her concerns and questions, provide the cabling and the Exchange email as well as a review of the office hardware.

8) Agency Name	Burial Association Board 0215
Type of Advice	Product or Service Utilization
Title	Burial and Embalmers Backup Solution
Advisor	Mitch Beaver
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 1,500
Project Scope	Due to audit findings, the Burial Association needs to have an offsite backup solution in place.
Advice Requested	Pricing and timeframe of implementation
Detail of Recommendation	I have sent over the pricing for the over the wire scenario to reflect the per GB rate since they are a smaller office with a limited budget. This scenario will allow them to be compliant with the auditors.

9) Agency Name	City of Little Rock
Type of Advice	Rates or Fees
Title	Legislative Tracking Solution
Advisor	Donald Matthews
Project Name	DIS Application Hosting Services
Cost Estimate	\$ 7,000
Project Scope	The city of Little Rock has a need to track legislation during the legislative session.
Advice Requested	The city of Little Rock asked DIS for a solution to track legislation throughout the session, and to distribute the information internally to their management team.
Detail of Recommendation	DIS recommended the legislative tracking solution provided in our SharePoint environment. We provided a demo, answered questions related to functionality, and provided a cost estimate to implement the solution.

10) Agency Name	Claims Commission 0360
Type of Advice	Installation
Title	Wireless Assessment for Office Use
Advisor	Curtis Eubanks
Project Name	DIS Wireless Services
Cost Estimate	
Project Scope	Arkansas State Claims Commission requested DIS to provide a quote to install a wireless access point in the office for board/office use.
Advice Requested	Arkansas State Claims Commission requested DIS to provide a quote to install a wireless access point in the office for board/office use.
Detail of Recommendation	DIS scheduled a network engineer to meet and discuss wireless access point installation and the appropriate model of access point.

11) Agency Name	Crime Laboratory 0955
Type of Advice	Technical
Title	Exchange Server - Configuration Issues
Advisor	Curtis Eubanks
Project Name	DIS Exchange Email
Cost Estimate	
Project Scope	Crime Lab asked DIS for help in a configuration problem with their Exchange server.
Advice Requested	Crime Lab asked DIS for help in a configuration problem with their Exchange server.
Detail of Recommendation	DIS provided technical assistance in the configuration issues.

12) Agency Name	Delta Regional Authority
Type of Advice	Product or Service Utilization
Title	Delta Regional Authority
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 17,393.60
Project Scope	The Little Rock office of the Delta Regional Authority, in partnership with the state of Arkansas and the Arkansas Economic Development Commission, had the opportunity to setup their offices in the space vacated by the Arkansas Science and Technology Authority at the state building at 900 W Capitol. DIS was able to provide IT services to the Delta Regional Authority and they are utilizing DIS provided state network connectivity as well as DIS managed VoIP.
Advice Requested	The Delta Regional Authority needed IT services when they moved into their new offices and requested those IT services from DIS.
Detail of Recommendation	DIS was able to provide IT services to the Delta Regional Authority and they are utilizing DIS provided state network connectivity as well as DIS managed VoIP.

13) Agency Name	Department of Arkansas Heritage - Central Administration 0865
Type of Advice	Product or Service Utilization
Title	DAH Agency Move and Server Migration
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 228,025
Project Scope	<p>Department of Arkansas Heritage (DAH) worked closely with DIS for many months leading up to their agency move and server migration over the summer. The move is finally complete. The effort to move all DAH server infrastructure into the state data center environment was a success. DAH now utilizes DIS managed data center services to host their data applications and server environment. DAH now uses DIS as its primary IT support to support users, uses DIS provided VoIP services, project management services, and more. DIS has been providing advice and recommendations for many months related to migration. Although the majority of this project is complete, there is more work to be done and we'll continue working the DAH into the fall.</p>
Advice Requested	DAH continues to work with DIS for advice and recommendations related to accomplishing their remaining IT needs post migration.
Detail of Recommendation	DIS has been providing advice and recommendations to DAH regarding IT needs that are ongoing.

14) Agency Name	Department of Career Education 0590
Type of Advice	Upgrades
Title	VoIP Conversion of Rehab Services
Advisor	Mitch Beaver
Project Name	DIS Voice over IP
Cost Estimate	\$ 60,000
Project Scope	Four current field offices are losing business due to the Birch phone system they have in place. This is unacceptable and in need of replacement.
Advice Requested	Rehab Services division is requesting that DIS implement a VoIP system that will replace the current phone system along with management services of the system that will allow tickets to be logged on the issues.
Detail of Recommendation	DIS will be implementing and installing

15) Agency Name	Department of Education 0500
Type of Advice	Rates or Fees
Title	Consulting Services
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	\$ 1,280
Project Scope	The customer asked DIS for consulting services to procure E-rate services.
Advice Requested	The customer came to DIS to ask for assistance with procuring E-rate consulting services.
Detail of Recommendation	DIS presented the cost estimate to perform the service, and will provide guidance to ADE throughout the process.

16) Agency Name	Department of Human Services 0710
Type of Advice	Product or Service Utilization
Title	LTC Cost Reporting Application Development
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 165,580
Project Scope	DIS will develop a Long-term Care Cost Reporting System to replace the current application. DIS will work with DHS staff on system requirements and testing in addition to using documentation received from the current application vendor. This development effort will provide for a one-to-one replacement of current functionality. Any additional functionality that is requested during the course of the project will be discussed with DHS to determine if there will be an impact to the project schedule or budget. DHS has requested that DIS also host this application.
Advice Requested	DHS requested advice and recommendations from DIS for replacing a dated application with a new and improved version.
Detail of Recommendation	DIS provided advice and recommendations to DHS for replacing a dated application with a new and improved version.

17) Agency Name	Department of Human Services 0710
Type of Advice	Product or Service Utilization
Title	Continued Development Ongoing for DHS ONE STOP Application
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 121,384.32
Project Scope	DIS is in the process of developing a one stop call logging/management system to replace the current application. DIS is working with DHS staff on system requirements and testing in addition to using documentation received from the current application vendor. This development effort provides for a one-to-one replacement of current functionality. Any additional functionality that is requested during the course of the project will be discussed with DHS to determine if there will be an impact to the project schedule or budget. DHS has requested that DIS also host this application once development is complete.
Advice Requested	DHS requested advice and recommendations for replacing a dated application with a new and improved version.
Detail of Recommendation	DIS provided advice and recommendations for replacing a dated application with a new and improved version.

18) Agency Name	Department of Human Services 0710
Type of Advice	Product or Service Utilization
Title	CoCENTRIX Statewide Care Coordination and Resource Planning Application
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 144,642
Project Scope	This project was close to happening at the beginning of 2016, but various circumstances caused the project to be stalled. The project restarted last quarter and DIS is close to providing the Arkansas Department of Human Services (DHS) with a hosting solution for the CoCENTRIX Statewide Care Coordination and Resource Planning Application to include Universal Assessments. This application shall be hosted in the state data center environment.
Advice Requested	DHS requested advice and recommendations from DIS for hosting the CoCentrix application.
Detail of Recommendation	DIS is currently providing advice and recommendations to DHS related to the hosting of the CoCentrix application.

19) Agency Name	Department of Parks and Tourism 0900
Type of Advice	Planning
Title	ADPT Wi-Fi Project
Advisor	Mitch Beaver
Project Name	IT Planning
Cost Estimate	
Project Scope	ADPT needs bandwidth upgrades at each site to provide adequate WiFi coverage for guests of the parks.
Advice Requested	ADPT has set a priority list of potential sites that will need to be assessed for bandwidth speeds and pricing from local vendors and DIS to implement WiFi hot spots at these locations
Detail of Recommendation	DIS has recommended that ADPT put hot spots in high traffic areas outdoors and cover the Visitor Centers along with the lodges that are in the state for guests

20) Agency Name	Department of Veteran Affairs 0385
Type of Advice	Product or Service Utilization
Title	IT Services For The New ADVA NLR VA Home
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 25,000
Project Scope	<p>Project completion is close now. The Arkansas Department of Veterans Affairs (ADVA) came to DIS seeking guidance related to the various IT needs for the new veteran's home in North Little Rock. With construction basically complete, DIS is nearing installation of secured state network connectivity, DIS managed secured wireless for staff and residents, VoIP telephony, and more. DIS also assisted in the fiber placement efforts at the property. ADVA made the decision to utilize the Electronic Medical Records Management System vendors cloud solution and not host the application locally in the DIS managed data center environment. DIS advised ADVA regarding these two major initiatives. This project is near completion.</p>
Advice Requested	ADVA requested advice and recommendations related to their significant IT Initiatives.
Detail of Recommendation	DIS provided advice and recommendations related to ADVA significant IT Initiatives.

21) Agency Name	Department of Workforce Services 4081
Type of Advice	Implementation
Title	DWS Data Changes
Advisor	Donald Matthews
Project Name	DIS Professional Services
Cost Estimate	\$ 93,000
Project Scope	DIS hosts application data on behalf of DWS that is subject to IRS requirements.
Advice Requested	DWS asked DIS to interpret IRS data requirements as they relate to data hosted by DIS on behalf of DWS.
Detail of Recommendation	DIS worked closely with IRS and DWS to determine specific changes that are required to the application data due to IRS requirements. We've identified the required changes and presented a proposal to DWS to complete the project.

22) Agency Name	Forestry Commission 0415
Type of Advice	Installation
Title	Centrex Telephony
Advisor	Curtis Eubanks
Project Name	
Cost Estimate	
Project Scope	Fayetteville Forestry location is currently using a dial tone vendor local to their area. The goal is to bring the numbers under the state Centrex/Plexar contract.
Advice Requested	The Forestry Commission requested a quote for monthly billing to move numbers to the state contract
Detail of Recommendation	A quote was developed and submitted and a transfer of service form was sent to the customer for transfer of number.

23) Agency Name	Judicial Discipline and Disability Commission 0241
Type of Advice	Installation
Title	Wireless Assessment for Office Use
Advisor	Curtis Eubanks
Project Name	DIS Wireless Services
Cost Estimate	
Project Scope	Judicial Discipline asked that DIS meet and assess wireless access for the office use as well as for board meetings.
Advice Requested	Judicial Discipline asked that DIS meet and assess wireless access for the office use as well as far board meetings.
Detail of Recommendation	DIS scheduled our network engineer to meet with leadership at Judicial Discipline to assess the proper device for wireless access.

24) Agency Name	Office of the Medicaid Inspector General (OMIG)
Type of Advice	Product or Service Utilization
Title	Data/Server Hosting for OMIG Completed
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 8,793
Project Scope	The server migration for the Office of the Medicaid Inspector General (OMIG) to a state data center environment is now completed. This was necessary due to an existing OMIG server that had reached near end of life that contained important data. DIS advised OMIG regarding the best approach to replace this server. OMIG has agreed to host this data in a DIS server environment where the data will be secured and backed up.
Advice Requested	OMIG requested advice and recommendations related to server hosting. The primary need addressed was replacing a dated server that had reached near end of life.
Detail of Recommendation	DIS provided advice and recommendations to OMIG. The primary need addressed was replacing a dated server that had reached near end of life. This project is complete.

25) Agency Name	Parkers Chapel School District
Type of Advice	Product or Service Utilization
Title	Parkers Chapel School-Data Backup
Advisor	Josh Smith (DIS)
Project Name	
Cost Estimate	\$ 432
Project Scope	Parkers Chapel School came to DIS requesting data backup advice or recommendation following the HSTI conference in Hot Springs. DIS offered to provide a solution. DIS received several similar requests following this conference.
Advice Requested	Parkers Chapel School requested data backup advice or recommendation following the HSTI conference in Hot Springs.
Detail of Recommendation	DIS offered advice and recommendations and to provide a solution.

26) Agency Name	Real Estate Commission 0248
Type of Advice	Product or Service Utilization
Title	Application Development
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	The Arkansas Real Estate Commission asked DIS to provide a quote for a complete rewrite of the licensing application. The existing application developer is GL Suites and will be replaced.
Advice Requested	The Arkansas Real Estate Commission asked DIS to provide a quote for a complete rewrite of the licensing application. The existing application developer is GL Suites and will be replaced.
Detail of Recommendation	DIS application team met with the Real Estate Commission on two occasions to record what the needs were of the existing application and to provide a quote for a DIS solution and hosting.

27) Agency Name	School for the Deaf 0513
Type of Advice	Planning
Title	School for the Deaf Offsite Backup
Advisor	Mitch Beaver
Project Name	DIS Backup/Hosting Service
Cost Estimate	\$ 3,500
Project Scope	School for the Deaf needs an offsite backup solution that can be done on a daily basis for 2TB of data
Advice Requested	They have requested the date, monthly cost and details of the first backup scenario.
Detail of Recommendation	They currently have a 3MB connection that will be upgraded to the 100MB pipe through the APSCN project. Once this is completed they will be put into the queue for our network team to schedule the first date of backup.

28) Agency Name	School for the Deaf 0513
Type of Advice	Rates or Fees
Title	School for the Deaf VoIP Solution
Advisor	Mitch Beaver
Project Name	DIS Voice over IP
Cost Estimate	\$ 25,000
Project Scope	School for the Deaf is looking to upgrade the current phone system to a managed DIS VoIP system.
Advice Requested	The customer wants to replace an older telephone solution and has asked DIS to provide information related to our VoIP telephone service.
Detail of Recommendation	DIS provided the appropriate cost and feature information to allow the customer to make an informed decision regarding their new system.

29) Agency Name	Sentencing Commission 0328
Type of Advice	Installation
Title	VoIP - Telephony
Advisor	Curtis Eubanks
Project Name	DIS Telephone Service VoIP
Cost Estimate	
Project Scope	Requested meeting to discuss a DIS Cisco VoIP solution as a replacement for existing Centrex service.
Advice Requested	Requested meeting to discuss a DIS Cisco VoIP solution as a replacement for existing Centrex service.
Detail of Recommendation	The Sentencing Commission is seeking to replace all Centrex phones and seeking a quote for replacement

30) Agency Name	Tobacco Control Board 0261
Type of Advice	Implementation
Title	Application Development Enhancements
Advisor	Curtis Eubanks
Project Name	
Cost Estimate	
Project Scope	The addition of new Web application giving the ability for a payment, suspension, forgiveness feature.
Advice Requested	Tobacco Control Board asked to make enhancements to the ongoing Web application development.
Detail of Recommendation	The addition of new Web application giving the ability for a payment, suspension, forgiveness feature.

31) Agency Name	University of Arkansas Systems Office
Type of Advice	Product or Service Utilization
Title	Outsource Contract Labor
Advisor	Curtis Eubanks
Project Name	DIS Professional Services
Cost Estimate	
Project Scope	Mike Faupel, U of A, seeking to retain a CAI contract employee for its consortium development.
Advice Requested	Mr. Faupel is seeking advice how to retain a valued CAI contractor as the CAI contract has under gone changes.
Detail of Recommendation	Reference the DF&A website for guidelines for procuring contract labor via the CAI contract and approval through DIS.