



## MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS OF THE NEVADA HOUSING ASSISTANCE CORPORATION ON FRIDAY MAY 5, 2017

The Board of Directors of the Nevada Affordable Housing Assistance Corporation, a Nevada non-profit corporation (“NAHAC”) held a public meeting on Friday May 5, 2017, beginning at 1:00 p.m. PST at the following locations:

NAHAC Conference Room: 3016 W. Charleston Blvd., Suite 160, Las Vegas, Nevada 89102

By Teleconference to: (872) 240-3311; Access Code: 701-818-349

By Videoconference to: <https://global.gotomeeting.com/join/701818349>

Access Code: 701-818-349

### 1. Call to order, Roll call.

The meeting was called to order by Timothy Whitright, Board Chairperson.  
Roll was taken by AJ Gavilanes, Secretary.

**Board Members present were:** Timothy Whitright - Board Chairperson; Michael Holliday - Nevada Housing Division Director; Sharath Chandra - Nevada Business & Industry Director; and Rande Johnsen - Independent Director.

**Board Members absent were:** Rande Johnsen - Independent Director.

**Also present were:** Verise Campbell, Chief Operating Officer/Chief Executive Officer - NAHAC; Veronica Lewis, Operations Manager - NAHAC; Tony Cammisso, CPC, HCA & Marketing Manager - NAHAC; AJ Gavilanes, Office Administrator / Secretary - NAHAC; Greg Glover, Chief Information Officer (Consultant) – NAHAC; Shyam Medandrao – Speridian Technologies, LLC –NAHAC Strategic Partner; and Eduardo Aguila – Speridian Technologies, LLC –NAHAC Strategic Partner.

**Members of the public attending in person were asked to sign in, and the sign-in-sheet is attached to the original minutes as Exhibit A.**

2. **Public comment (1st period)<sup>1</sup>:** None.

3. **Approval of Agenda for May 5, 2017**

Director Chandra moved to approve Agenda for May 5, 2017. The Motion was seconded by Director Holliday and approved by unanimous vote.

### 4. **Items for Board Information, Discussion and Possible Action:**

- a. Authorization for President/Chairperson to execute an agreement with Speridian Technologies, LLC in the amount of \$16,210.00 for Nevada Mortgage Assistance System (NMAS) enhancements and additions (\$6,210 for NMAS Application Enhancements and \$10,000.00 for addition of the NMAS Second Mortgage Reduction Program (SMRP)) - The Application Enhancements include Changes to

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<sup>1</sup> This public comment agenda item is provided in accordance with NRS 241.020(2)(d)(3) which requires an agenda provide for a period devoted to comments by the general public, if any, and discussion of those comments. No action may be taken upon a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken. Comments by the public may be limited to five minutes person as a reasonable time, place and manner restriction, but may not be limited based upon viewpoint.



the Pre Eligibility Module; Eligibility Rule Changes; Workflow System Changes; and Enhancements to the Unemployment Process – the addition of the SMRP integrates this Program module into Phase I of the NMAS deployment.

Chief Operating Officer/Chief Executive Officer Campbell advised the Board that this request is for changes that were not included in the original negotiation of the Speridian Technologies, LLC contract and specifically relate to the coding of Second Mortgage Reduction Program and some additional enhancements so that when the NMAS rollout takes place it will be ready.

Treasurer Holliday inquired if this pertained to changing the front end screening eligibility. Ms. Campbell replied that some of this would be intertwined with that but these changes will have the appropriate responses already encoded.

Chairman Whitright asked for confirmation that this particular item and cost is related only to Second Mortgage Reduction Program which does not currently exist under the system which NMAS is being developed from. Ms. Campbell confirmed it is for that purpose and additional adjustments that are indicative to NAHAC's programs but are not indicative to the California Hardest Hit Fund<sup>®</sup> Programs that were included in the original negotiation. Chairman Whitright asked for an explanation as to why NAHAC did not know those exact costs previously. Ms. Campbell replied that at the time of negotiating the original contract NAHAC was talking everything in theory and now that NAHAC is in practicum with the system actually being encoded there is additional development going on because NAHAC didn't anticipate programs outside of what the system was already coded for until a few months later. Ms. Campbell added that after NAHAC realized there would be a couple of weeks delay and after speaking with Nevada Housing Division and US Treasury, NAHAC realized with an extra two weeks NAHAC could get that system coded. Chief Information Officer Glover also stated that the original contract specified that any additions, such as this, would be negotiated outside of the contract. Chairman Whitright stated this was a cost the NAHAC would have faced down the road a bit, but it has been bumped up so that NAHAC could deliver the Second Mortgage Reduction Program faster. Chief Information Officer Glover confirmed it was more effective and efficient to be handling this now.

Director Chandra moved to approve authorization for President/Chairperson to execute an agreement with Speridian Technologies, LLC in the amount of \$16,210.00 for Nevada Mortgage Assistance System (NMAS) enhancements and additions (\$6,210 for NMAS Application Enhancements and \$10,000.00 for addition of the NMAS Second Mortgage Reduction Program (SMRP)) - The Application Enhancements include Changes to the Pre Eligibility Module; Eligibility Rule Changes; Workflow System Changes; and Enhancements to the Unemployment Process – the addition of the SMRP integrates this Program module into Phase I of the NMAS deployment. The Motion was seconded by Director Johnsen and approved by unanimous vote.

- b.** Authorization for President/Chairperson to execute an agreement with Speridian Technologies, LLC in the amount of \$10,680.00 total for the Nevada Mortgage Assistance System (NMAS) Data Migration. - This is required for the migration of all existing homeowner records housed in the current NAHAC Document Management System (DMS) to the NMAS database.

Chief Operating Officer/Chief Executive Officer Campbell advised the Board that during the original negotiation of the Speridian Technologies, LLC contract NAHAC was not going to do a data migration because it was believed that NAHAC would be able to provide reporting sufficient for US



Treasury utilizing output of the current system and eventually phase that reporting out and use the new system. Ms. Campbell explained that in speaking to US Treasury and looking at their reporting and some recent changes brought about the realization that it would not be efficient and NAHAC would have to do a data migration. Ms. Campbell advised that it makes sense to do the data migration now, while Speridian Technologies, LLC is also developing the system to add this piece so NAHAC can access the reporting that is required by US Treasury both quicker and having more likelihood of being accurate.

Director Johnsen inquired if Speridian Technologies, LLC anticipated any additional cost above and beyond that amount for the data migration or was that set in stone. Ms. Campbell stated that Shyam Medandrao of Speridian Technologies, LLC was available and could speak to that, but it was NAHAC's expectation that there would not be any additional costs for the data migration. Shyam Medandrao of Speridian Technologies, LLC stated that this was the final cost for data migration based on the information Speridian Technologies, LLC already received.

Chairman Whitright inquired if NAHAC had not gone with the data migration would there have already been some costs and what that impact would be. Ms. Campbell stated NAHAC knows for sure the US Treasury reporting would have been difficult because it is compounded and it is already difficult for NAHAC to produce accurate reporting out of the current DMS system. Ms. Campbell advised that the California Hardest Hit Fund<sup>®</sup> (CMAC system that NMAS mimics') was not only the most productive Hardest Hit Fund<sup>®</sup>, but also the one with the best reporting system and NMAS will already be encoded with all of the reports that California already has making the reporting so much easier and more accurate. Chairman Whitright stated this would allow NAHAC to process reporting out of one system, and inquired if doing so without the data migration would translate into another system. Ms. Campbell responded that the result would be NAHAC piecing things together but also US Treasury strongly recommended that NAHAC do the data migration. Chief Information Officer Glover stated NAHAC would probably have had to keep DMS alive and run NMAS along side it for an extended period of time which would have had additional costs. Ms. Campbell advised the Board of multiple reports that NAHAC is required to do for US Treasury and each time NAHAC has to produce a report it is so difficult to pull the numbers out and have them be succinct without a lot of massaging of the data.

Chairman Whitright stated that he felt it was really important that the Board understand Item 4 and all of its subparts in terms of what the Board is being asked to approve and what each entails because there are additional costs there and wants to be sure the Board gets all of their questions answered and have a full understanding of each of the items.

Treasurer Holliday inquired if US Treasury had looked at the procedure NAHAC was going to go through for the data migration and felt it was a good plan. Chief Information Officer Glover replied that US Treasury made the point that NAHAC had to have the migration plan done prior to implementation and that is where it is at right now, finishing up that plan. Mr. Glover advised that US Treasury's primary concern was the verification of the data from one system to another, which he could understand, and NAHAC would have a 2 phase system for that data migration to ensure that all the data that comes from DMS is imported into NMAS.

Director Holliday moved to approve authorization for President/Chairperson to execute an agreement with Speridian Technologies, LLC in the amount of \$10,680.00 total for the Nevada Mortgage Assistance System (NMAS) Data Migration. - This is required for the migration of all existing homeowner records housed in the current NAHAC Document Management System (DMS) to the



NMAS database. The Motion was seconded by Director Johnsen and approved by unanimous vote.

- c. Authorization for NAHAC to purchase one (1) copy of Kodak Capture Pro-Auto Import Edition plus 3 years Software Assurance in the amount of \$6,358.97 total from Image Express, Inc. - This software will be an integral part of the Nevada Mortgage Assistance System (NMAS) and will allow for the clean-up of faxed and scanned homeowner documents prior to them being archived in the NMAS Document Library.

Chief Information Officer Glover explained the changes in the NMAS environment from the original plan of Azure and explained how this software would process images of homeowners' documentation coming into the system. Mr. Glover stated this was a dependency application for NMAS.

Director Johnsen inquired if the price of \$6,358.97 was a competitive price. Mr. Glover confirmed that it was a competitive price and that the price on the agenda was the lowest from 3 quotes. Mr. Glover advised the Board to keep in mind that this software comes in many different versions, in particular the Auto Import Edition product, and explained that there were other products which were designed for in-house servers, which NAHAC does not have.

Treasurer Holliday inquired of Items 4c, 4d and 4e, if most of these were somewhat included in the Man vs Machine Analysis and at the end of the day NAHAC will still save some money compared to what was originally projected. Mr. Glover responded that Mr. Holliday was right in the sense that for example, Item 4d, there are different types of servers than what NAHAC had originally anticipated in the cloud environment and the Microsoft SQL Server that is now an added purchase was originally built into the cloud environment. Mr. Glover stated that it took some time to get an apples-to-apples configuration for all of the items from the original environment but is confident that this mirrors the other environment that was planned. Chief Operating Officer/Chief Executive Officer Campbell advised that when NAHAC had originally quoted out the Kodak Capture for their first analysis for the Board, at that time NAHAC did not realize there were different levels to this particular product but once NAHAC got into the development of the system and knew what was needed NAHAC was then able to provide the Board with the actual one-time cost and did procure 3 quotes for that product.

Chairman Whitright asked Mr. Glover for confirmation that this cost was for 3 years with no additional monthly charges and any updates along the way were included. Mr. Glover responded that this was all correct, and advised that NAHAC included 3 years because no vendor had any option between 1 year and 3 years.

Director Holliday moved to approve authorization for NAHAC to purchase one (1) copy of Kodak Capture Pro-Auto Import Edition plus 3 years Software Assurance in the amount of \$6,358.97 total from Image Express, Inc. - This software will be an integral part of the Nevada Mortgage Assistance System (NMAS) and will allow for the clean-up of faxed and scanned homeowner documents prior to them being archived in the NMAS Document Library. The Motion was seconded by Director Johnsen and approved by unanimous vote.

- d. Authorization for President/Chairperson to execute a 12 month agreement with RACKSPACE for the Nevada Mortgage Assistance System (NMAS) Test/Development, Staging, and Production virtual server environments in the amount of \$1,830.76 per month. - This virtual environment is made up of one (1) Cisco ASA 5508 High Availability firewall; 32GB Single Processor Hex Core Dedicated File Server; one (1) Single Processor Multi-Core Dedicated Web/App/SQL DB Server; one (1) 32GB



Single Processor Hex Core Dedicated Testing Server; one (1) Cisco ASA 5508 Firewall; and one (1) 32GB Single Processor Hex Core Dedicated Web/App/SQL DB Disaster Recovery Server.

Chief Information Officer Glover explained how this amount was determined and the stages of pricing. Mr. Glover asked that the Board keep in mind that this includes multiples servers that encompass the Test/Development server environment, Staging server environment and Production server environment all of which have to exist and he explained how Speridian Technologies, LLC would transfer information from server environment to server environment as they are ready. Mr. Glover advised that the Database\_Disaster Recovery also had to be included in case something was to happen to RACKSPACE's data center in Chicago, IL, within an hour NAHAC could be back up and running in RACKSPACE's data center in Dallas, TX. Mr. Glover added that 15 minute database snapshots of NMAS would be incorporated into this environment.

Chairman Whitright inquired if there had been something in NAHAC's audit indicating a need for something like this. Mr. Glover confirmed and advised that CalHFA has a very complete and concise document about how disaster recovery happens and NAHAC has to do the same thing and it actually has to be tested that if one data center goes down, NAHAC's data is up and running at another data center. Chief Operating Officer/Chief Executive Officer Campbell advised that in the past two compliance reviews by US Treasury NAHAC has had a finding in this area and this would finally bring NAHAC compliant.

Treasurer Holliday inquired, in addition to NAHAC's legal counsel's terms, what kind of reliance NAHAC has in place for RACKSPACE being responsible for protecting the data because it has so much personal data in it. Mr. Glover referred that question to Shyam Medandrao of Speridian Technologies, LLC. Chief Operating Officer/Chief Executive Officer Campbell responded that it was a requirement and a question that came up from US Treasury who wanted to ensure NAHAC had those protections in place. Shyam Medandrao of Speridian Technologies, LLC stated that normally a company like RACKSPACE for this type of thing would commit in the contract by adding a line item for the security and access would only be given to the specific users as NAHAC restricted as well as being a server dedicated only to NAHAC. Mr. Medandrao indicated that he and Mr. Glover would make the request to RACKSPACE regarding adding this line item. Ms. Campbell advised the Board that NAHAC legal counsel did have an attorney who was proficient in Information Technology contracts to draft and review the contract to ensure PII (personally identifiable information) was properly addressed.

Director Chandra moved to approve Authorization for President/Chairperson to execute a 12 month agreement with RACKSPACE for the Nevada Mortgage Assistance System (NMAS) Test/Development, Staging, and Production virtual server environments in the amount of \$1,830.76 per month. - This virtual environment is made up of one (1) Cisco ASA 5508 High Availability firewall; 32GB Single Processor Hex Core Dedicated File Server; one (1) Single Processor Multi-Core Dedicated Web/App/SQL DB Server; one (1) 32GB Single Processor Hex Core Dedicated Testing Server; one (1) Cisco ASA 5508 Firewall; and one (1) 32GB Single Processor Hex Core Dedicated Web/App/SQL DB Disaster Recovery Server. The Motion was seconded by Director Johnsen and approved by unanimous vote.

- e. Authorization for NAHAC to purchase two (2) copies of Microsoft SQL Server Standard 2012 Licenses and thirty-five (35) Client Access Licenses (CALs) not to exceed \$6,175.00 total. - Microsoft SQL Server is a relational database management system (RDBMS) that will support the Nevada Mortgage Assistance System (NMAS) transaction processing systems.



Chief Information Officer Glover explained the purpose of this software and the method of determination for the number of licenses.

Director Holliday moved to approve authorization for NAHAC to purchase two (2) copies of Microsoft SQL Server Standard 2012 Licenses and thirty-five (35) Client Access Licenses (CALs) not to exceed \$6,175.00 total. The Motion was seconded by Director Johnsen and approved by unanimous vote.

**5. 2nd period of Public Comment and Discussion<sup>2</sup>:**

Director Holliday thanked Chief Information Officer Glover for all of his work, stating it was very detailed and he takes the time to explain it to everyone and it is very helpful knowing that NAHAC has someone with his ability and quality control working with them. Mr. Glover appreciated the recognition.

Chief Operating Officer/Chief Executive Officer Campbell thanked Shyam Medandrao, Eduardo Aguila and KP Hari of Speridian Technologies, LLC, as they work very well and very closely with Mr. Glover to make sure every scenario is gone through. Mr. Medandrao stated they were really honored.

**6. Adjournment.** (For Possible Action)

Director Johnsen moved to adjourn the meeting. The Motion was seconded by Director Chandra and approved by unanimous vote.

**Board approval confirmation:**

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AJ Gavilanes  
NAHAC Corporate Secretary

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