

Nevada Affordable Housing Assistance Corporation



## **Nevada Mortgage Assistance System (NMAS) Support SOW**



Submitted On: Apr 24<sup>th</sup>, 2018

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## Proposal Acceptance Memo

April 24, 2018

This Proposal, dated April 24, 2018, is for the Nevada Affordable Housing Assistance Corporation's (NAHAC's) Nevada Mortgage Assistance System (NMAS), and describes the scope, technical approach and effort required for the proposed project. The effective date of this Proposal Acceptance Memo is May 1, 2018.

By signing this letter, you are acknowledging acceptance of the proposal as the basis for execution of this project.

Sincerely,  
Speridian

Reviewed and Agreed:

**Speridian Technologies LLC  
("Contractor")**

By: \_\_\_\_\_

Name: KP Hari

Title: Managing Partner

**Nevada Affordable Housing Assistance  
Corporation**

By: \_\_\_\_\_

Name: Timothy Whitright

Title: President/Board Chairman

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### 1. Executive Summary

The Nevada Affordable Housing Assistance Corporation (NAHAC), is a nonprofit organization and administrator of the U.S. Treasury sponsored Nevada Hardest Hit Fund. NAHAC implemented the Nevada Mortgage Assistance System (NMAS) in 2017 to manage the hardest hit funds program.

Speridian is excited to partner with NAHAC in delivering this solution addressing their business needs and supporting the system.

### 2. Speridian Overview

Speridian is a CMMI Level 5 company with a talented group of techno-functional experts who empower organizations to shape the future of their IT landscape. We serve our clients across time zones through our Global Delivery Centers in the USA, Middle East and India. Speridian has been a global provider of cost-effective and quality services to blue-chip clients since 2003. Headquartered in Albuquerque, New Mexico, we have offices in Rockville MD, Irvine CA, Portland OR, Miami FL in the United States; Toronto Canada, Trivandrum, Mumbai and Bangalore in India; and Dubai in the UAE.

Established in 2003, Speridian is an organically funded, financially stable and consistently profitable organization with a vision to further grow as a global IT solutions provider, designing, developing and deploying enterprise-wide, technology-enabled software solutions to clients spanning multiple geographies. Speridian is a teeming hub of talent, shaping the future of the IT landscape. Speridian was recently listed for the seventh time in a row in Inc. 500's list of the fastest growing private companies in America. We have been consistently featured in the acclaimed Inc. 5000 list of fast growing IT companies in the US, based on the percentage of revenue growth since 2008. Our talented pool of resources has profound experience in implementing multiple projects across diverse industry verticals for global clients. Speridian handpicks experienced professionals to fill the senior positions and recent graduates from some of the world's most prestigious universities. The collective knowledge base and domain expertise helps us serve our clients better. Speridian has extensive experience of working across multiple verticals including the Public Sector, Manufacturing, Healthcare and Financial Services. Speridian has nearly 1200 + qualified consultants globally.

### 3. Project Scope

Project scope is to provide support services to following software components already built for NAHAC. The applications coming under scope include:

- NMAS
  - Triage & Counseling
  - Setup, Processing, Eligibility & Docs/Closing
  - Disbursement Maintenance
  - User Administration
  - Eligibility Rules Engine
- DMS (Document Management System)
  - Kodak Capture Pro
  - Post Kodak Process
  - DMS Doc Tech portal
- Data Repository
  - Docs
  - Post Funding
- Disbursement Application
  - Disbursement Review Portal
  - Disbursement Scheduler
- CDF (Common Data File Exchange)
  - CDF Admin Portal
  - CDF Inbound & Outbound Processes
- Reports Manager
  - All available Standard Reports
  - Report Subscriptions
- QPR Reporting
  - Data required for NAHAC to generate its final quarterly QPR report
  - Adhoc queries/reports requested by NAHAC to evaluate QPR data.

#### 3.1 Proposed Detailed Scope

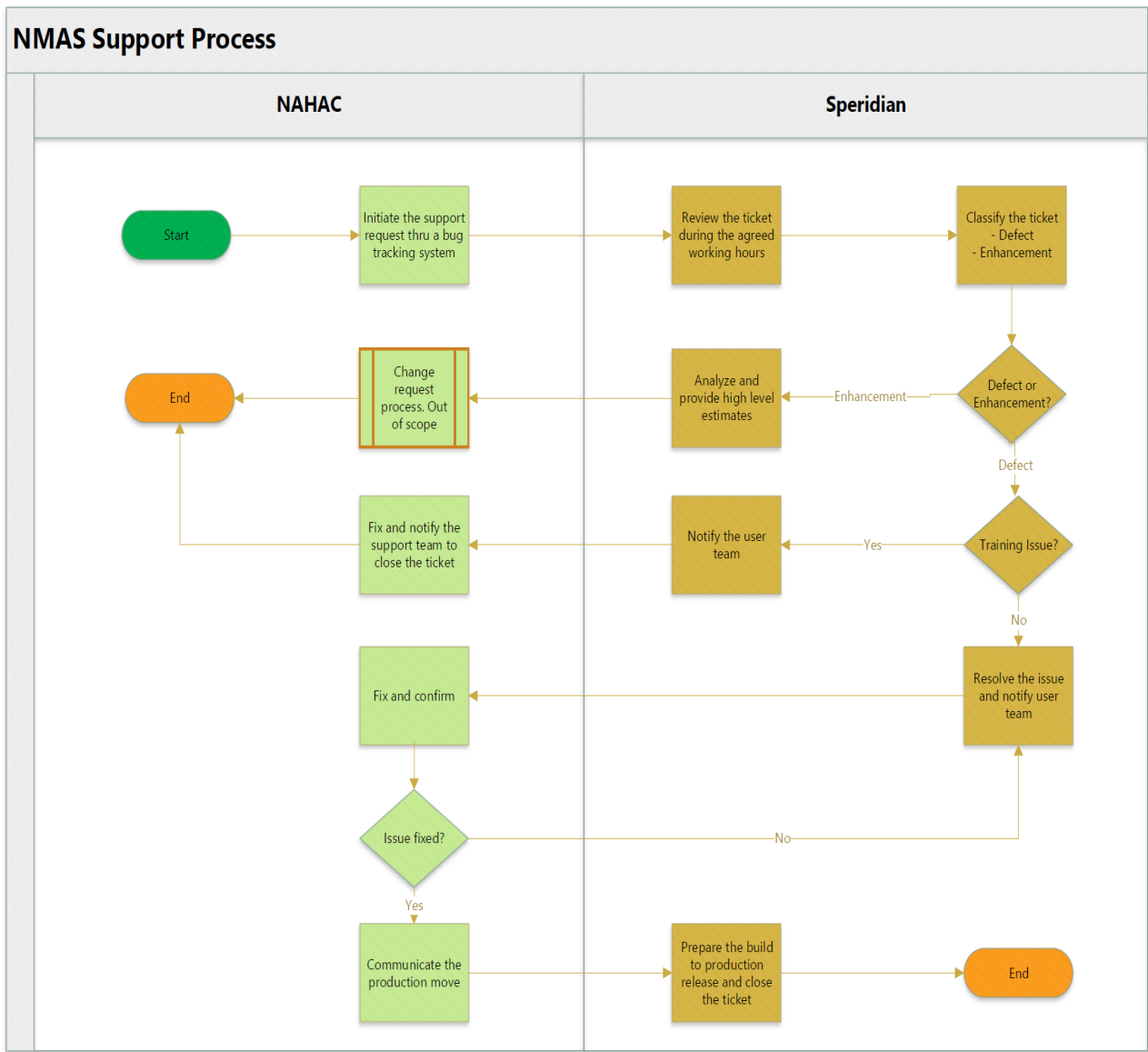
The detailed scope of Application Support are listed below.

- Processing including investigation & resolution of production issues raised via a service request. This can be via email or using a bug-tracking tool such as Bugzilla.
- Pro-active maintenance and continuous optimization
- Escalation and resolution of any performance issues discovered by NAHAC Team
- Minor systems enhancements that only require application configurations, script updates in the system but no programming
- Applying patches as needed
- Regular maintenance activities
- Ad-hoc report requests, which requires development efforts less than 8 hrs.

### 3.2 Out of Scope

- Infrastructure such as network, servers, desktop support.
- Final QPR reports submitted to US Treasury.

### 3.3 Support Process Flow



### 3.4 Maintenance and Support Model

Severity 1	Business Critical	The complete loss of a critical business function or a high probability of the complete loss of a critical business function. Problem significantly impacts the organization, and the system is unusable and no work around or alternatives exists.
Severity 2	Urgent	A partial loss of critical business function or a high probability of the partial loss of a critical business function. Problem is degrading the performance of critical systems and no work around or alternatives exist. A known or suspected defect that needs to be fixed as soon as possible but does not severely impact operations.
Severity 3	Required	A change that should be made as soon as possible which could enhance the business and user experience.

- All issues (Severity 1, 2 & 3) will be acknowledged within one (1) hour of notification to Speridian during regular working hours.
- All Severity 1 issues will be escalated and will be addressed ASAP on top priority. For any urgent/critical issues; client can email to the Speridian onsite contact person. He/She can call offshore support person for critical issues during business hours.
- Severity 2 issues will be worked on after addressing the Severity 1 issues and an estimated time of completion will be provided within twenty-four (24) hours.
- Severity 3 issues will be worked by the remote team in India and a build will be provided to the testing environment for quality assurance within a reasonable deliverable timeframe commensurate with the related work effort.
- Minor enhancements will be bundled on a scheduled release (preferably once a month, not during normal business hours)
- Hot fixes as and when needed
- Weekly status report of activities performed

### 3.5 Speridian Support Team

Speridian will engage remote Project manager and technical team to execute the support activities.

## 4. Project Cost

Speridian agrees to perform the services described above for the monthly fixed cost described below. This cost will include any travel expenses incurred by the Speridian team to attend any onsite meetings. Speridian will invoice this fixed cost to NAHAC monthly effective from May 1, 2018, until the termination of the Professional Services Agreement between NAHAC and Speridian dated as of March 6, 2017 (as amended from time to time, the "Agreement"). Subject at all times to Section 6 of the Agreement, NAHAC agrees to pay Speridian the undisputed invoice amount within fifteen (15) days from receipt of such invoice.

Below is the monthly fixed cost from May 1, 2018, through the termination date of the Agreement. As used below, the "Wind-Down Commencement Date" shall mean the earliest date that NAHAC no longer accepts applications with respect to the Nevada Hardest Hit Fund Program. As of the date of this statement of work, NAHAC estimates that the Wind-Down Commencement Date will occur on or around April 30, 2020, but Speridian acknowledges and agrees that the Wind-Down Commencement Date could occur before or after April 30, 2020, and that NAHAC makes no covenant, representation, or warranty of any kind or nature with respect to when the Wind-Down Commencement Date will actually occur. In the event that either or both of the Wind-Down Commencement Date and the termination date of the Agreement do not occur on the last day of a calendar month, the monthly fixed cost shall be prorated to reflect the actual number of days in any such partial month.

Support Period	Monthly Fixed Cost
May 1, 2018, through the earlier of (i) the termination date of the Agreement and (ii) the Wind-Down Commencement Date	\$17,500.00
If applicable, the first day immediately following the Wind-Down Commencement Date through the termination date of the Agreement	\$16,500.00