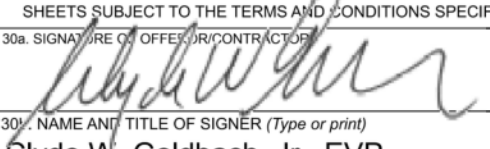
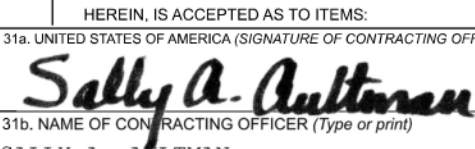


<b>SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS</b> <b>OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, &amp; 30</b>				1. REQUISITION NUMBER RCS-Q-2019-00060		PAGE OF 1 34	
2. CONTRACT NO. GS-06F-0940Z		3. AWARD/ EFFECTIVE DATE		4. ORDER NUMBER 86615319F00007		5. SOLICITATION NUMBER 86543D19Q00008	
						6. SOLICITATION ISSUE DATE 03/01/2019	
7. <b>FOR SOLICITATION INFORMATION CALL:</b>		a. NAME ANTOUN GULLEY		b. TELEPHONE NUMBER (No collect calls)		8. OFFER DUE DATE/LOCAL TIME	
9. ISSUED BY US DEPARTMENT OF HUD OFFICE OF THE CHIEF PROCUREMENT OFFICER 451 SEVENTH STREET SW ROOM 5256 WASHINGTON DC 20410-1000				10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: 100.00 % FOR:  <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> EDWOSB <input checked="" type="checkbox"/> 8(A) NAICS: 541511 SIZE STANDARD: \$27.5			
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS		13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) <input type="checkbox"/>		13b. RATING	
15. DELIVER TO HUD-Q 451 7TH STREET SW WASHINGTON DC 20410		16. ADMINISTERED BY US DEPARTMENT OF HUD OFFICE OF THE CHIEF PROCUREMENT OFFICER 451 SEVENTH STREET SW ROOM 5256 WASHINGTON DC 20410-1000		14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP		17. RFP	
17a. CONTRACTOR/OFFEROR SOLUTIONS BY DESIGN II LLC 1953 GALLOWS ROAD SUITE 870 VIENNA VA 22182-3997		18a. PAYMENT WILL BE MADE BY ARCASDAPB ARCASDAPB AVERY 3G PO BOX 1328 ACCOUNTSPAYABLEFISCALTREASURYGOV PARKERSBURG WV 26106-1328		19. CONTRACTOR/OFFEROR CODE 100942965		20. FACILITY CODE	
TELEPHONE NO.				21b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER			
21b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER				21b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
0001	Tax ID Number: 54-2061050 DUNS Number: 100942965 Inv Approver/COR Backup1: AULTMAN, SALLY Period of Performance: 05/06/2019 to 05/05/2024  BASE PERIOD: TRACS PWS TASK 1 (FFP)  Project Data: HUDI01367900X-HUDI13-HUDCI00000000-257102-02/27/2019 Continued ... (Use Reverse and/or Attach Additional Sheets as Necessary)						45,400.00
25. ACCOUNTING AND APPROPRIATION DATA See schedule						26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$337,767.00	
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input checked="" type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA						<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED. <input type="checkbox"/> ARE <input checked="" type="checkbox"/> ARE NOT ATTACHED.	
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED.				<input checked="" type="checkbox"/> 29. AWARD OF CONTRACT: OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)			
							
30b. NAME AND TITLE OF SIGNER (Type or print) Clyde W. Goldbach, Jr., EVP		30c. DATE SIGNED 05/03/2019		31b. NAME OF CONTRACTING OFFICER (Type or print) SALLY A. AULTMAN		31c. DATE SIGNED 05/03/2019	

FOIA REQUEST  
RESPONSIVE DOCUMENT

FOIA Request Number: **23-FI-HQ-01290**

Requester Name: **Ron Hartke**

2. for the existing contract, who is currently assigned as:

PM/TM/POC (govt program manager, technical manager or govt owner of the requirement) –  
Cherri Gatewood, [cherri.l.gatewood@hud.gov](mailto:cherri.l.gatewood@hud.gov)

COR (Contracting ~~Organization~~ Officer's Representative) – Malita Dyson,  
[malita.m.dyson@hud.gov](mailto:malita.m.dyson@hud.gov)

CO/KO (contract officer) – Cynthia Norman, [cynthia.norman@hud.gov](mailto:cynthia.norman@hud.gov)

and

CS (contract specialist, if applicable) – Cynthia Norman, [cynthia.norman@hud.gov](mailto:cynthia.norman@hud.gov)

**Performance Work Statement (PWS)**  
**Multifamily End Users Support Services**  
**(MFEUSS)**

2/3/2019

Version 1.0

Vision Statement .....	4
1 General Information .....	4
1.1 Background.....	4
1.2 Constraints.....	4
1.3 Description of Services .....	10
1.4 Non-Personal Services .....	11
1.5 Period of Performance .....	11
1.6 Place of Performance.....	11
1.7 Hours of Operation .....	11
1.8 Special Qualifications.....	11
1.9 Status Meetings .....	11
2 Definitions and Acronyms .....	12
2.1 Definitions .....	12
2.2 Acronyms .....	13
3 Government-Furnished Property and Services.....	15
3.1 Government Services.....	15
3.2 Facilities .....	16
3.3 Equipment.....	16
3.4 Materials.....	16
3.5 Quality Assurance (QA) .....	16
4 Contractor-Furnished Items and Services .....	17
4.1 Facilities .....	17
4.2 Equipment.....	17
4.3 Material.....	17
4.4 Contractor Responsibilities .....	17

4.5 Contractor Personnel .....	17
4.6 Identification of Contractor Employees .....	18
4.7 Quality Control .....	18
4.7.1 Quality Control Plan .....	18
5 Specific Tasks .....	18
5.1 Operation System Support.....	18
5.1.3 Scope of Work .....	19
5.1.4 Task 1: Tenant Rental Assistance Certification System (TRACS) .....	19
5.1.5 Task 2: Active Partner Performance System (APPS).....	23
5.1.6 Task 3: Multifamily Delinquency and Default Reporting (MDDR) System .....	25
5.1.7 Task 4: Integrated Real Estate Management System (iREMS).....	28
5.1.8 Task 5: Development Application Procession (DAP) .....	30
5.1.9 Task 6: Enterprise Income Verification (EIV) .....	33
5.1.10 Task 7: Project Management .....	37
5.1.11 Meeting Participation .....	38
5.1.11.1 Status Report.....	38
5.2 Transition .....	40
5.2.1 Transition Plan.....	40
5.2.1.1 Transition-Out Plan.....	40
6 Deliverables .....	40
6.1 Quality Control Plan .....	41
7 Performance Requirements Summary .....	41
8 Related Documents .....	43

# Performance Work Statement (PWS)

## Multifamily End Users Support Services (MFEUSS)

### Vision Statement

The U.S. Department of Housing and Urban Development (HUD) / Office of Program Systems Management is seeking information technology (IT) contractor support services for the Multifamily End Users Support Services (MFEUSS).

### 1 General Information

The U.S. Department of Housing and Urban Development (HUD) / Office of Program Systems Management is seeking information technology (IT) contractor support services for the Multifamily End Users Support Services (MFEUSS).

#### 1.1 Background

The Office of Program Systems Management the Multifamily End Users Support Services (MFEUSS) is responsible for providing Customer Relations Management for all related MF Housing systems. The MF systems that will be supported are: Tenant Rental Assistance Certification System (TRACS), Integrated Real Estate Management System (iREMS), Development Application Processing (DAP), Mortgage Delinquency and Default Reporting System (MDDR), and Active Partners Performance System (APPS), and Enterprise Income Verification (EIV).

MFEUSS covers three tiers:

- Tier 1 includes frequently asked questions and routine responses.
- Tier 2 includes program and policy related questions/responses and are directed by the end user support services staff to designated office personnel within MF Housing.
- Tier 3 includes technical and application questions/problems and responses and are directed to the IT Support staff servicing the specific application.

#### 1.2 Constraints

The services identified in this PWS will adhere to the rules, regulations, laws, standards, and conventions identified by HUD as well as within the Federal Government. Constraints include the following:

Document Number	Title	Released	Mandatory /Advisory
-----------------	-------	----------	---------------------

Document Number	Title	Released	Mandatory /Advisory
44 USC §3541 et seq.	Federal Information Security Management Act (FISMA, supersedes the Computer Security Act of 1987) <a href="http://www.gpo.gov/fdsys/pkg/USCODE-2008-title44/pdf/USCODE-2008-title44-chap35-subchapIII.pdf">http://www.gpo.gov/fdsys/pkg/USCODE-2008-title44/pdf/USCODE-2008-title44-chap35-subchapIII.pdf</a>	2002	M
44 USC §3601 et seq.	E-Government Act of 2002 <a href="http://www.gpo.gov/fdsys/pkg/USCODE-2010-title44/pdf/USCODE-2010-title44-chap36.pdf">http://www.gpo.gov/fdsys/pkg/USCODE-2010-title44/pdf/USCODE-2010-title44-chap36.pdf</a>	2002	M
Pub. L. 101-576, 31 USC §501 et seq.	Chief Financial Officers Act of 1990 <a href="http://www.fda.gov/oc/reform/cfoagmra2/cfoagmra.htm">http://www.fda.gov/oc/reform/cfoagmra2/cfoagmra.htm</a>	1990	M
Pub. L. 93-344, 2 USC §661	Federal Credit Reform Act of 1990 <a href="http://www.fms.treas.gov/ussgl/creditreform/fcratoc.html">http://www.fms.treas.gov/ussgl/creditreform/fcratoc.html</a>	1990	M
Pub. L. 97-255, 31 USC §3512	Federal Managers' Financial Integrity Act (FMFIA) <a href="http://www.whitehouse.gov/omb/financial/fmfia1982.html">http://www.whitehouse.gov/omb/financial/fmfia1982.html</a>	1982	M
Pub. L. 103-62, 31 USC 1101	Government Performance and Results Act (GPRA) <a href="http://www.whitehouse.gov/omb/mgmt-gpra/gplaw2m.html">http://www.whitehouse.gov/omb/mgmt-gpra/gplaw2m.html</a>	1993	M
Pub. L. 103-356, 31 USC 3301	Federal Financial Management Act of 1994 <a href="http://www.whitehouse.gov/omb/financial/fm_systems.html">http://www.whitehouse.gov/omb/financial/fm_systems.html</a>	1994	A
Pub. L. 104-208, 31 USC 3512	Federal Financial Management Improvement Act of 1996 <a href="http://www.whitehouse.gov/omb/financial/fm_systems.html">http://www.whitehouse.gov/omb/financial/fm_systems.html</a>	1996	A
Pub. L. 104-106, 40 USC §1401 et seq.	Information Technology Management Reform Act of 1996 (Clinger-Cohen Act) <a href="http://www.gpo.gov/fdsys/pkg/USCODE-1998-title40/pdf/USCODE-1998-title40-chap25.pdf">http://www.gpo.gov/fdsys/pkg/USCODE-1998-title40/pdf/USCODE-1998-title40-chap25.pdf</a>	1996	M
31 USC § 9101 et seq.	Government Corporation Control Act <a href="http://www.gpo.gov/fdsys/pkg/USCODE-2008-title31/pdf/USCODE-2008-title31-subtitleVI-chap91.pdf">http://www.gpo.gov/fdsys/pkg/USCODE-2008-title31/pdf/USCODE-2008-title31-subtitleVI-chap91.pdf</a>	1948	M
Pub. L. 101-235, 12 USC 1709(f-16)	HUD Reform Act, amending the National Housing Act <a href="http://www.gpo.gov/fdsys/pkg/USCODE-2011-title12/pdf/USCODE-2011-title12-chap13-subchapII-sec1709.pdf">http://www.gpo.gov/fdsys/pkg/USCODE-2011-title12/pdf/USCODE-2011-title12-chap13-subchapII-sec1709.pdf</a>	1989	M
Pub. L. 105-277, 44 USC §3504	Government Paperwork Elimination Act <a href="http://www.whitehouse.gov/omb/fedreg/gpea2.html">http://www.whitehouse.gov/omb/fedreg/gpea2.html</a>	1998	M
Pub. L. 105-220, 29 USC 701 et seq.	Section 508 of the Rehabilitation Act of 1998 <a href="http://www.gpo.gov/fdsys/pkg/PLAW-105publ220/pdf/PLAW-105publ220.pdf">http://www.gpo.gov/fdsys/pkg/PLAW-105publ220/pdf/PLAW-105publ220.pdf</a>	1998	M

Document Number	Title	Released	Mandatory /Advisory
Pub. L. 97-365, 31 USC §3301 et seq	Debt Collection Act of 1982 <a href="http://www.gpo.gov/fdsys/pkg/USCODE-2011-title31/html/USCODE-2011-title31-subtitleIII-chap33.htm">http://www.gpo.gov/fdsys/pkg/USCODE-2011-title31/html/USCODE-2011-title31-subtitleIII-chap33.htm</a>	1982	A
Pub. L. 104-134, 31 USC §3701 et seq.	Debt Collection Improvement Act of 1996 <a href="http://www.gpo.gov/fdsys/pkg/USCODE-2010-title31/pdf/USCODE-2010-title31-subtitleIII-chap37.pdf">http://www.gpo.gov/fdsys/pkg/USCODE-2010-title31/pdf/USCODE-2010-title31-subtitleIII-chap37.pdf</a>	1996	A
Pub. L. 113-101, 31 USC §3716(c)(6)	Digital and Transparency Act of 2014 <a href="http://www.gpo.gov/fdsys/pkg/PLAW-113publ101/pdf/PLAW-113publ101.pdf">http://www.gpo.gov/fdsys/pkg/PLAW-113publ101/pdf/PLAW-113publ101.pdf</a>	2014	M
Pub. L. 97-177, 31 USC §3901 et seq.	Prompt Payment Act <a href="http://uscode.house.gov/statutes/pl/91/177.pdf">http://uscode.house.gov/statutes/pl/91/177.pdf</a>	1982	M
Pub. L. 107-300, 31 USC §3321	Improper Payments Information Act of 2002 <a href="http://www.gpo.gov/fdsys/pkg/USCODE-2011-title31/pdf/USCODE-2011-title31-subtitleIII-chap33-subchapII-sec3321.pdf">http://www.gpo.gov/fdsys/pkg/USCODE-2011-title31/pdf/USCODE-2011-title31-subtitleIII-chap33-subchapII-sec3321.pdf</a>	2002	M
OMB Circular A-11	Preparation, Submission and Execution of the Budget <a href="http://www.whitehouse.gov/omb/circulars/index.html">http://www.whitehouse.gov/omb/circulars/index.html</a>	Latest version	M
OMB Circular A-11, Part 3	"Planning, Budgeting, and Acquisition of Capital Assets" <a href="http://www.whitehouse.gov/omb/circulars/index.html">http://www.whitehouse.gov/omb/circulars/index.html</a>	Latest version	M
OMB Circular A-123	Management Accountability and Control <a href="http://www.whitehouse.gov/omb/circulars/a127/a127.html">http://www.whitehouse.gov/omb/circulars/a127/a127.html</a>	Latest version	M
OMB Circular A-125	OMB Circular A-125, Prompt Pay <a href="http://www.whitehouse.gov/omb/circulars/index.html">http://www.whitehouse.gov/omb/circulars/index.html</a>	Latest version	M
OMB Circular A-127	Policies and Standards for Financial Management Systems <a href="http://www.whitehouse.gov/omb/circulars/a127/a127.html">http://www.whitehouse.gov/omb/circulars/a127/a127.html</a>	Latest version	A
OMB Circular A-130	"Security of Federal Automated Information Resources" (Appendix III) <a href="http://www.whitehouse.gov/omb/circulars/index.html">http://www.whitehouse.gov/omb/circulars/index.html</a>	Latest version	M
OMB Circular A-130	Management of Federal Information Resources <a href="http://www.whitehouse.gov/omb/circulars/index.html">http://www.whitehouse.gov/omb/circulars/index.html</a>	Latest version	M
OMB Circular A-130	"Security of Federal Automated Information Resources" (Appendix III) (see also 34 FR 6428) <a href="http://www.whitehouse.gov/omb/circulars/index.html">http://www.whitehouse.gov/omb/circulars/index.html</a>	Latest version	M
OMB Memorandum 99-20	"Security of Federal Automated Information Resources" <a href="http://www.whitehouse.gov/omb/memoranda/index.html">http://www.whitehouse.gov/omb/memoranda/index.html</a>	1999	M

Document Number	Title	Released	Mandatory /Advisory
OMB Memorandum 06-15	“Safeguarding Personally identifiable Information” <a href="http://www.whitehouse.gov/omb/memoranda/index.html">http://www.whitehouse.gov/omb/memoranda/index.html</a>	2006	M
OMB Memorandum 06-16	“Protection of Sensitive Agency Information” <a href="http://www.whitehouse.gov/omb/memoranda/index.html">http://www.whitehouse.gov/omb/memoranda/index.html</a>	2006	M
OMB Memorandum 06-19	“Reporting Incidents Involving PII” <a href="http://www.whitehouse.gov/omb/memoranda/index.html">http://www.whitehouse.gov/omb/memoranda/index.html</a>	2006	M
OMB Memorandum 06-20	“Reporting Instructions for the Federal Information Security Act and Agency Privacy Management” <a href="http://www.whitehouse.gov/omb/memoranda/index.html">http://www.whitehouse.gov/omb/memoranda/index.html</a>	2006	M
OMB Memorandum 12-11	Reducing Improper Payments through the “Do Not Pay List” <a href="https://www.whitehouse.gov/omb/circulars_default#numerical">https://www.whitehouse.gov/omb/circulars_default#numerical</a>	2012	M
PDD-63	“Critical Infrastructure Protection,” Presidential Decision Directive-63 <a href="http://fas.org/irp/offdocs/pdd/pdd-63.htm">http://fas.org/irp/offdocs/pdd/pdd-63.htm</a>	1998	M
HSPD-12	“Policy for a Common Identification Standard for Federal Employees and Contractors,” Home Security Presidential Directive-12 <a href="http://www.dhs.gov/homeland-security-presidential-directive-12">http://www.dhs.gov/homeland-security-presidential-directive-12</a>	2004	M
JFMIP-SR- 02-01	Joint Financial Management Improvement Program, Core Financial System Requirements (GAO Checklist for Core Financial Systems Requirements) <a href="http://www.gao.gov/assets/210/201925.pdf">http://www.gao.gov/assets/210/201925.pdf</a> <a href="http://www.gao.gov/new.items/d05225g.pdf">http://www.gao.gov/new.items/d05225g.pdf</a>	Nov 2001	M
JFMIP-SR-00-01	Joint Financial Management Improvement Program, Guaranteed Loan System Requirements (GAO Checklist for Guaranteed Loan System Requirements) <a href="http://www.gao.gov/assets/210/200098.pdf">http://www.gao.gov/assets/210/200098.pdf</a> <a href="http://www.gao.gov/assets/80/76573.pdf">http://www.gao.gov/assets/80/76573.pdf</a>	Mar 2000	A
JFMIP SR-02-02	Joint Financial Management Improvement Program, Acquisition/Financial System Interface Requirements (GAO Checklist for Acquisition/Financial System Interface Requirements) <a href="http://archive.gao.gov/f0302/a02712.pdf">http://archive.gao.gov/f0302/a02712.pdf</a> <a href="http://www.gao.gov/assets/80/76817.pdf">http://www.gao.gov/assets/80/76817.pdf</a>	Jun 2002	A
	U.S. Government Chief Financial Officer’s (CFO) Council, Financial Management Systems Compliance Review Guide <a href="http://www.cfoc.gov/">http://www.cfoc.gov/</a>	Oct 1999	M

Document Number	Title	Released	Mandatory /Advisory
NIST Special Publication 800-12	"An Introduction to Computer Security: The NIST Handbook" <a href="http://csrc.nist.gov/publications/nistpubs/800-12/handbook.pdf">http://csrc.nist.gov/publications/nistpubs/800-12/handbook.pdf</a>	Oct 1995	M
NIST Special Publication 800-14	"Generally Accepted Principles and Practices for Securing Information Technology Systems" <a href="http://csrc.nist.gov/publications/nistpubs/800-14/800-14.pdf">http://csrc.nist.gov/publications/nistpubs/800-14/800-14.pdf</a>	Sep 1996	M
NIST Special Publication 800-18	"Guide for Developing Security Plans for Federal Information Systems" <a href="http://csrc.nist.gov/publications/nistpubs/800-18-Rev1/sp800-18-Rev1-final.pdf">http://csrc.nist.gov/publications/nistpubs/800-18-Rev1/sp800-18-Rev1-final.pdf</a>	Feb 1996	A
NIST Special Publication 800-26	"Security Self-Assessment Guide for Information Technology Systems"	Nov 2001	M
NIST Special Publication 800-26, Rev. 1	"Guide for Information System Assessments and Program Reporting "	Latest Version	A
NIST Special Publication 800-30, Rev. 1	Guide for Conducting Risk Assessments <a href="http://csrc.nist.gov/publications/nistpubs/800-30-rev1/sp800_30_r1.pdf">http://csrc.nist.gov/publications/nistpubs/800-30-rev1/sp800_30_r1.pdf</a>	Sep 2012	M
NIST Special Publication 800-34, Rev. 1	Contingency Planning Guide for Information Technology Systems <a href="http://csrc.nist.gov/publications/nistpubs/800-34-rev1/sp800-34-rev1_errata-Nov11-2010.pdf">http://csrc.nist.gov/publications/nistpubs/800-34-rev1/sp800-34-rev1_errata-Nov11-2010.pdf</a>	May 2010	M
NIST Special Publication 800-35	"Guide to Information Technology Security Services" <a href="http://csrc.nist.gov/publications/nistpubs/800-35/NIST-SP800-35.pdf">http://csrc.nist.gov/publications/nistpubs/800-35/NIST-SP800-35.pdf</a>	Oct 2003	M
NIST Special Publication 800-37	"Guide for the Security Certification and Accreditation of Federal Information Systems" <a href="http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-37r1.pdf">http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-37r1.pdf</a>	Feb 1996	M
NIST Special Publication 800-47	"Security Guide for Interconnecting Information Technology Systems" <a href="http://csrc.nist.gov/publications/nistpubs/800-47/sp800-47.pdf">http://csrc.nist.gov/publications/nistpubs/800-47/sp800-47.pdf</a>	Aug 2002	A
NIST Special Publication 800-53 Rev. 4	Security and Privacy Controls for Federal Information Systems and Organizations <a href="http://dx.doi.org/10.6028/NIST.SP.800-53r4">http://dx.doi.org/10.6028/NIST.SP.800-53r4</a>	Apr 2013	A
NIST Special Publication 800-55	"Security Metrics Guide for Information Technology Systems" <a href="http://csrc.nist.gov/publications/nistpubs/800-55-Rev1/SP800-55-rev1.pdf">http://csrc.nist.gov/publications/nistpubs/800-55-Rev1/SP800-55-rev1.pdf</a>	Jul 2008	A
NIST Special Publication 800-60 Rev. 1	"Guide for Mapping Types of Information and Information Systems to Security Categories" <a href="http://csrc.nist.gov/publications/nistpubs/800-60-rev1/SP800-60_Vol2-Rev1.pdf">http://csrc.nist.gov/publications/nistpubs/800-60-rev1/SP800-60_Vol2-Rev1.pdf</a>	Aug 2008	A
NIST Special Publication 800-64	"Security Considerations in the Information System Development Life Cycle" <a href="http://csrc.nist.gov/publications/nistpubs/800-64-Rev2/SP800-64-Revision2.pdf">http://csrc.nist.gov/publications/nistpubs/800-64-Rev2/SP800-64-Revision2.pdf</a>	Oct 2008	A

Document Number	Title	Released	Mandatory /Advisory
NIST Special Publication 800-65	"Integrating Security into the Capital Planning and Investment Control Process" <a href="http://csrc.nist.gov/publications/nistpubs/800-65/SP-800-65-Final.pdf">http://csrc.nist.gov/publications/nistpubs/800-65/SP-800-65-Final.pdf</a>	Jan 2005	A
NIST Draft Special Publication 800-80	"Guide for Developing Performance Metrics for Information Security"	TBD	A
NIST Draft Special Publication 800-82 Rev. 2	"Guide to Supervisory Control and Data Acquisition (SCADA) and Industrial Control Systems Security" <a href="http://dx.doi.org/10.6028/NIST.SP.800-82r2">http://dx.doi.org/10.6028/NIST.SP.800-82r2</a>	May 2015	A
NIST Special Publication 800-84	"Guide to Test, Training and Exercise Programs for IT Plans and Capabilities" <a href="http://csrc.nist.gov/publications/nistpubs/800-84/SP800-84.pdf">http://csrc.nist.gov/publications/nistpubs/800-84/SP800-84.pdf</a>	Sep 2006	M
NIST Special Publication 800-100	"Information Security Handbook: A Guide for Managers" <a href="http://csrc.nist.gov/publications/nistpubs/800-100/SP800-100-Mar07-2007.pdf">http://csrc.nist.gov/publications/nistpubs/800-100/SP800-100-Mar07-2007.pdf</a>	Oct 2006	A
US SGL	United States Standard General Ledger <a href="https://www.fiscal.treasury.gov/fsreports/ref/ussgl/ussgl_home.htm">https://www.fiscal.treasury.gov/fsreports/ref/ussgl/ussgl_home.htm</a>	Latest Version	M
Fed-GAAP	Federal-based GAAP Compliant Summary Transactions <a href="http://www.fasab.gov/pdffiles/2014_fasab_handbook.pdf">http://www.fasab.gov/pdffiles/2014_fasab_handbook.pdf</a>	Jun 2014	M
SF-224	Statement of Transactions Report <a href="http://tfm.fiscal.treasury.gov/v1/p2/c330.html">http://tfm.fiscal.treasury.gov/v1/p2/c330.html</a>	Latest Version	M
General Accounting Office, GAO-02-45	HUD MANAGEMENT: Progress Made on Management Reforms, but Challenges Remain <a href="http://www.gao.gov/assets/240/232993.pdf">http://www.gao.gov/assets/240/232993.pdf</a>	October 2001	A
GAO/AIMD-00-33	"Information Security Risk Assessment Practices of Leading Organizations" <a href="http://www.gao.gov/assets/200/199976.pdf">http://www.gao.gov/assets/200/199976.pdf</a>	Nov 1999	A
	Federal Accounting Standards Advisory Board (FASAB) Statement 4 Managerial Cost Accounting Concepts and Standards <a href="http://fasab.gov/pdffiles/codification_report2009.pdf">http://fasab.gov/pdffiles/codification_report2009.pdf</a>	Jun 2009	M
Fed-GAAP	Federal-based GAAP Compliant Summary Transactions <a href="http://www.fasab.gov/concepts.htm">www.fasab.gov/concepts.htm</a>	Latest Version	M
SAS-70	Statement of Auditing Standards (SAS) No. 70 developed by the American Institute of Certified Public Accountants (AICPA) <a href="http://www.aicpa.org/News/FeaturedNews/Pages/SASNo70Transformed%E2%80%9393ChangesAheadforStandardonServiceOrganizations.aspx">http://www.aicpa.org/News/FeaturedNews/Pages/SASNo70Transformed%E2%80%9393ChangesAheadforStandardonServiceOrganizations.aspx</a>	Latest Version	M
HUD Handbook 2400.25, Rev. 1 (or latest revision)	Information Technology Security Policy	May 2005	M

Document Number	Title	Released	Mandatory /Advisory
HUD Handbook 1325.01, REV-01	Privacy Act Handbook <a href="http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/handbooks/admh/1325.1">http://portal.hud.gov/hudportal/HUD?src=/program_offices/administration/hudclips/handbooks/admh/1325.1</a>	Sept 1995	M
HUD Handbook 3255.1	HUD Enterprise Architecture Policy <a href="http://portal.hud.gov/hudportal/documents/huddoc?id=32551CIOH.pdf">http://portal.hud.gov/hudportal/documents/huddoc?id=32551CIOH.pdf</a>	Current version	M
	HUD's System Development Methodology (SDM) <a href="http://www.hud.gov/offices/cio/sdm/index.cfm">http://www.hud.gov/offices/cio/sdm/index.cfm</a>	Current version	M
	HUD Cost/Benefit Analysis Methodology, Volume I – Methodology	Current version	M
	HUD Cost/Benefit Analysis Methodology, Volume II – Workbook	Current version	A
	'Project Leader Help Guide' <a href="http://hudatwork.hud.gov/po/i/it/sd/guide/guide.cfm">http://hudatwork.hud.gov/po/i/it/sd/guide/guide.cfm</a>	Current version	A
4350.3 Rev 4	Occupancy Handbook	Current Version	A
	Automation Rule	Current Version	A

### 1.3 Description of Services

The MFEUSS Contractor shall provide all technical expertise, equipment, telephone trunk lines, support, and the building facility necessary to perform the tasks defined within this PWS. Recipients of services provided by the MFEUSS will be HUD staff; non-profits; private property owners and management agents; assisted multifamily rental housing properties; local and state housing agencies that serve as Section 8 Contract Administrators for HUD's assisted multifamily projects and the Rent Supplement and Rental Assistance Programs; mortgage bankers; public interest groups; academic researchers; and resident interest groups.

Due to the diversity of agency requirements, the MFEUSS Contractor must have the capability to support a wide range of languages in responding to live inquiries (however must be fluent in English and Spanish) and support a wide range of customer support work types for all communications channel (e.g. telephone, e-mail, facsimile, postal mail, web chat), including but not limited to the types of inquiries listed below. Specific work types will be identified in this contract as follows:

- Answer & Record End User Calls
- Define & Categorize User Calls
- Response Time – Address & Resolve User Problems as Directed by Government
- Record Service & Complaint Calls – Provide Daily EUSS Problem Briefings and Performance Problem Closeout

- Support Industry Conferences (TRACS only)
- Resolve Open Service Desk tickets

## **1.4 Non-Personal Services**

The Government will neither supervise Contractor employees nor control the method by which the Contractor performs the required tasks. Under no circumstances shall the Government assign tasks to, or prepare work schedules for, individual Contractor employees. It shall be the responsibility of the Contractor to manage its employees and to guard against any actions that are of the nature of personal services or give the perception of personal services. If the Contractor believes that any actions constitute, or are perceived to constitute personal services, it shall be the Contractor's responsibility to notify the Contracting Officer (CO) immediately. These services shall not be used to perform work of a policy, decision making, or management nature, i.e. inherently Government functions. All decisions relative to programs supported by the Contractor shall be the sole responsibility of the Government.

## **1.5 Period of Performance**

Period of performance shall be one 12 month base period and four 12 month option period

## **1.6 Place of Performance**

The place of performance shall be conducted at contractor facility.

## **1.7 Hours of Operation**

The Contractor is responsible for providing services between the hours of 7:00 am to 7:00pm Eastern Standard Time (EST) Monday thru Friday except for Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closing, or similar Government directed facility closings.

The Contractor shall at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within the contract when the Government facility is not closed for the above reasons.

When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce is essential.

## **1.8 Special Qualifications**

Contractor shall have experience with Multifamily systems, which includes: Tenant Rental Assistance Certification System (TRACS), Integrated Real Estate Management System (iREMS), Development Application Processing (DAP), Mortgage Delinquency and Default Reporting System (MDDR), and Active Partners Performance System (APPS), and Enterprise Income Verification (EIV). The Contractor shall provide "the best practice" tracking tool.

## **1.9 Status Meetings**

The Contracting Officer, Contract Officer Representative (COR) and other Government personnel, as appropriate may meet periodically with the Contractor to also review Contractor performance, requirement status, etc. At these meetings, the Contracting Officer will apprise the Contractor of how the Government views the Contractor's performance or progress of the requirement. The Contractor

will apprise the Government of problems, if any, being experienced. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the Government. Post Award Conference and subsequent meetings may be held via teleconference.

## 2 Definitions and Acronyms

### 2.1 Definitions

***Business/Work Days*** - Every official work day of the week which days between are and including Monday to Friday. This does not include public holidays and weekends.

***Calendar Day*** - Any day of the week.

***Contractor*** - A supplier or vendor awarded a contract to provide specific supplies or service to the Government. The term used in this contract refers to the prime.

***Contracting Officer (CO)*** - A person with authority to enter into, administer, and/or terminate contracts and make related determinations and findings on behalf of the Government. Note: the only individual who can legally bind the Government.

***Defective Service*** - A service output that does not meet the standard of performance associated with the Performance Work Statement.

***Deliverable*** Anything that can be physically delivered but may include non-manufactured things such as meeting minutes or reports.

***Government Furnished Property (GFP) - Government***-furnished property means property in the possession of, or directly acquired by, the Government and subsequently furnished to the Contractor for performance of a contract. Government-furnished property includes, but is not limited to, spares and property furnished for repair, maintenance, overhaul, or modification. Government-furnished property also includes contractor-acquired property if the contractor-acquired property is a deliverable under a cost contract when accepted by the Government for continued use under the contract.

***Contract Officer Representative (COR)*** - An employee of the U.S. Government appointed by the Contracting Officer to perform contract administration activities in regard to technical issues. This individual has authority to provide technical direction to the Contractor as long as direction is within the scope of the contract, does not constitute a change and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

***Performance Requirements Summary (PRS)*** - A listing of the performance requirements under the contract that are to be evaluated by the Government on a regular basis, performance indicators for these requirements, performance standards for these requirement and surveillance methods to be used to determine if performance standards are met.

***Performance Standard*** - The Contractor's performance level required by the Government.

**Performance Work Statement (PWS)** - A statement of work for performance-based acquisitions that describe the required results in clear, specific and objective terms with measurable outcomes.

**Physical Security** - Actions that prevent the loss or damage of Government property.

**Quality Assurance (QA)** - Policies and procedures adopted by the Government to ensure that supplies and services acquired under Government contracts conform to the contracts quality requirements.

**Quality Assurance Surveillance Plan (QASP)** - A plan describing how the agency will survey, observe, test, sample, evaluate and document the Contractor's performance in meeting critical performance standards identified in the contract.

**Quality Control (QC)** - All necessary measures taken by the Contractor to assure that the quality of an end product of service shall meet contract requirements.

**Service Contract** - A contract that directly engages the time and effort of a Contractor whose primary purpose is to perform an identifiable task rather than to furnish an end item of supply.

**Subcontractor** - Any person, other than the prime Contractor, who offers to furnish or furnishes any supplies, material, equipment, or services of any kind under a prime contract or a subcontract entered into in connection with such prime contract, and any person who offers to furnish or furnishes general supplies to the prime contractor or a higher tier subcontractor. The Government does not have privity of contract with a subcontractor.

**Technical Point of Contact (TPOC)** - An individual designated by the Contracting Officer to assist in providing technical direction and monitoring performance under the contract.

**Work Week** - Monday through Friday, unless specified otherwise.

## **2.2 Acronyms**

**AQL** - Acceptable Quality Level

**ARAMS** - Automated Renewal and Amendment System

**BAA** - Business Area Analysis Study

**CBT** - Computer-Based Training

**CCB** - Change Control Board

**CCMB** - Configuration Change Management Board

**CMMI** - Capability Maturity Model Integration

**CFO or OCFO** - Office of the Chief Financial Officer of HUD

**CFR** - Code of Federal Regulations

**CIO or OCIO** - Office of the Chief Information Officer of HUD

**CO** - Contracting Officer

**COR** - Contracting Officer Representative

**COTS** - Commercial Off-the-Shelf

**CPO** - Office of the Chief Procurement Officer of HUD

**EST** - Eastern Standard Time (U.S.)

**ETC** - Estimate to Completion

**GAO** - U.S. General Accounting Office

**HUD** - U.S. Department of Housing and Urban Development

**HUDAR** - HUD Acquisition Regulation

**HUD/ISG** - Internet Services Group within the Telecom Processing Division

**HUD Web** - HUDs Intranet Web Site and related WEB pages.

**IG or OIG** - Inspector General (Office of)

**IT** - Information Technology

**IV&V** - Independent Validation and Verification

**LOOCS** - Line of Credit Control System

**OCPO** - Office of the Chief Procurement Officer

**OIG** - Office of Inspector General

**OMB** - Office of Management and Budget

**PL** Public Law

**PM** - Project Manager

**POC** - Point of Contact

**PPM** - Project Planning and Management

**QA** - Quality Assurance

**QASP** - Quality Assurance Surveillance Plan

**QCP** - Quality Control Plan

**SF** - Standard Form

**TBD** - To be determined

**TPOC**-Technical Point of Contract

**U.S.C** - United States Code

### **3 Government-Furnished Property and Services**

The Contractor shall ensure accurate control and accountability of all Government-Furnished Property in accordance with the terms and conditions of this contract. The Government will furnish, at no cost to the Contractor, the GFP shown below.

#### **3.1 Government Services**

Documentation required for the satisfactory performance of this task specification shall be made available to the Contractor. Access to HUD personnel will be provided on an as required basis. Access to HUD personnel outside the COR/TPOC(s) will be coordinated through the TPOC.

HUD will provide the following resources:

- 1) HUD will pay for the long distance and direct telecommunications costs associated with an “(800)” number capable of incoming calls, which does not include local trunk lines.
- 2) HUD will provide the Contractor with HUD HQ designated program staff contact information with whom the Contractor would normally interact. This information may be in an electronic format, in printed copy, or both.
- 3) HUD will make available to the Contractor program user manuals, primary Multifamily Handbooks, FAQs and HUD website references for the Contractor to use when answering program and technical questions.

The Technical Point of Contact/Contract Officer Representative (COR/TPOC) will

provide the Contractor with program user manuals and HUDWEB links that contain basic

information about the MFEUSS major programs. The Contractor shall use this information to

respond to routine questions from callers. For requests for information that go beyond these

basic facts, e.g., detailed policy questions or questions about technical problems. The Contractor

shall refer the caller to the appropriate HUD government program office and technical staff.