Performance Work Statement (PWS) FHA Catalyst Minor Updates

09/16/2022

Version 1.0

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Performance Work Statement (PWS)

FHA Catalyst Minor Updates

Vision Statement

To enable Housing and Urban Development (HUD) to execute its mission more efficiently and effectively through the delivery and support of modernized, high-quality information technology (IT) solutions.

1 General Information

1.1 Introduction

The Department of Housing and Urban Development (HUD), Office of the Chief Information Officer (OCIO) requires contractor support to develop and deliver minor updates to the Federal Housing Administration (FHA) Catalyst platform. Services shall include developing and implementing minor updates to existing FHA Catalyst components, including the Salesforce components and the data management solution and the document repository that support the Loan Review System (LRS).

1.2 Background

For many years, HUD has not kept pace with the evolution of technology and industry best practices necessary to meet the increased expectations of citizens and business stakeholders for ease of use, transparency, and responsiveness. In 2019, the United States Department of Housing and Urban Development (HUD) began a multi-year effort to build out the FHA Catalyst platform, which is a modernization of the FHA IT capabilities.

Moving forward, OCIO requires contractor support to perform work to develop and release minor updates to the existing components of the FHA Catalyst platform, including the Salesforce components and Enterprise Data Management (EDM) and the document repository, which both support the Loan Review System (LRS). EDM is a custom data management solution based on SQL Server and Talend and hosted in Azure and the document repository is built on the Alfresco platform and hosted in Azure.OCIO requires a vendor that has expertise in the aforementioned technologies, as well as experience with customer and user experience, design, product management, and agile development.

1.3 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 & URL	Released	Mandatory/ Advisory			
44 USC §3541 et seq.	Federal Information Security Management Act (FISMA, supersedes the Computer Security Act of 1987) USCODE-2016-title44-chap35.pdf (govinfo.gov)	2002	М			
44 USC §3601 et seq.	E-Government Act of 2002 https://www.govinfo.gov/content/pkg/USCODE-2019- title44/pdf/USCODE-2019-title44-chap36-sec3601.pdf	2002	М			
31 USC §1101	Good Accounting Obligations in Government Act (AGO-IC Act) (formally known as Government Performance and Results Act or GPRA) https://www.govinfo.gov/content/pkg/USCODE-2019-title31/pdf/USCODE-2019-title31-subtitleII-chap11-sec1101.pdf	2019	М			
Pub. L. 104-106, 40 USC §1401 et seq.	Information Technology Management Reform Act of 1996 (Clinger-Cohen Act) https://dodcio.defense.gov/Portals/0/Documents/ciodesrefvolone.pdf	1996	М			
Pub. L. 105- 220, 29 USC 701 et seq.	Section 508 of the Rehabilitation Act of 1998 https://www.section508.gov/manage/laws-and-policies/#508-policy	1998	М			
Pub. L. 113- 101, 31 USC §3716(c)(6)	Digital and Transparency Act of 2014 (DATA Act) https://www.govinfo.gov/content/pkg/PLAW- 113publ101/pdf/PLAW-113publ101.pdf	2014	М			
5 CFR Part 1315	Prompt Payment; Final Rule https://www.fiscal.treasury.gov/files/prompt-payment/5cfr1315.pdf	1999	М			
OMB Circular A-16	Coordination of Geographic Information and Related Spatial Data Activities https://www.whitehouse.gov/omb/circulars	2002	М			
OMB Circular A-123, Appendix D	Compliance with the Federal Financial Management Improvement Act https://www.whitehouse.gov/omb/circulars	Latest version	М			
OMB Circular A-130						

Document Number	Title & URL	Released	Mandatory/ Advisory			
OMB Memorandum 96-20	Implementation of the Information Technology Management Reform Act of 1996 https://www.whitehouse.gov/wp-content/uploads/2017/11/1996-M-96-20-Implementation-of-the-Information-Technology-Management-Reform-Act-of-1996.pdf	Latest version	М			
OMB Memorandum 99-20	Security of Federal Automated Information Resources https://obamawhitehouse.archives.gov/omb/memoranda_m99-20/	1999	М			
OMB Memorandum 06-15	Safeguarding Personally identifiable Information https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy2006/m-06-15.pdf	2006	М			
OMB Memorandum 06-16	Protection of Sensitive Agency Information https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy2006/m-06-16.pdf	2006	М			
OMB Memorandum 06-19	Reporting Incidents Involving PII https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy2006/m-06-19.pdf	2006	М			
OMB Memorandum 06-20	Reporting Instructions for the Federal Information Security Act and Agency Privacy Management https://obamawhitehouse.archives.gov/sites/default/files/omb/assets/omb/memoranda/fy2006/m-06-20.pdf	2006	М			
OMB Memorandum 12-11	Reducing Improper Payments through the "Do Not Pay List" https://obamawhitehouse.archives.gov/sites/default/files/omb/memoranda/2012/m-12-11_1.pdf	2012	М			
PDD-63	Critical Infrastructure Protection, Presidential Decision Directive-63 https://irp.fas.org/offdocs/pdd/pdd-63.htm	1998	М			
HSPD-12	Policy for a Common Identification Standard for Federal Employees and Contractors, Homeland Security Presidential Directive-12 https://www.dhs.gov/homeland-security-presidential-directive-12	2004	М			
NIST Special Publication 800-12, Series	An Introduction to Computer Security: The NIST Handbook https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	М			

Document Number	Title & URL	Released	Mandatory/ Advisory	
NIST Special Publication 800-14, Series	Generally Accepted Principles and Practices for Securing Information Technology Systems https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	M	
NIST Special Publication 800-18, Series	Guide for Developing Security Plans for Federal Information Systems https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	
NIST Special Publication 800-30, Series	Guide for Conducting Risk Assessments https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	М	
NIST Special Publication 800-34, Series	Contingency Planning Guide for Information Technology Systems https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	М	
NIST Special Publication 800-35, Series	Guide to Information Technology Security Services https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	М	
NIST Special Publication 800-37, Series	Guide for the Security Certification and Accreditation of Federal Information Systems https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	M	
NIST Special Publication 800-47 Series	Security Guide for Interconnecting Information Technology Systems https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	
NIST Special Publication 800-53, Series	Security and Privacy Controls for Federal Information Systems and Organizations https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	
NIST Special Publication 800-53A, Series	Guide for Assessing the Security Controls in Federal Information Systems and Organizations https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	
NIST Special Publication 800-55, Series	Performance Measurement Guide for Information Security https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	
NIST Special Publication 800-60, Series	Guide for Mapping Types of Information and Information Systems to Security Categories (Appendices) https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	

Document Number	Title & URL	Released	Mandatory/ Advisory	
NIST Special Publication 800-64, Series	Security Considerations in the Information System Development Life Cycle https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	
NIST Draft Special Publication 800-82, Series	Guide to Industrial Control Systems (ICS) Security https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	
NIST Special Publication 800-84, Series	Guide to Test, Training, and Exercise Programs for IT Plans and Capabilities https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	
NIST Special Publication 800-100, Series	Information Security Handbook: A Guide for Managers https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	
NIST Special Publication 800-119, Series	Guidelines for the Secure Deployment of IPv6 https://csrc.nist.gov/publications/PubsSPs.html	Latest Version	А	
HUD Handbook 1325.1	Privacy Act Handbook https://www.hud.gov/program offices/administration/hudclips/handbooks/admh	Latest Version	M	
HUD Handbook 2400.25	Information Technology Security Policy https://www.hud.gov/program offices/administration/hu dclips/handbooks/cio	Latest Version	М	
HUD Handbook 3255.1	Enterprise Architecture Policy https://www.hud.gov/program offices/administration/hu dclips/handbooks/cio	Latest Version	М	
HUD Handbook 3410.1	HUD Policy for IT Project Planning and Management (PPM 2.0) https://www.hud.gov/program offices/administration/hu dclips/handbooks/cio	Latest Version	М	
HUD PPM 2.0	HUD Project Planning and Management (PPM) Site: Project Type Guides, Tools and Artifact Templates https://www.hud.gov/program offices/cio/ppm	Latest Versions	М	
HUD Handbook 3430.1	HUD Policy for Agile Methodology https://www.hud.gov/program offices/administration/hudclips/handbooks/cio	Latest Version	М	

The Contractor shall have demonstrated experience managing large and complex Salesforce implementations, experience with the Azure and Amazon Web Services (AWS) clouds, Extract, Transform, and Load (ETL) and ETL tools, such as Talend and Mulesoft, and experience with

Alfresco. The Contractor is not required, but is preferred, to have experience with the Scaled Agile Framework (SAFe) and with the mortgage lifecycle.

1.3.1 Project Planning and Management

All HUD IT projects, including all information systems acquired, developed, enhanced, or maintained shall follow the policy, procedures, standards, and guidelines set forth within the IT Management Framework using the Project Planning and Management (PPM) Life Cycle located at HUDs PPM Life Cycle Website:

http://portal.hud.gov/hudportal/HUD?src=/program offices/cio/ppm/PPMV20HOME

PPM was designed based on the best practices from Capability Maturity Model Integration (CMMI) for systems development and PMBok for project management. While at the foundation, PPM is designed as a Waterfall methodology, HUD encourages tailoring the PPM to use the many modern solution development methodologies available to enable the planning, development and delivery of useable functionality within 3-month increments.

Contractors are encouraged to propose a preferred methodology whether their solution(s) are for custom development, includes prototypes or pilots, Commercial Off the Shelf (COTS)/ Government Off the Shelf (GOTS) configuration, or Software as a Services. Working with the HUD Project Manager(s), the Contractor will tailor PPM to take advantage of contractor proposed expertise in using other methodologies in a manner that will provide HUD the best value and address all of the work necessary for successful project completion, on time, within budget, and delivering intended functionality.

The decisions of PPM tailoring are captured in the Project Tailoring Agreement (PTA), which documents the specific agreement for creating, combining, referring or omitting specific artifacts applicable to the project, as well as adjust project control gate reviews to be consistent with the tailoring. All tailoring of PPM must be approved by HUDs Deputy Chief Information Officer (DCIO) for Business & IT Modernization. As a default, any project without an approved project tailoring agreement is required to follow all PPM phases and artifacts as presented.

1.4 Description of Services

The Contractor shall provide system development and enhancement services for the FHA Catalyst system and for EDM and the document repository that support LRS. Detailed descriptions of specific tasks are provided in Section 5 Specific Tasks and Deliverables.

1.5 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 Contactor shall be the sole responsibility of the Government.

1.6 Period of Performance

The Period of Performance shall be for one (1) base period of twelve (12) months.

1.7 Place of Performance

The services to be performed under this contract shall be performed at the Contractors facility. However, there may times where the Contractor is expected to attend in person meetings or presentations at HUD facilities.

1.8 Hours of Operation

The Contractor is responsible for providing services between the hours of 8:00 am and to 4:30 pm Eastern Standard Time, 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. Government agencies will not be available during scheduled holidays, inclement weather, weekends, and after duty hours. 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. Any tasks that are not fixed price shall be approved by the CO.

1.9 Special Qualifications

The Contractor shall have Salesforce certified experts on the contract.

1.10 Post Award/Kickoff Conference

The Contractor shall attend any post award conference convened by the contracting activity or contract administration office in accordance with FAR Subpart 42.5. The Government intends to convene a Post Award Conference with the Contractor within ten business days after contract award. The Contracting Officer will notify the Contractor of the specific date, location, and agenda within five business days after contract award.

1.11 Status Meetings

The Contracting Officer, Contracting Officers 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.

1.12 Contractor Travel

Travel is not authorized.

1.13 Transition In

N/A

1.14 Transition Out

To minimize any decrease in productivity and to prevent possible negative impacts on additional services, the Contractor shall have sufficient personnel on board during the four (4) week Transition-Out period. The incumbent Contractor shall ensure a smooth transition with the successor Contractor during the Transition-Out period, prior to completion of contractual performance. The incumbent Contractor shall aid the successor in the development of plans, procedures, and methods for the assumption of all on going work. The Contractor shall provide an orderly transition of work acceptance and accomplishment, such that full control by the successor Contractor is achieved by the end of the new contract Transition-In period.

2 Definitions and Acronyms

2.1 Definitions

Business/Work Days - Every official work day of the week which are days between 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.

Contracting Officer's 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.

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.

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.

Project Manager or Technical Point of Contact (TPOC) - An individual who assists the COR in providing technical direction and monitoring performance under the contract.

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.

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.

Work Week - Monday through Friday, unless specified otherwise.

2.2 Acronyms

AQL - Acceptable Quality Level

ATO Authority to Operate

AWS Amazon Web Services

CMMI - Capability Maturity Model Integration

CFR - Code of Federal Regulations

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

CLIN Contract Line Item Number

CO - Contracting Officer

COR - Contracting Officer's Representative

COTS - Commercial Off-the-Shelf

CSAM Cyber Security Asset Management [System]

DevSecOps Development, Security, and Operations

EDM Enterprise Data Management

ET - Eastern Time (U.S.)

FAQ Frequently Asked Questions

FAR Federal Acquisition Regulation

FHA Federal Housing Administration

GFP Government Furnished Property

GOTS Government Off-the-Shelf

GSA U.S. General Services Administration

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

HUDAR - HUD Acquisition Regulation

IG or OIG Office of Inspector General

IT - Information Technology

IT PM Information Technology Project Manager

LRS - Loan Review System

NIST National Institute of Standards and Technology

O&M Operations and Maintenance

OCIO Office of the Chief Information Officer

PM - Project Manager

POA&M - Plan of Action & Milestones

POC - Point of Contact

PPM - Project Planning and Management

PTA Project Tailoring Agreement

Q&As Questions and Answers

QA - Quality Assurance

QASP - Quality Assurance Surveillance Plan

QCP - Quality Control Plan

SAFe Scaled Agile Framework

TPOC Technical Point of Contact

TRC Technical Review Committee

VPN Virtual Private Network

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

The Government will provide initial training for the Contractor for and access to systems and tasks specified in Section 5: Specific Tasks. Additional training or guidance shall be provided by HUD if and when the Contractor is directed to perform other activities required under this contract or if changes are made to systems, procedures, or processes.

3.2 Facilities

The Government will provide access to Government facilities for meetings with Government officials.

3.3 Equipment

The Government will provide the Contractor with access to HUD's software development, test, and production environment via Virtual Private Network (VPN) as required to perform the work identified in this PWS.

3.4 Materials

The Government will provide IT Security process and templates, Technical Review Committee (TRC) process and templates, existing project and system information about FHA Catalyst, as well as additional Standard Operating Procedures and Policies as agreed upon with the COR.

Copies of required materials may be provided to the Contractor in hard copy or soft copy. All materials will remain the property of the Government and will be returned to the COR upon request or at the end of the contract period.

3.5 Quality Assurance (QA)

The Government shall evaluate the Contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the Contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable quality level.

4 Contractor-Furnished Items and Services

The Contractor shall furnish, all facilities, equipment, and supplies required to perform the work under this contract that are not listed under Government-Furnished Property and Services.

4.1 Facilities

The contractor shall furnish their own facilities. The Contractor shall maintain and operate a facility of sufficient size to accommodate the personnel and equipment necessary for performance of the requirements specified in this action.

4.2 Equipment

The contractor shall furnish all equipment and maintenance at the Contractors facility. The Contractor shall provide personal computers, printers, Internet access, desks, designated space, office supplies, software and any other equipment that is necessary to perform the work specified in the PWS. All equipment shall be operational five (5) days a week, Monday through Friday during times listed within this contract. Telecommunication hook-ups, and all office supplies to include furniture (e.g., chairs, desk/worktables, sorting bins or shelves, computer tables) shall be provided by the Contractor to complete the task activities.

4.3 Material

The contractor shall furnish all material required to perform the work under this contract that are not listed under Government-Furnished Property and Services.

4.4 Contractor Responsibilities

The Contractor shall only conduct business with designated Government personnel listed as points of contact (POCs). Names of authorized personnel shall be provided to the Contractor by the Government, in writing, and updated as necessary throughout the contract period. U.S. Government records, copies of original results and reports, verified original data, corrected data and corrected supporting final reports which are maintained by the Contractor remain the property of the U.S. Government. These files/results must be surrendered to the COR.

4.5 Contractor Personnel

The Contractor shall provide a Contract/Project Manager who shall be responsible for the performance of work. An alternate shall also be designated to act in the absence of the Contract/Project Manager. These Contractor personnel (main point of contact and alternate

FOIA 23-FI-HQ-00714

PM/TM/POC: Deirdre Lanier

CO: Cheri Redding

CS: Cheri Redding

COR: Michelle Butler

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