



DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT SERVICES

450 Columbus Boulevard, Suite 1202, Hartford, CT 06103

April 13, 2017

Hannah Miller
Contracts Administration
HDS Housing and Development Software
3050 Universal BLVD Suite 190
Weston, Florida 33331
hannah.miller@hdsoftware.com

Re: Master Agreement B-02-001

Dear Ms. Miller:

I have received your request to update the Product Schedule associated with the above noted Master Agreement. **This change adds the HDS Software Hosting, Upgrade, and DRBC Services for the Department of Economic and Community Development as outlined in the attached letter order.**

Given the Terms and Conditions of this agreement, the request to update the Product Schedule is approved. A copy of your Product Schedule update request is attached to this letter. Please consider the services a part of the associated Master Agreement and file this approval with the appropriate agreement for future reference.

Best regards,

Jean Del Greco
Contract Specialist
DAS Procurement Services

cc: Master Agreement File B-02-001



April 13, 2017

Jean Del Greco
Contract Specialist
State of Connecticut
Department of Administrative Services
Procurement Services
165 Capitol Avenue 5th Floor South
Hartford, CT 06106-1658

Dear Jean,

Please consider this letter as an official request for a Product Schedule update to Master Agreement 02ITZ0001/Contract Reference # B-02-001 to add HDS Hosting Services as outlined in the attached Letter Order.

The timeline for completion is targeted to be before May 5th if you can help to expedite this urgent request.

Thank you in advance. Please let me know if you require any additional information.

Sincerely,

Hannah Miller
Contracts Administration
Hannah.Miller@HDSsoftware.com
954-217-9597 ext 202



Product Schedule for Connecticut Department of Economic and Community Development

Housing and Development Software

Agreement # B-02-001

LETTER ORDER

HDS SOFTWARE HOSTING, UPGRADE AND DRBC SERVICES

Whereas, the Department of Housing ("Client") currently licenses and utilizes software and services through Housing and Development Services, Inc. ("HDS") pursuant to contract number 02ITZ0001MA by and between the State of Connecticut and HDS, dated August 15, 2002 (the "Contract"); and

Whereas the Client desires HDS to deploy their Systems and Production Database at the HDS Hosting location, provide upgrade services and Disaster Recovery Business Continuity options; and

Therefore, in consideration of the mutual agreements set forth herein, Client and HDS agree as follows:

1. DEFINITIONS

- 1.1 "Application Data" means the data that is entered or processed through the HDS Systems (defined below) and saved to the HDS Systems Database (defined below).
- 1.2 "Confidential Information" means any name, number or other information that may be used, alone or in conjunction with any other information, to identify a specific individual including, but not limited to, such individual's name, date of birth, mother's maiden name, motor vehicle operator's license number, Social Security number, employee identification number, employer or taxpayer identification number, alien registration number, government passport number, health insurance identification number, demand deposit account number, savings account number, credit card number, debit card number or unique biometric data such as fingerprint, voice print, retina or iris image, or other unique physical representation. Without limiting the foregoing, Confidential Information shall also include any information that the Client classifies as "confidential" or "restricted." Confidential Information shall not include information that may be lawfully obtained from publicly available sources or from federal, state, or local government records which are lawfully made available to the general public.
- 1.3 "Confidential Information Breach" shall mean, generally, an instance where an unauthorized person or entity accesses Confidential Information in any manner, including but not limited to the following occurrences: (1) any Confidential Information that is not encrypted or protected is misplaced, lost, stolen or in any way compromised; (2) one or more third parties have had access to or taken control or possession of any Confidential Information that is not encrypted or protected without prior written authorization from the Client; (3) the unauthorized



acquisition of encrypted or protected Confidential Information together with the confidential process or key that is capable of compromising the integrity of the Confidential Information; or (4) if there is a substantial risk of identity theft or fraud to the individual, HDS, the Client or State.

- 1.4 “Data Center” means the secure off-site location contracted by HDS to deploy its Systems (defined below) and databases, on its own secure servers, whereby licensed clients can access their applications via remote access.
- 1.5 “Database” or “Production Database” means the HDS MS-SQL database that is deployed with the Systems (defined below), where Client data is entered and processed. Client shall have one (1) Production Database, and can have an additional testing or training database if needed.
- 1.6 “DRBC” or “Disaster Recovery and Business Continuity” means a specific scope of services as detailed in 3.4, that provides the Client backups of its environment and data, which can be restored and redeployed in the event of any disaster or emergency.
- 1.7 “Hosting” or “Hosting Service” means the service provided by HDS to the Client to deploy the HDS Software (defined below) at its Data Center, and to provide the necessary connections for Client to access the Systems (defined below) remotely, as specified herein.
- 1.8 “HDS’s Proprietary Information” means information, including, but not limited to, formulas, patterns, compilations, programs, devices, methods, techniques, processes, drawings, cost data, customer lists, film or television script or detailed production budgets that a) derive independent economic value, actual or potential from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from their disclosure or use, and b) are the subject of efforts that are reasonable under the circumstances to maintain secrecy.

HDS’s Proprietary Information does not include anything that: a) was publicly known and made generally available in the public domain prior to the time of disclosure to Client by HDS; b) became publicly known and was made generally available through no wrongful act of Client’s or others who were under an obligation not to disclose; c) was already in Client’s possession at the time of disclosure by HDS; d) was obtained by Client from a third party without a breach of the third party’s obligation to maintain its confidentiality; e) was independently developed by Client without use or reference to HDS’s Proprietary Information; or f) was required to be disclosed by law, regulation, or order of a court or government authority having competent jurisdiction, provided Client notifies HDS promptly of such a request so that HDS may seek an appropriate protective order or other relief if it chooses to do so.

- 1.9 “Software” or “Systems” means the HDS software licensed to Client, and under an active and current Software maintenance agreement



- 1.10 “Third Party Providers” means the software providers, other than HDS, from whom HDS holds a valid license for use by HDS in the course of its Hosting Service.
- 1.11 “User” or “Concurrent Users” means the maximum amount of Client users who will access the Hosting Service at the same time, to connect to the Systems, as provided for in this Letter Order. Concurrent Users are based on the log.
- 1.12 “Lifecycle Policy” is the technical requirements that HDS Systems mandate in order to support the functions of the Software. The policy changes periodically based on industry supported platforms

2. SCOPE OF SERVICE

2.1 HDS SERVER HOSTING

2.1.1 The HDS Hosting Service is located in a Class 5/Tier 4 AT&T data center and is designed and built for security, redundancy and performance (AT&T data center is SSAE-16 certified). During the period of time the Client is using the HDS Hosting Service, its application will be installed within the application server pool and the Client will be able to access its HDS applications remotely.

2.1.2 Application Data is backed up every 30 minutes and mirrored to a backup server in HDS's Data Center. This data is then zipped up/encrypted and sent to HDS's main office once a day. Databases are backed up (both data and transaction logs), zipped and encrypted in full twice a day with differential backups occurring every 15 minutes. These backups reside on the HDS backup server in the Data Center and once a day a full zipped/encrypted backup is sent to HDS's main office via a VPN link.

2.1.3 The Data Center is protected via RFID card and biometric for access and is monitored 24/7/365 by onsite security. Access to the HDS rack at the Data Center is controlled via HDS IT management.

2.1.4 All required licensing fees (Windows, 2X Client, Terminal Server) are paid by HDS. Hardware maintenance, backups, software upgrades and releases of remote hosting access software are provided by HDS at its location. This does not include desktop applications of any kind, such as Microsoft Office, Adobe Professional, etc.

2.1.5 A sample connection diagram has been provided in Exhibit “B”.

2.2 HDS SOFTWARE HOSTING - INITIAL

2.2.1 HDS will set up the production environment and set up the necessary connections so that Client can access the applications remotely. Client databases are exclusively in MS SQL and will be upgraded to concur with the



HDS customer Hosting environments and the HDS Software application requirements.

2.2.2 Client is responsible for its own Internet connections, speed and troubleshooting thereof.

2.2.3 HDS will release the most current and/or the Client's most current production environment version and will upgrade as needed to ensure compatibility with latest environments.

2.2.4 HDS will restore the Client's most recent backup of the HDS Database while Client transitions. It is important that Client shut down access to HDS Systems at its location in order to ensure that no updates have been made during the transition.

2.2.5 HDS staff will work with Client IT staff to do initial set ups of users, and set up access shortcuts via an installation of the 2X Client. This is a simple process that HDS staff does not have to be on-site to perform. However, Client must have ability to address certain IT constraints such as firewalls, etc.

2.2.6 HDS and Client shall perform connection and access tests to ensure proper connections are made and Client will turn over to the new production environment.

2.3 HDS SOFTWARE HOSTING - ONGOING

2.3.1 HDS maintains an upgraded testing environment in case the Client wishes to utilize it for internal training or testing of its data. When the testing environment is needed, Client notifies HDS at least 48 hours in advance, and the test site will be deployed using a copy of the Client's Database.

2.3.2 HDS backs up the Client's Database pre-release, patch, or script in case of any unforeseen issues. In any such case, Client's environment will be rolled back to the prior version until the issue is addressed and/or a script to fix any issues can be deployed.

2.3.3 When possible, upgrades are coordinated so that they occur during the Client's non-peak periods, and HDS will notify Client of its release schedule. Client shall cooperate to ensure that any upgrades can be rolled out as needed.

2.3.4 Upgrades are rolled out automatically for minor fixes. However, in the event of a major functionality upgrade or modification, Client will be advised and the HDS Customer Support/Technical Staff will provide additional assistance to ensure that Client is familiar with any material changes.



2.3.5 Client is expected to read the release notes of upgrades and releases to ensure that it is aware of changes to the HDS Software.

2.3.6 HDS provides backups to the Client as needed. Client can request a backup during the course of the Hosting Service.

Note: This Section 2.3 applies only to MS SQL database environments.

2.4 PROTECTION OF CONFIDENTIAL INFORMATION

For purposes of this section 2.4, Contractor shall mean HDS and Contractor Parties shall mean HDS's members, directors, officers, shareholders, partners, managers, principal officers, representatives, agents, consultants, employees or any one of them or any other person or entity with whom the Contractor is in privity of oral or written contract and the Contractor intends for such other person or entity to perform under this Letter Order in any capacity.

Contractor and Contractor Parties, at their own expense, have a duty to and shall protect from a Confidential Information Breach any and all Confidential Information which they come to possess or control, wherever and however stored or maintained, in a commercially reasonable manner in accordance with current industry standards.

Each Contractor or Contractor Party shall develop, implement and maintain a comprehensive data security program for the protection of Confidential Information. The safeguards contained in such program shall be consistent with and comply with the safeguards for protection of Confidential Information and information of a similar character, as set forth in all applicable federal and state law and written policy of the Client or the State of Connecticut concerning the confidentiality of Confidential Information. Such data security program shall include, but not be limited to, the following:

- (1) A security policy for employees related to the storage, access and transportation of data containing Confidential Information;
- (2) Reasonable restrictions on access to records containing Confidential Information, including access to any locked storage where such records are kept;
- (3) A process for reviewing policies and security measures at least annually;
- (4) Creating secure access controls to Confidential Information, including but not limited to passwords; and
- (5) Encrypting of Confidential Information that is stored on laptops, portable devices or being transmitted electronically.

The Contractor and Contractor Parties shall notify the Client and the Connecticut Office of the Attorney General as soon as practical, but no later than twenty-four (24) hours,



after they become aware of or suspect that any Confidential Information which Contractor or Contractor Parties have come to possess or control has been subject to a Confidential Information Breach. If a Confidential Information Breach has occurred, the Contractor shall, within three (3) business days after the notification, present a credit monitoring and protection plan to the Commissioner of Administrative Services, the Client and the Connecticut Office of the Attorney General, for review and approval. Such credit monitoring or protection plan shall be made available by the Contractor at its own cost and expense to all individuals affected by the Confidential Information Breach. Such credit monitoring or protection plan shall include, but is not limited to reimbursement for the cost of placing and lifting one (1) security freeze per credit file pursuant to Connecticut General Statutes § 36a-701a. Such credit monitoring or protection plans shall be approved by the State of Connecticut in accordance with this Section and shall cover a length of time commensurate with the circumstances of the Confidential Information Breach. The Contractor's costs and expenses for the credit monitoring and protection plan shall not be recoverable from the Client, any State of Connecticut entity or any affected individuals.

The Contractor shall incorporate the requirements of this Section in all subcontracts requiring each Contractor Party to safeguard Confidential Information in the same manner as provided for in this Section.

Nothing in this Section shall supersede in any manner Contractor's or Contractor Party's obligations pursuant the Health Insurance Portability and Accountability Act of 1996 or any provisions of this Letter Order concerning the obligations of the Contractor as a business associate of a covered entity (as such terms are defined in 45 C.F.R. § 160.103).

3.0 HDS DISASTER RECOVERY AND BUSINESS CONTINUITY

- 3.1 As part of HDS's Hosting Service, we include disaster recovery services at no additional cost to the Client.
- 3.2 In the event the Client has a disaster of any kind at its facilities, HDS will work with the Client to assist it in setting up new locations from wherever the Client sets up new operations. The installation will be setting up new 2X Connections from the new location and following the initial steps as detailed in Section 3 above, and Client will once again be operational. Because the data is routinely backed up, the amount of potential lost data is reduced.
- 3.3 HDS anticipates restoration of service within 48 hours in the event of disaster.

4.0 TERM, FEES, INTEREST AND PAYMENT

- 4.1. Term and Hosting Fee: The term for the Hosting Service described in this Letter Order is two (2) years commencing on the date of the deployment of the Client's production environment. Thereafter, unless otherwise stated, the Hosting Service will automatically renew every two (2) years on the commencement of



each anniversary date. HDS shall deliver an invoice to Client thirty (30) days prior to the commencement of each year of the two-year term.

- 4.2 Annual Increase: HDS shall have the right to increase the annual fees once each year effective on the anniversary date of the Letter Order, but the annual fees shall not increase more than 5% per year.
- 4.3 Other Services: Client shall pay HDS for services outside the scope of this Letter Order, if any, on a time and materials basis at HDS's then-prevailing rates. Any such services will require an approval from the Client, and shall be paid upon receipt of the HDS invoice.

5 TERMINATION, DEFAULT, REMEDIES

- 5.1 The Hosting Service may be terminated at the end of the then-current term by either HDS with at least six (6) months notice, or Client with at least sixty (60) days prior written notice not to renew, in which case the Hosting Service shall terminate at the end of the then-current term unless earlier terminated under the Contract.
- 5.2 Notwithstanding section 5.1, HDS may terminate its obligations under this Letter Order at any time and for any reason, so long as HDS provides Client with a minimum of six (6) months written notice. Client may terminate the Hosting Service at any time with a minimum of sixty (60) days written notice, however, payment for the Hosting Service is made annually in advance, and HDS shall not provide Client with any refunds for services paid in the event of early termination.
- 5.3 HDS may 1) discontinue the Hosting Service, 2) deny Client's access to the Hosting Service, 3) not provide Client with Software updates; 4) not provide Client with System upgrades; 5) discontinue support; and/or 6) terminate this Letter Order in the event of Client's default after written notice to Client of the alleged default, and thirty (30) day period to cure, which period to cure may be extended by HDS at its sole discretion, based upon the nature of said alleged default. Events of default include, but are not limited to Client's material breach of any term or condition of the Contract.
- 5.4 HDS's failure to pursue any available remedy in the event of Client's default shall not be construed as a waiver of HDS's rights or remedies as provided for in this Letter Order.
- 5.5 Upon termination of the Hosting Service, HDS shall deliver to Client within forty-five (45) calendar days any Client data in HDS's care, custody and control.



- 5.6 In the event Client wishes to deploy the Software in its own environment, Client shall provide notice to HDS as required in paragraph 5.2. Client shall provide HDS with a timeline of desired dates for review and determination of staff availability at least 30 days prior to Client's desired go live date to ensure that Client has the testing environment ready to receive backup. On the coordinated date, Client will run desired test sequences and turn on production in the self hosted environment. If Client requests additional assistance in redeploying the HDS Software, the then HDS prevailing rates for professional services shall apply.
- 5.7 Client understands and agrees that it shall comply with HDS's Lifecycle Policy (attached to this Letter Order as Exhibit "D"). Client further understands and agrees that HDS may update its Lifecycle Policy periodically. HDS shall provide Client with any updates of the Lifecycle Policy, and Client shall comply with any updates. Client understands that as a Hosting Provider, HDS also follows its own Lifecycle Policy and Client shall maintain its internal work stations to be in compliance with the Life Cycle Policy of HDS. Client understands that its failure to comply with HDS's Lifecycle Policy may result in lack of System functionality. In the event the System fails to function as a result of the Client's failure to adhere to HDS's Lifecycle Policy, HDS shall have no liability resulting from any such failure.

6. REPRESENTATIONS AND WARRANTIES

Client agrees that HDS shall not be held responsible for carrier, telecommunications, long distance or Internet access outages, nor shall HDS's performance or service level expectations exceed that of commercial telecommunications carriers contracted to provide such services. Client agrees that it maintains the capability to maintain a Bandwidth of 5-10Mbps.

Except to the extent expressly stated herein, neither HDS nor any of its service providers, licensors, employees or agents warrants that the operation of the Hosting Service will be uninterrupted or error free or that HDS will have the capacity to meet the demand during specific hours.

HDS shall not be held responsible for the breach of any warranty or indemnification provided by Third Party Providers, however, HDS agrees it shall attempt to enforce all warranties and indemnifications provided by Third Party Providers. HDS shall not be held responsible for and does not warrant the functionality of any Client programs or modifications not originated by HDS.

CLIENT AGREES THAT HDS SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, PUNITIVE, EXEMPLARY, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER SUSTAINED BY CLIENT AS A RESULT OF ANY BREACH OF WARRANTY OR OF THIS LETTER ORDER BY HDS.

7. PROPRIETARY RIGHTS AND USE LIMITATIONS

- 7.1 Proprietary Rights: Client agrees and recognizes that: (a) the Hosting Service, together with any other data and materials supplied by HDS to Client pursuant to this Letter Order, are the property of HDS and remain so even after delivery to



Client; (b) the Hosting Service and any other data and materials supplied by HDS to Client may be confidential and proprietary trade secrets of HDS, protected by law, and of substantial value to HDS, and their use must be carefully and continuously controlled; and (c) the Hosting Service is protected by the applicable intellectual property laws of the United States. Client agrees to keep all property of HDS free and clear of all claims, liens, and encumbrances. The representations in this paragraph are subject to the Freedom of Information Act, as it may be amended from time to time.

- 7.2 Use Limitations: The Hosting Service shall be used by Client for the express number of licensed Users only to process its own data and shall not be used for, or on behalf of, others.

8. HDS'S PROPRIETARY INFORMATION

- 8.1 Client acknowledges and agrees that HDS's Proprietary Information constitutes valuable and proprietary assets of HDS, and Client agrees that it shall take reasonable steps to maintain the confidentiality of HDS's Proprietary Information and shall not disclose HDS's Proprietary Information, either directly or indirectly, to any person, entity, or affiliate without HDS's prior knowledge and written consent, unless required to do so by legal process of law, including requests for information under the Freedom of Information Act as it may be amended from time to time. In the event Client receives a request for release of HDS's Proprietary Information, Client shall provide HDS with prompt notice so that HDS may take whatever protective steps it deems necessary. Client shall exercise at least the same degree of care to safeguard HDS's Proprietary Information as Client does its own property of a similar nature and shall take reasonable steps to assure that HDS's Proprietary Information shall not be disclosed for reasons other than its own business operations. Such prohibition on disclosures shall not apply to disclosures by Client to its employees or its representatives, provided such disclosures are reasonably necessary to Client's use of HDS's Proprietary Information, and provided further that Client shall take all reasonable steps to ensure that HDS's Proprietary Information is not disclosed by such parties in contravention of this Letter Order. Client's performance of the requirements of this section shall be subject to the State of Connecticut Freedom of Information Act, as amended.
- 8.2 Upon completion or termination of this Letter Order (regardless of the reason) and subject to Client's record retention policy, if any, Client shall promptly destroy or deliver to HDS all of HDS's Proprietary Information, and any notes, extracts or other reproductions (whether in paper or electronic format), without retaining a copy. Upon request and upon expiration of applicable record retention requirements, Client shall certify, that to the best of Client's knowledge, HDS's Proprietary Information has been destroyed or returned to HDS. Except as required during the course of its performance under this Letter Order, Client shall



not use any of HDS's Proprietary Information for its own purposes. This provision shall survive expiration or termination of this Letter Order, regardless of the reason for the termination.

9. GENERAL PROVISIONS

To the extent there is a conflict between the terms of this Letter Order and the Contract, the terms of this Letter Order prevail as relates to the Hosting Service.

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**Exhibit A
Fees Schedule**

1. Annual Usage Fee is based on a Concurrent User license
 - i. 1-5 Concurrent Users \$15,000
 - ii. 6-10 Concurrent Users \$20,000
 - iii. 11-15 Concurrent Users \$23,000
 - iv. 16-20 Concurrent Users \$27,000
2. Initial User Set-up will be for Tier II Users. Initial Set-up Fee \$4,000.00.



**Exhibit B (HDS Proprietary Information)
Sample Connection Diagram**

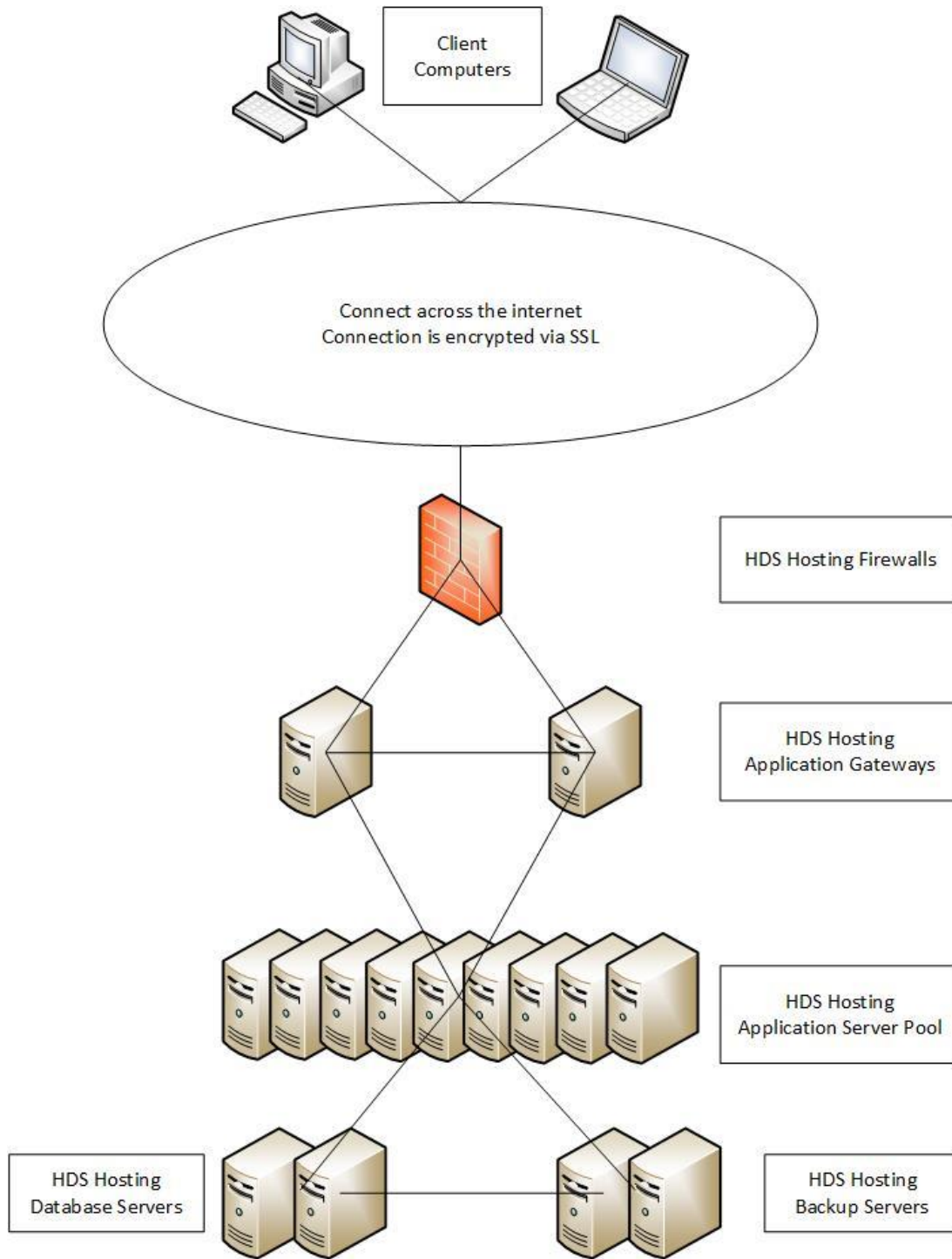




Exhibit C – HDS PROPRIETARY INFORMATION

Database Set Up

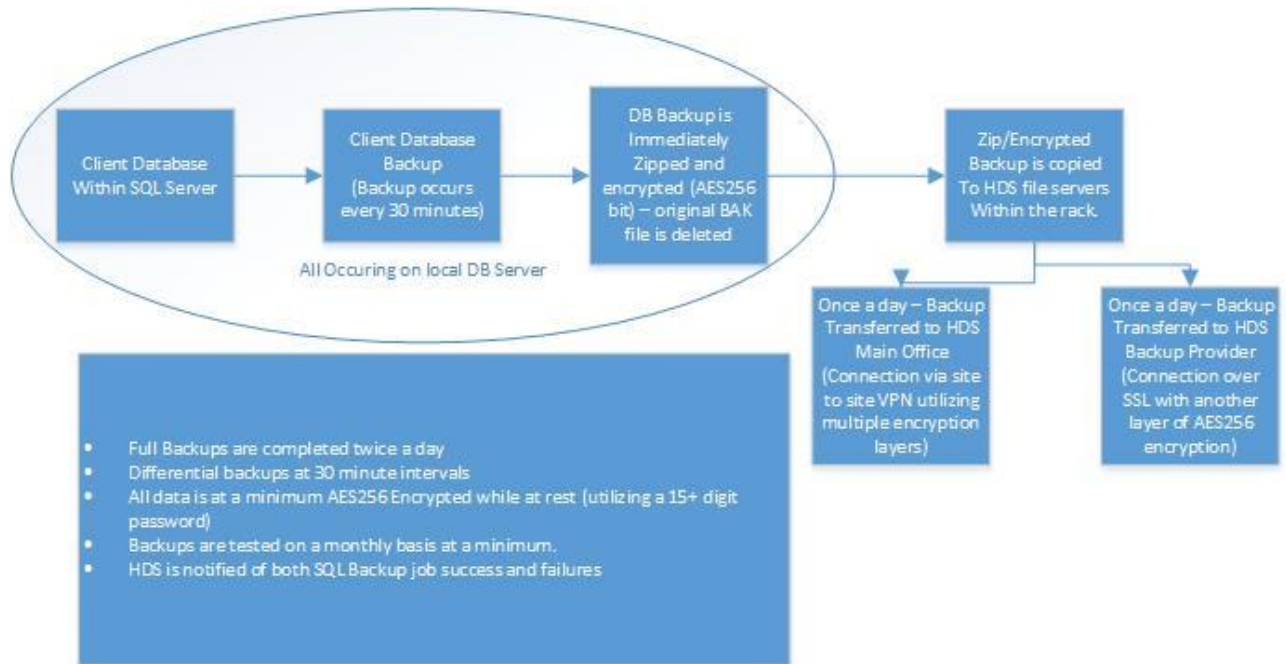




EXHIBIT D – HDS Proprietary Information

Lifecycle Policy

Housing and Development Software adopted a formal Lifecycle policy in July of 2004 which stated that support is only provided for the versions supported by Microsoft and Oracle. The affected areas are operating systems, databases and peripherals.

HDS understands that our clients' technology needs vary: some are still utilizing older technology, while others utilize the latest technology. We keep this fact in mind when developing our products. However, we count on you to be sure that your agency complies with the HDS Lifecycle Policy. It is important to keep this in mind when planning for upgrades of your Operating Systems, database versions, and HDS applications. Failure to do so could result in specific functionality not working and may leave us unable to offer you proper support.

Current Supported Environments

DBMS (32 & 64 bit versions where applicable)

SQL Server 2005 (support ending in 2016)

SQL Server 2008 (including R2 editions) – standard edition and above

SQL Server 2012 – standard edition and above

SQL Server Express 2008 (only for MOR Laptop module)

Oracle 11g

OPERATING SYSTEM

Windows 7 (32 & 64 bit)

Windows 8.1 (32 & 64 bit)

Windows 10 (32 & 64bit)

Windows Server 2008/2008 R2 (32 & 64 bit)

MICROSOFT .NET FRAMEWORK

HDS requires versions 4.6.1 (or compatible later edition) of the .NET Framework

WEB SERVER

IIS 7 & 7.5 (Windows 2008 R2/2008 R2 and Windows 7 IIS server)

IIS 8.x



INTERNET BROWSER

Microsoft Edge

Internet Explorer 11

Chrome

Firefox

ADOBE

Adobe Acrobat Reader

Forms Generator (optional): Adobe Acrobat Professional 9 for PDF form creation

CRYSTAL REPORTS

Crystal Reports 11 Release 2 Service Pack 6

Future Support

As technology continues to change, HDS is always working on making sure that our solutions will work with the new technologies. HDS will be testing the following and will address issues as they arise. Once support is available, the Lifecycle Policy will be updated accordingly and we will notify clients:

- DBMS – SQL Server 2014 & 2016
- Operating Systems – Windows Server 2016
- Internet Browser – Edge

HDS License Version

HDS fully supports the latest released version. As for the previous version, it is supported up to six months limited to the following:

- ✓ If the issue reported on a previous version has been fixed on the latest version released, the client will need to upgrade.
- ✓ If the issue reported is critical, it will be released as a patch to the latest released version.
- ✓ If the issue reported is a new non-critical, it will be released on the next major release.

Support is covered under the HDS Annual Maintenance Agreement, or the HDS Application Service Provider Agreement. In the event the product is not supported, any services performed by HDS will fall outside of the agreement and are fee-based. Any HDS support provided on any version other than those currently supported will be billed to the client as warranted.

Should the user have a version older than the current release longer than the allotted 6-month period of time, the product is not supported under the HDS Maintenance scope, and will be fee-based.



Hosted Solution

HDS hosts some of our clients' software. For clients that use this option, HDS takes care of upgrading the DBMS, operating systems, MSI version, framework and server.

Hardware Requirements

Workstation Hardware Requirements (for all software packages)

| | Recommended |
|------------------|-----------------------------|
| RAM | 4 GB or greater |
| Processor | Intel Core i3 or equivalent |
| Hard Drive Space | 4 GB free space |
| Video Resolution | WXGA/SXGA or better |

Server Hardware Requirements (for all software packages)

Server sizing requirements will vary, depending on the agency's implementation size, the amount of traffic anticipated, software packages purchased, etc. HDS will be happy to assist your agency in determining specific server needs.

Housing and Development Software LLC, a division of

Housing and Development Services, Inc.

3050 Universal Boulevard, Suite 190

Weston, FL 33331

www.hdsoftware.com

For more information on HDS products, services, or documentation, please contact Housing and Development Software at the above address, email sales@hdsoftware.com or call us at (888) 326-7680. For technical assistance with HDS products, please call us at:

- Multifamily, Web Compliance and related: ext 247
- Funds Management, IDIS Interface, DRGR Tracking and related: ext. 204
- Single Family, Loan Servicing, Master Servicing and related: ext. 205
- Section 8, PBT Compliance and related: ext. 218

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