COLUMBUS METROPOLITAN HOUSING AUTHORITY

880 East 11th Avenue

COLUMBUS, OHIO 43211

DATE: January 22, 2026

RFP# 2026-003

TO ALL BIDDERS:

The specifications are hereby amended and supplemented by this addendum, which will form a part of the contract documents and should be considered in preparation of bid.

ADDENDUM # 1

1. Do consultants need to know and be able to perform all items in the scope of work?
   a. Consultants responding to RFP 2026-003 are not required to specialize in every department, nor is that expected. Please provide your experience and expertise based on the modules in which you do specialize.
2. How does CMHA ensure HUD compliance for MTCS/50058/50059 reporting?
   a. Data + reporting controls CMHA maintains formal reporting processes for HUD form 50558 and related metrics; historical documentation shows controlled timing/exception handling for 50058 submissions (e.g. waiver language around timelines during operational constraints). Where appliable, program leadership and compliance validate the rule/edits before submission
3. How does CMHA plan to handle HUD regulatory changes and Yardi updates?
   a. Yardi manages all updates directly, since it's a cloud-based platform.
4. Is CMHA is also looking for Yardi-approved consultants for the Family Self-Sufficiency Program. Can you share your FSS experience?
   a. If you have experience working with the Family Self-Sufficiency program, please include the services you provided and a summary of your relevant experience.
5. Is the cutoff for questions Wednesday, January 21, 2026, at 4:30 PM?
   a. No additional questions will be answered.
6. Do consultants have to be approved by Yardi?
   a. An approved Yardi consultant is preferred.
7. Do you have any immediate compliance concerns?
   a. Any compliance concerns will be addressed directly with the awardee.
8. Is there an available list of the current pain points/issues/challenges related to the utilization of Yardi or the processes surrounded it? Based on this statement from 2.2.1, "the necessary activities related to the successful enhancement, maintenance and full support of Yardi Voyager", can you elaborate?
   a. Any compliance concerns will be addressed directly with the awardee.
9. What Yardi modules are licensed currently? Are there any which have not been yet implemented? Any future licensing expected? (Looking to expand on this statement in 2.3.1, "The HA utilizes Yardi Voyage for general accounting functions including AR/AP, disbursements, fixed assets; financial statements and other GL related functions.
   a. GSA Voyager Property Management, PHA

      b. Case Manager
      c. Inspections IQ
      d. RentCafe PHA Online RFTA
      e. RentCafe PHA Portal Package
      f. Yardi Aspire Plus
      g. Yardi Document
      h. Procure to Pay
      i. Service Contract Manager

10. Reporting - Are there any custom reporting needs known at this time?
    a. No, not at this time, but it may be required or requested in the future.

11. Integrations - Are they any, middleware, integration or API requirements known at this time?
    a. Not at this time, but definitely in the future.

12. Please elaborate on/clarify this statement: In an effort to maintain stability and leading-edge capabilities, the HA has made the decision to leverage previous investments in the Yardi Voyager.
    a. CMHA intends to utilize Voyage Yardi and its modules to their fullest extent.

13. Do you have an existing, detailed list of implementation goals, outside of what has been included in this RFP? For instance, do you have a 1-year, 3-year, 5-year technology plan?
    a. Yes — Debt Manager, Procure-to-Pay, and Data Connect.

14. Business license - Does CMHA have additional information on the business license requirement?
    a. The company must operate from within the United States, and be authorized to conduct business in Columbus, Ohio.

15. Are we able to submit electronically for all RFP requirements? If not, which sections are required to be mailed as a hard copy?
    a. Yes, electronic copy is preferred

16. How many hours of support per week is required? This support would be for typical help desk related topics, i.e. not implementation or customization initiative specific.
    a. Support hours will be provided only upon HA request. There is no predetermined weekly allotment; the requests will mirror the types of issues we would typically submit to Yardi support.
    b. CMHA will request support hours as needed for specific implementation or customization initiatives.

17. Is 24/7 support required or only business hours?
    a. No, business hours only

18. Describe your current internal Yardi support infrastructure.
    a. Our current Yardi support structure consists of the Yardi account management team and CMHA's internal staff

19. Do you have an internal training department? How do you currently handle trainings?
    a. Yes
    b. We have a dedicated HCV staff trainer

20. Do you currently have a license to Aspire?
    a. Yes

21. What are all the current modules CMHA using?
    a. GSA Voyager Property Management, PHA
    b. Case Manager
    c. Inspections IQ
    d. RentCafe PHA Online RFTA
    e. RentCafe PHA Portal Package
    f. Yardi Aspire Plus
    g. Yardi Document
    h. Procure to Pay

        i.   Service Contract Manager

22. Are all the modules listed in ATTACHMENT G: Additional Technical Information going to be part of this implementation. If so, what is the timeframe CMHA is looking to roll these modules out?
    a. CMHA is now one year into the implementation of our Yardi program.
    b. Attachment G list CMHA's currently implemented systems.
23. Will CMHA be integrating homegrown software such as case management and inspections or will they be sunset?
    a. We have completed most of our integration process, however, certain programs, including Debt Manager/Procure to Pay or any new HA-requested applications, may still need to be implemented.
24. What systems are CMHA sunsetting and rolling into Yardi modules?
    a. N/A
    b. All systems have been sunset.
25. Will there be a need for 3rd party integrations?
    a. No, not at this time, but it may be required or requested in the future.
26. Does CMHA have any special reporting requirements for boards, banks, etc. that would need be created or custom?
    a. No, not at this time, but it may be required or requested in the future.
27. Can you list the departments of CMHA and number of people in them?
    a. Housing Choice Voucher - 80
    b. Finance - 20
    c. Information Technology - 15
    d. Asset Management - 7
    e. Human Resources - 6
    f. Resident Initiatives/Family Self-Sufficiency -10
    g. Client Services – 8
    h. Executives – 8
    i. Capital Development - 6
    j. Construction - 5
28. What is Yardi's involvement with the data conversion and/or implementation?
    a. Implementation is complete.
29. Is CMHA looking for Level 1-3 support for current operations in Yardi while implementation/rollout is occurring? If so, what is the current helpdesk system CMHA uses? Is CMHA opposed to using consultant's helpdesk/ticketing system?
    a. Implementation is complete.
    b. Help desk ticketing system is "Jitbit".
30. How many current users access helpdesk for Yardi related questions? Lastly, on average how many tickets does CMHA helpdesk receive?
    a. 15
31. Has grants been implemented with core accounting or will it be part of this implementation? If not will Yardi's Construction Module be implemented for this purpose? Also is there a need for the Construction Module for ground up or renovations?
    a. Not at this time
32. Is CMHA currently using Yardi's Purchasing and Service Contracts or is this something part of this implementation?
    a. Implementation is complete
    b. Yes, we are allotted 1,500 Yardi service contract hours.
    c. This service request is in addition to Yardi's Service Contract.
33. Is Debt Manager implemented or is this something part of this implementation? Do you plan on tracking mortgages and if so, how many would need to be implemented?
    a. CMHA plans to purchase Debt Manager in spring 2026

34. Has there been any pre-implementation clean up of items such as Wait List, Lease Documents, tenant data been done; if so please explain.
    a. CMHA is post implementation
35. **Vendor** was formed in 2023 and currently only has 2 years of taxes. 2025 will be our 3rd year but not estimated to be complete later in 2026.
    a. That is acceptable. Please provide all available financial information to support the business.
36. How will we determine whether proposals are already approved?
    a. CMHA will post the award letter and issue a Purchase Order to the awardees.
37. What type of references do you prefer—PHA references or general references?
    a. CMHA has no preference; however, providing PHA references will help us better understand your experience as it relates to our service request.
38. Should we register as a vendor before we respond?
    a. This is not required
    b. Link for vendor registration: https://cmhanet.com/register-as-a-vendor