

COLUMBUS METROPOLITAN HOUSING AUTHORITY

880 East 11th Avenue

COLUMBUS, OHIO 43211

DATE: January 28, 2026

RFP# 2026-005 Income Verification Software Platform

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) When is cut off for questions?
 - a) Cut off for questions is Wednesday January 28th, 2026 @ 4:30pm
 - b) Questions can be submitted to aguinichett@cmhanet.com until Wednesday January 28th, 2026 @ 4:30pm
- 2) We are trying to discern if this is a “build or buy”. Is CMHA looking for custom software or do they plan to purchase a platform?
 - a) CMHA is not pursuing a custom build solution. There are existing platforms that provide this service for a rate, and our intent is to leverage such solutions rather than develop proprietary software.
- 3) The Attachment D table on page 22 lists 11 income verification types. Will HA provide the Contractor access to each of those data sources for integration into the income-verification platform? Or does HA expect the Contractor to provide access to those data sources?
 - a) Integration is not required. This is typically accessed through a cloud-based product. CMHA’s system of records is Yardi. If you have a resource that offers integration, please provide the details for future consideration.
- 4) The Attachment D table on page 22 requests a Coverage Period and provides the following examples: 3 months, 3 years, and Purchase-All. We don’t differentiate coverage periods for pricing purposes. Instead, we provide coverage that is configurable to an agency’s needs. Does HA require differentiated pricing for different time periods? Or is one, all-inclusive fee permissible without regard to coverage periods?
 - a) No, the examples of 3 months, 3 years is not required
 - b) Please provide your coverage period if it differs from the example provided.
- 5) RFP Section 5.4.5 requires a copy of the proposer’s business license allowing provision of services within the City of Columbus. In addition, Attachment B, question 10, requests a City license number. We reviewed options for City business licenses and were unable to identify one that applies to an income verification platform. What specific City license, if any, must the Contractor must possess? And if the Contractor does not possess such a license at the time of the bid, would HA permit the Contractor to pursue the license after the time of award?

- a) Please provide your Business License, including the required information such as the issuing state and license type.
- 6) RFP Section 5.4.6 requests a copy of any applicable license from the State of Ohio. In addition, Attachment B, question 10, requests information about a state license. Would verification of the Contractor's registration with the Ohio Secretary of State suffice for these requirements?
 - a) If a license were required for this service, it would be listed here. In this case, only a license outside of a standard business entity is required.
 - b) Our RFPs are general document templates intended to ensure that all business licenses, credentials, and insurance requirements are consistently requested.
- 7) Please estimate the total number of income verifications required per month or per year.
 - a) 13,500 households annually, this number can vary depending on many factors such as the tenant provided all details and nothing else additional may be required.
 - b) This number can also vary based on household size
 - c) December request from current provider 660
 - d) January request from current provider is 362
- 8) The Table of Contents on page 2 lists sections that do not seem to be included in the RFP. We list those items below. Should we disregard this portion of the Table of Contents?
 - a) Yes, that portion of the table is a typographical error.
 - i) 2.1 Areas of Service/Definitions
 - (1) Please refer to 2.0 Scope of Work
 - b) 2.2 One System Only
 - (1) This is required for banking services only
 - c) 2.3 FDIC Insured
 - (1) FDIC is not required; standard insurance requirements are.
 - d) 2.4 Current Contractor
 - (1) Work Number/Equifax
 - e) 2.5 General Depository Agreement
 - (1) Not required for this service (Banking Services Only)
- 9) Section 3.1.2 refers to Form HUD-5369-C (8/93) as Attachment B. However, Attachment B is the Profile of Firm Form. In addition, Attachment A lists three HUD forms for Tab 2 that do not appear to be included in the proposal. Please clarify.
 - a) These forms are available on CMHA purchasing webpage here: <https://cmhanet.com/purchasing>
 - b) HUD documents will be included with this addendum.
- 10) For proposers who have prime/subcontractor relationships, RFP Section 3.1.8 requires all information in tabs 1 through 7 to be duplicated for both the prime and the sub. However, HA may find it unnecessary for each entity to duplicate everything. For example, Tab 1 (Attachment A) seems applicable for only the prime contractor to complete on behalf of the relationship. Tab 2 includes one or more HUD forms (see previous question), which might be completed by the prime on behalf of the relationship. Tab 4 (Proposed Services) lends itself substantially to narratives explaining what the prime and sub would accomplish together. For Tab 6 (Client Information), we have selected a sub that has "performed similar or like services to those being proposed herein," and this is more applicable to our sub than to ourselves as the prime. We respectfully request a removal of the requirement that prime

and Subs provide all information in all of the tabs. Or alternatively, please revise Section 3.1.8 to allow completion of tabs as we have indicated in this question.

a) This information will not be removed but it is not required for this RFP response, there may not be a sub for this service request.

11) HA's answers to our questions will help us determine if we are in a position to submit a compliant proposal. As a result, we are unable to begin working on substantial portions of the proposal until all answers are provided. If answers are unavailable by the time of the pre-proposal conference on Jan. 27, please consider extending the proposal's due date.

a) No extension will be provided, proposer has had a chance to review the proposal, and the addendum response will be provided a minimum of 7 days before the RFP submission is due.

12) Is there an expected budget for this RFP?

a) No budget

13) Can we get information on the previous year's spending for this RFP?

a) Generally estimated at \$300,000 annually.

14) Are there any pain points with the current vendor?

a) There are no issues with the current provider; we are simply exploring additional options and potential cost savings.

15) Also, what improvements are you looking for from a new vendor?

a) There are no issues with the current provider; we are simply exploring additional options and potential cost savings.

16) Do you have a ranking of priorities? In other words, is the UX (user experience) or UI (user interface) more important than the data quality, data coverage, and price?

a) Data coverage and price are the two highest priorities.

17) So apart from EIV, all the other income data fields listed in the table are currently acquired by CMHA manually or via a vendor?

a) CMHA obtains this data manually

18) Do you use document validation for documents provided by client?

a) Not aware of this service validation

b) If your service provides a document validation, please provide details

19) Attachment D – Banking Verification is a broad category, is there a specific set of services that CMHA is requesting?

a) The header is a typographical error.

b) The specific services list on Attachment D correct.

20) HA confirmed Equifax is HA's current provider of the income verification solution. Please clarify further: are all data sources for all 11 income-verification types listed on RFP page 22 ones that Equifax now provides on its own, and HA does not supply access to any of those data sources for Equifax?

a) The majority of the data sources are supplied by Equifax, which CMHA accesses via online portals.

b) Some are acquired manually by way of tenant and some via current Equifax vendor

21) Is CMHA open to more than one vendor?

a) CMHA may select more than one provider; however, that decision will be made internally.

22) We wanted to confirm that the RFP Response may be submitted entirely electronically, is that correct or would some portions need to be submitted in hard copy form?

a) Only one proposal submission is required—either an electronic copy or a physical copy.

- 23) If our platform does not have a few of the cited data sources, could those data sources be accessed with the help of the CMHA? Additionally, could you identify which data sources are provided via document upload today?
- a) Please provide only the data sources that your service is able to supply.
- 24) Attachment D – One item is EIV (Enterprise Income Verification), access to this tool/information is restricted, is this supposed to be included and listed with the other categories (we would not have access to this, CMHA would as an MHA.)
- a) CMHA staff currently have access to the EIV (Enterprise Income Verification) system and use it regularly.
 - b) EIV is not a service that the vendor is required to provide.
- 25) Is this only for HCV or all programs under CMHA?
- a) The HCV Team will be the primary user of the system, although other departments may use it occasionally.
- 26) So apart from EIV, all the other income data fields listed in the table are currently acquired by CMHA manually or via a vendor?
- a) Some data is obtained manually from the tenant, while other data is provided through the current Equifax vendor.
- 27) I see that the proposed fees and pricing should be emailed to: feeproposal@cmhanet.com?
- a) Yes, that is correct
- 28) technical responses must be submitted to technicalresponse@cmhanet.com?
- a) Yes, that is correct
- 29) Would Forms like the HUD-5369-C and company taxes and financial information to be submitted also be sent to technicalresponse@cmhanet.com?
- a) Yes, that is correct