

COLUMBUS METROPOLITAN HOUSING AUTHORITY

880 East 11th Avenue

COLUMBUS, OHIO 43211

DATE: October 2, 2026

IFB# 2026-035

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 proposal.

ADDENDUM # 1

1. When is cut off for questions?
 - a. Cut off for questions closed on September 30, 2026 @ 1:00pm
2. Submission Deadline – table 2 lists the proposal deadline as Friday, October 9, 2026 at 4:30 p.m., and also notes that electronic copies and financial information must be received no later than 2:00 p.m. on that date. Please confirm the controlling deadline for electronic submissions to technicalresponse@cmhanet.com and feeproposal@cmhanet.com.
 - a. Submission deadline is October 9th, 2026 @4:30pm
3. At what point in the annual recertification process will files typically be assigned to the contractor? Will the contractor receive files before the initial recertification notice/package is issued, after the participant has returned a completed package, or at varying stages of completion?
 - a. Files may be assigned at various stages of the recertification process,
4. What specific activities will remain CMHA's responsibility versus the contractor's responsibility? In particular, please clarify responsibility for initial notices, reminder notices, scheduling, participant interviews, document collection, third-party verification requests, EIV review, background checks, and notices to participants/owners regarding rent share.
 - a. Initial notice
 - b. Background check
 - c. EIV
 - d. End of Program (EOP)
5. Will the contractor communicate directly with participants, landlords, employers, financial institutions, and other third parties? If so, will CMHA provide dedicated phone numbers, email accounts, mailing services, or other communication resources?
 - a. Yes. The contractor will be required to communicate with participants, landlords, employers, financial institutions, and other third parties as necessary to complete the annual recertification process.
 - b. Yes. A CMHA Exchange email account can be provided upon request.

6. Are participant interviews required as part of the annual recertification process? If so, may interviews be conducted remotely, and approximately what percentage of annual recertifications currently require telephone, virtual, or in-person interaction?
 - a. Yes, participant interviews are required as part of the annual recertification process.
 - b. The preferred method for conducting interviews is virtual or by telephone.
 - c. In-person interviews are not permitted. If travel is required, it will be the responsibility of the contractor.
7. What is the anticipated assignment volume and cadence? Although the RFP does not guarantee volume, can CMHA provide its best estimate of monthly assignments during the initial contract year and indicate whether assignments are expected to be relatively consistent or delivered in larger batches?
 - a. CMHA anticipates assigning recertification files in batches of approximately 500 at a time.
8. How should the volume tiers on the Fee Sheet be applied? Are the tiers based on files assigned per batch, files completed per month, or another measurement period?
 - a. The volume tiers should be applied on a **per-file basis**.
 - b. Proposers should provide pricing for the cost to complete each annual recertification file.
 - c. If pricing varies based on the number of files assigned, please provide a per-file rate for each applicable volume tier.
 - d. Pricing does not need to vary by volume tier; however, proposers may offer discounted per-file pricing for higher volume assignments if desired.
9. What constitutes a "completed recertification" for invoicing purposes?
 - a. The contractor may invoice only for completed annual recertifications.
 - b. Exceptions may be considered for End of Participation (EOP) cases when approved by CMHA staff.
10. How will files that cannot be completed for reasons outside the contractor's control be compensated? This includes participants who fail to respond, abandon the process, port out, terminate participation, pass away, or otherwise cannot complete a recertification after the contractor has performed substantial work.
 - a. Indefinite Yardi errors or other circumstances beyond the contractor's control
 - b. End of Participation (EOP) is approved by CMHA for reasons such as participant non-response, port-out, termination, death, or other approved circumstances
11. What other systems will the contractor be expected to access? Please identify document-management, verification, communication, workflow, or other third-party platforms and clarify whether CMHA will pay associated licenses or transaction fees.
 - a. No additional systems are anticipated or expected to be accessed
12. Please clarify the EIV exclusion. Since the RFP states that processing is from initiation through completion except for EIV and background checks, will CMHA staff obtain EIV reports and place

them in the file before assignment, or will the contractor need to pause processing and request EIV information from CMHA?

a. EIV reviews and processing will be completed by CMHA staff.

13. What implementation/ramp-up period is anticipated following award? How much time will be available for system access, training, workflow development, staff credentialing, testing, and calibration before production files are assigned?

a. Services are expected to commence within 30 days of contract award.

b. Depending on CMHA's needs, file assignments may begin as early as 7 days following contract award

14. Has CMHA fully implemented HOTMA requirements for the Housing Choice Voucher Program? Please clarify whether CMHA has updated its Administrative Plan to incorporate all applicable PHA discretionary policies under HOTMA.

a. Yes

15. Does CMHA anticipate requiring any on-site staffing or services? If so, what functions, frequency, location, and staffing levels should bidders incorporate into their pricing?

a. No

16. Are postage, printing, certified mail, document scanning, telephone, translation/interpreter services, and other participant-facing expenses expected to be included in the per-completed-file fee, or will any of these be provided/reimbursed by CMHA? The RFP otherwise characterizes proposed fees as inclusive of the costs necessary to perform the services.

a. Yes, The contractor will be responsible for completing all items identified in the scope of services.

17. How will CMHA handle additional, non-routine HCV program actions or issues that arise during the annual recertification process? Please clarify whether actions such as reasonable accommodation requests, program non-compliance, unreported income or suspected fraud, and repayment agreements are considered part of the annual recertification scope or will be referred to and handled by CMHA staff. If the selected contractor is expected to perform any additional processing or follow-up associated with these matters beyond the routine annual recertification, please clarify the expected scope of work and whether such services would be compensated separately from the per-completed-recertification fee.

a. No. Files requiring CMHA review and approval will be forwarded to CMHA staff. Once reviewed, the file will be returned to the contractor for completion and processing.

18. . Ohio Real Estate Broker License - Section 5.3.2 requires a State of Ohio Real Estate Broker License. Please confirm whether this is a mandatory

a. No requirement for this service

19. Anticipated Workload - Please provide the anticipated annual volume and estimated monthly assignment levels under this contract.

a. 1,000.00

20. Existing Backlog - Does CMHA anticipate assigning an existing annual recertification backlog at contract start? If so, approximately how many files are there?

a. Yes,

b. Backlog file.

c. We anticipate 500 assignments

- d. File assignments may vary
- 21. File Readiness and Resident Outreach - Will assigned files be ready for processing, or will the contractor be responsible for resident outreach and collection of required documentation?
 - a. Yes
- 22. Yardi Access - Will contractor staff receive direct access to CMHA's Yardi system for processing and documentation? If so, please confirm whether access will be provided remotely (for example, through VPN or Citrix), and whether CMHA uses Yardi RentCafe for participant submission of annual recertification documents.
 - a. Yes
 - b. Yardi is cloud based
 - c. RentCafe
 - d. Authenticator details will be shared with awardee
- 23. Contract Awards and Work Distribution - Does CMHA anticipate making a single award or multiple awards? If multiple vendors are selected, how will work be distributed?
 - a. 1 awardee will be selected for this project
- 24. Pending Interim Actions - If an assigned annual recertification file contains an unprocessed interim or participant-reported change, will the contractor be responsible for completing that action before processing the annual recertification? If so, is this work included in the annual recertification fee?
 - a. Only completion of the annual recertification is required. Interim recertifications are not required unless the interim effective date is more than three (3) months from the annual recertification effective date.
 - b. CMHA staff will process and manage participant-reported changes that occur outside of the annual recertification process.
- 25. Pending PIC Errors - If an assigned file contains a pending PIC error that must be corrected before the current annual recertification can be processed, will the contractor be responsible for resolving the error? If so, is this work included in the annual recertification fee?
 - a. CMHA will make the correction and return back to the third party.
- 26. Portability, Special Programs, and Extraordinary Cases - How should the contractor handle annual recertifications involving portability, special programs, or other extraordinary circumstances requiring additional research, coordination, or processing? Please clarify whether this work is included in the annual recertification fee.
 - a. All costs associated with providing the services must be included in the proposed per-file fee.
 - b. For portability files, if the contractor encounters a system error or is unable to process the file, the file should be referred back to CMHA for review and reassignment of a replacement file.
- 27. Financial Statements of a Newly Formed Subsidiary Section 3.1.5 requires three years of audited financial statements, or equivalent documentation as approved by CMHA prior to submission. The proposer is a limited liability company formed in 2026 and wholly owned by Paisano Housing Redevelopment Corporation (PHRC), a nonprofit instrumentality of the Housing Authority of the City of El Paso (HOME). Will CMHA accept three years of audited financial statements of PHRC/HOME in satisfaction of this requirement? We respectfully request CMHA's written approval of this approach before the submission deadline, as the section requires.
 - a. Yes, PHRC/HOME
 - b. CMHA will accept either audited financial statements or three (3) years of tax returns as documentation.
- 28. Remote Performance, Business License, and Vehicle Insurance May the services be performed

remotely from the proposer's offices outside Ohio through secure access to CMHA systems, and are there any on-site requirements under Section 1.4? Please also confirm whether a Columbus business license (Attachment B, item 10) and the automobile insurance requirement in Section 5.3.5 apply to a remote processing provider that will not use vehicles in the performance of the work.

- a. Although the document references Ohio requirements, please complete the form in accordance with the laws and requirements of your state.
 - b. Remote work is permitted and anticipated for the performance of these services.
29. HOTMA Implementation- Section 2.0.2 references HOTMA requirements for recertifications effective after January 1, 2027. Will CMHA provide its updated Administrative Plan and any HOTMA transition policies at contract start, and how should the contractor handle files assigned before that date with effective dates after it?
 - a. Yes
30. Definition of a Completed Recertification - Factor 1 evaluates cost per completed recertification. Please define when a recertification is considered complete for invoicing purposes (for example, upon CMHA approval in Yardi) and confirm how files that end in noncompliance or intent-to-terminate documentation under Section 2.0.6 will be treated.
 - a. Varies stage of completion
 - b. Weekly tracker is required to be updated throughout this project.
 - c. Collaboration and regular meetings with CMHA staff will be required throughout the duration of this project to ensure effective communication, coordination, and successful completion of services.
31. References to Other Programs - Section 1.10 references CMHA's Resident Services programs and an Attachment J, and Section 1.11 references utility payments for RAD and public housing units. Attachment J is not included in the RFP. Please confirm that these provisions do not apply to this solicitation.
 - a. Attachment J is not required and was inadvertently included in the solicitation requirements. Please disregard this requirement.