COLUMBUS METROPOLITAN HOUSING AUTHORITY

880 East 11th Avenue

COLUMBUS, OHIO 43211

DATE: November 23, 2026

RFP# 2026-028 NSPIRE Inspection Services

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 the bid.

ADDENDUM # 1

1. When is the cutoff for questions?

    a. Cutoff for Questions is Wednesday, November 18, 2026, at 4:30 p.m.

2. Where can the RFP be viewed online?

    a. www.cmhanet.com

3. Attachment H is missing from the RFP. Can CMHA clarify whether Section 3 participation is mandatory, preferential or applicable only when claiming a preference?

    a. Please see attached.

    b. No, it is not mandatory.

1. 4. Will all work occur in Franklin County, or will assignments include adjacent counties, portability inspections, or other locations outside the Columbus metropolitan area?

    a. Inspections will be conducted in franklin County.

2. 5. For electronic submissions, is there a file-size limit for PDF files?

    a. No.

3. 6. Will the contract be awarded to a single vendor or multiple vendors?

    a. Single.

4. 7. The RFP identifies approximately 3,000 missed/no-show inspections. Will missed or no-show inspections be billable?

    a. Missed or no-show inspections will be billed at a reduced rate.

5. 8. When can vendors expect responses to the questions submitted?
    a. Presumably, within one week following the deadline for questions.

6. 9. Is specific software required for submissions, or will PDF submissions be accepted?
    a. No.
    b. Yes.
7. 10. Are the estimated 17,000 annual inspection events based on actual historical counts, projections or both? Can CMHA provide monthly volumes by inspection type for the prior 12–24 months, including no-shows, reinspections and seasonality?
    a. Both.
    b. No.

11. Which programs are included beyond tenant-based HCV (e.g., PBV, HUD-VASH, EHV, Mainstream, Moderate Rehabilitation and CMHA/affiliate-owned units)? Does the scope extend to PBRA properties administered through Assisted Housing Services Corporation?
    a. HCV, RAD PBV, VASH, Mainstream, EHV, Non-Elderly Disabled, FUP/FYI, Tenant Protection, Homeownership.

12. Who currently performs CMHA inspection services, if applicable? What is the anticipated contract start date and transition period, and can CMHA share publicly available incumbent contract rates or contract documents?
    a. CGI Federal.
    b. Anticipated start April 2027.
    c. No, must submit request through Public Records.
13. Beyond the minimum of four inspectors, what startup and peak staffing does CMHA anticipate? Which NSPIRE or other HUD-recognized qualifications are accepted, and are additional Ohio or CMHA training requirements applicable?
    a. Summer, is our peak season.
    b. We require all inspectors be NSPIRE certified. By license class.

14. Has CMHA fully transitioned HCV inspections from HQS to NSPIRE? Can CMHA provide the applicable Administrative Plan provisions covering deficiency correction periods, self-certification and other inspection protocols?

    a. We have fully converted from HQS to NSPIRE effective 6/1/25.

    b. Please refer to the Admin plan.

15. What initiates the five-business-day clock for initial inspections, and how are owner-caused delays, inaccessible units, cancellations and unsuccessful contacts treated in performance measurement?

    a. A request for inspection sent through the software and/or email from designated CMHA staff will initiate the five-business day clock for initial inspections.

    b. That will not be held against the contractor.

8. 16. What response/completion deadlines apply to complaints, QC reviews, reasonable-accommodation verifications and other special inspections? What volume of ADA-related verifications is anticipated?

    a. Complaints should be schedule with 24 hours of receiving the request.

    b. You will need to conduct 4 Quality Control Inspections a month, per inspector.

    c. There will be no reasonable accommodation inspections now.

    d. We cannot provide volume of ADA units.

9. 17. When life-threatening deficiencies must be corrected within 24 hours, will CMHA accept owner self-certification or photographic verification where permitted, or require a physical reinspection in every case?

    a. All life threatening deficiencies require physical inspections.

10. 18. What contractor duties apply to self-certification review and abatement documentation? Must the contractor prepare and issue abatement notices or supply inspection findings and evidence for CMHA to act upon?

    a. Self Certification will be sent to the contractor.

    b. The Contractor will need to send fail notices to the owner and tenant. CMHA will send abatement notices.

11. 19. What are required customer service hours, response times, call abandonment targets, language access requirements and estimated call volumes? Would limited evening or Saturday inspections be acceptable?

    a. Hours of operation are 8am to 5pm, M-F.

    b. We do not have call volume records.

c. No Saturday inspections.

12. 20. Will rent-reasonableness determinations be required in the initial year? If so, what volumes, methodology, data sources and pricing mechanism apply given no dedicated fee line?

    a. No

21. What activities, deliverables and anticipated annual hours are included in the hourly consulting services line?

    a. N/A.

22. What housing management and inspection platforms does CMHA use? Must the contractor use CMHA software, or may it use its NSPIRE-compliant platform and exchange data through an approved interface?

    a. Yardi software.

    b. The contractor should identify its proposed inspection platform and integration method as part of its response.

23. Can CMHA provide integration specifications, data fields, sample files, required formats, naming conventions, transmission schedule, API/import documentation and available testing/support?

    a. The specific integration requirements will depend on the inspection solution proposed by the successful contractor. CMHA requires inspection results and associated documentation to be electronically uploaded to CMHA's housing software system. The contractor should identify its proposed inspection platform and integration method as part of its response.

13. 24. Will CMHA provide licenses, credentials, training and technical support, or must these be priced by the contractor? Who furnishes mobile devices and supporting software?

    a. The contractor is responsible for furnishing and pricing the equipment, technology, software and other resources necessary to perform the services unless CMHA expressly identifies an item it will provide. CMHA will provide appropriate access credentials to CMHA systems where access is required and approved. CMHA will provide reasonable technical coordination for approved CMHA systems and interfaces, but the contractor remains responsible for training and supporting its personnel and contractor-provided technology

14. 25. How will CMHA transmit due lists and urgent requests? Does end-of-business-day return mean electronic records only or also paper? When would manual entry be required, and how frequently has it been necessary?

    a. Urgent request will be sent by email and need a repones by EOB.

    b. All documents are electronic, excluding notices that are mailed to the tenant and owner.

    c. Manuel entries rarely happen.

15. 26. Will CMHA accept equivalent vendor-generated NSPIRE-compliant samples, or must reports match specific CMHA templates? Is HUD-52580-A required alongside an NSPIRE inspection report, given the HQS-to-NSPIRE transition?

    a. CMHA will accept HUD-52850 form.

27. What security, retention and transfer standards apply to photos and tenant data? Will Section 6.4.5 exclude vendors' pre-existing proprietary software/source code while securing CMHA ownership/access to contract data and deliverables?

    a. The contractor is responsible for furnishing and pricing the equipment, technology, software and other resources necessary to perform the services unless CMHA expressly identifies an item it will provide. CMHA will provide appropriate access credentials to CMHA systems where access is required and approved. CMHA will provide reasonable technical coordination for approved CMHA systems and interfaces, but the contractor remains responsible for training and supporting its personnel and contractor-provided technology

28. What KPIs, QC standards, reporting cadence, remedies or liquidated damages apply? Are Evaluation Factor 4 references to online applications, payments and financial reporting actual requirements or template language?

    a. Performance and QC requirements are as stated in the Scope of Work.

    b. Actual requirements.

29. Must each inspection fee cover scheduling, notices, travel, documentation, technology, reporting, customer service and administrative work? What supplemental expenses are allowable and what prior approval/documentation is required?

    a. Yes.

    b. Any supplemental expenses must receive prior approval by designated CMHA staff.

30. Will CMHA accept annual financial statements and filed federal tax returns for 2023–2025 in lieu of fully audited financial statements, without reducing compliance, eligibility or evaluation standing? If prior approval is needed, how must it be requested before the deadline?
    a. Yes.
    b. N/A.
31. Can CMHA provide the proposed agreement and incorporated indemnification, audit, data ownership, insurance, bonding, payment and termination terms before proposals are due, for review of exceptions under Section 5.2.1?
    a. No.
32. What billing frequency, invoice form, approval procedure and payment timeframe apply to inspection and consulting services?
    a. Monthly billing, invoice must contain detailed breakdown of total inspections performed.
33. Are subcontractors permitted for inspection, scheduling, call-center, technology and reporting functions? What disclosure, qualification and pre-approval rules apply?
    a. No.
34. Section 2.4 references an attached prevailing-wage determination. Does any wage determination apply to this non-construction inspection contract, and can CMHA supply it?
    a. No.
35. Which Tab 2 HUD forms are mandatory, including HUD-5369-B?
    a. HUD 5369 A
    b. HUD 5369 B
    c. HUD 5369 C
36. What prior authority approval is referenced in Section 3.1.5, and should financial records be sent only to feeproposal@cmhanet.com rather than as part of the technical package?
    a. Yes.
35. Must a Columbus/Ohio business license be held at submission or only before award?
    a. Before Award.
38. Are Evaluation Factor 1 references to “Property Management Services” and Section 2.4 references to a “Management Company” generic template language, with no additional property-management scope?
    a. Please disregard all Property Management Services, Management Company Verbiage, should state National Standards for Physical Inspection of Real Estate (NSPIRE) Services.
39. Does CMHA anticipate proposer interviews, oral presentations, software demonstrations or best-and-final offers, and what materials would be expected?
    a. No.

40. Will contractor communications with property owners, landlords, participants and other inspection contacts be required to use CMHA/government-provided email accounts, or may the contractor use its own corporate email domain? If CMHA accounts are required, will access and related IT support be provided?
    a. No.
    b. Yes.
41. If contractor-managed email accounts are permitted, does CMHA prescribe approved message templates, mandatory wording, notices, disclaimers or communication procedures for scheduling, results and deficiency notifications? Will these be supplied during transition?
    a. No.
42. What retention, audit-access, record-transfer and information-security requirements apply to emails and other communications between the contractor and property owners, landlords, participants or other inspection contacts? Is any specific retention period or archiving format mandated?
    a. Retention through the entirety of the contract. All records must be turned over to CMHA at the conclusion of the contract.
43. What specific background checks, suitability determinations, fingerprinting, security clearances or access approvals are required for contractor and subcontractor inspectors? Must personnel already possess a HUD clearance, or may contractor-run screening satisfy CMHA requirements? Would commercially administered screening such as Checkr be acceptable if configured to meet the required checks?
    a. Contractor will be responsible for conducting their own background checks.
44. What records, certifications, periodic rechecks, reporting or audit evidence must the contractor maintain and provide to demonstrate inspector compliance with screening/clearance requirements? Who reviews and approves screening results, and when must approvals be completed relative to assignment?
    a. Contractor must maintain record of screening and clearance requirements that may be request by CMHA at any time. Inspectors will be required to receive a certification in NSPIRE inspection standards in which verification may be requested by CMHA at any time.
45. Is the “Fee Sheet” Attachment D required to be submitted by e-mail to feeproposal@cmhanet.com and mailed in a sealed envelope with the four hard copies of the proposal?
    a. No, One or the other based on the submission option selected.

46. Can all four hard copies be submitted in the same sealed envelope/package
    a. Yes.

48. Please provide the formula CMHA will use to score proposed cost, including the quantities or weighting assigned to each fee category and the treatment of the consulting hourly rate

    a. Lowest bid will receive highest points.

49. Please confirm whether Sections 3.1.4.4 through 3.1.4.7 are separate required subsections under Tab 4 and whether each is evaluated under Factor 4 or another evaluation factor.

    a. Under Factor 4.

50. Please clarify whether each of the four option years may be exercised solely by CMHA, the notice period for exercise, and whether pricing adjustments are permitted during renewal years. If adjustments are allowed, please identify the applicable index or method

    a. Yes.

    b. 30 days.

    c. No.

51. Please confirm whether the 100% performance-bond requirement applies to this professional inspection-services contract. If so, what amount serves as the “full amount of the contract” for a requirements contract with no guaranteed quantities and potentially multiple awards?

    a. No.

52. Offer is proposing the following verbiage to the Termination Section of the RFP and resulting contract.
    Either Party may terminate this Agreement, in whole or in part, at any time and for any reason upon at least thirty (30) calendar days’ prior written notice to the other. Contractor will inform Client of the extent to which performance is completed and Contractor will take steps to wind down work in progress in an orderly fashion during the notice period. Upon the termination of this Agreement, Contractor will have no obligations except as specifically provided below. Client will pay Contractor for all hours of Services actually performed through the effective date of termination, plus reimbursable expenses, together with any costs and expenses reasonably incurred by the Contractor to terminate its performance of the Services earlier than anticipated, including without limitation costs to relocate any Contractor personnel from Client’s site, and costs to terminate any special contracts or leases entered into for the purpose of performing the terminated Services.

    a. No.

53. If CMHA adds requirements during the contract term, will the parties execute a written change order addressing scope, schedule, staffing, and equitable fee adjustments before the additional work begins?

    a. No, any change orders will require HA approvals.

54. Do the prohibitions against marks, notations, changed phraseology, and additional conditions apply only to CMHA forms, or to the entire proposal? How should proposers identify requested exceptions or qualifications while submitting a compliant proposal?

    a. Applies to CMHA forms and required documents.

    b. Please refer to Tab 10-Other.

55. Does “four inspectors designated to CMHA at all times” mean four dedicated full-time equivalents, four credentialed personnel available on the account, or four inspectors physically working during all service hours? If a multiple award were to happen how does this impact the 4 inspectors

    a. At least 4 full time inspectors available at all times.

    b. N/A

56. Self-certifications are not currently accepted according to the Administrative Plan and are not included in the pricing list. Will CMHA consider Self certifications in lieu of physical reinspections? If yes, are they to be considered as “reinspections” in terms of pricing?

    a. Yes.

    b. No.

57. Would CMHA consider the following limitation of liability clause in a resulting award contract? In no event shall either party or its employees, representatives or subsidiaries be liable for any consequential, indirect, punitive, incidental, consequential, or special damages, whether foreseeable or unforeseeable, and whether or not Contractor, the client, or anyone else has been advised of the possibility of such damages, whether based upon lost goodwill, lost profits, loss of use of money, loss of data or interruption in its use or availability, stoppage of work, impairment of assets arising out of or relating to this agreement under any theory of liability (contract, tort, strict liability, misrepresentation, negligence or otherwise) liability cap. Except for a party’s indemnification obligations expressly set forth in this agreement and damages than cannot be limited or excluded under applicable law, contractor’s total aggregate liability arising out of or relating to this agreement shall not exceed the total value of this agreement. In the event that the claim giving rise to the damage assessment is brought by the Government or Third Party against the Client, each party shall be liable for any and all damages that are the direct sole result of their work or the total amount equal to their contribution to the claim giving rise to the damages assessment as such contribution can be identified by a competent independent party with knowledge of the claim and industry. Contractor’s liability is limited to the liability cap set forth in this section.

a. No.

58. Would CMHA consider the following indemnification clause in a resulting award contract?
    a. (a) General Indemnification
    Each Party ("Indemnifying Party") shall indemnify, defend and hold the other Party ("Indemnified Party") harmless, including its subsidiaries and affiliates, and their respective directors, officers, employees, affiliates and agents (collectively, the "Covered Indemnified Entities") against any claim by an unaffiliated third party from and against any and all claims, losses, expenses (including reasonable attorney's fees), demands or judgments for bodily injury, death or damage to real or tangible property arising out of or in any way related to performance of this Agreement(collectively "Claims"). The foregoing indemnity shall apply only to the extent to which it arises out of the negligence or willful misconduct of the indemnifying Party during its performance under this Agreement. To qualify for the indemnification provided hereunder, the Indemnified Party shall (i) give the Indemnifying Party prompt written notice of any such claim, (ii) allow the Indemnifying Party to control the defense and all related settlement negotiations, and (iii) fully cooperate with the Indemnifying Party in the defense and in any related settlement negotiations. The Indemnified Party may engage independent counsel of its choosing, at its own cost and expense. The Indemnifying Party shall not settle any Claim in a manner that admits fault on behalf of, or impose non-monetary obligations on an Indemnified Party without that Indemnified Party's prior written consent (not to be unreasonably withheld or delayed) Neither Party shall be liable for lost profits, loss of use, or interruption of business, nor for consequential, indirect, special, punitive, or incidental damages incurred by the other Party as a result of this indemnification clause.
    (b) Patent and Copyright Indemnification Contractor shall indemnify the Client, its affiliates, officers, directors, principals and employees from and against all third-party actions, causes of action, claims, liabilities, obligations, damages, losses, costs and expenses (including attorneys' fees), arising out of or resulting from Contractor's or its employees, consultants, independent contractors or lower-tier subcontractors infringement of any U.S. patent, copyright, or trade secret; Contractor shall pay all costs and monetary damages assessed against the Client as a result thereof, including reasonable attorney's fees.
    If performance of Contractor's Work is enjoined as a result of a suit or claim alleging infringement, Contractor, at its own expense, shall obtain the rights necessary for performance of the Work or substitute equivalent work for Contractor's Work. The Client agrees that Contractor shall have sole control of the defense arising from any claim asserting infringement. Should use of any software or documentation be restricted, Contractor shall accept return of the same and refund to the Client the purchase price therefor.

    a. No.

59. Would CMHA consider the following non-solicitation clause in a resulting award contract?
    The parties shall not, directly or indirectly, solicit for employment, hire, or otherwise induce the other party's employees, agents, or subcontracted personnel to leave their employment or engagement for the duration of the contract and for a period of twelve (12) months thereafter, except with prior written consent.

In the event either party breaches this non-solicitation obligation, the breaching party shall pay to the non-breaching party liquidated damages equal to the employee's annualized compensation (salary plus expected bonus) or the documented cost of recruiting, onboarding, and training a replacement, whichever is greater. These liquidated damages represent a reasonable estimate of the harm caused by such breach and are not intended as a penalty.

a. No.

60. Please define "immediately" for reporting Life-Threatening deficiencies and identify the communication methods and supporting documentation requirements.

    a. Inspections team would be required to email and/or call the owner, document the method of contact and require that repairs are completed within 24 hours.

61. Please clarify whether the contractor's responsibility is limited to documenting observable unit conditions associated with an approved reasonable accommodation or includes determining whether the household continues to qualify for the accommodation. Please also identify the records that CMHA will provide to support this review.

    a. Documenting observable unit conditions associated with an approved reasonable accommodation and flag questionable cases for CMHA review. Photographic evidence to support any claims would need to be provided to support this review.