MONTGOMERY
HOUSING AUTHORITY

ADDENDUM ONE

DATE: August 13, 2026

TO: All Respondents

FROM: Sheila Brown, Procurement/Contract Administrator

RE: **ADDENDUM #2 Questions and Answers (Responses in Yellow)**

1. The pricing sheet includes line items for **Comprehensive Background Check** and **Enhanced Background Check**. We were unable to locate a definition in the RFP describing the specific screening components that should be included in the **Enhanced Background Check** or how it differs from the **Comprehensive Background Check**. Enhanced Background Check does not include Department of Corrections (DOC) and Sex Offender records for all states.
2. **Estimated Screening Volumes**
   Approximately how many applicant screenings are completed annually for the **Public Housing (PH)** and **Housing Choice Voucher (HCV)** programs? Approximately 1700
3. **State-Specific Requirements**
   Are there any **Alabama-specific screening requirements** beyond the nationwide searches identified in the RFP that respondents should address in their proposals? None that we are aware of, but the Respondent should ensure that all available information is made available to MHA to ensure that we are compliant with eligibility requirements placed by HUD.
4. What housing management, applicant intake, or case-management system(s) does MHA currently use for its Public Housing and Housing Choice Voucher programs? Does MHA expect the successful respondent's screening solution to integrate with any existing MHA system, or is access through a standalone web-based portal acceptable? Yardi. Standalone web-based portal is acceptable.
5. For purposes of evaluating Organizational Capacity/Staffing and Relevant Experience/Past Performance, will MHA consider the qualifications, experience, client references, and past performance of a proposed subcontractor or teaming partner that will perform a material portion of the applicant screening. The Respondent may include subcontractor or partner information under tab 8.

- Does MHA anticipate any significant increase or decrease in screening volume during the proposed contract term? ***INCREASE***
- Will screenings be conducted only for new applicants, or will MHA also require rescreening for existing participants, household members, or other individuals?***BOTH BUT MORE FOR NEW. IT WILL ONLY BE USED FOR EXISITING PARTICIPANTS, HOUSEHOLD MEMBERS, AND OTHER INDIVIDUALS DEPENDING THE REASON FOR SCREENING.***

2. Applicant and Household Screening Requirements

- Should a separate screening report be completed for each adult household member, or should all household members be consolidated into one applicant or household report? ***SEPARATE***
- What age threshold does MHA use when determining which household members require criminal background or other screening? 18 YEARS AND OLDER
- Are there any categories of individuals who are exempt from certain screening requirements? ***NO***
- Does MHA require screening of live-in aides or other non-applicant household members? ***YES FOR LIVE-IN AIDES***

3. Criminal Background Screening and NCIC See Addendum One

- The RFP states that national criminal history reports must be provided using the National Crime Information Center (NCIC). Please clarify whether MHA requires the Respondent to have direct access to NCIC data or whether MHA will provide access or coordinate the required law enforcement or authorized agency relationship.
- Will MHA accept national criminal record searches from other legally compliant national and statewide criminal record sources in addition to NCIC, where permitted by applicable law?
- Does MHA have an existing criminal screening policy, including lookback periods, disqualifying offenses, and individualized assessment requirements, that should be incorporated into the screening process?

4. Credit and Debt-to-Housing-Authority Screening

- Please clarify whether MHA requires a full credit report, a credit score, a credit-based risk indicator, or specific credit history information.
- For unpaid debts to housing authorities, does MHA require searches of specific databases or information sources?***YES***

- Does MHA have access to a database of unpaid housing authority debts that the successful Respondent would be expected to search? ***YES AND NO. WE USE EIV BUT ALL HOUSING AUTHORITIES AND/OR OTHER HUD PROGRAMS DO NOT PUT THE DEBTS IN EIV***

- Are there specific debt categories, balances, or look-back periods that MHA wants included in the report? ***BALANCES OWED TO HOUSING AUTHORITIES AND ANY HUD OTHER HUD PROGRAM HOUSING***

5. Landlord and Eviction History ***NOT APPLICABLE***

- Please clarify the required sources for landlord and eviction history, including whether MHA requires nationwide civil court searches.

- What specific information should be included regarding evictions, such as filing date, case status, judgment, disposition, amount owed, or landlord references?

- Does MHA require verification directly from previous landlords, or will database and court record searches satisfy this requirement?

- If direct landlord verification is required, how many previous landlords or years of rental history should be reviewed?

6. Citizenship and Immigration Status ***See Addendum One***

- Please clarify the specific method and data source MHA expects the Respondent to use to verify citizenship and immigration status.

- Does MHA expect the Respondent to conduct the verification directly, or will MHA maintain responsibility for collecting and verifying required immigration documentation?

7. Social Security Number Verification

- Please clarify the specific level of Social Security number verification required.

- Does MHA require validation that the Social Security number is valid and associated with the applicant’s name, or are additional fraud and identity verification services expected?

- Does MHA require any specific federal or third-party verification source?

8. Adverse Action Letters

- Does MHA require the screening provider to generate adverse action letters automatically through the screening platform?***YES***

- What verbiage does MHA require in the adverse letters?

- Does MHA require the system to support pre-adverse action notices, final adverse action notices, applicant dispute procedures, and required notices under the FCRA? Final adverse action notices

- Who will have final responsibility for making eligibility or suitability determinations and issuing adverse action decisions? Designated MHA personnel for both programs.

9. Report Format and Content

- Please provide a sample or template of MHA's preferred Summary Report and Full Report format, if available.

- Does MHA have specific categories or data elements that must appear on the Summary Page?***NO***

- Does MHA require the Summary Report and Full Report to be combined into one document per applicant, or should they be available as separate documents?***FULL REPORT PER APPLICANT***

- Please clarify whether page numbering must run consecutively throughout the entire applicant report.***YES***

- Does MHA require reports to be downloadable and printable in PDF format? YES

- Does MHA require any reports, dashboards, or aggregate reporting for management or audit purposes?***YES***

10. System Access and Integration

- Does MHA require the applicant screening platform to integrate with any existing MHA software, including housing management, applicant tracking, document management, or case management systems?NO

- If integration is required, please identify the systems and available integration methods.

- Approximately how many MHA users will require access to the screening platform?***No more than 10, possibly less***

- Does MHA require role-based access, multi-factor authentication, audit trails, or other specific user security controls?***YES***

- Does MHA require remote access from multiple MHA locations?***NO***

11. Data Accuracy and Currency

- How does MHA define "current" applicant screening data for purposes of this RFP?

- Are there specific refresh or update requirements for criminal, credit, eviction, or other screening information?

- Does MHA require the ability to rerun or update a report after the initial screening? If so, please specify the anticipated frequency.

- What accuracy standards or quality assurance requirements does MHA expect the Respondent to meet?

12. FCRA, CFPB, HUD, and Other Compliance Requirements

- Please identify any specific federal, state, local, HUD, or MHA policies that the Respondent must incorporate into its screening process.

- Does MHA require the successful Respondent to provide evidence of FCRA compliance, including procedures for ensuring maximum possible accuracy and handling consumer disputes?

- What turnaround time does MHA expect for investigating and resolving applicant disputes or contested information?

- Are there any specific record retention requirements applicable to screening reports and supporting documentation?

- Does MHA require the Respondent to provide compliance training or updates to MHA staff regarding changes in applicable laws or regulations?

13. Data Security and Privacy Respondent should ensure that information being assessed does not compromise MHA's system

- Please provide MHA's data security requirements for the protection of personally identifiable information and consumer information.

- Does MHA require specific cybersecurity certifications, security assessments, penetration testing, or audit reports?

- What are MHA's requirements regarding data encryption, breach notification, data retention, and secure destruction of applicant information?

- Are there any requirements regarding where applicant data may be stored or processed?

14. Service Levels and Customer Support

- What turnaround time does MHA expect for standard applicant screening reports?***WITHIN 48-72 HOURS***

- Are expedited or priority screenings required?***NO***

- What customer support hours and response times does MHA expect?***WITHIN 48-72 HOURS***

- Does MHA require a dedicated account manager or implementation representative?***YES***
- What are MHA's expectations regarding system availability and uptime? ***EXPECT FOR THE SYSTEM TO BE AVAILABLE AT ALL TIMES***

15. Implementation and Training MHA Response:

- What is MHA's desired implementation timeline following contract award? End of September
- Does MHA require on-site, virtual, or both types of training for MHA staff? Virtual
- Approximately how many employees will require training? Approximately 10
- Does MHA require written user guides, training materials, or ongoing refresher training? No

16. Proposal Submission MHA Response: See RFP for this section

- Does MHA prefer pricing on a per-applicant, per-report, per-search, subscription, or other basis?
- Will 1 copy in a sealed envelope as delegated, delivered in person, acceptable?
- Should pricing include all required searches and reports, or may optional services be priced separately?
- Are there any anticipated minimum or maximum annual screening volumes?
- Should the proposal include implementation, training, integration, customer support, and ongoing maintenance costs as separate line items?

17. Contract and Procurement Requirements See RFP

- What is the anticipated initial contract term and are renewal or extension options available?
- Will MHA provide a sample contract for review before proposal submission?
- Are there any required insurance levels, bonds, licenses, certifications, or other qualifications that must be included with the proposal?
- What evaluation criteria and weighting will MHA use when scoring proposals?
- Will interviews, demonstrations, reference checks, or best-and-final offers be part of the selection process?
- Is there an anticipated date for award and implementation?

18. Applicability to This Contract See Addendum One.

- Please confirm whether the Applicant Screening Services contract under RFP 2026-02 is subject to Section 3 requirements.
- The RFP is for online applicant screening services, which appear to be non-construction services. Please clarify whether MHA considers the services under this RFP to be exempt from Section 3 reporting requirements as a professional service or another exempt category under 24 CFR Part 75.
- If Section 3 applies to this contract, please identify the specific source(s) of HUD financial assistance supporting the contract and the applicable Section 3 requirements.

We are grateful for your interest in doing business with our Agency and we look forward to receiving a proposal from your firm.