Enterprise Housing Management & Financial Software Solution
RFP-GA-011-2026-01

ADDENDUM NO. 1

Decatur Housing received the following questions regarding RFP-GA-011-2026-01. The Agency's responses are provided below and for part of Addendum No. 1.

PROPOSER #1 QUESTIONS RECEIVED

QUESTION #1: RFP §4.1 Project Overview:
Has Decatur Housing established a budget or funding allocation for this project? If so, can Decatur Housing share the amount or range, and confirm whether it covers both one-time implementation costs and recurring annual costs?

> ***Answer***: *Decatur Housing will secure necessary funding for development, implementation, and operations.*

QUESTION #2: RFP §4.9 Data Migration:
RFP §4.9 calls for converting historical and active data from legacy systems. Can Decatur Housing identify the system(s) currently in use for housing program administration and for finance and accounting, including the vendor and product name for each?

> ***Answer***: *Decatur Housing is currently using MRI software for all housing program administration, as well as finance and accounting. The incumbent is eligible for participation in this procurement.*

QUESTION #3: RFP §4.3 Functional Requirements & §4.4 Financial Management Requirements:

- To support accurate pricing, can Decatur Housing provide the anticipated number of staff users by department or functional area (for example, HCV, property management, finance, and procurement)?
- Please also indicate the expected volume of external portal users, including the participant, landlord, resident, and vendor portals referenced in RFP §4.3 and §4.4.

***Answer*: :** *Decatur Housing has approximately 40 employees. The anticipated volume of external portal users is not known at this time. Proposers should identify how the number of internal and external users affects the functionality and pricing of the proposed solution.*

QUESTION #4: RFP §3.7 Reject Any Proposal & §4.3 Functional Requirements:

- Will Decatur Housing require every capability listed in RFP §4.3 through §4.8 to be available at go-live, or will it consider a proposal in which certain capabilities are delivered after go-live under a committed product roadmap with defined delivery dates?
- If the latter, how should vendors identify roadmap items, so the proposal is not considered non-responsive under RFP §3.7?

Answer*: Decatur Housing will consider phased delivery. Proposers must clearly identify any functionality that will not be available at production go-live, provide committed delivery dates, and explain how the proposed phasing will support uninterrupted housing and finance operations.*

QUESTION #5 RFP §4.1 Project Overview & §3.7 Reject Any Proposal:

- RFP §4.1 describes a single integrated platform spanning housing programs, property management, finance and accounting, procurement, and real estate development. Will Decatur Housing accept a proposal in which the prime vendor delivers this scope together with integrated partner or subcontractor solutions?
- Alternatively, will Decatur Housing consider a proposal that addresses a defined portion of the scope, or one that integrates with Decatur Housing's existing financial system?

Answer : *It is Decatur Housing's intent through this procurement to have one system service provider, while understanding there may be software add-ons for certain functions (i.e., inspections, development, online payments).*

QUESTION #6: RFP §4.1 Project Overview:

RFP §4.1 lists real estate development among the functions the solution should support, but RFP §4.3 through §4.8 do not include requirements for it. Can Decatur Housing describe the real estate development activities it expects the solution to support? Or will this be defined during discovery?

Answer: *Project management, expense tracking of predevelopment, construction and post construction reconciliation (if applicable), and project operating expenses following the construction process. Interested in knowing more of potential modeling, pro-formas focused on new and substantial developments as well as acquisition and investment analysis.*

QUESTION #7: RFP §2.0 RFP Information at a Glance & §4.14 Project Timeline:

- With award anticipated for November 12, 2026, does Decatur Housing have a target go-live date or a fixed constraint such as a fiscal year start?
- Would Decatur Housing prefer a single go-live or a phased rollout by functional area?

Answer *Decatur Housing has not established a production go-live date but understands any implementation process will take time and may include a phased rollout.*

PROPOSER #2 QUESTIONS RECEIVED

QUESTION #1: Do you expect this to be a product offering (COTS), or can it be a solution that we build specifically for the agency's requirements?

***Answer**: Decatur Housing expects this to be a product offering.*

QUESTION #2: Beyond the requirements outlined in Section 4, what are the primary operational challenges or pain points that prompted Decatur Housing to undertake this procurement at this time?

***Answer**: Interdepartmental integration, ease of use with significant add-ons, effective and quick technical-support response times.*

QUESTION #3:

- Is there an incumbent housing management, property management, financial, or ERP solution currently supporting these functions?
- If so, may the Agency identify the incumbent solution and indicate whether the incumbent is eligible and intends to participate in this procurement?

***Answer**: Decatur Housing is currently using MRI software for all housing program administration, as well as finance and accounting. The incumbent is eligible for participation in this procurement.*

QUESTION #4: Does Decatur Housing have an established technology architecture, preferred technology stack, hosting model, database platform, or cloud environment that proposers are expected to align with, or should proposers recommend the technology architecture best suited to the requirements?

***Answer**: Decatur Housing would be open to any technology architecture recommendations*

QUESTION #5: Does the Agency have a preference among SaaS/cloud-hosted, Agency-hosted, private-cloud, or hybrid deployment models, provided the proposed solution satisfies the stated security, business continuity, integration, and compliance requirements?

***Answer**: Decatur Housing does not have a preference.*

QUESTION #6:

- How will Decatur Housing define a successful implementation beyond satisfying the functional requirements?
- Are there specific operational, compliance, efficiency, user-adoption, reporting, or service-level outcomes the Agency considers critical?

  ***Answer**: Decatur Housing has not established specific requirements at this time. Proposers should describe their recommended approach, assumptions, and any associated costs.*

QUESTION #7: Of the objectives identified in Section 4.2, which three or four outcomes should be considered the highest priorities during implementation and evaluated most closely at go-live?

***Answer**: Here are the highest priorities with the next service provider:*

- Improve operational efficiency and regulatory compliance
- Support HUD reporting requirements and compliance monitoring
- Provide configurable workflows, automation, dashboards, and reporting capabilities
- Ensure data security and business continuity

QUESTION #8: Does Decatur Housing have a target date or required timeframe for production go-live that should govern the proposer's implementation schedule, or should proposers recommend the implementation timeline based on the scope, migration complexity, testing, and training requirements?

***Answer**: Decatur Housing has not established a production go-live date but understands any implementation process will take time and may include a phased rollout.*

QUESTION #9: For the migration of historical and active data, can the Agency provide an inventory of the principal legacy systems and approximate data volumes, record counts, retention requirements, and historical periods expected to be migrated?

***Answer**: Decatur Housing will provide historical and active data during the project implementation, not during the procurement process.*

QUESTION #10: Has Decatur Housing conducted any assessment of the quality, completeness, duplication, or consistency of data in the existing systems that should be considered when developing the migration approach?

> ***Answer****. The current service solution has encountered numerous challenges across all departments. Accordingly, data integrity should be a primary consideration in developing the migration approach, particularly to support auditing, reporting, and financial requirements.*

QUESTION #11: For the required integrations with HUD systems, TRACS, EIV, banking/payment systems, Microsoft Office, identity management, electronic signature, inspection platforms, and GIS, will Decatur Housing provide existing interface/API specifications and technical documentation during discovery?

> ***Answer****. Decatur Housing will provide and share any technical knowledge on these systems; however, it may not be able to provide any direct access to these due to HUD and other compliance regulations and requirements prohibiting permissions.*

QUESTION #12: Where integration depends on third-party systems or agencies, will Decatur Housing facilitate coordination and provide the necessary access, credentials, documentation, test environments, and vendor contacts required for implementation?

> ***Answer****. If implementation requires integration with third-party systems or agencies, Decatur Housing will determine at that time what access, credentials, documentation, test environments, and vendor contacts can be provided.*

QUESTION #13: Does the Agency have a preference for configuration of standard product capabilities versus custom development where both approaches can satisfy a requirement, particularly with respect to long-term maintainability and future upgrades?

> ***Answer****. We prefer standard product capabilities, however, will be open to further understanding custom development if it ensures a higher degree of efficiency, ease of use, cost-effectiveness, and an easy way to address technical challenges.*

QUESTION #14: The RFP establishes security, encryption, role-based access, audit logging, disaster recovery, and applicable privacy requirements. Are there any additional requirements governing where implementation personnel may be physically located when accessing Agency systems or data, including non-production environments, provided that Agency data remains hosted and controlled within the United States?

> ***Answer**: Decatur Housing has not established any additional requirements governing the physical location of implementation personnel at this time, provided that Decatur Housing data remains hosted and controlled within the United States.*

QUESTION #15: Are there any Agency requirements concerning the location of proposer personnel, subcontractors, or delivery teams, or may proposers determine the most effective delivery model provided that all security, confidentiality, access-control, and data-residency requirements are satisfied?

> ***Answer**: Decatur Housing prefers U.S. based personnel. Proposers may recommend an alternative delivery model but must describe personnel locations and demonstrate compliance with all security, confidentiality, access-control, and data-residency requirements.*

QUESTION #16:

- Has funding for this procurement been formally appropriated or otherwise secured?
- If so, is the Agency able to provide the maximum budget ceiling or authorized funding level for the initial implementation and ongoing services contemplated by this RFP?

> ***Answer**: Decatur Housing will secure necessary funding for development, implementation, and operations.*

QUESTION #17: Should proposers assume that software licensing, implementation, data migration, training, go-live support, maintenance, and technical support will be evaluated as one total cost of ownership, or will the Agency evaluate these components separately during its pricing review and negotiations?

> ***Answer**: Decatur Housing prefers a single total cost of ownership that includes all identified cost components; however, the Decatur Housing will consider and evaluate alternative pricing structures.*

QUESTION #18: Given the breadth of user groups identified in the RFP, including administrators, staff, field personnel, residents, landlords, and vendors, does Decatur Housing have an established training/adoption strategy, or should the proposer recommend the appropriate role-based training and change-management approach?

> ***Answer****: Decatur Housing anticipates that the proposer will recommend and provide the appropriate role-based training, primarily for internal administrators and Decatur Housing personnel and staff.*

QUESTION #19: Which Agency functions or stakeholder groups will have primary decision-making responsibility during requirements validation, configuration approval, data validation, user acceptance testing, and go-live authorization?

> ***Answer****: CEO, Finance, departmental leadership, and compliance.*

QUESTION #20: Will Decatur Housing establish formal acceptance criteria for configuration, data migration, integrations, testing, training, and production readiness, or should proposers include recommended acceptance criteria within their implementation methodology?

> ***Answer****: Decatur Housing is open to proposer-recommended acceptance criteria and further discussion regarding the appropriate criteria for configuration, data migration, integrations, testing, training, and production readiness.*

QUESTION #21: What level of post-implementation stabilization does Decatur Housing expect immediately following go-live, including duration, support hours, escalation procedures, and expected service levels?

> ***Answer****: Decatur Housing has not established specific requirements at this time. Proposers should describe their recommended approach, assumptions, and any associated costs.*

QUESTION #22: At approximately 6–12 months after go-live, what changes would cause Decatur Housing leadership to conclude that the new solution has delivered the intended value?

> ***Answer****: Decatur Housing will evaluate the proposer's post-implementation support, and suggested process.*

QUESTION #23: Although the current RFP defines a broad enterprise scope, should proposers account for future expansion of the solution to additional programs, properties, users, integrations, analytics, or digital services beyond the initial implementation?

> ***Answer:*** *Yes, Proposers should describe the solution's ability to scale to additional programs, properties, users, integrations, analytics, and digital services. Any assumptions or incremental costs associated with future expansion should be clearly identified.*

NOTE: THE NEXT PAGE MUST BE RETURNED SIGNED TO SHOW PROOF OF RECEIPT BEFORE SUBMITTING A BID, OR MUST BE INCLUDED WITH BID SUBMISSION.

Proposers must sign and return the acknowledgment page to procurement@decaturha.org by no later than **3:00 p.m. Eastern Time on November 5th, 2026**. The signed acknowledgment may also be included as part of your proposal submission.

It is the responsibility of all proposers to acknowledge addenda. Failure on the part of any proposer to acknowledge this addendum by the deadline may, at the Decatur Housing's discretion, deem that proposer as non-responsive and may eliminate such proposer from consideration for award.

ACKNOWLEDGED BY:

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Signature

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Printed Name

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Company

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Date