



## ADDENDUM NUMBER TWO

January 26, 2026

RFP #25-914-27

### EMPLOYMENT AND INCOME VERIFICATION SERVICES

**NOTICE: THE DEADLINE FOR PROPOSALS HAS BEEN CHANGED FROM JANUARY 26, 2026, AT 2:00PM CST TO FEBRUARY 3, 2026, AT 2:00PM CST.**

1. **How does HANO define a single "employment and income verification transaction" for pricing purposes (e.g., per household, per individual adult, per employer, or per successful match)?**
  - For purposes of pricing and contract administration, a single employment and income verification transaction is defined as one verification request per adult family member per employer or income source initiated by HANO or its authorized users through the contractor's system. A family may generate multiple verification transactions depending on household composition and income sources.
2. **Does the reference to "up to 22,000 employment and income verifications per year" represent an expected annual transaction volume, or should proposers anticipate multiple verifications per household due to initial, annual, and interim reexaminations?**
  - The reference to up to 22,000 employment and income verifications per year represents an estimated annual transaction volume across HANO's Housing Choice Voucher (HCV), Project-Based Voucher (PBV), and Public Housing programs. This estimate includes initial eligibility determinations, annual reexaminations, and interim reexaminations as defined in HANO's Administrative Plan. This estimate is provided for planning purposes only and does not guarantee usage levels.

- 3. Will vendors be compensated for verification requests that return no data or partial data, or only for successful verifications that return employment and/or income information?**

  - Proposers must clearly describe whether fees apply to verification requests that return no data, partial data, or complete employment and/or income information. Pricing will be evaluated for clarity, reasonableness, and compliance with 2 CFR §200.404.
- 4. Is real-time/on-demand access preferred, or is next-business-day (within 24 hours) fulfillment sufficient to meet HANO's operational requirements?**

  - HANO does not require real-time verification capability. Same-day or next-business-day (within 24 hours) turnaround is preferred to support timely eligibility and reexamination processing.
- 5. For verifications delivered within 24 hours, does HANO have a preferred method of receipt (e.g., system access, secure portal, automated report delivery, file transfer, or other format)?**

  - At minimum, proposers must provide ongoing help desk support during standard business hours and dedicated implementation support during system onboarding.
- 6. What level of vendor support does HANO expect (e.g., general help desk support versus dedicated account or implementation staff), given the anticipated verification volume?**

  - At minimum, proposers must provide ongoing help desk support during standard business hours and dedicated implementation support during system onboarding.
- 7. Can HANO share general information on its current approach or tools used for employment and income verification, and any key challenges or limitations the Agency is seeking to address through this RFP?**

  - HANO seeks a solution that supports accurate and timely income determinations, reduces reliance on manual documentation where permissible, enhances auditability, and aligns with HUD regulations and HANO Administrative Plan requirements.
- 8. Are there specific process inefficiencies, data gaps, turnaround-time challenges, or support limitations in the current verification workflow that we should consider when designing our approach and support model?**

  - HANO cannot disclose internal workflows, incumbent vendor identities, prior contract pricing, comparative evaluations of prior systems, or evaluation weighting beyond what is stated in the RFP, in order to preserve fair and open competition.

9. Was there a prior or incumbent contract for employment and income verification services, and if so, can HANO confirm the vendor name? If available, can HANO share the approximate annual contract value or per-transaction pricing associated with the most recent contract for these services?

- HANO cannot disclose internal workflows, incumbent vendor identities, prior contract pricing, comparative evaluations of prior systems, or evaluation weighting beyond what is stated in the RFP, in order to preserve fair and open competition.

10. Is there a requirement to perform the services on premises in New Orleans

- No, at this time, HANO does not require services to be performed on premises in New Orleans. Proposers may provide services remotely or from off-site locations, provided all performance standards, security requirements, confidentiality obligations, and compliance requirements set forth in the RFP are fully met.

11. Is there any on premise requirement?

- No on-premise staffing requirement is mandated under this RFP. However, **HANO reserves the right to require limited on-site presence** for specific purposes such as implementation support, system integration, training, quality assurance review, or contract management, if deemed necessary by the Agency. Any such requirement, if exercised, will be communicated in advance and coordinated with the Contractor.

12. Does the Elite solution have a proprietary or industry standard interface format? If so, please provide format details.

- HANO utilizes **industry-standard housing management software platforms**, including systems commonly used by public housing agencies. **HANO cannot provide detailed specification or format information as HANO does not own the Elite software.**
- Proposers should:
  - Describe their experience integrating with **commonly used PHA software platforms**, and
  - Identify supported **standard data exchange methods** (e.g., secure file transfer, APIs, web-based portals, or other industry-standard integration approaches).
- Interface and integration requirements will be finalized during contract implementation with the selected proposer.

**Proposals must be received by the Housing Authority of New Orleans (HANO) in the Office of Procurement and Contracts by 2:00 p.m. CST on February 3, 2026. All terms and conditions shall remain as stated in the original Request for Qualifications. All addenda must be acknowledged.**

**END OF ADDENDUM NUMBER TWO**