



Navajo Housing Authority (NHA) Enterprise Resource Planning (ERP) & Housing Management System Modernization Request for Information (RFI) – Cover Sheet

Issued By

Envative (in collaboration with Mountain Vet Solutions)

RFI Issue Date

April 9, 2026

Response Due Date

April 30, 2026

Primary Contact for All Communications

David Mastrella

Envative

www.envative.com

Email: nha-erp@envative.com

1. PURPOSE OF THIS RFI

The Navajo Housing Authority (NHA) is issuing this Request for Information (RFI) to better understand the current market landscape for enterprise resource planning (ERP) and housing management solutions.

This RFI is intended to gather information that will help NHA define the scope, structure, and requirements of a potential future Request for Proposal (RFP). This is not a request for pricing or formal proposals.

NHA has engaged Envative, in collaboration with Mountain Vet Solutions (MVS), to support this initiative. All communications related to this RFI should be directed to Envative.

2. PROJECT CONTEXT

NHA is the largest Tribally Designated Housing Entity (TDHE) in the United States, operating across a geographically dispersed service area and managing a diverse portfolio of housing programs and federal funding sources.

NHA is seeking to modernize its current systems environment, which consists of multiple disconnected platforms requiring significant manual effort for data reconciliation, reporting, and operational coordination.

The objective of this initiative is to identify solutions that can:

- Improve operational efficiency
 - Enable cross-department collaboration
 - Provide real-time visibility into data
 - Reduce reliance on manual processes and spreadsheets
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3. SCOPE OF INQUIRY

NHA is evaluating solutions across three primary functional areas. The following areas are preliminary and intended to orient respondents and they do not represent finalized requirements.:

- Area A: ERP / Financial Management
General ledger, grants management, procurement, HR/payroll, budgeting, and compliance reporting
- Area B: Housing Management
Tenant lifecycle, rent calculations, inspections, maintenance, and program compliance
- Area C: Integration Architecture
System interoperability, data integration, and alignment with NHA's GIS platform (ESRI/ArcGIS)

Vendors may respond to one, two, or all three areas. NHA recognizes that the solution landscape may involve a combination of software providers and implementation partners.

4. KEY OBJECTIVES

NHA is interested in understanding whether market solutions exist that could:

- Establish a centralized and integrated system environment
 - Improve workflow visibility and process automation across departments
 - Support grant management and federal compliance (HUD / NAHASDA)
 - Enable integration with key systems, including ESRI/LIMS, Hyland OnBase, and financial institutions
 - Provide scalability and flexibility for long-term organizational needs
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5. RESPONSE EXPECTATIONS

Vendors are asked to respond to the questions outlined in the RFI document, focusing on relevant capabilities, experience, and approach.

Submission Guidelines:

- Format: PDF or Microsoft Word
- Page Limit: 15 pages maximum
- Submission Method: Email to nha-erp@envative.com
- Subject Line: "NHA ERP/Housing RFI Response - [Organization Name]"

Vendors may respond to any combination of functional areas and are encouraged to be concise and focused.

6. RFI TIMELINE

Milestone	Date
RFI Issued	April 9, 2026
Questions Due	April 16, 2026
Responses to Questions Distributed	April 23, 2026
RFI Responses Due	April 30, 2026

7. IMPORTANT NOTICE

This RFI is issued solely for information and planning purposes. It does not constitute a Request for Proposal (RFP), a commitment to issue an RFP, or an obligation on the part of NHA to procure any products or services.

NHA reserves the right to modify or cancel this process at any time without obligation. Participation in this RFI is voluntary, and respondents are responsible for all costs associated with their response.

8. CLOSING

NHA and Mountain Vet Solutions / Envative appreciate your interest and participation in this initiative. Your input will play an important role in shaping the future direction of NHA's technology platform and procurement strategy.

END OF COVER SHEET

Request for Information (RFI) Enterprise Resource Planning (ERP) and Housing Management System Modernization Navajo Housing Authority

RFI Issue Date: April 9, 2026
Response Due Date: April 30, 2026
Submit Responses To:
David Mastrella / Envative
Email: nha-erp@envative.com

1. INTRODUCTION AND PURPOSE

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue a RFP in the future. This RFI does not commit the Navajo Housing Authority (NHA) to contract for any supply or service whatsoever. Further, the NHA is not seeking proposals at this time and will not accept unsolicited proposals. Interested firms are advised that the NHA will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested firm's expense. Not responding to this RFI does not preclude participation in any future solicitation(s), if any are issued.

1.1 PURPOSE

The Navajo Housing Authority (NHA) is issuing this Request for Information (RFI) to gather information from vendors and implementation partners regarding solutions for enterprise resource planning (ERP) and housing management system modernization. NHA seeks to understand the market landscape and gather information to inform the scope, structure, and requirements of a potential future RFP.

NHA has engaged Envative / Mountain Vet (MVS) as its modernization and collaborating IT Business System Consultant to support this initiative. All communications, questions, and submissions should be directed to the Envative contact identified on the cover page.

1.2 SCOPE OF INQUIRY

NHA is evaluating solutions across three functional areas:

- **Area A: ERP / Financial Management:** General ledger, grants, procurement/contract administration, HR/payroll, budgeting, and federal compliance reporting
- **Area B: Housing Management:** Tenant lifecycle, rent collection, inspections, maintenance, work orders, and HUD program compliance

- **Area C: Integration Architecture:** System interoperability, data flow design, and integration with NHA's LIMS/GIS platform

Vendors may respond to one, two, or all three areas. NHA welcomes responses from vendors addressing a single functional area as well as those proposing comprehensive solutions. NHA anticipates that the optimal solution may combine a technology vendor with specialized implementation partners (e.g., NAHASDA compliance, tribal housing training, change management).

1.3 IMPORTANT NOTICES

- **This RFI is for information-gathering only.** It does not constitute a solicitation for proposals, commit NHA to any procurement action, or obligate NHA to pay for costs incurred in response preparation.
- NHA reserves the right to cancel this RFI, reject any or all responses, or modify the procurement process at any time without liability.
- NHA may request follow-up discussions with any respondent to gain further clarification of potential capabilities. Such discussions would only be intended to gain further clarification of potential capability to meet the requirements, especially for any development and/or certification risks.
- NHA anticipates issuing a formal RFP following this information-gathering phase, but is under no obligation to do so. Navajo preference will apply to procurement decisions under any subsequent RFP, pursuant to Navajo Nation law.
- Information received in response to this RFI may be used to structure future solicitations and/or otherwise be made available to the public, **interested firms are strongly advised not to include any information in their responses that might be considered business sensitive, proprietary, or otherwise confidential.** If, however, an interested firm chooses to submit business sensitive information, proprietary, or otherwise confidential information, it must be clearly and conspicuously marked as such in the response.
- NHA is not liable for the disclosure or use of unmarked information, and may use or disclose such information for any purpose.
- If your response contains confidential, proprietary, or privileged information, firms must include a header and footer of every page that contains confidential, proprietary, or privileged information and must be marked as follows: **(1) "Contains Confidential, Proprietary, or Privileged Information Exempt from Public Disclosure"** and **(2) every line and paragraph containing proprietary, privileged, or trade secret information must be clearly marked with double brackets or highlighting.**

2. ORGANIZATIONAL PROFILE

2.1 ABOUT THE NAVAJO HOUSING AUTHORITY

Dimension	Details
Organization Type	Tribally Designated Housing Entity (TDHE) under NAHASDA
Employees	373
Service Area	Navajo Nation, approximately the size of West Virginia, spanning Arizona, New Mexico, and Utah
Offices	15 satellite Housing Management Offices (HMOs) plus Window Rock headquarters and Ft. Defiance (17 total)
Housing Portfolio	~7,000–8,000 active units across multiple housing programs
Active Grants	Multiple active projects across IHBG, ARPA, and CARES programs
Compliance Framework	NAHASDA (24 CFR 1000); 2 CFR 200; HUD and other Federal agency reporting (IHP, APR, GEMS, eLOCCS, EPIC); Navajo Nation program reporting

NHA is the largest Tribally Designated Housing Entity in the United States, administering a complex mix of housing programs including public rental, homeownership (lease-to-own), Section 8, Tribal HUD-VASH, and mortgage programs across a geographically vast service area.

2.2 OPERATING REALITY

NHA's current technology environment is best described as a **"biological ERP"** where staff serve as the manual bridge between disconnected systems. Systems contain valuable data but cannot produce actionable insights without extensive manual extraction, reconciliation, and consolidation. Paper and Excel-based workarounds exist throughout the organization because electronic systems do not integrate with each other.

This manual integration layer depends entirely on institutional knowledge that cannot be documented or transferred, creating critical organizational risk.

2.3 CURRENT SYSTEM ENVIRONMENT

System	Primary Function	Integration Status	Planned Disposition
Financial ERP System (Dynamics NAV 2017)	GL, AP/AR, procurement, budget	Isolated; manual Excel bridge to housing system	Replace or migrate
Housing Management System	Admissions/Occupations, rental calculations, inspections, work orders, move ins/outs	16 isolated databases; no API; no system integration	Replace or migrate (see Section 2.4)
LIMS (ESRI/ArcGIS)	Land and unit registry, community Planning, Hazardous mapping/NEPA, IHP Development	In development; intended as enterprise integration anchor	Retain; designated single source of truth for unit identification
OnBase (Hyland)	Enterprise-wide Document management	Minimal integration	Retain and upgrade
Wells Fargo Portal	Tenant payments, banking	No real-time integration	Retain and integrate
Excel	Data transfer, reconciliation, reporting	Universal manual bridge across all systems	Eliminate as integration layer

2.4 CONSTRAINED-ACCESS MIGRATION SCENARIO

NHA's current housing management system represents a constrained-access migration scenario that respondents should understand when considering their response:

Constraint	Detail
Database architecture	16 isolated databases; no cross-office queries or visibility
API availability	None
Data portability	Proprietary formats; extraction fees after initial download; costs undisclosed until requested
Integration capability	No integration with NHA's financial system, GIS platform, or any other system
Data access	SQL-level access not available to NHA

NHA provides this information so vendors can assess whether their migration methodology and tooling can accommodate these constraints. Detailed migration requirements will be specified in any subsequent RFP.

3. AREAS OF INTEREST

NHA is seeking information about solutions across three functional areas. Vendors may respond to one, two, or all three.

3.1 AREA A: ERP / FINANCIAL MANAGEMENT

NHA seeks to replace or modernize its end-of-life financial ERP system. Key functional needs include fund accounting with multi-dimensional chart of accounts, grants lifecycle management (IHBG, ARPA, CARES), procurement and supply chain, accounts payable/receivable with bank integration, HR/payroll with multi-fund allocation, budget management, and federal compliance reporting (IHP, APR, GEMS, eLOCCS, EPIC).

3.2 AREA B: HOUSING MANAGEMENT

NHA seeks a unified housing management platform to replace its current system of 16 isolated databases. Key admissions and occupation functional needs include housing application tracking, family composition determination, tenant lifecycle management with cross-office visibility, development of preference points, development of waiting listings (2, 3, 4, 5 bedrooms), rent calculation across multiple program types (public rental, homeownership, Section 8, Tribal HUD-VASH), background checks (rental history utility history and criminal history), work order tracking and overall maintenance management, mobile/tablet-based field inspections that function under limited or no connectivity, inventory management, voucher program management, and NAHASDA compliance reporting.

3.3 AREA C: INTEGRATION ARCHITECTURE

Regardless of which areas a vendor proposes, the solution must integrate with NHA's broader technology ecosystem. NHA designates its GIS platform (ESRI/ArcGIS) as the single source of truth for unit identification. Key integration needs include GIS synchronization, financial institution interfaces (ACH, Positive Pay), document management system integration, a human resources management system, property/supply/fleet inventory tracking system and a housing/client management system for multi-vendor configurations, and automated data flow between housing and financial systems

4. INFORMATION REQUESTED

NHA is seeking responses to the following questions to understand market capabilities and inform the development of a potential future RFP. Responses should describe general capabilities and approach. NHA is not requesting binding commitments, detailed proposals, or pricing at this stage.

Q1. Functional Coverage and Feasibility

Which of the three functional areas (Section 3) does your solution address? For each area you address, describe: (a) capabilities that are native to your platform, (b) capabilities that would require significant configuration or customization, and (c) any areas described in Section 3 that your platform does not currently support. NHA is particularly interested in understanding the boundary between standard product capability and custom development. If your solution addresses fewer than all three areas, describe whether you have experience partnering with complementary vendors in joint implementations and how those engagements are typically structured.

Q2. NAHASDA and Tribal Housing Experience

NHA operates under NAHASDA, not the standard Public Housing Authority (PHA) model. This distinction fundamentally affects system requirements and reporting obligations. Describe your experience serving tribal housing authorities or Tribally Designated Housing Entities (TDHEs). If your platform does not natively support NAHASDA-specific requirements (e.g., IHP/APR reporting, IHBG grant tracking, 1937 Act vs. NAHASDA unit differentiation), describe how you would approach NAHASDA compliance, whether through configuration, partnerships, or other means.

Q3. Architecture and Ongoing Support Model

Describe your solution architecture (SaaS, hybrid, on-premises) and the level of ongoing client IT support your solution requires for day-to-day operation, system administration, and issue resolution. If you offer managed services (ongoing system administration, monitoring, helpdesk, or optimization delivered by your organization or a partner), describe how that model is typically structured and what it covers.

Q4. Data Migration from Constrained-Access Environments

NHA's current housing management system presents the constrained-access migration scenario described in Section 2.4. Describe your general approach to data migration from environments where the source system provides no API, uses proprietary data formats, and operates as isolated databases without cross-system visibility. Has your organization performed data migrations under similar constraints? If so, describe the approach at a general level.

Q5. Offline and Low-Connectivity Operation

NHA operates across a service area where office connectivity ranges from limited bandwidth to broadband, and field staff regularly work in areas with no connectivity. Describe your solution's ability to function in degraded-connectivity and fully disconnected environments. Which functions remain available offline? How does data synchronize when connectivity is restored?

Q6. Integration Approach

NHA's environment includes a GIS platform (ESRI/ArcGIS) designated as the authoritative source for unit identification, a document management system (Hyland OnBase), and financial institution integration needs (ACH, Positive Pay). Describe your general integration capabilities and approach, including API availability and the integration patterns you typically employ in multi-system environments.

Q7. Data Ownership and Independent Access

NHA considers independent access to its own data a fundamental requirement: the ability to query, report on, and extract organizational data without requiring vendor intervention or incurring per-request fees. Describe how your platform supports client data ownership and independent data access. What mechanisms are available (e.g., direct database access, APIs, customer-accessible reporting layers, data replication)?

Q8. Implementation Scope and RFP Preparation

For an organization of NHA's size and complexity (373 employees, 17 offices, multiple housing programs, constrained-access legacy migration), what is the typical implementation duration and what level of client participation is generally required? Additionally, what information would you need from NHA in a future RFP to provide an accurate, well-scoped proposal? NHA intends to use RFI responses to improve the quality and completeness of its RFP. Vendor input on what is typically missing or underspecified in housing authority RFPs is welcomed.

5. RESPONSE INSTRUCTIONS

5.1 RESPONSE FORMAT

Element	Guidance
Page Limit	15 pages maximum
Format	PDF or Microsoft Word
Structure	Respond to applicable questions from Section 4 using the question numbers (Q1–Q8). A brief statement of non-applicability is sufficient for questions outside your proposed area of response.

Vendors may respond to one, two, or all three functional areas. Implementation partners (organizations providing NAHASDA compliance consulting, tribal housing training, change management, or implementation services) are encouraged to respond with a focus on Q2 and any other applicable questions.

Include a cover letter identifying: primary contact, functional area(s) addressed (Area A, B, C, or Implementation Partner), and a brief description of your organization.

5.2 SUBMISSION

- **Email:** nha-erp@envative.com
- **Subject Line:** "NHA ERP/Housing RFI Response - [Organization Name]"
- **File Size Limit:** 25 MB

5.3 QUESTIONS ABOUT THIS RFI

- Questions must be submitted in writing to nha-erp@envative.com
- **Question Deadline:** April 16, 2026
- Questions and NHA's responses will be shared with all registered respondents

5.4 TIMELINE

Milestone	Date
RFI Issued	April 9, 2026
Question Deadline	April 16, 2026
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GLOSSARY OF ACRONYMS

Acronym	Definition
ACH	Automated Clearing House
APR	Annual Performance Report
ARPA	American Rescue Plan Act
CARES	Coronavirus Aid, Relief, and Economic Security (Act)
CFR	Code of Federal Regulations
eLOCCS	Electronic Line of Credit Control System
EPIC	Enterprise Public and Indian Housing Information Center
ESRI	Environmental Systems Research Institute
GEMS	Grants Evaluation Management System
GIS	Geographic Information System
HMO	Housing Management Office
HUD	U.S. Department of Housing and Urban Development
HUD-VASH	HUD-Veterans Affairs Supportive Housing
IHBG	Indian Housing Block Grant
IHP	Indian Housing Plan
LIMS	Land Information Management System
MVS	Mountain Vet Solutions
NAHASDA	Native American Housing Assistance and Self-Determination Act
NHA	Navajo Housing Authority
PHA	Public Housing Authority
TDHE	Tribally Designated Housing Entity