

Request for Qualifications for Albuquerque Housing Resource Center and Move-In Mentor Program

Applications for qualifications will be accepted until **5:00 pm, October 15, 2025**.

The City of Albuquerque (CABQ) invites proposals from qualified non-profit organizations, public agencies, or consortia thereof to provide organizational support and partnership in launching and sustaining the ABQ Housing Resource Center (HRC) and Move-In Mentor Program (MIM). Entities should follow the department's Social Service Procurement regulations outlined [here](#). Together, these programs will move the needle on prevention and response to homelessness by increasing constituents' access to high-quality information, warm handoff to community resources, navigation for individuals who are not homeless but at-risk, and one-time financial aid to enable moving into a new rental unit. Through these means, CABQ will increase access to affordable housing, promote housing stability, and enhance eviction prevention. The City will provide Program Guidelines for both programs. The successful applicant will be expected to implement services consistent with these guidelines and implement updates as needed. The City of Albuquerque is providing up to \$600,000 annually to operate the Housing Resource Center (HRC) and Move-In Mentor (MIM) Program. Future funding is subject to annual budget appropriations and may be considered for continuation based on program outcomes and approved by the City Council and Administration. For full funding details, see the Funding Allocation section below.

Eligible applicants include non-profit organizations, public agencies, and consortia thereof. Applicants may apply to support one or both programs, but are strongly encouraged to apply for both due to the overlap in mission and the MIM falling within the umbrella of services offered by the HRC.

Background

The HRC and MIM programs were developed with considerable community input from the Albuquerque City Council and Albuquerque City Health, Housing & Homelessness, people with lived experience, community service providers, and landlords and tenants from across the City of Albuquerque. During program development, over 40 key informants from The City of Albuquerque were interviewed, seven community groups gave input, an innovative assessment of rental barriers in ABQ was completed, national programs were researched and mined for best and promising practices, and potential service options were identified and ranked by key informants to identify those services ABQ is most in need of. Through this input and cross-sector collaboration, a Program Guidelines document was completed to act as a roadmap for how services will be delivered and expected outcomes.

Funding Allocation

The City of Albuquerque is providing up to \$600,000 annually to operate the Housing Resource Center (HRC) and Move-In Mentor (MIM) Program. Of this amount, \$310,000 is recurring CABQ General Fund, and \$290,000 is a one-time allocation. Within this allocation, a minimum of \$160,000 must be used for direct financial assistance through the MIM Program. Future funding is subject to annual budget appropriations and may be considered for continuation based on program outcomes.

Program Overview

The Housing Resource Center and Move-In Mentor programs will be established at a location to be determined by the City of Albuquerque and in collaboration with the selected applicant. The selected provider will collaborate with the City to operationalize services at that site so that walk-in, scheduled, and remote visits will be available. Applicants should budget for program staff and services, not for facility acquisition or long-term lease costs, unless otherwise directed by the City.

CABQ anticipates awarding this as a three-year RFQ, with annual renewals contingent upon approved City budget allocations. While funding is appropriated on a year-to-year basis, the City intends to support the Housing Resource

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

Center and Move-In Mentor Program as ongoing components of the homeless prevention and housing service array. This form of procurement will be valid for three years and is intended to continue to be funded at the advertised amount, as funding allows. For funding details, see the Funding Allocation section above.

The following sections describe the two programs that make up this initiative, the Albuquerque Housing Resource Center (HRC), and the Move-In Mentor (MIM) Program, including their purpose, scope, and recommended staffing. The Housing Resource Center (HRC) and Move-In Mentor (MIM) are designed to operate in close partnership and share several core expectations outlined in each section below.

Program #1 Albuquerque Housing Resource Center (HRC)

The Housing Resource Center (HRC) will serve as a central hub for housing, supporting both landlords and tenants by offering expert guidance, triaging individual needs, and securely connecting people to community resources, including the Move-In Mentor Program. The HRC will also provide education on landlord and tenant rights and responsibilities, helping residents navigate housing challenges with confidence. Importantly, it is also planned that HRC will provide a framework to coordinate the efforts of multiple homelessness prevention programs funded by the City of Albuquerque, making them more effective and easier for those in need to access. The Albuquerque Housing Resource Center (HRC) will offer the capacity to expertly respond to constituent questions (both landlords and tenants) on housing, triage individuals' needs, securely link people to community resources, and provide the community with education on landlord and tenant rights and responsibilities.

More specifically, the focus of the HRC will include the following:

- Providing housing information services to all in need in the City of Albuquerque
- Initial, brief triage of needs for those seeking assistance
- Providing expert information and referrals/connections to community resources to constituents seeking housing information
- Offering presentations, trainings, and other educational opportunities to the community to convey accurate information on tenant and landlord rights and responsibilities
- Acting as an umbrella framework and facilitating meetings to assist in the coordination, planning, and organizing of various community programs and services focused on homelessness prevention
 - The HRC will have tight coordination with the MIM, and the MIM will fall within the HRC's umbrella of services and accept referrals from the HRC
 - The chosen applicant will utilize their existing digital platform/system and the Unite Us system to track referrals, follow-ups, data, and other details
- Collecting and analyzing data and compiling quarterly reports utilizing agreed-upon basic performance metrics

The recommended staffing for the Housing Resource Center includes four FTEs:

- HRC Project Director
- Community Housing Outreach Coordinator
- Two Housing Resource Experts

The titles listed above are provided as examples to illustrate potential roles. The selected program may propose alternative titles that are commensurate with the required level of experience and expertise. Final role titles and responsibilities can be refined in collaboration with the City to ensure alignment with program goals.

Eligibility, Role Responsibilities & Recommended FTE

The roles and responsibilities described in this section are provided to show the current thinking of how these programs could be operationalized and staffed. The selected applicant may propose alternative or refined roles and titles that are commensurate with the required level of experience and expertise. Final responsibilities will be reviewed and collaboratively refined with the City to ensure alignment with program guidelines and goals.

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

HRC Project Director (Example Title – 1 FTE)

The Project Director will oversee all HRC operations, supervise staff, and ensure adherence to program guidelines. This role requires a high level of expertise due to frequent contact and presentations to the public, responsibility for data, data analysis, and program management, and maintaining strong relationships and coordination with CABQ and community partners. The Director will also serve as the primary liaison to the City and may oversee the MIM program and staff if these programs are awarded to one entity.

Housing Resource Experts (Example Title – 2 FTE)

Housing Resource Experts will provide direct assistance to constituents by assessing housing needs, offering referrals, and maintaining a detailed resource list of services across Albuquerque. They will follow up with clients to ensure connections are made and collect data on housing needs and service gaps. They will need to maintain a thorough knowledge of available services in ABQ and the surrounding areas and maintain contacts at these organizations to facilitate warm handoffs. Three FTE are recommended for this role.

Community Housing Outreach Coordinator (Example Title – 1 FTE)

The Outreach Coordinator will focus on community education around tenant and landlord rights and responsibilities. This role will strengthen collaboration among prevention service providers, organize outreach events, and improve coordination to make resources more accessible to those in need. This individual will need to build cross-sector relationships, continuously cultivate their knowledge base, and provide presentations across the community. Outcomes will be tracked through documented outreach activities and stakeholder engagement.

Eligibility for HRC

No eligibility requirements for participants – available to all within the City of Albuquerque

Program Oversight and Coordination

The successful applicant(s) for this RFQ will meet regularly to receive consultant-led support and technical assistance during pre-launch, launch, and potentially early operations timeframes, to work through programmatic and operations issues, and ensure fidelity to the program model and Program Guidelines. CABQ program representative(s) may also attend meetings as this program is refined during the launch and early operations timeframes. The successful applicant will participate in a minimum of monthly coordination meetings with CABQ staff to review program progress, identify challenges, and adjust strategies as needed.

The HRC and MIM are designed to operate in close partnership, with each addressing different points of need in Albuquerque's housing system. The next section describes the Move-In Mentor Program, which focuses on direct support for households at imminent risk of losing housing.

Program #2 Move-In Mentor Program (MIM)

The Move-In Mentor (MIM) Program is a homelessness prevention initiative designed to support individuals and families in Albuquerque who are on the precipice of losing housing but who often do not qualify for traditional community services due to having a regular source of income. The MIM was created to prevent people from becoming unhoused when displaced from their rental and unable to quickly secure a new unit. In Albuquerque's competitive market, first-time renters and those facing sudden displacement often lack the history, resources, or financial means to compete with more seasoned renters. Through time-limited housing counseling, financial and credit guidance, navigation support, and one-time financial assistance, MIM helps participants overcome barriers to

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

secure and maintain affordable housing units. The program will work in partnership with the Housing Resource Center, accepting referrals and coordinating within its umbrella of services.

More specifically, the focus of the Move-In Mentor Program will include the following:

- Assisting people on the precipice of falling into homelessness in The City of Albuquerque and preventing them from becoming unhoused by helping them transition into affordable rentals through time-limited housing counseling, credit and financial counseling, navigation, and financial support
- Helping people who do not qualify for standard community services but are struggling and may become unhoused if they do not receive timely support
- A lifeline for people who have sufficient income to maintain housing, with some initial one-time financial assistance
- The MIM program will work in direct coordination with the HRC, accept referrals from the HRC, and operate within its umbrella of services
- Offering a goal-oriented, time-limited navigation and skill building with an appropriate level of follow-up.
- Maintaining relationships with landlords and property management companies, as well as preferences for renters and details of applications, such that they can navigate renters to rental units where they pose the greatest chance of acceptance, as well as guiding them through this application process
- Focusing on and demonstrating outcomes related to homelessness prevention
- Utilizing the applicant's existing digital platform/system and Unite Us system to track referrals, follow-ups, data, and other details
- Collecting and analyzing data and compiling quarterly reports utilizing agreed-upon basic performance metrics

The MIM will focus specifically on preventing individuals and families on the precipice of homelessness from becoming unhoused due to unaddressed needs or barriers, at a time when they are challenged to find and retain new housing. The MIM will accomplish this through a combination of services, including one-time financial support and the assistance of two FTE Housing Counselors.

The recommended staffing for the Move-In Mentor Program will include 2 FTEs:

- Two Housing Counselors

The title listed above is provided as an example to illustrate the potential role. The selected program may propose alternative titles that are commensurate with the required level of experience and expertise. Final role titles and responsibilities can be refined in collaboration with the City to ensure alignment with program goals.

Eligibility, Role Responsibilities & Recommended FTE

The roles and responsibilities described in this section are provided as examples of potential program design. The selected applicant may propose alternative or refined roles and titles that are commensurate with the required level of experience and expertise. Final responsibilities will be reviewed and collaboratively refined with the City to ensure alignment with program guidelines and goals.

Housing Counselor (Example Title – 2 FTE)

Housing Counselors will provide customized, time-limited support to participants by assessing housing needs, assisting with rental searches and applications, and building relationships with landlords and property managers offering affordable units. They will also offer financial counseling on budgeting, credit repair, and payment planning, while documenting services and tracking outcomes. In addition, Housing Counselors will facilitate access to one-time financial support of up to \$1,000 (or the amount established for the program) to cover critical move-in costs such as deposits, utilities, or first month's rent, with funds paid directly to landlords or utility providers. Counselors will follow up with participants to evaluate the effectiveness of the intervention and connect them to additional community resources as needed.

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

MIM Financial Support

Up to \$1,000, and potentially a higher dollar amount, is available for one-time support to MIM participants with move-in-related expenses they cannot afford. The need for this support will be determined and documented through an assessment completed by a Housing Counselor. This financial remedy may be used to pay for move-in fees, payment or turning on of utilities, pet deposits, security deposit, or first month's rent. All money will be paid directly to the landlord or utility companies. If there are other sources of financial aid, these will be sought first, and this support will only be used if necessary.

Eligibility for the MIM

- Services focus on renters in the City of Albuquerque.
- MIM assessment must determine that there are costs of less than \$1,000, or whatever is the maximum financial cap, preventing move-in
- Potential participants do not have access to another means of navigation, case management, or financial aid to meet their needs.
- At least one household member is receiving social security or has a regular income sufficient for renting and meeting the guidelines of the AMI designation below.
 - Household income between 50% to 80% AMI
 - Household income verification
 - Wage statements or pay stubs
 - Public Benefits Statements
 - Self-Certification – if no documentation can be produced but compelling evidence of need is documented by the Housing Counselor, a self-attested form with a signature can be used.

*Exceptions may be made to eligibility criteria on a case-by-case basis following the process identified in the Program Guidelines

Program Oversight and Coordination

The successful applicant(s) for this RFQ will meet regularly to receive consultant-led support and technical assistance during pre-launch, launch, and potentially early operations timeframes, to work through programmatic and operations issues, and ensure fidelity to the program model and Program Guidelines. CABQ program representative(s) may also attend meetings as this program is refined during the launch and early operations timeframes. The successful applicant will participate in a minimum of monthly coordination meetings with CABQ staff to review program progress, identify challenges, and adjust strategies as needed.

Outcomes and Performance Measurement

Quality Measurement

CABQ seeks to partner with the successful applicant to further refine data collection and metrics. The following provides a few examples of performance measures that could be used for each program. The Contractor will submit Quarterly Reports, which consist of three forms: Part A includes aggregate results from agency data collection tools. Part B is a narrative highlighting connection to supportive resources, identification of barriers to serve the comprehensive needs of participants, and suggested solutions to address barriers to obtaining services. Part C provides participants' demographics. Reports are due no later than fifteen (15) days after the end of the reporting period.

Options for Performance Measurement

How Much Did We Do?

HRC

of people served, landlords, and tenants

and types of touchpoints

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

and types of referrals made

MIM

of clients served
of landlords identified/ recruited
and types of service utilized by participants

How Well Did We Do It?

HRC

of community partners retained and coordinated
Call back times

MIM

Call back times
Days to receive financial support

Is Anyone Better Off?

HRC

Brief Satisfaction Survey using a 1-10 rating on three questions

MIM

of people prevented from becoming unhoused
ROI – reduction in costs and systems burden

Available Funding/Budget

The City of Albuquerque is issuing this RFQ to support the operation of the Housing Resource Center (HRC) and Move-In Mentor (MIM) Program. *See the Funding Allocation section above for full details on total allocation, recurring vs. one-time funds, and the required minimum for direct financial assistance through MIM.* Eligible applicants include non-profit organizations, public agencies, and consortia thereof, are strongly encouraged to apply for both programs.

(Budget templates to complete are found in Appendix 2 and Appendix 4. Please complete these templates with your organization's proposed budget.)

This form includes maximum salary levels per position, required FTE, and allows applicants to propose their salary and budget structures within the total allocation. A brief description may be included if an applicant recommends adjustments to staffing or budgeted amounts.

The Housing Resource Center will be established at a location to be determined by the City of Albuquerque. The selected provider will collaborate with the City to operationalize services at that site. Applicants should budget for program staff and services, not for facility acquisition or long-term lease costs, unless otherwise directed by the City.

CABQ will use this Request for Qualifications (RFQ) process to contract with a qualified applicant (s) organization to administer these positions.

Required Qualifications:

Eligible applicants include non-profit organizations, public agencies, and consortia thereof, must demonstrate:

1. Organizational and administrative capacity to launch program(s) and embed and support the related positions.

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

2. A willingness to partner with CABQ to refine programs and work collaboratively with multiple City Departments that have a role to play in offering support and services.
3. Willingness to bring community partners to the table, including tenants, landlords, those with lived experience, and multiple community housing organizations.
4. Ability to ensure that services are provided equitably across the City of Albuquerque.
5. Commitment to following Program Guidelines and openness to working with City-sponsored consultant group during pre-launch, launch, and potentially early operations timeframes.
6. Ability to collect, analyze, and report performance data as specified in the Outcomes and Performance Measurement section.
7. Have the organizational capacity to administer a supportive housing program and comply with the City's Administrative Requirements¹, including adequate financial and administrative oversight systems and staffing; and

A completed financial audit with no major deficiencies identified in the report. The financial audit must be recent – within the last two years.

Submission Process:

Applications for qualifications will be accepted until **5:00 pm, October 15, 2025**.

Interested applicants, including governmental entities, nonprofit organizations, and other qualified organizations, must:

- A. Submit a narrative no longer than 3 pages, in 12-point font, single-spaced, per program applying for that addresses the following questions. Concise information is preferred, and bullet points are acceptable within your response. Please reply to each question separately. If applying for both programs, please do not exceed 6 pages, in 12-point font, total for this narrative. Attachments are not included in this maximum number of pages.

If applying to support Program #1, Albuquerque Housing Resource Center

1. Describe your organization's experience providing equitable housing and homelessness services, including housing access, stability, eviction prevention, and work with tenants and landlords.
2. Describe your approach to collaboration with stakeholders and organizations addressing housing access and homelessness in Albuquerque.
3. What service delivery strategies and values do you believe are most important when serving the public on housing-related concerns?
4. Why is your organization interested in supporting this program, and why are you a strong candidate?
5. Would your organization use funds from other sources to supplement this program? If yes, please explain.

If applying to support Program #2, Move-In Mentor Program

1. Describe your organization's experience providing equitable housing and homelessness services, including prevention, housing stability, eviction prevention, and work with tenants and landlords.
2. Describe your approach to collaboration with stakeholders and organizations addressing housing access and homelessness in Albuquerque.
3. What service delivery methods and values are most important for providing high-quality navigation and skill-building opportunities?
4. Why is your organization interested in supporting this program, and why are you a strong candidate?

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

5. Would your organization use funds from other sources to supplement this program? If yes, please explain
- B. Provide a copy of the most recently completed financial audit.
 - C. Provide documentation of not-for-profit status.
 - D. Complete the annual budget estimate for costs to hire, administer, and support the program applying for on the forms Appendix #2 and Appendix #4. *(If applying for both programs, feel free to combine all costs into one.)*

Complete applications with narrative, estimated annual budget, financial audit, and documentation of not-for-profit status should be submitted via email to HPI@cabq.gov.

Technical Assistance and Questions

It is the responsibility of the Offeror to stay up to date with any clarifications to this RFQ that will be issued through the City website: <https://www.cabq.gov/health-housing-homelessness/partner-resources>.

Technical assistance will be provided at the written request of responder agencies by the City of Albuquerque Department of Health, Housing and Homeless, Gavino Archuleta, HPI Division Manager. Requests for technical assistance and questions regarding the RFQ may be sent in writing to HPI@cabq.gov. Questions and answers to all inquiries will be posted at <https://www.cabq.gov/family/partner-resources/request-for-proposals>. Questions will be accepted until **5:00 p.m. October 8, 2025**.

An optional pre-submission meeting is scheduled for **Wednesday, October 1, 2025** from 10:00 to 11:00 am at the following location:

Department of Health, Housing and Homelessness
HHH Conference Room, 5th Floor
400 Marquette Ave. NW
Albuquerque, NM 87102

Review Process

An Ad Hoc Committee, comprised of Health, Housing, and Homelessness (HHH) staff, City of Albuquerque – Council representative(s), and supporting consultant(s), will review and qualify applicants as applications are received. The Committee will rank order qualified applications based on the extent to which they meet the criteria listed in this RFQ. The results of this process will be a pool of qualified applicants that are rank-ordered. From this pool, HHH will negotiate and enter into contracts with a qualified organization to administer this contract. HHH will use rank order information when selecting agencies to contract for these services, but rank order will not be the only determining factor, as final award decisions will also consider organizational fit, capacity to begin implementation quickly, and alignment with City priorities.

If, during the review process, additional information is needed regarding an RFQ, the Department staff will request such information from the responder. In addition, responders may be interviewed directly as part of the review process. Agencies will be advised of the time and date of such interviews.

During evaluation, proposals submitted shall be kept confidential. The Department will use its best efforts to restrict distribution to those individuals involved in the review and analysis of the proposals, but in any event, the City shall not be liable for disclosure of any information contained in the proposals during the review process. The proposals shall be open to public inspection after award of contract.

RFQ Appeals Process

Responders whose proposals are not selected may submit a written appeal. Letters of Appeal must be submitted and arrive in the office of the Department Director not later than ten (10) working days after receipt of the notice of non-selection. Letters must be specific as to the matter being appealed. Appeals not submitted in writing, not specific in nature, or which arrive late may not be considered. The Department Director's decision concerning the Appeal is final and will be provided within 30 days of receipt of the Appeal letter. Letters must be addressed as follows:

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>

Gilbert Ramirez, Director
Department of Health, Housing, and Homelessness
City of Albuquerque
P.O. Box 1293
Albuquerque, NM 87103

The envelope must clearly indicate:
APPEAL, DHHH – Social Services – RFQ – Housing Resource Center and Move-In Mentor Program

All Appeals will be responded to by the Department Director in writing.

Clarification

Any explanation desired by a responder regarding the meaning or interpretation of this RFQ must be requested in writing not less than five (5) working days prior to the hour and date specified for the receipt of proposals to allow sufficient time for a reply to each responder before the submission of their proposals. All inquiries must be directed Gavino Archuleta, HPI Division Manager at HPI@cabq.gov. Oral explanations or instructions given before the deadline for receipt of proposals will not be binding. Any information given in writing concerning this RFQ will be furnished through the Department of Health, Housing and Homelessness website if such information is necessary to responders in submitting proposals on this RFQ or if the lack of such information would be prejudicial to uninformed responders.

Acknowledgment of Amendments to the Request for Qualifications

Receipt of an amendment to the RFQ by a responder must be acknowledged (a) by signing and returning the amendment or (b) by letter. Such acknowledgment must be received prior to the hour and date specified for receipt of proposals and can be submitted as attachment to the Offer. It is the responsibility of the Offeror to stay up to date with any clarifications or amendments to this RFQ that may be posted on the Health, Housing, and Homelessness website including addenda and information materials.

Modification

Submissions may be modified or withdrawn provided such notice is received prior to the hour and date specified for receipt of proposals. The City reserves the right to amend, suspend, withdraw, or cancel the RFQ if needed. Any corrections or modifications will be issued by an addendum.

Applications for qualifications will be accepted until 5:00 p.m. Wednesday, October 15, 2025.

All notices, forms, and supporting documents of the RFQ will be posted BELOW:
<https://www.cabq.gov/health-housing-homelessness/partner-resources>

¹ <https://www.cabq.gov/health-housing-homelessness/partner-resources/administrative-requirements>