



**DENVER**  
HOUSING STABILITY

## Pre-Proposal Conference - Request for Proposal (RFP) #HOST-67-2023) Temporary Rental and Utility Assistance

For attendance purposes, please put your name, title, company representing and email address in the chat feature. This information will be posted on the bid site.

We ask that everyone please mute themselves.

If you have any questions, please submit them in the chat function.



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## Good Morning. Welcome and Thank You for joining us.

- All requests for information, clarifications and/or questions must be emailed to [HOSTProcurements@denvergov.org](mailto:HOSTProcurements@denvergov.org) throughout this process. They are to be received in accordance with the Schedule of Events.
- Deadline to submit additional questions is Wednesday, August 9, 2023, 5:00 PM, MST
- Responses to written questions will be posted on Friday, August 11, 2023, by 5:00 PM,
- Questions and responses received throughout this event will be published as an addendum on Zengine.

HOST Participants: Melissa Thate, Ian Cohn, Nicole Givens



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# Schedule of Events:

<b>RFP Issued</b>	July 26, 2023	10:00 AM
<b>Virtual Pre-Proposal Conference/General Information Meeting</b>	August 4, 2023	9:30 AM
<b>Deadline to Submit Additional Questions</b>	August 9, 2023	5:00 PM
<b>Response to Written Questions</b>	August 11, 2023	5:00 PM
<b>Proposal Due Date</b>	September 1, 2023	5:00 PM
<b>Evaluation Period (Tentative)</b>	September 1- 18, 2023	
<b>Award Date (Tentative)</b>	September 25, 2023	

## TRUA RFP

Since 2017, the TRUA Program has been providing rental and utility assistance to low-to-moderate-income residents experiencing a financial crisis and at-risk of being evicted. With the continued goal of preventing involuntary displacement among City and County of Denver residents, HOST is seeking proposals for the TRUA Program for a period through December 2024 with the potential of extending awarded contracts through future program years.



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# TRUA Program Activities

HOST is particularly interested in proposals that address existing gaps in eviction prevention programs available in the Denver Metro area as well as proposals emphasizing robust access to resources designed to support low-to-moderate income households, racial and ethnic minorities, immigrants and refugees, and other populations imminently at-risk of housing instability.

Eligible activities supported by this funding include, but are not limited to, the following:

- **Application Review and Eligibility Determination**
- **Rental and Utility Assistance**
- **Resource Referral and Navigation**



# TRUA Eligibility Requirements

## Homeowner Eligibility:

- i. Eligible applicants include those at 80% AMI or below for their household size.
- ii. Qualified applicants must provide evidence of tenancy, demonstrate that their home serves as their primary residence, and providers must verify their residence is located within the City and County of Denver.



# TRUA Eligibility Continued

## Homeowner Eligibility Continued:

- iii. Renters applying for rent and/or utility assistance and homeowners applying for utility assistance must demonstrate a current financial or other housing crisis to be eligible for financial assistance. These may include but are not limited to job loss, reduction in income, reduction in hours worked, an unexpected increase in non-discretionary expenses, uninhabitable living conditions, a notice of rent increase, a demand for rent or possession, or a court summons.
- iv. Qualified applicants must not have cash or assets on hand that is equal to or greater than the relief funds being requested (excluding funds reserved for non-discretionary living expenses).

## TRUA RFP Budget

Funding available through this RFP comes from the City of Denver's Affordable Housing Fund, Affordable Housing Incentive Fee Fund, and Community Invested Impact Special Revenue Fund. The current amount budgeted for this program in 2024 is approximately \$4.4M. A portion of these funds are required to serve residents living in the following priority neighborhoods: Westwood, East Colfax, Sun Valley, Globeville, and Elyria-Swansea. Additional funds for this program may be included in the Mayor's 2024 budget.

HOST is requesting two proposed budgets for this RFP based on existing budget and potential budget should additional funds become available. one if the available funding is \$4.4M and one if the available funding is \$20M.



# TRUA RFP Minimum Qualification Requirements

Respondent must provide the following:

- Knowledge about best practices and prior experience serving low-to-moderate income residents at-risk of housing instability with foreclosure prevention services.
- Must demonstrate a strong commitment to integrating into and coordinating with existing service delivery systems of foreclosure legal defense and foreclosure prevention programs in order to streamline qualified applicants' access to all available community resources.
- Must have plan to develop and/or expand upon existing partnerships with housing stabilization service providers that will enhance homeowner resource delivery and avoid any duplication of services.
- Program assistance must be provided according to Fair Housing requirements that protect citizens from discrimination on the basis race, color, religion or creed, national origin, ancestry, age, sex, gender, sexual orientation, gender identity or gender expression, marital or familial status, military status or physical or mental disability.



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# TRUA RFP Minimum Qualification Requirements Continued

HOST is particularly interested in service providers who can integrate the following services into their program delivery:

- i. Rapid assistance payments (no more than 2 business days) made on behalf of qualified applicants via Electronic Funds Transfer (EFT) particularly for those at-risk of imminent displacement.

- ii. Rapid assistance payments (no more than 2 business days) made on behalf of qualified applicants via physical check to the City and County of Denver Manager of Finance to mitigate judgement in urgent eviction cases.



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# TRUA RFP Minimum Qualification Requirements Continued

HOST is particularly interested in service providers who can:

- iii. Additional wrap-around support including but not limited to case management, housing navigation, mediation, and other supportive services for households who have previously or recently experienced homelessness, households currently doubled up, households with children, and/or households in need of relocation assistance.
- iv. Focused service delivery for a portion of funds in priority neighborhoods (Westwood, East Colfax, Sun Valley, Globeville, and Elyria-Swansea).



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# TRUA RFP Data Requirements

The selected contractor will be required to report on the households served by the program through HOST's Salesforce system on a monthly basis. Required data reported in Salesforce include the following:

1. Number of unduplicated households served within a monthly reporting period
2. Number of unduplicated households served year-to-date (YTD)
3. Demographic information from all households served including AMI levels and race/ethnicity data
4. Number of households served with a disability, female head of household, and households age 62 years old or older per reporting period

Additional data may be required to be collected and reported utilizing a supplemental form provided by HOST.

# Contract Requirements

## Required Certificate of Insurance provisions:

- **Insurance:** Certificates of Insurance are required of all City Contractors evidencing the following policies:
  - Workers' Compensation and Employer's Liability
    - Waivers for Sole Proprietors
    - Commercial General Liability
    - Sexual Abuse and Molestation Exclusion (SAME) language: Any contractor working with youth and/or a vulnerable population will require SAME coverage as a part of the contractor's commercial general liability coverage.
  - Business Automobile Liability
  - Exception for Sole Proprietors
  - Cyber Liability Insurance
  - Any contractor responsible for retaining Personally Identifiable Information (PII)



# Technical Requirements

- In addition to responses to the questions and budget, Respondents must provide the following documentation**
- 1. Diversity and Inclusiveness – Executive Order #101**
  - 2. Proof of Registration with SOS**
  - 3. Accounting and Audits**
  - 4. Sample Contract – certify**
  - 5. Anti-Discrimination Policy – Certify & provide any written anti-discrimination or non-discrimination employment and service policies (if existing)**



# RFP Evaluation Criteria

- Areas of review:
  - a) Agency Capacity & Experience
  - b) Proposed Services
  - c) Equity & Diversity
  - d) Response to the City's Proposed Questions
  - e) Technical Review of Proposal Requirements
  - f) Proposed Outcomes
  - g) Program Budget Plan
  - h) Response to the City's proposed Sample Contract provisions in Contract Certification
  - i) Other Requirements (as applicable)

**No weighting relative importance of criteria is intended or implied by the list**



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# Questions

- Questions will be accepted until the deadline of August 9, 2023, by 5:00 PM MST. All questions and answers will be posted in an addendum.
- Submission of proposals for this solicitation may only be done electronically through Zengine. Proposals must be submitted at:
- [https://webportalapp.com/sp/trua\\_rfp\\_application](https://webportalapp.com/sp/trua_rfp_application)





# Questions and Answers?



For the time remaining in this event, you may type your questions in the **chat function**. The City will attempt to respond to them. This feature can be found at the top right of your screen.

These questions and answers will be made available on the bid site.

**HOSTProcurements@denvergov.org** – to submit additional questions

**Any change(s) to the RFP and/or its scope will be posted in an addendum. Do not rely on any oral interpretation.**