



HABITAT FOR HUMANITY INTERNATIONAL

National Services Program Evaluation - 2009

REQUEST FOR PROPOSAL

Prepared August 25, 2009

1.1 HFHI Background Information

Founded in 1976, Habitat for Humanity International (HFHI or Habitat) is a non-profit ecumenical Christian organization with the mission of eliminating poverty housing from the world and making decent shelter a matter of conscience and action.

Habitat for Humanity largely does its work in the US through Habitat affiliates. Affiliates are independent, locally-run, community-level nonprofit organizations that partner with Habitat for Humanity to provide services to families in a specific geographic area. Habitat houses are built primarily by community volunteers and families partnering with Habitat for homeownership; through volunteer labor and donations of money and materials, each Habitat affiliate coordinates all aspects of Habitat home building in its local area: fundraising, build site selection, partner family selection and support, construction, and mortgage servicing. The homeowners' monthly mortgage payments replenish a revolving fund that is used to build more Habitat houses. In addition to a down payment and the monthly mortgage payments, homeowners invest hundreds of hours of their own labor, sweat equity, into building their home and those of others. Families are selected on the basis of their need, willingness to partner, and ability to repay the no-interest loans; selection of homebuyers is not affected by race, color, creed, national origin or religion. Currently, more than 1,700 affiliates in the United States and Canada, and 550 international affiliates coordinate Habitat house-building projects in over 3,000 communities around the world.

Since 1976, Habitat has built more than 300,000 houses in more than 100 countries, including more than 45,000 houses in the United States.

1.2 Background on National Service

The Corporation for National and Community Service (CNCS) is the federal agency which administers National Service programs, including Senior Corps, Learn and Serve America, and AmeriCorps (which includes VISTA). The mission of the Corporation for National and Community Service is to improve lives, strengthen communities, and foster civic engagement through service and volunteering. The Corporation is the nation's largest grantmaker supporting service and volunteering providing opportunities for Americans of all ages and backgrounds to serve their communities while addressing critical community needs.

1.3 Background on the National Service in Habitat for Humanity

HFHI has extensive experience and history managing AmeriCorps National, AmeriCorps State, and AmeriCorps VISTA programs. In fiscal year 2009, HFHI managed 269 National Direct Members and 109 AmeriCorps State Members working with local affiliates to build and renovate homes with low-income families, and 99 VISTA Members working to develop the capacity of local affiliates to develop systems, resources, and partnerships with other community organizations. Members strengthen communities by enabling the affiliates to use more volunteers more effectively, bringing together diverse partners in a common cause. Members develop their skills in construction and leadership by serving as crew leaders on a daily basis.

AmeriCorps National Direct and State Members serve in direct-service capacities including construction crew leader, volunteer coordinator, family service coordinator, faith-relations volunteer coordinator, and youth programs coordinator. Direct-service activities involve direct day-to-day implementation and interaction with beneficiaries and community members. The combined efforts of these member teams served to lead and support volunteers in the construction of homes, educate and support families in the process of becoming a first time homeowner, and increase the capacity of the Habitat affiliate by offering new and innovative ideas for programming. VISTA Members serve in indirect service roles including Resource Development, Volunteer Program Development, Construction Program Development, Youth Program Development, Family Services Program Development, and ReStore Program Development. Indirect service activities involve behind the scenes efforts focused on building the capacity of affiliates in sustainable ways while engaging the community.

HFHI has a staff of 25 people who support AmeriCorps National Direct, AmeriCorps State, and VISTA projects. Our department is managed by a National Service Director; an Associate Director; three National Service Managers; six senior specialists; 12 specialists; and 2 administrative coordinators. In the past three years, staff have supported members in just one program at a time - i.e. AmeriCorps State staff only support AmeriCorps State members and sites. Staff manage all aspects of the program in partnership with CNCS and affiliates, including host site selection and development; member selection and development; grant compliance and monitoring; and reporting.

Operating sites each have a designated AmeriCorps Site Coordinator at the Habitat for Humanity affiliate. This person receives training from the HFHI staff and works directly with the members to provide site-level training, track member hours, educate other operating site staff, Habitat homeowner families and volunteers about the AmeriCorps program, evaluate and report on the program at the operating site level, ensure that the rules on prohibited activities are adhered to and recognize and respond to AmeriCorps Member development needs. The Site Coordinator is identified by the host affiliate as someone who will be able to spend at least 25% of his or her time on administering the program. For National Direct, the Site Coordinator is responsible for coordinating a complete training program, which includes a local orientation; CPR/First Aid; conflict management, communication; citizenship, which includes the completion of a Citizenship Community Service Project; poverty awareness; and Life After AmeriCorps. For AmeriCorps State, these activities are largely handled by HFHI National Service Staff. The VISTA program works in partnership with affiliates and CNCS to offer training and member development.

2. Program Evaluation Services

HFHI requires evaluation services for the 2006-2009 grant cycle of its National Services Program. The overall goals of the National Services program are to increase HFH Affiliates capacity

- To serve families and communities, both qualitatively and quantitatively;
- To engage increased numbers of community volunteers; and
- To develop community partnerships.

The objectives of this evaluation of the 2006-2009 grant cycle are:

- to establish a baseline for the performance of the program in delivering value to families, communities, HFH affiliates, and CNCS; and
- to inform the ongoing revision of program design and processes for CNCS member recruitment, development, and retention.

The evaluation must additionally satisfy the requirements under 45 CFR 2522 Subpart E – Evaluation Requirements.

We anticipate that the proposed evaluation activities may include, but not be restricted to, a combination of some of the following:

- Interviews with senior managers and other program personnel;
- Review of program documentation;
- Review of program logic;
- Review of monitoring data and other process documentation;
- Collection of information from participating and non-participating HFH affiliates;
- Collection of information from participating National Serve Members;
- Preparation and provision to HFHI of draft report, with findings and recommended changes to program logic, monitoring and evaluation systems, and program activities,
- Preparation of Final Report.

4. Submission of Responses

- All communications relevant to this RFP should be directed to CSchrock@habitat.org.
- Respondents desiring additional information may submit questions by email to the above address before **5:00 pm (EDT), Friday, September 4, 2009**. Responses to these questions will be communicated to all potential respondents before 5:00 pm (EDT), Friday, September 11, 2009.
- To be considered for award of contracts under this RFP, responses must include:
 - (a) a detailed description of respondent's capabilities, experience, and qualifications relevant to the work described in this RFP;
 - (b) a detailed Work Plan and Schedule to accomplish the objectives of the evaluation, including plan to submit final evaluation report **before 5:00 pm (EST), Tuesday, December 15, 2009**;
 - (c) a Total Cost of Project (exclusive of reimbursable expenses);
 - (d) a detailed list and estimate of reimbursable expenses (e.g., travel);
- **Additionally**, to be considered for award of contracts under this RFP, responses must be submitted by email to the above address before **5:00 pm (EDT), Friday, September 18, 2009**.
- To be considered for additional work with HFHI outside of the scope of this RFP, respondents may also include a Standard Billing-Rate Sheet with hourly- and/or daily-rate for each consultant.

5. Proposal Evaluation Procedures

HFHI shall evaluate each Response that is properly submitted. Selection of a Respondent to provide Program Evaluation Services will be based on the following criteria:

- (a) Respondent's capabilities, including:
 - (i) The ability to respond to and meet the guidelines and conditions set forth in this RFP;
 - (ii) Demonstrated capacity to perform the type of services sought; and
- (b) Qualifications and experience of Respondent and key personnel including professional credentials, operational and practical experience;
- (c) Reasonableness of budget and schedule; and

- (e) HFHI reserves the right to consider such other relevant factors as it deems appropriate in order to obtain “best value” provider of Programmatic Evaluation Services. HFHI may or may not seek additional information from Respondents prior to making a selection.

This RFP does not commit HFHI to select any firm, award any work order, pay any costs incurred in preparing a response, or procure or contract for any services or supplies. HFHI reserves the right to accept or reject any or all submittals received, cancel or modify the RFP in part or in its entirety, or change the RFP guidelines, when it is in the best interests of HFHI to do so.

5. Other Provisions

5.1 Waiver Authority

- HFHI reserves the right, at its sole discretion, to waive minor irregularities in submittal requirements, to request modification of the response, to accept or reject any or all responses received, and/or to cancel all or part of this RFP at any time prior to awards.

5.2 Disclaimer

- This RFP does not commit HFHI to award any funds, pay any costs incurred in preparing a response, or procure or contract for services or supplies. HFHI reserves the right to accept or reject any or all responses received, negotiate with all qualified Respondents, cancel or modify the RFP in part or in its entirety, or change the response guidelines, when it is in its best interests.

5.3 Changes/Amendments to RFP

- This RFP has been distributed electronically using HFHI’s email system. Any update and/or changes will be communicated by this process.