



USAID | MOLDOVA

FROM THE AMERICAN PEOPLE

OPS #R0154753

SOLICITATION NUMBER: 72011724R10011
ISSUANCE DATE: April 12, 2024
CLOSING DATE/TIME: May 22, 2024, 23:59
Chisinau Time

**SUBJECT: Solicitation for an Administrative Assistant (Program Office)
Cooperating Country National (CCNPSC - *Local Compensation Plan*)**

Dear Prospective Offerors:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

This solicitation in no way obligates USAID to award a PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to the Point of Contact specified in solicitation.

Sincerely,

Mike Fritz
Contracting Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72011724R10011
2. **ISSUANCE DATE:** April 12, 2024
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** May 22, 2024, 23:59 Chisinau Time
4. **POINT OF CONTACT:** Natalia Ciobanu, e-mail at Chisinauhr@usaid.gov.
5. **POSITION TITLE:** Administrative Assistant (Program Office)
6. **MARKET VALUE:** The market value for this position is equivalent to **FSN-07** which is between **\$13,879 - \$20,819**. In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Moldova final compensation will be negotiated within the listed market value.
7. **PERIOD OF PERFORMANCE:** Five (5) years, estimated to start o/a June 2024. Employment under any contract issued under this solicitation is of a continuing nature. Its duration is expected to be part of a series of sequential contracts; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of the contract shall apply. The initial CCNPSC contract will be for an initial five-year period, with possible renewal pending continued need for the position, contractor performance, and funds availability.
8. **PLACE OF PERFORMANCE:** Chisinau, Moldova with possible travel as stated in the Statement of Duties.
9. **ELIGIBLE OFFERORS:** Candidates must be cooperating country nationals (CCN), defined as individuals who are citizens of Moldova or non-citizens lawfully admitted for permanent residence in Moldova. U.S. Mission employees currently on probation are ineligible to apply.
10. **SECURITY LEVEL REQUIRED:** Facility Access or CCN Security Certification issued by the US Embassy Regional Security Office.

11. STATEMENT OF DUTIES

1. General Statement of Purpose of the Contract

The Program Office Assistant (the “Administrative Assistant”) position is located in the USAID/Moldova Mission and will provide operational/administrative support services to the Program Office. The position reports to the U.S. Direct Hire, Program Office Director and serves as the principal administrative support person for the Office. The Administrative Assistant functions independently to ensure that administrative

functions are performed effectively, efficiently, and in a manner that promotes harmony and problem-solving, ensuring other Office staff members may be more effective.

The Administrative Assistant is the primary contact person responsible for Office customer service to internal and external partners and other stakeholders, including Mission staff, contractors and grantees, and potential contractors, grantees, Implementing Partners, host-government officials, the U.S. Embassy, USAID/Washington, and other customers. In this capacity, the Administrative Assistant is responsible for coordinating information about the Office and making sure that information gets to customers on a timely basis and in a professional manner.

2. Statement of Duties to be Performed

- A. The Administrative Assistant receives and places phone calls, sends and receives e-mail and other correspondence, sets up meetings, and makes appointments at the request of the supervisor and other Office staff with Mission, Host Government, Implementing Partners, Non-Governmental Organizations, donor organizations, private-sector, and other contacts; arranges transportation, as needed; and takes meeting minutes when requested. The Administrative Assistant schedules appointments based on a good knowledge of the Office Director's commitments and maintains the Office calendar, reminding the supervisor and others of meetings and appointments. The Administrative Assistant takes messages in the absence of the Office Director and other staff, directing callers to other staff members, or answering questions personally; prepares and submits visitor access requests, receives and assists visitors, answers questions, or directs them to a staff member who can assist them; schedules meetings for the Office Director and other staff members, and ensures that attendees are briefed or provided proper background material for meetings; and, participates in arranging for conference/meeting room space as required by the size of the group and maintaining conference/meeting room schedules, in coordination with other Mission administrative staff. The Administrative Assistant coordinates the travel schedules of Office personnel; such as coordinating with the travel office to develop travel itineraries and coordinating with the Office of Financial Management on Travel Authorization documents. The Administrative Assistant meets with other Mission support staff on a regular and recurring basis to update and improve standard operating processes. **30%**
- B. The Administrative Assistant maintains control of correspondence for the Office, including providing assistance with maintaining program/project/activity files; managing shared email accounts and distribution lists; establishing and maintaining computerized tracking systems to track Office actions; providing weekly reports to the Office Director; receiving and screening Office mail not addressed to a particular individual; drafting official letters and responses to routine correspondence and letters; distributing incoming official mail to Office personnel and attaching pertinent background material; and searching files and records to assemble background information for correspondence and other pending actions. The Administrative Assistant reviews outgoing mail for proper address, routing, attachments, etc., prior to

dispatch, reviewing outgoing correspondence for accuracy and conformance with Mission formatting procedures and special instructions. The Administrative Assistant distributes internal policies and procedures and, as necessary, maintains a tracking system of when staff received new policies and/or procedures. **25%**

- C. The Administrative Assistant maintains control of correspondence for the Office, including providing assistance with maintaining program/project/activity files; managing shared email accounts and distribution lists; establishing and maintaining computerized tracking systems to track Office actions; providing weekly reports to the Office Director; receiving and screening Office mail not addressed to a particular individual; drafting official letters and responses to routine correspondence and letters; distributing incoming official mail to Office personnel and attaching pertinent background material; and searching files and records to assemble background information for correspondence and other pending actions. The Administrative Assistant reviews outgoing mail for proper address, routing, attachments, etc., prior to dispatch, reviewing outgoing correspondence for accuracy and conformance with Mission formatting procedures and special instructions. The Administrative Assistant distributes internal policies and procedures and, as necessary, maintains a tracking system of when staff received new policies and/or procedures. **25%**

- D. The Administrative Assistant uses computer and web-based word processing, spreadsheets, and software applications in the performance of a variety of assignments. The Administrative Assistant oversees the USAID project registration process which requires use of the host government's platform and close coordination with Implementing Partners and Host Government officials. Drafts electronic country clearances; reports time and attendance; assists incoming personnel with check-in procedures and departing personnel with check out procedures; prepares travel requests for the Office staff for official travel. Types a variety of correspondence, creates electronic trackers, develops charts, and prepares other documents in draft and final form, proof-reading for format and consistency with standard formatting requirements prior to submitting for signature. As required, the Administrative Assistant locates documents routed for clearance, and obtains and tracks clearances and signatures. As required by workload, the Administrative Assistant may be assigned to the Front Office, or assigned to support other office Administrative Assistants, during the absence of the job holder. **25%**

The contractor is eligible for temporary duty (TDY) travel to the United States, or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

3. Supervisory Relationship

The Administrative Assistant receives formal supervision from the Program Office Director and/or his/her designee, who provides assignments in terms of a discussion of the work to be performed, and Office priorities. Most work occurs as a result of normal Office operations, but special activities may be assigned at any time. The Administrative Assistant independently plans and carries out assignments and is responsible for the

accuracy of their personal work; work is normally reviewed in terms of results achieved and in meeting Office objectives.

4. Supervisory Controls - None

12. **PHYSICAL DEMANDS**

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

a. Education: Two or more years of post-secondary schooling in Secretarial Science or Business Administration, or other related field equivalent to a US junior college or community college diploma, is required.

b. Prior Work Experience: A minimum of three years of administrative or secretarial work experience, of which two years should be in related work with a U.S. Government Agency, Non-Governmental Organizations, other donor organizations, host-government organizations, or private-sector institutions is required.

c. Post Entry Training: The Administrative Assistant will be provided familiarization training on USAID operations, and on specific regulations and procedures (such as records management, travel, and correspondence management). Additional training may be provided from time to time, depending on course offerings and the availability of space and funds.

d. Language Proficiency: Fluency in English, Romanian, and Russian is required. Testing at a 4/4 minimum in English is required. Must demonstrate strong speaking/reading/writing in English and Romanian; strong speaking/reading in Russian.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with [FAR 52.215-1](#). The CO reserves the right at any point in the evaluation process to establish a competitive range of offerors with whom negotiations will be conducted pursuant to [FAR 15.306\(c\)](#). In accordance with [FAR 52.215-1](#), if the CO determines that the number of offers that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

The technical evaluation committee may conduct reference checks, including references from individuals who have not been specifically identified by the offeror, and may do so before or after a candidate is interviewed.

To meet the basic eligibility requirements for this position the offeror must:

- Be a citizen of Moldova, or a non-cooperating country citizen lawfully admitted for permanent residence and work in Moldova;
- Submit a complete application (Offer) as outlined in the Section IV;
- Be able to attain a security certificate for Facility Access;
- Be cleared medically to work in the U.S. Mission to Moldova.

After the closing date for receipt of applications, those that meet the minimum qualification requirements (Education, Experience, and English Language Proficiency) will be referred to a Technical Evaluation Committee (TEC). Applications from candidates who do not meet the minimum requirements will not be considered. The TEC will review and score the applications to create a list of applicants to be further evaluated. Short-listed candidates will be evaluated against the Evaluation Factors listed below based on information presented in the application, skills test (when used), interview, and obtained through reference checks. An applicant’s references must be able to provide substantive information about past performance and abilities.

BASIS OF RATING

English Proficiency Test: **PASS/FAIL**

Application Review: **15 points**

The application will be scored based on information provided outlining the quality of experience supporting the statement of duties and the following evaluation factors:

a) Job Knowledge (7):

The Administrative Assistant should be familiar, or able to quickly become familiar with the responsibilities and activities of the Office of assignment, as well as possess a general knowledge of standard office procedures and practices. The Administrative Assistant should have the ability to develop an excellent understanding of USG file management, mail handling, and correspondence formatting.

b) Skills and Abilities (8):

The Administrative Assistant must be proficient in keyboarding and in operating computers with standard software, including the Google suite of programs, Microsoft Word, Excel, PowerPoint, Outlook, and other software programs as designated. The Administrative Assistant must be proficient in using the Internet and E-mail.

Skills Test: **25 points**

The skills test is intended to gauge the applicant’s problem-solving ability, attention to detail, leadership, and customer orientation.

Interview Performance **60 points**

Interview questions will be intended to explore the candidate’s experience, job knowledge, and skills regarding the requirements and functional role of the position. There will be at

least one question regarding Diversity, Equity, Inclusion, and Accessibility (DEIA) concepts.

Total Possible Points: **100 points**

Reference Check **PASS/FAIL**

A “FAIL” Reference Check would result from information regarding confirmed illegal or unethical activities or a preponderance of negative feedback from numerous references, e.g., not a single critical comment.

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete and submit through email all the below documents to be considered for the position.

a. Completed AID 309-2 form (Offeror Information For Personal Services Contracts With Individuals) which can be retrieved here: <https://www.usaid.gov/forms/aid-309-2> . Offerors must complete the AID 309-2 form in English and are advised to include all of their current and previous work experience related to this position. Offerors may use continuation pages to further explain their relevant work experience, if needed. An Internal Offeror’s experience acquired before/after joining U.S. Government should correspond to the information provided in the Official Personnel Folder (OPF). Any discrepancy found between the current application form (AID 309-2) and the information provided in the OPF related to offeror’s qualifications could make the offeror ineligible for the position.

b. A cover letter of no more than two (2) pages that demonstrates how the Offeror’s qualifications meet the evaluation and selection factors in section III. Excess pages (beyond 2) will not be read or considered.

c. A CV or standard résumé of no more than four (4) pages.

d. Names of three professional references, including at least one current/former supervisor, that have knowledge of the offeror’s ability to perform the duties set forth in the solicitation. This information may be included in the cover letter or résumé/CV.

2. Offers must be received by the closing date and time specified in **Section I, item 3**, and submitted to the Point of Contact in **Section I**.

3. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.

Offerors who do not include all above required documents in their offer submission will not be considered for this position. Documents/offers received through links to Google Drive, Sky Drive, and/or any other private cloud computing database/websites will not be considered.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

1. The CO will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award:

- Questionnaire for Employment Authorization (U.S. Embassy Moldova form)
- Authorization for Release of Information (U.S. Embassy Moldova form)
- Certificate of Criminal Records (obtained from the pertinent authorities)

Failure of the selected offeror to accurately complete and submit required documents in a timely manner may be grounds for the CO to rescind any conditional pre-contract salary offer letter and begin negotiations with the next most qualified/highest ranked offeror.

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a PSC is normally authorized the following benefits and allowances as outlined below. The local compensation plan (LCP) is the basis for all compensation payments to locally employed staff/CCNPSCs. The LCP consists of the local salary schedule, which includes salary rates, authorized fringe benefits, and other pertinent facets of compensation such as health and life insurance, and retirement allowance. As a matter of policy, and as appropriate, a PSC is normally authorized the following benefits and allowances.

1. BENEFITS:

Health Insurance coverage, reimbursement of authorized expenses up to \$8,155 per immediate family member; children to age 21

Defined Contribution Fund, 12% of salary is placed in account, paid by employer

Death Benefit

2. ALLOWANCES (as applicable):

Meal allowance in accordance with the Moldova Local Compensation Plan in amount of \$770

Childcare Allowance and Childbirth Grant in accordance with the Moldova Local Compensation Plan

VII. TAXES

Local Employed Staff are responsible for paying local income taxes. The U.S. Mission withholds year-end local income tax payments.

VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing CCNPSC and TCNPSC awards are available at these sources:

1. **USAID Acquisition Regulation (AIDAR), Appendix J**, "Direct USAID Contracts With a Cooperating Country National and with a Third Country National for Personal Services Abroad," including **contract clause "General Provisions,"** available at

<https://www.usaid.gov/ads/policy/300/aidar>

2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>. Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g., R497]</i> - Accounting Info: <i>[insert one or more citation(s) from Phoenix/GLAAS]</i>	1	LOT	\$ TBD	\$_TBD at Award after negotiations with Contractor_

3. Acquisition & Assistance Policy Directives/Contract Information Bulletins (**AAPDs/CIBs**) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>
4. **Ethical Conduct.** By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “**Standards of Ethical Conduct for Employees of the Executive Branch,**” available from the U.S. Office of Government Ethics, in accordance with **General Provision 2 and 5 CFR 2635**. See https://www.oge.gov/web/oge.nsf/resources_standards-of-conduct.
5. **PSC Ombudsman**
 The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the Agency. Please visit our page for additional information: <https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.

The PSC Ombudsman may be contacted via: PSCOmbudsman@usaid.gov.