



USAID | BANGLADESH

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72038822R00004

ISSUANCE DATE: January 11, 2022

CLOSING DATE/TIME: Open until filled

SUBJECT: Solicitation for Resident Hire U.S. Personal Service Contractor (USPSC) – Knowledge Management And Communications Advisor, GS-12

Dear Prospective Offerors:

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

Offers must be in accordance with **Attachment 1, Sections I through V** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all solicitation material for their records.

This solicitation does not obligate USAID to award a PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offer.

Questions must be directed in writing to the Point of Contact specified in the attached information.

Sincerely,

Sara Suliman
Contracting Officer

ATTACHMENT 1

I. GENERAL INFORMATION

1. SOLICITATION NO.: 72038822R00004

2. ISSUANCE DATE: January 11, 2022

3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: Open until filled

4. POINT OF CONTACT: KMA Zubin Faisal, e-mail at zfaisal@usaid.gov. Please DO NOT send applications to this email address. For mailbox to send application, see section IV of this solicitation.

5. POSITION TITLE: Knowledge Management And Communications Advisor

6. NUMBER OF VACANCIES: One (1)

7. MARKET VALUE: \$68,299 - \$88,792 per annum; equivalent to GS-12.

Final compensation will be negotiated within the listed market value based on the successful candidate's salary history, work experience and educational background. Salaries over and above the top of the pay range will not be entertained or negotiated.

8. PERIOD OF PERFORMANCE: This is a one year contract with the possibility of four, one year extensions based on need of the USG and availability of funds. The contract and extensions cannot exceed 5 years.

9. PLACE OF PERFORMANCE: Dhaka, Bangladesh with possible travel as stated in the Statement of Work.

10. ELIGIBLE OFFERORS: This is a resident hire USPSC position. Only US citizens or US Resident Aliens residing in Bangladesh and who possess proper documentation (Bangladeshi visa or work permit) are eligible to apply.

Resident Hire USPSC: A U.S. citizen or resident alien who, at the time of contract award, resides in the cooperating country for reasons other than U.S. government or non-U.S. government employment, or under any contract or other arrangement, that provides repatriation to the U.S.; or is a spouse or dependent of a U.S. citizen or resident alien who resides, or will reside, in the cooperating country for the purpose of U.S. government or non-U.S. government employment, or under any contract or other arrangement that provides repatriation to the U.S.

11. SECURITY LEVEL REQUIRED: The successful candidate will be required to obtain a Facility Access clearance.

12. STATEMENT OF DUTIES

OVERVIEW AND BASIC FUNCTION:

The Knowledge Management and Communications Advisor will serve as the chief point of contact for the Mission in producing and distributing information and communications products aimed at various target audiences. S/he fulfills three main responsibilities:

- 1) Leads and/or assists with the drafting, reviewing, and editing of major USAID reporting and planning documents;
- 2) Develops and organizes a systematic approach to gathering data, information, and reporting, and leads dissemination of internal and/or programmatic publications, informational materials, and other products;
- 3) Ensures that documents and other products prepared by the Mission are written in American English, follow U.S. government (USG) standards for the use of clear and easily understood language, and are well organized, concise, and easily accessible to reviewers from a broad array of disciplines; and
- 4) Provides targeted English language training to USAID staff to improve the quality of oral and written communication skills.

MAJOR DUTIES AND RESPONSIBILITIES

Knowledge Management and Communications Advisor

- The incumbent will develop and organize a systematic approach to curating, producing, and disseminating the array of Mission-produced informational publications, documents, and other materials that target various internal and external audiences.
- The content produced and disseminated can range from technical reports and briefs, one-pagers on key Mission activities and initiatives, or end-of-year reporting on key accomplishments – to informational content about USAID for VIP visitors, USAID headquarters, other Embassy sections' publications, events, or planning.
- The incumbent will be expected to act as chief gatekeeper of the various informational materials produced, catalogue them using existing digital storage systems that might include the Mission intranet, Google Drive, or other new systems as deemed appropriate. In doing so, the incumbent will also inform Mission leadership of duplication of efforts and streamline information and reporting processes to repurpose materials where feasible, maximize resources and level of effort across the Mission, and inform key high-level audiences regarding USAID programmatic and operational information.
- These efforts will require strong organization and coordination across the entire Mission. S/he must be able to coordinate knowledge management efforts that support monitoring and evaluation objectives, as well as coordinate technical and programmatic publications and products for internal and external dissemination.

Technical Writer / Editor

- The incumbent will ensure that final documents for senior management review are well organized, follow appropriate formats, contain the required information, and are written in clear and easily understood language while maintaining accuracy in terms of technical content.

- The types of documents to be processed span the range from simple correspondence, speeches, and public outreach materials to complex and lengthy technical documents that outline agency processes for management and audit purposes. The incumbent is responsible for drafting factual and interpretive memoranda that provide clear and well-supported recommendations, and objective information and advice to senior staff on a variety of programming and administrative issues.
- S/he will be expected to employ a range of writing styles, including expository, documentary, and creative story-telling to accommodate the full range of USAID's different audiences.
- S/he must use simple, clear language—particularly in communications materials intended for non-USAID audiences. In some instances, completing written documents will entail soliciting and editing written materials from a large number of non-native English source writers whose technical inputs are critical to the production of the final product. The incumbent must ensure the accuracy, appropriateness of style and tone, as well as adherence to format and content requirements of all documents managed by the Program Office (PRO).
- The incumbent is also expected to review complex and detailed USAID guidance and conduct limited subject research as required in order to accomplish writing and/or editing assignments. S/he is also expected to interpret and communicate agency guidelines to other writers in the Mission in order to maximize the quality of first draft submissions. S/he is expected to become familiar with a broad range of key sources of information for Agency policies and procedures, as well as style guidelines for producing various documents. The incumbent works closely with the Program Office and other Mission staff, and serves as an important resource person on matters related to Mission reporting requirements.

English Mentor and Trainer

- The objective of this role is to increase the overall quality of oral communication skills and first draft written submissions of Mission staff by providing targeted feedback and training to Mission staff. The incumbent will assess existing training resources available for staff and survey staff and Mission management regarding unmet needs and the best means by which to develop staff capacity in oral and written English. The incumbent will utilize this information to develop and implement a training plan for targeted Mission staff.
- The incumbent also will work closely with document authors to revise documents as necessary and use this process to increase the overall quality of staff writing. These documents may include, but are not limited to: memoranda, reports, statements of work, design documents, bilateral agreements, presentations, and outreach materials. Depending on the skill level of the initial writer, the process of skills development may require multiple rounds of constructive feedback and early guidance at the conceptualization phase of document preparation.

Special Projects Coordinator

- The incumbent will lead or assist on the preparation of a number of special reporting, planning, or policy documents for the Mission. In these assignments, s/he will sometimes be expected to take a lead responsibility in the coordination and standardization of inputs from different writers, compliance with agency guidance, and general quality control of

the final product. S/he is also expected to facilitate the development and standardization of document formats and other writing guides to assist Mission writers. In this capacity the incumbent works closely with Mission management to identify guidance documents and tools utilized by the Mission and design and implement standard documents that staff can readily access.

SUPERVISORY RELATIONSHIP

The Contractor shall report directly to the Director of the Program Office.

SUPERVISORY CONTROLS

Formal supervision of other Mission staff is not contemplated.

13. PHYSICAL DEMANDS:

The work requested does not involve undue physical demands. The work requested is generally sedentary and poses few physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

To be considered for the position, a candidate must meet the Minimum Qualifications listed below.

Education: A Bachelor's degree in English, International Relations, Public Policy or field relevant for English-writing and/or international development is required. Candidates with a Master's degree in English, International Relations, Public Policy or field relevant for English-writing and/or international development are encouraged to apply.

Prior work Experience: At least 3-5 cumulative years of progressively responsible work experience for which knowledge and information management, communications and outreach, English-writing and staff-development or team work constitute a significant element of the level of effort is required. Specific experience in editing, reviewing, researching and working closely with technical specialists in preparing briefing papers, manuals, handbooks, and/or other policy directives is advantageous. Work experience in writing and editing for a government agency, international non-government organization (NGO) or foreign donor agency is advantageous. Demonstrated ability to develop and conduct training courses, including one-on-one, as well as in a classroom environment, is advantageous.

Job Knowledge: The candidate must possess a thorough knowledge of the principles, methods, practices, and techniques of communication and good storytelling, and be able to apply such knowledge in the development and dissemination of content through a variety of media. S/he must have experience in the analysis and interpretation of data and the presentation of findings in written or oral form and know how to determine and effectively use the most appropriate means for transmitting information and to evaluate the effectiveness of plans developed to communicate with targeted audiences. This includes an understanding of the use of written communication in developing news releases, feature stories, background statements, fact sheets, media spots, and scripts that clearly and concisely convey complex information about USAID's mission and activities. The successful candidate must have a solid understanding of both digital and traditional communications outlets and strong familiarity with English grammar and American word usage and spelling.

Skills and Abilities:

1. Written and oral communication skills:

The candidate must possess excellent written and oral communication skills in American English. S/he must demonstrate the ability to clearly organize and prepare concise and well-written documents that are geared toward a variety of audiences and at different level of technical complexity. S/he must also demonstrate skills in analytical writing and presenting both quantitative data and qualitative information in a clear and concise fashion that is easily understood by various audiences. The individual must be able to obtain, analyze, and evaluate a variety of data and guidance; organize, interpret and present it in meaningful oral or written form for varied audiences (including senior level staff of the Mission); and provide solid analysis.

2. Teamwork and interpersonal skills:

Since the vast majority of the position's responsibilities will require the cooperation of others, the applicant must demonstrate an exceptional ability to communicate and give written and oral feedback to colleagues and superiors regarding their collaboration and quality of work. S/he must also demonstrate an ability to conceptualize and implement effective organizational processes to yield results.

3. Professional judgment, organization skills and ability to work independently:

The applicant will be called upon to deliver outputs that require long term planning, excellent organization, and depend on the cooperation of others. Demonstrated good judgment and organizational skills are essential, as well as a good instinct for knowing when to consult.

4. Knowledge acquisition, research, and analytical skills:

The applicant must demonstrate a facility with acquiring knowledge about technical subject matters not in his or her direct field of experience, education, or training. S/he should demonstrate analytical ability that is not subject matter dependent.

5. Skills development:

The applicant should demonstrate an ability to teach in both one-on-one and group contexts.

6. Computer skills:

The applicant must be highly proficient in the use of Microsoft Word, PowerPoint, and Excel. S/he must also have skills and ability to format various types of documents in Microsoft Word for a professionally produced look and feel. Experience with Adobe InDesign, Adobe Illustrator, or other desktop publishing software is desired, but not a requirement.

III. EVALUATION & SELECTION FACTORS

Applicants who meet the Education/Experience requirements and Selection Factors will be further evaluated. Applications that do not meet the required minimum qualifications will not be scored. Candidates meeting the above required qualifications for the position will be evaluated based on information presented in the application.

After meeting the minimum qualifications, consideration and selection will be based on a panel evaluation of the Evaluation Criteria. Additionally, USAID reserves the right to conduct written exams and an interview with the top-scoring candidates. Top-scoring candidates will also be asked to provide three professional references. Please note that not all applicants will be interviewed or contacted. USAID will not pay for any expenses associated with the interviews unless the expenses are pre-authorized. Reference

checks may be conducted on candidates selected for an interview.

Candidates will be evaluated and ranked based on the following selection criteria:

Education: 15%

The extent to which the applicant meets or exceeds the required level of education, as described above.

Experience: 40%

The extent to which the applicant's relevant experience and technical expertise meets or exceeds the requisite levels of professional experience as described above.

Knowledge, Skills and Abilities: 45%

The extent to which the applicant's skills and abilities meets or exceeds the requirements as described above.

IV. SUBMITTING AN OFFER

1. Eligible offerors are required to complete and submit the offer form **AID 309-2**, "Offeror Information for Personal Services Contracts," available [HERE](#). Applicants are required to complete sections A through I. **This form MUST be physically signed and scanned. Electronic signatures will NOT be accepted.**

2. A cover letter of no more than one (1) page that demonstrates how the candidates' qualifications meet the work requirements and a statement certifying the date and length of time for which the candidate is available for the position.

3. A curriculum vitae (CV) which describes education and career experiences and achievements. In order to fully evaluate your application, your CV must include:

- a. Paid and non-paid experience, job title, location(s), dates held (month/year), and hours worked per week for each position. Dates (month/year) and locations for all field experience must also be detailed. Any experience that does not include dates (month/year), locations, and hours per week will not be counted towards meeting the solicitation requirements.
- b. Specific duties performed that fully detail the level and complexity of the work.
- c. Education and any other qualifications including job-related training courses, job-related skills, or job-related honors, awards or accomplishments.

4. Names, contact numbers, and e-mail addresses of three professional references from individuals who are not family members or relatives.

Offers must be received by the closing date and time specified in **Section I, item 3**, and submitted to the email address listed in **Section IV**.

By submitting your application materials, you certify that all of the information on and attached to the application is true, correct, complete, and made in good faith. You agree to allow all information on and attached to the application to be investigated. False or fraudulent information on or attached to your application may result in you being eliminated from consideration for this position, or being terminated after award, and may be punishable by fine or imprisonment.

To ensure consideration of offers for the intended position, candidates must prominently reference the

Solicitation number in the offer submission.

SUBMIT APPLICATION PACKET ELECTRONICALLY:

Interested candidates should send above electronically to dhakajobs@usaid.gov, to the attention of the addresses indicated below. To ensure that the application is considered for the intended position, please reference the solicitation number and title of position on your application and as the subject line in any cover letter. E-mail applications must be received by the closing date and time specified in the solicitation.

Attention: Supervisory Executive Officer
USAID HR Section/Executive Office
USAID/Bangladesh

Only qualified and shortlisted candidates will be contacted. Additionally, only candidates that are interviewed will be notified if the position is filled.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

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

1. Medical History and Examination Form (Department of State Forms)
2. Questionnaire for Sensitive Positions for National Security (SF-86), or
3. Questionnaire for Non-Sensitive Positions (SF-85)
4. Finger Print Card (FD-258)

Forms 1 through 4 shall be completed only upon the advice of the Contracting Officer that a candidate is the successful candidate for the job. Do not submit forms 1 through 4 with your application.

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a Resident Hire PSC is normally authorized the following benefits and allowances:

1. BENEFITS

- Employee's FICA Contribution (USPSC only)
- Annual & Sick Leave
- Sunday Pay differential
- *Paid Parental Leave

AS THIS IS A RESIDENT HIRE USPSC POSITION, THE FOLLOWING WILL NOT BE PROVIDED BY THE MISSION:

- Visa support
- Air fare for Post arrival
- Housing
- Embassy Commissary access
- Transport facilities
- Embassy Medical Unit facilities

VII. TAXES

US Citizens and Resident Aliens are required to pay Federal income taxes, FICA, Medicare and applicable State Income taxes.

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

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

1. **USAID Acquisition Regulation (AIDAR), Appendix D**, “Direct USAID Contracts with a U.S. Citizen or a U.S. Resident Alien for Personal Services Abroad,” includes **contract clause “General Provisions,”** available at https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf.
2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>.
3. Acquisition and 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. CIBs and AAPDs contain changes to USAID policy and General Provisions in USAID regulations and contracts. Please refer to the following link to determine which CIBs and AAPDs apply to this contract: <http://www.usaid.gov/work-usaid/aapds-cibs>
5. ADS 309 – Personal Services Contracts can be found at: <https://www.usaid.gov/sites/default/files/documents/1868/309.pdf>
6. **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/OGE%20Regulations>.

USAID IS AN EQUAL OPPORTUNITY EMPLOYER: All qualified candidates will be considered regardless of age, race, color, sex, creed, national origin, lawful political affiliation, non-disqualifying handicap, marital status, sexual orientation, affiliation with an employee organization, or other non-merit factor. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.

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