



USAID
FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72038823R10016

ISSUANCE DATE: April 16, 2023
CLOSINGDATE/TIME: May 07, 2023; 04:30PM

**SUBJECT: Solicitation for Cooperating Country National Personal Service Contractor (CCN PSC)
– Administrative Assistant, FSN – 07**

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 **Attachment 1** of 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.

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

Sincerely,

Mark Gray
Contracting Officer

ATTACHMENT 1

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72038823R10016

2. **ISSUANCE DATE:** April 16, 2023

3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** May 07, 2023 at 4:30 pm local time in Dhaka, Bangladesh.

4. **POINT OF CONTACT:** KMA Zubin Faisal, email at zfaisal@usaid.gov. Please DO NOT send applications to this email address. For instructions on how to apply, see section IV & V of this solicitation.

5. **POSITION TITLE:** Administrative Assistant, FSN-07

6. **NUMBER OF VACANCIES:** One (1)

7. **MARKET VALUE:** FSN-07, 40 hours equivalent (TK. 1,117,491.00 – TK. 1,963,324.00 per annum). In accordance with AIDAR Appendix J and the Local Compensation Plan. Final compensation will be negotiated within the listed market value

8. **PERIOD OF PERFORMANCE:** The period of performance is five years, with the possibility of extensions.

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

10. **ELIGIBLE OFFERORS:** This is a Cooperating Country National position; all Qualified Bangladeshi Nationals are eligible to apply.

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

12. **STATEMENT OF DUTIES:**

A. GENERAL STATEMENT OF PURPOSE OF THE CONTRACT

The Administrative Assistant serves as the principal administrative support person for the Office Director, Office of Education (EDU) and reports to him/her directly and/or his/her designee, operating 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 and grantees, Implementing Partners (IPs), host-government officials, the 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.

B. STATEMENT OF DUTIES TO BE PERFORMED

- A. The Administrative Assistant receives and places phone calls, sends and receives e-mail and faxes, and sets up meetings and makes appointments at the request of the supervisor and other Office staff with Mission, Host- Government, Implementing Partners (IPs), Non-Governmental Organizations (NGO), donor organizations, private-sector, and other contacts; arranges transportation, as needed; and, takes 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 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 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 meets with other Mission support staff on a regular and recurring basis to update and improve standard operating processes.
- B. The Administrative Assistant maintains control of correspondence for the Office, including program/project/activity files provided by Contracting/Agreement Officer's Representatives (CORs/AORs) and other Specialists, 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 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.
- C. The Administrative Assistant establishes and maintains files according to standards set by the Mission Correspondence and Records (C&R) Technician/Supervisor in the Executive Office (EXO) and by USAID/Washington, marks correspondence and other documents for filing, and files accordingly. Reviews all correspondence prepared in the Office or elsewhere for the supervisor's signature, corrects errors by drafters and edits correspondence, and ensures that responding correspondence meets requirements posed by incoming correspondence to which it pertains. The Administrative Assistant maintains and updates handbooks, operating procedures, and other documents, such as visitors' lists, telephone listings, personnel rosters, and leave, travel, and training schedules.
- D. The Administrative Assistant uses computer and web-based word processing, spreadsheets, and software applications in the performance of a variety of assignments. Drafts electronic country clearances (eCCs); reports time and attendance; assists incoming personnel with check-in procedures and departing personnel with checkout 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.

C. SUPERVISORY RELATIONSHIP

The Administrative Assistant receives supervision from the Office Chief, 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.

D. SUPERVISORY CONTROLS

Full supervision of other Mission staff is not contemplated.

13. PHYSICAL DEMANDS

The work requested is generally sedentary and poses few physical demands. The incumbent may be required to visit activities outside Dhaka.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

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

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.

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 (NGOs), other donor organizations, host-government organizations, or private-sector institutions is required.

Job Knowledge: 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.

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

Language Proficiency: Bangla and English proficiency Level IV (written, reading, and oral) is required. English level will be tested.

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>.

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. USAID reserves the right to conduct written examinations and interviews with the top ranked

short-listed candidates. If the interview is conducted, it will be one of the determining factors in the final selection.

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.

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

- **Education: (Pass/Fail)**
- **English Language Proficiency: (Pass/Fail)**
- **Prior Work Experience: (30 Points)**

The Administrative Assistant must have minimum of three years with work experience, with progressively increasing level of responsibility, preferably in the development assistance sector.

- **Job Knowledge: (30 Points)**

Broad understanding of the nature and goals of donor funded programs is required. The successful applicant should have a general familiarity with the nature and goals of USAID's education and youth programming, as well as project documentation, office procedures, and knowledge of how to schedule with senior officials from the two Education sector Ministries, the Ministry of Youth and Sport , or other officials from the Government of Bangladesh. The successful applicant must have knowledge of basic office procedures and conduct.

- **Skills and Abilities: (40 Points)**

Must be self-motivated, able to learn quickly, work with a minimum of immediate supervision and manage multiple tasks at the same time, and prioritize appropriately. Ability to use personal computers and Microsoft Office software (particularly PowerPoint, word and excel spreadsheets), as well as cloud-based google docs, email, and online data-entry systems such as Development Information System. Must be able to effectively organize and synthesize data, share concise summaries through notes, minutes, or email summaries. Excellent office etiquette and interpersonal skills are required. Must be able to develop and maintain working-level contacts with government, implementing partners, non-governmental organizations and private sector entities. Good office etiquette and interpersonal skills necessary. Ability to maintain complex electronic filing systems; organize and maintain documentation classification systems; provide instruction and oversight on the use of a computer-based communication network; identify constraints and provide remedies for EDO's information flow.

IV. SUBMITTING AN OFFER

INSTRUCTIONS FOR SUBMITTING AN APPLICATION

Interested candidates must submit the following:

1. Eligible offerors are required to complete and submit the offer form **AID 309-2, "Offeror Information For Personal Services Contracts With Individuals,"** available at [HERE](#). The form and all other required documents must be submitted as per instruction in V: WHERE TO APPLY below.
2. A cover letter of no more than two (2) pages that demonstrates how the candidates' qualifications meet the work requirements as follows:
 - a) **Education:** how a candidate's education level meets the minimum requirements.
 - b) **Work Experience:** how candidate is prior (relevant) work experience meets the minimum work experience requirements to successfully perform the duties mentioned above.
3. A curriculum vitae (CV) which describes education and career experiences and achievements. To

fully evaluate each application, every 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.

V. WHERE TO APPLY

Applications must be addressed to:

Human Resources Office

Attention: Executive Officer

USAID, Embassy of the United States of America

*Applicants must submit the full application package via the online application portal as detailed below to be considered. Failure to do so may result in a determination the applicant is not qualified. (Online Application Process instructed below)

To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number in the offer submission.

Online Application Process:

*Applicants would be required to create or already have a personal GMAIL account to access the online form. *

Access the 'USAID/Bangladesh Online Recruitment Form' [HERE](#).

Follow the instructions within the form carefully and submit your information and supporting documents as instructed at the top of the form. Remember to press SUBMIT for confirmation of successful submission.

By submitting your application materials, you certify that all 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.

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

VI. 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 examination by Embassy approved physician (form will be provided)
2. Security back-ground check (required forms will be sent to the candidate)

The above forms shall be completed only upon the advice of the Contracting Officer that a candidate is the successful candidate for the job. Do not submit this form with your application.

Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors - Please be advised that, upon award, the contractor will be required to follow the Mission policies and/or directives from the U.S. Department of State regarding COVID-19 requirements.

VII. BENEFITS/ALLOWANCES

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

BENEFITS

- Provident Fund Contribution (10% of base salary) after successful completion of probation period
- Annual & Sick Leave
- 2 Festival Bonuses (Included in above mentioned annual package “7. Market Value”)
- Medical reimbursement
- Life insurance

VIII. TAXES

Deductions for Bangladesh income tax are not made by the U.S. Mission and a declaration of earned income is not provided to the local government. CCN employees are responsible for filing and paying income taxes.

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

USAID regulations and policies governing CCN/TCN PSC 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>
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.

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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