



USAID | MOLDOVA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72011723R10007
ISSUANCE DATE: May 19, 2023
CLOSING DATE/TIME: June 9, 2023 at 11:59 p.m.
Chisinau Time

SUBJECT: Solicitation for a Human Resources Assistant, Cooperating Country National Personal Service Contractor (CCN PSC) under the 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 **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.

Any questions must be directed in writing to the Point of Contact specified in the Attached 1.

Sincerely,

Suzanne Johnson
Contracting Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72011723R10007
2. **ISSUANCE DATE:** May 19, 2023
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** June 9, 2023 at 11:59 p.m. Chisinau Time
4. **POINT OF CONTACT:** Diana Mihailov at chisinauhr@usaid.gov
5. **POSITION TITLE:** Human Resources Assistant
6. **MARKET VALUE:** \$17,894 - \$26,826 per year, equivalent to **FSN-8** in accordance with **AIDAR Appendix J** and the Local Compensation Plan of the U.S. Mission to Moldova. Final compensation will be negotiated within the listed market value.
7. **PERIOD OF PERFORMANCE:** Five (5) years, estimated to start o/a August 2023.
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:** Cooperating Country Nationals. "Cooperating Country National" ("CCN") means an individual who is a cooperating country citizen, or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.
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 Human Resources (HR) Assistant is a member of the Executive Office (EXO) HR team and is responsible for providing Human Resource Management support to the USAID Mission. The HR Assistant provides clerical, administrative, and technical support for the Mission to all levels of USDH (U.S. Direct Hires), Cooperating Country National Personal Services Contractors (CCNPSC), Offshore and Resident-Hire U.S. Personal Services Contractors (USPSC) and Third

Country Nationals Personal Services Contractors (TCNPSC). The job holder's responsibilities will include preparing position classification, recruitment, contract management, new employee orientation, and official personnel/contract files management. In addition, the jobholder will be expected to regularly update the position and personnel data in the Mission personnel management system etc., coordinating and managing USAID incentive and On-the-Spot Award Programs, and supporting the arrival, travel, visa and accreditation, and departure processes. The job holder prepares and submits periodic staffing patterns and staffing numbers to the U.S. Embassy and USAID Mission management as needed. The Human Resources Assistant reports to the HR Specialist (or the Executive Officer in lieu of HR Specialist) and serves as a backup for other HR staff, as needed.

2. Statement of Duties to be Performed

1. Position Classification, Recruitment, and Contract Administration – 25%

Position Classification: The HR Assistant performs the initial review of position descriptions, drafts edits, and provides feedback to stakeholders. The job holder may review position classification packages for accuracy and up to date documents. Facilitates preparation of job discussion help sheets, collects, and prepares classification package documentation for further review and submission for classification action.

Recruitment. The job holder administers segments of the recruitment process for locally and internationally-hired contract employees to include the following: a) drafts solicitations/vacancy announcements based on the most current approved and classified Position Descriptions, specifies evaluation and selection criteria, and ensures appropriate publication of solicitations and prompt distribution within USG Mission community and outside of the Mission; b) collects and reviews applications received, screens them for meeting the publicized minimum qualifications, and shortlists applications for review by the appropriate Mission Technical Evaluation Committees; c) arranges interviews and may serve as the HR representative on TEC panels; d) drafts all correspondence required under the hiring process and communicates with applicants regarding selection matters) corresponds with the selected candidate under the direction of the supervisor.

Personnel and Contract Administration: Prepares budgets, submits requisitions, drafts, and issues solicitations. Facilitates recruitment processes and advises hiring managers of contracting policies and procedures. Prepares and processes personnel and contracting actions. Monitors contract obligations, prepares funding actions, tracks periods of performance, and processes termination, closeout, and renewal actions.

2. Performance Management, Awards Activities, and Benefits – 25%

Performance Management: The HR Assistant ensures the performance evaluations of all CCNs are checked for completion and accomplished in a timely basis; s/he is responsible for maintaining accurate and current performance evaluation files and tracking when evaluations or reviews are due; follows through with employees and supervisors to ensure that

evaluations are submitted on or before due dates, and that narratives are consistent with the official duties and responsibilities of the respective position, and ensures that annual performance evaluations for CCNs as well as work objectives for the next rating cycle are completed and submitted to the HR Office within the timeframe set by the EXO. Regularly checks the list of departing rating officers and requests interim reports, as appropriate. Responds to general questions and provides information to assist employees and/or supervisors in completing reports. Reviews completed reports to ensure accurate and thorough completion, requests/explains necessary modifications, processes completed reports and updates the database system accordingly.

Incentive Award Programs: The HR Assistant tracks the administration of nominations when submissions are requested for the Interagency Mission Award Program (IMAP), On-the-Spot, Special Act, or the USAID Incentive Awards Program. The HR Assistant provides guidance, collects award nominations; is responsible to review nominations to ensure eligibility and nomination completeness for all types of awards within the assigned portfolios and in accordance with policy, in coordination with the nominee's supervisor and nominator. The HR Assistant ensures funding availability for all nominations and submits the completed and approved nominations to the interagency awards committee or to the Bureau/Office of Administrative Management Services (AMS), as appropriate. Once awards are approved, the Assistant informs the nominee and submits the approved awards to the appropriate payroll office to facilitate cash payment processing.

Benefits Administration: Assists in the administration of compensation and benefit programs. Advises employees on applicable salary plans, allowances, benefits, entitlements, and other relevant program elements based on the employment mechanism. Tracks policy changes and implements updates to procedures accordingly.

3. Reporting, HR Files, Information and Data Management – 25%

Staffing and Organizational Reporting: Regularly updates the staffing reports on Human Resources Information Systems prepares and submits periodic staffing patterns, personnel numbers, and other ad-hoc HR reports for USAID Mission or Washington, D.C., and the U.S. Embassy.

Personnel Records Management: Maintains, organizes, updates, and performs close-out of Official Personnel Files (OPFs) for PSC staff and ensures their completeness, accuracy and compliance with HR and contracting content requirements and organization. Maintains, organizes, and updates a variety of other HR files and records, including subject files, chronological and historical files to ensure the maintenance of complete and accurate records. Searches files and records to extract data and/or assemble information required for various documents and/or reports or to provide information. Maintains and updates the personnel record in Agency Secure Image and Storage Tracking (ASIST) System.

Personnel Entry and Exit Support: Prepares the check-in and check-out forms for new and separating American and CCNPSC employees and TDY staff, and reviews completed actions to

ensure accuracy and thoroughness, collects all necessary related documents and processes for signature by the Executive Officer and files documents accordingly. Maintains and updates the Mission's welcome orientation packets for all USDH and all offshore and locally recruited contract employees and assists with new employee orientation. Drafts and processes arrival/departure notice cables for all USDH staff.

4. Employee Engagement and Labor Relations (EELR) Employment – 25%

Lifecycle Management: Facilitates the full range of personnel management activities over the course of an employee's tenure, inclusive of onboarding, facilitation of employee wellness and support programs, exit interviews and out-processing actions.

Equal Employment Opportunity, Diversity, Equity, and Inclusion (DE&I), and Local Labor Law Compliance: Advises and serves as a resource to equal employment liaisons (EELs) and counselors (EEOCs) on relevant policies and regulations. Provides guidance and support on DE&I programs and concerns. Provides information on local labor law, practices and ensures compliance in human resource administration activities.

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 Human Resources Assistant reports to the Mission HR Specialist or the Executive Officer (in lieu of an HR Specialist).

4. **Supervisory Controls:** Supervision of other USAID staff is not contemplated.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a) **Education:** Completion of Secondary Schooling and an additional two years of post-secondary studies in Human Resources, Business Administration, Management, Public Administration, or related degree is required.
- b) **Prior Work Experience:** A minimum of three years of administrative, human resources, personnel assistance, public administration, or customer service-related experience is required.
- c) **Language Proficiency:** Level IV (fluent) English language proficiency, speaking and writing is required. Local language – Romanian and Russian proficiency (Level IV) is required.

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 and Experience) will be invited to take an English proficiency test. Offerors who achieve Level IV (Fluent) 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 based on information presented in the application, skills test (when used), interview, and obtained through reference checks against the Evaluation Factors listed below. An applicant's references must be able to provide substantive information about past performance and abilities.

BASIS OF RATING

Applicants are rated as outlined below.

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:

Job Knowledge: In the performance of these duties, the HR Assistant must:

- Acquire good knowledge and understanding of USG personnel-related policies, regulations, and procedures.
- Demonstrate knowledge of standard recruitment practices, performance management systems, personnel records management and local labor laws.
- Demonstrate a good understanding and knowledge of HR best practices, reporting, HR data management and standards of confidentiality and transparency.
- Demonstrate a thorough knowledge of standard office management procedures and practices.

Skills and Abilities: The HR Assistant is expected to:

- Have strong customer service, interpersonal and communication skills (e.g., oral and written) to be tactful and discreet, and to be able to work as a part of a team and to maintain excellent working relationships with all Mission personnel.
- Have the ability to follow oral instructions and be able to organize, prioritize and follow through on all assignments with minimal oversight, a strong focus towards attention to detail, and a demonstrated proficiency in using word processing and spreadsheet software.
- Demonstrate the strong ability to maintain strict confidentiality relating to all areas of USAID Mission personnel matters.
- Be able to quickly learn the structure and functions of the USAID Mission in the host country and familiarity with its programs and objectives, quickly acquire the USAID and USG specific knowledge related to HR policies and procedures.

Technical Skills 25 points

A skills test will be administered to assess the candidates' related job knowledge and skills.

Interview Performance 60 points

Interview questions will be intended to explore the candidate's experience, job knowledge, and skills in regard to 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 in order 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 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 resume** of no more than 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 resume/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 submission 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:
 - a. Questionnaire for Employment Authorization (U.S. Embassy Moldova form)

- b. Authorization for Release of Information (U.S. Embassy Moldova form)
- c. 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.

- 2. **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.

VI. BENEFITS AND ALLOWANCES

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
Defined Contribution Fund at 12%

2. ALLOWANCES (as applicable):

The Mission provides meal allowance in accordance with the Moldova Local Compensation Plan in amount of \$770.

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/OGE%20Regulations>.
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.