



# USAID | WEST AFRICA

FROM THE AMERICAN PEOPLE

**SOLICITATION NUMBER:** 72062423R10014

**ISSUANCE DATE:** May 30, 2023

**CLOSING DATE/TIME:** June 14, 2023, 11:59 p.m. Accra time

**SUBJECT:** Solicitation for a **Cooperating Country National Personal Service Contractor (CCN PSC) - Human Resources Assistant -Training**  
**(Local Compensation Plan) - Mission Employees Only**

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, Sections I through V** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

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 information.

Sincerely,

Yves Kore

Digitally signed by  
Yves Kore  
Date: 2023.05.22  
11:30:39 Z

**Yves Kore**

Supervisory Regional Contracting Officer

U.S. Agency for International Development  
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## I. GENERAL INFORMATION

1. **SOLICITATION NO: 72062423R10014**
2. **ISSUANCE DATE: May 30, 2023**
3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS: June 14, 2023, 11:59 p.m. Accra time.**
4. **POINT OF CONTACT: [acpersonnel@usaid.gov](mailto:acpersonnel@usaid.gov)**
5. **POSITION TITLE: Human Resources Assistant -Training**
6. **MARKET VALUE: USD 19,476.00 – USD 30,192.00** equivalent to **FSN-09** In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Accra. Final compensation will be negotiated within the market value.
7. **PERIOD OF PERFORMANCE:** The period of performance is five (5) years, estimated to start about July, 2023. The services provided under this contract are expected to be of continuing nature executed by USAID through a series of sequential contracts, subject to availability of funds, satisfactory job performance and need for continued services.
8. **PLACE OF PERFORMANCE: Accra, Ghana** with possible travel as stated in the Statement of Work.
9. **ELIGIBLE OFFERORS:** Open to Mission Employees Only.
10. **SECURITY LEVEL REQUIRED:** Regional Security Office Clearance.
11. **STATEMENT OF DUTIES**

### *1. General Statement of Purpose of the Contract*

The position is located in the Regional Executive Office of USAID/West Africa. The incumbent serves as Training Coordinator for both the bilateral USAID Mission in Ghana and the regional West Africa Mission. In this capacity, he/she is responsible for the full range of in-service training activities for both USAID employees and for regional participants from other missions. The incumbent also serves as a key resource to all Mission staff on training related matters. This includes informing and advising employees and supervisors on available training opportunities in and out of country, coordinating all logistical arrangements for mission wide and regional group training events, processing individual training requests in accordance with training policy, providing support for the Mission Training Committee, tracking and filing all program records and documents, and administrating the training database. S/he participates in the evaluation and selection of training providers, instructors, and training courses. The Training Coordinator also provides guidance to all Mission Offices, particularly USAID/Ghana on participant training procedures and regulations, ensuring regular updating of the TraiNet system (online participant training system) to reflect up-to-date information on USAID funded-trainees. The incumbent also provides a range of other HR services for US and FSN Mission staff, including, but not limited to, overseeing and managing the USAID Intern and Summer Hire Programs and

coordinating the Mission Awards program.

*2. Statement of Duties to be Performed.*

**A. General Training Program Administration: 20%**

1. Provides guidance on, reviews & processes, employee training application process by advising staff on the selection of appropriate forms and relevant information needed from applicants. Monitors the application process to ensure the timely completion of all necessary paperwork and procedures.
2. Provides support to the Mission Training Committee, Technical Offices, and Bureaus through the provision of program records and documents, Organize periodic Training Committee Meetings to ensure Training Plans and Budget are well managed and monitored.
3. Administers the training database to provide report and information needed for budget and other uses by technical offices.
4. Ensures the completion of Staff Training Plans for each Calendar year and monitors same to ensure completion and compliance.
5. Coordinates and provides guidance on USAID University on-line training opportunities for mission staff, Learning Management System (LMS) registration and all other USG training opportunities such as trainings hosted by the Department of State through FSI.
6. Manages the LMS system by uploading training and events, markets these events and ensures participants get enrolled. Ensures that required Continuous Learning Points are awarded through the filling and submission of appropriate forms. meetings; make arrangements for large meetings/roundtables/conferences, including procurement. 7. Manages the West Africa Learning Portal on the intranet i.e myUSAID, LMS and Accra Intranet through the regular update of information and data. Enrolls FSN employees in HAC insurance in the absence of the Admin Assistant.
8. Manages the West Africa Learning Portal on myUSAID, LMS and Accra Intranet through the regular update of information and data. Enrolls FSN employees in HAC insurance in the absence of the Admin Assistant.
9. Coordinates the USAID Language Training Program at the Mission. Reviews instructor grouping and scheduling of participants based on level and training requirements. Monitors instructor performance and attendance. Reviews instructor's vouchers for supervisor's approval. Prepares announcements, schedules and provides logistical arrangements for French and/or local language classes.
10. Manages the LMS system by uploading training and events, markets these events and ensures participants get enrolled. Ensures that required Continuous Learning Points are awarded through the filling and submission of appropriate forms.
11. Enrolls FSN employees in HAC insurance in the absence of the Administrative Operations Assistant.

**B. Training Needs Assessment and Resource Identification: 10%**

1. Organizes and coordinates the orientation of new FSN employees and new arrivals at the Mission in Accra and Client Missions

2. Develops and coordinates an employee mentoring program for all new hires, working closely with employee, supervisor and mentor and serves as Office of Human Capital and Talent Management (HCTM's) Point Of Contact for all mentoring related issues at Post.
3. Provides guidance to employees on training policies and regulations and training-related resources available to address individual training needs.
4. Organizes and coordinates Mission team building and team training exercises which may be stand-alone events or components of larger Mission events, such as a retreat.
5. Serves as the Mission POC to ensure completion of Individual Learning and Training Plans for each calendar year in the LMS.
6. Identifies private and/or commercial training sources for the full range of training approaches (classroom, on-line correspondence, after hours, e-learning, etc.)

### **C. Implementation of Short-Term Training Events: 25%**

1. Coordinates all logistical arrangements related to training events. Prepares and posts mission sponsored training events on the intranet and announces them to the region.

Arranges for timely delivery of training material, equipment, and supplies to be available at the training site for each specific event.

Coordinates logistical and travel arrangements, as requested, for visiting vendors, temporary duty (TDY) staff, including AID/Washington high level personnel, presenters of training programs, and regional participants within USAID world-wide. Coordinates with hotels or other outside vendors for hosting the trainings and acts as main POC for all logistics.

Compiles participant lists for monitoring attendance and for future reference on employee completed courses, and communicates course related information to participants in a timely manner. Arranges transportation and provides site co-ordination and/or facilitation when necessary.

2. Provides feedback and recommends adjustments to program delivery and training methods when necessary to ensure that training objectives are met.

### **D. Participant Training Activities 25%**

The Mission Training Assistant manages the Mission's participant training management system (TraiNet) and responsible for remaining abreast of USAID regulations, policies, and procedures related to participant training. Specific tasks include:

- i. Works with SO teams and implementing partners to assist them execute their USAID-funded participant training activities and advises on participant training policies and procedures.
- ii. Schedules and oversees security risk and fraud inquiries.
- iii. Works with Technical Offices and the Embassy Consular Section on preparing visa referrals for approved participants, scheduling of visa interviews and other related issues.
- iv. Conducts pre-departure orientation for all participants on USAID-funded travel.
- v. Develops and maintains a database of all participants processed for J-1 visa travel by the Mission.
- vi. Trains Mission staff on the application and use of USAID's participant training database system, TraiNet.

- vii. Responds to internal and external participant training reporting requirements.
- viii. Undertakes periodic reviews to ensure that the availability and internal consistency of participant training documentation are up-to-date.
- ix. Develops and maintains operational processes to minimize Mission vulnerabilities.
- x. Monitors the results of participant training and makes recommendations for improving the Mission's procedures.
- xi. Serves as the Mission's Visa Compliance System verifier.

#### **E. Various HR Services for Mission Employees: 20%**

1. Incumbent is responsible for the USAID Summer Intern and Family member Summer Hire Programs and is considered the Point of Contact for information and implementation of these programs at the Mission.

For USAID Interns assigned by Washington, the incumbent will manage all logistics including preparation of purchase orders for stipends and lodging, when necessary. For Family Member Summer hires, the incumbent will solicit USAID offices for scopes of work and obtain a list of all eligible family members seeking summer employment and make recommendations for placement. Once students are identified, notifies both students and offices of their relative assignments. Incumbent assists interns and dependants with all logistical aspects of their internship such as completion of the W-4 form and recording Time and Attendance. Incumbent will also prepare and present an orientation session explaining USAID procedures for payment, conduct, etc. Incumbent checks in students on their first day of work, collects the TA cards bi-weekly, checks and initials them to make sure they are properly filled out, then submits them to the Controller's Office for process of payment. Upon request, incumbent prepares a list showing each contract's current cost and an overall budget review list.

2. Coordinates the Mission awards program for USAID employees including the bi-annual joint mission awards program for USAID nominations, on-the-spot awards throughout the year and special awards that must be submitted to Washington DC for approval. Ensures that nominating officials are advised of decisions and works with RFMO for process payment for approved cash awards. Develops lists of employees eligible for Length of Service and Safe Driving Awards and develops award certificates for Mission staff. Works closely with Embassy HR on logistical arrangements for Mission award ceremonies. Maintains complete and up-to-date information related to Mission and post awards for employees. Processes incentive award nominations through the USAID internal committee and the Embassy Joint Country Awards Committee and maintains related logs, and sends notifications on actions taken.

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

- 1. *Supervisory Relationship:* General guidance is received from the Supervisory Human Resource Specialist. Incumbent is required to work independently with minimum supervision.
- 2. *Supervisory Controls:* This is a non-supervisory position.

**12. PHYSICAL DEMANDS:** The work requested does not involve undue physical demands.

## II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

In order to be considered for the position, a candidate must meet the Minimum Qualifications. Applications will be pre-screened and only those that meet the Minimum Qualifications will be considered. These are the minimum qualifications necessary to be considered for the position:

- A. **Education:** At least two years of full-time post-secondary study at a college or university is required, with course work in human resources management, business administration, education, training, or other related social science.
- B. **Prior Work Experience:** A minimum of five (5) years of progressively responsible experience in human resources or administration is required, including at least one year experience in managing training and/or event planning activities and two years substantive work in an English-language work situation.
- C. **Language Proficiency:** Must have excellent written and oral English skills (Level IV). This may 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 exceed 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 evaluation and selection criteria of the selected candidate will be based on a review of his/her qualifications, work experience, knowledge, skills and abilities, and level of language required. The applicants who obtain the highest score based on the criteria defined will be interviewed and may also be required to pass a written test (depending on the Technical Evaluation Committee (TEC) Chairperson's decision). The security clearance and medical clearance is required for the top- ranking candidate, after conducting and receiving positive reference checks.

- A. **Work Experience (35):** A minimum of five (5) years of progressively responsible experience in human resources or administration is required. Incumbent must have at least at least one year experience in managing training or event planning activities.
- B. **Job Knowledge (35):** Must have high level knowledge of employee training and development, event planning, how to monitor and evaluate the results of training and the emerging field of e-learning.
- C. **Skills and Abilities (30):** Strong interpersonal skills, including the ability to work effectively with supervisors, colleagues and partners are required. Incumbent must demonstrate maturity, objectivity, resourcefulness, adaptability and sound professional judgment. Work requires the utmost discretion in handling human relations matters, and the ability to inspire confidence and maintain confidentiality. Excellent customer service, interpersonal, and communication skills are required. Well-developed

interpersonal skills to deal with and work comfortably with American, other national and Ghanaian personnel are required. Tact, diplomacy, discretion and excellent organizational skills required.

Excellent computer skills in the use of word processing system, Excel, and other MS Office Applications are required. Flexible, customer-oriented and ability to work under pressure are required. Ability to undertake assignments and complete work within established deadlines with minimum supervision is required.

#### **Total Possible Points: 100 points**

After the closing date for receipt of applications, all applications will initially be screened for conformity with minimum requirements and a shortlist of applicants developed. Applications from candidates which do not meet the required selection criteria will not be scored.

A committee will be convened to review the shortlisted applications and evaluate them in accordance with the evaluation criteria. Only shortlisted applicants will be contacted. No response will be sent to unsuccessful applicants.

USAID reserves the right to interview only the highest ranked applicants in person or by phone or not to interview any candidate.

The Agency retains the right to cancel or amend the solicitation and associated actions at any stage of the recruitment process.

Reference checks will be conducted by Human Resources only for the successful candidate. If a candidate does not wish USAID to contact a current employer for a reference check, this should be stated in the application Letter.

#### **IV. SUBMITTING AN OFFER**

1. Eligible Offerors are required to **complete and sign** the offer from AID 309-2 (OFFEROR INFORMATION FOR PERSONAL SERVICES CONTRACTS WITH INDIVIDUALS) which is available at the following link: <https://www.usaid.gov/documents/offeror-information-personal-services-contracts-individuals-aid-309-2> or <https://www.google.com/search?q=usaid+aid+309-2> and submit it during the application process.
2. Offerors must also add a resume or CV with referees.
3. Submit relevant educational certificates and driving license.
4. 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 via email.**
7. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents which must be in English.

#### **V. LIST OF REQUIRED FORMS PRIOR TO AWARD**

The Contracting Officer (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. Security Clearance
3. Fingerprint Card (FD-258)

## VI. BENEFITS/ALLOWANCES

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

1. BENEFITS:
  - a. Health Insurance
  - b. Annual Salary Increase (if applicable)
  - c. Annual and Sick leave
  - d. Annual Bonus
  - e. Salary Advance (0% interest)
  - f. Social Security Contributions
  - g. Local and American Holidays
2. ALLOWANCES (as applicable):
  - a. Meal Allowance
  - b. Miscellaneous Allowance

## VII. TAXES

The Mission emphasizes to its employees the fact that they are obliged to observe Ghanaian Laws, including those concerning income and related tax obligations. Payment of such taxes is a matter between the individual employee and the Ghanaian Government. In the absence of a specific international agreement, the U.S. Government will not withhold local taxes from an employee's salary.

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

USAID regulations and policies governing CCNPSC 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/sites/default/files/documents/1868/aidar\\_0.pdf](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>. 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	<b>Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b>  - Award Type: PSC-CCN - Product Service Code: R497 - Accounting Info: 624M22OE021	1	LOT	\$ _TBD_	\$ _TBD at Award after negotiations with Contractor_

1. 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>.
2. 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>.
3. **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](mailto:PSCOmbudsman@usaid.gov).

END OF SOLICITATION