



USAID
FROM THE AMERICAN PEOPLE

JOB ANNOUNCEMENT/ SOLICITATION NUMBER: 72044023R10021

ISSUANCE DATE: August 28, 2023

CLOSING DATE AND TIME: September 11, 2023, 22:00 Hanoi time

SUBJECT: Job Announcement/ Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC) for Secretary position (The United States Embassy Vietnam's Local Compensation Plan).

Dear Prospective Offerors/Candidates:

The United States Government, represented by the U.S. Agency for International Development (USAID) located in Hanoi, is seeking offers from eligible and qualified candidates 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/Candidates should retain copies of all offer materials for their records.

This solicitation in no way obligates USAID to award a CCNPSC 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 General Information section of the solicitation.

Sincerely,

Nand Lakhvani
Contracting Officer

I. GENERAL INFORMATION

1. ANNOUNCEMENT NUMBER/ SOLICITATION NO.: 72044023R10021

2. ISSUANCE DATE: August 28, 2023

**3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:
September 11, 2023, 22:00 Hanoi time**

4. POINT OF CONTACT: Vietnam-Hanoi-USAID-HR-Recruitment@usaid.gov *(Please copy and paste the email to ensure the correct email address is used).*

5. POSITION TITLE: Secretary, FSN-07

6. MARKET VALUE (Gross):

US\$ 13,827.00 – US\$ 20,751.00 (Basic Salary), equivalent to FSN-07 supplemented by benefits and allowances as detailed in Item 17, which add up to a total of **US\$ 16,947.00 - US\$24,933.00**. In accordance with USAID Acquisition Regulations (**AIDAR**) **Appendix J** and the Local Compensation Plan of the United States Embassy in Vietnam, final compensation will be negotiated within the listed market value.

7. PERIOD OF PERFORMANCE/LENGTH OF THE CONTRACT:

Subject to the successful completion of a 2-month probationary period in accordance with the Vietnamese Local Labor Law, the length of the contract is a definite term that includes the base period estimably ending on September 30th, 2025, with the possibility of exercising an option

Base Period estimably ending on September 30th, 2025	To be defined as soon as the Mission can complete the recruitment process and upon the Mission’s actual funding management status at the time of signing the contract.
Option Period 1 (three years)	To be defined, after the completion of the Base Period and upon the successful performance of the Contractor, and assessment of the Agency's needs and the availability of funds

for an additional three years ending September 30th, 2028.

USAID expects the services under this contract **to be continuing in nature** for the Contractor to perform under a series of sequential contracts, subject to the availability of funds.

WORK SCHEDULE: Monday through Friday (40 hours per week).

8. PLACE OF PERFORMANCE/LOCATION:

USAID/Vietnam in Ho Chi Minh City, Diamond Plaza, Dist. 1, Ho Chi Minh city, Vietnam with possible travel as stated in the Statement of Duties.

9. ELIGIBLE OFFERORS/AREA OF CONSIDERATION: Cooperating Country National

Cooperating Country National (CCN) means an individual who is a citizen of Vietnam or a lawfully admitted permanent resident in Vietnam. Please note that USAID is not able to sponsor candidates for a Vietnamese residency permit.

10. SECURITY LEVEL REQUIRED: Local Security Certification or Public Trust

The selected offeror must be able to obtain a favorable Security Certification for employment authorization from the U.S. Embassy's Regional Security Office.

11. STATEMENT OF DUTIES:

1. BASIC FUNCTION OF THE POSITION

The Secretary position is located in the United Agency for International Development (USAID) Mission in Ho Chi Minh City (HCMC), Vietnam, providing the full range of secretarial services, administrative support and assistance to USAID in HCMC. S/he works collaboratively within USAID/Vietnam, other USAID Missions/ Embassies, USAID/ Washington, and external contacts such as contractors, Implementing Partners (IPs), grantees, host-government officials, and other customers. The primary responsibility includes: administrative and secretarial functions, travel arrangements, program coordination and information management. The secretary reports to the HCMC Supervisory General Development Officer or his/her designee.

2. MAJOR DUTIES AND RESPONSIBILITIES

Office Management: Works closely and collaboratively with the HCMC Supervisory General Development Office and team members in planning, establishing office priorities, organizing, carrying out secretarial/administrative functions within the office. The duties include:

SECRETARIAL AND OFFICE ADMINISTRATION

40%

- Provides administrative support to all Mission staff as needed regarding activities in HCMC and southern Vietnam.
- Manages and maintains the HCMC Supervisory General Development Officer working calendar. Responds to incoming and outgoing invitations on official functions on behalf of the USAID HCMC Office as assigned.

- Receives and screens incoming calls and visitors, determines appropriate level of required response. Makes referrals to appropriate staff or provides requested information.
- Schedules appointments, prepares agenda and meeting arrangement. Ensures office staff members remain cognizant of the date/times of schedules and appointments.
- Reads and screens incoming correspondence, courier, and document; establishes and maintains document log- in/ log-out / tracking system for the office; makes preliminary assessment of the importance of materials and organizes documents; handles some matters personally and forwards appropriate mail/materials to office director or other office staff.
- Reviews, proofreads, and edits correspondence/documents which must pass through/from the USAID HCMC Office. Ensures correct formatting, punctuation, capitalization, paragraphing, spelling, grammar, content, attachment and clearance are in accordance with USAID and/or Mission correspondence protocol.
- Drafts routine documents such as letters, memorandum, program cable, and reports in English and ensures documents are in proper format and compliant with USAID specific requirements.
- Maintains official/working files in compliance with Agency-specific Files Management guidelines and maintains up-to-date document tracking system to ensure that all data, information and records can be easily accessed. Responsible for the office annual file plan and vital record submission.
- Serves as the Office Timekeeper. Ensures time and attendance data of office staff members are submitted correctly and in a timely manner. Ensures post differential for offshore staff is open and close accurately when an employee performs international travel. Coordinates with the main Timekeeper in the Financial Management Office to resolve time and Attendance issues.
- Monitor and request for office supplies and equipment on a regular basis to ensure the adequacy of office supplies and equipment.
- Prepares Procurement Request (PR) including supporting documents to procure products and/or services for the office.
- Prepares all documentation for reimbursements for office staff members for allowances and other official expenses including petty cash reimbursement, public vouchers and travel vouchers. Submit vouchers and supporting documents for approval and for payment processing.
- Assists office staff members, short-term contractors, student interns, US summer hire students, and /or Temporary Duty (TDY) employees on matters relating to onboarding, check-in and check-out process.
- Information Technology support and coordination with the Information Technology Office in Hanoi.

TRAVEL ARRANGEMENT

20%

- Prepares travel arrangements, both domestic and international official trips, for the office staff members. The duties include - prepare documents and coordinates needful actions in obtaining Travel Authorization (TA) prior to all official travels; facilitates the process of obtaining visa, travel and country clearance (eCC) and other required travel documents for travelers; reserves flight and accommodation according to the approved itinerary; ensures Health and Accident Coverage Insurance (HAC) or travel insurance are made for local staff before travels; and provides others support for official/ entitlement travel when necessary such as coordinating inter-city transportation, car rental, or communicate with traveler and family members in an event of emergency on travel matters.
- Prepares and monitors administrative and oversight budgets for travel.

LIAISON AND OUTREACH COORDINATION

20%

- Performs liaison and outreach functions for all Mission staff as needed regarding activities in HCMC and southern Vietnam.
- Serves as an office liaison coordinating information about the Office, and making sure that information gets to appropriate staff members, internal/external stakeholders on a timely basis and in a professional manner.
- Maintain contact with the office staff members traveling on official duty. Forward and/or relay messages, and ensures appropriate action is taken in a timely manner.
- Support office's outreach activities such as virtual meeting arrangement, updating /maintaining information, and/or gathering/distributing/sharing information, article, or publication as assigned.
- Maintains up-to-date lists of names and contact information of Ministers, Government Officials, Implementing Partners, contractors, members of the Diplomatic Corps and any other institutions.

OFFICE SUPPORT

20%

- Provides administrative assistance in organizing meetings, conferences, seminars, and workshops which may include preparing briefing materials and/or packages; reserving rooms; ensuring the meeting facility fulfills the requirements and functions effectively; and providing all related logistical support related to conferences and events and participants.
- Provides translation and interpreting services to all Mission technical offices as needed with respect to HCMC- based activities. Sources and recommends translation and interpretation services as assigned.
- Participates and represents USAID in events, meetings, or working group initiatives as assigned. Provides inputs pertaining to his/her area of expertise

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.

3. SUPERVISION RECEIVED:

The secretary reports to the Supervisory General Development Officer or his/her designee.

4. SUPERVISION EXERCISED:

Full 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

Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified, or the application is incomplete.

Education:

College/University Studies in Business English, Business Administration, International Development, Finance or relevant studies in Arts or Social Sciences is required.

Prior Work Experience:

A minimum of three (3) years of specific and progressively more responsible experience in the field of secretarial/administrative management with a Government Agency, International organization, Non- Governmental Organization (NGO) or Multi-national company is required.

Language Proficiency: Must have:

- Level 4 (fluent) Speaking/Reading/Writing English (this will be tested).
- Level 4 (fluent) Speaking/Reading/Writing Vietnamese.
- Internal candidates that have already passed these exams with Level 4 proficiency need not retake them.

ADDITIONAL QUALIFICATIONS FOR SUCCESSFUL PERFORMANCE

Job Knowledge: the job holder must have

- Solid knowledge of secretarial and office administration's best practice, and related-clerical functions within an office setting such as record management, travel arrangement, and correspondence management.
- Good knowledge and understanding of the host country's operational environment such as culture, transportation and government/non-governmental entities.

Skills and Abilities: the job holder must have

- Ability to deliver a broad range of secretarial and administration functions with high quality while applying critical thinking skills to solve problems.
- Excellent communication and interpersonal skills. Demonstrate clear and effective use of language appropriate to the context of the situation.
- Ability to multitask, identifying priorities and readjusting them as needed; and allocating proper amount of time and resources for each task and carry until completion.

- Ability to collaborate with others as a team, placing the team agenda before a personal one, truly valuing others' inputs, and willing to take shared responsibility.
- Possess knowledge and skills of using computers and office software such as Microsoft Word, Excel, Power Point, e-mail, and Google applications. Ability to learn and use Agency specific software related to work area with efficiency.
- Excellent customer service skills.

III. EVALUATION AND SELECTION FACTORS, SELECTION PROCESS

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>.

To be considered for candidacy, applicants must address each criterion in their application as to how they meet the minimum qualifications required for the position mentioned in Section II. If the application submitted fails to demonstrate eligibility, **the application will be marked unqualified**. It is the responsibility of the applicant to provide all pertinent information.

A Technical Evaluation Committee (TEC) will be set up to manage the evaluation and selection processes. Applications will be initially screened for eligibility in accordance with the required qualifications mentioned above including education, prior work experiences and language. Next, shortlisted candidates will be required to take an English language test. Those candidates who meet the English requirement will be invited for the Subject Matter Expertise test (SME test). Top performers from the SME test will be called for an interview. The SME test and the interview will be structured around the selection criteria above. Professional reference checks will be conducted once the final candidate(s) are identified. References may be obtained independently from other sources in addition to the ones provided by an applicant.

In summary, the steps in the Candidates' rating system are as follows:

- a) Meet education/experience requirements: Pass/Fail
- b) Language requirements: Pass/Fail.
- c) Subject Matter Expertise (SME) test: Top scoring candidates (and passing the minimum score) from the SME test will be invited for an interview.
- d) Interview: Top ranked candidate(s) will have reference checks conducted
- e) Professional Reference Checks: Pass/Fail

The TEC will consider the performance from each selection round to ensure the best matching profile. Preference might be given to those having more relevant experience in multi/bilateral organizations/development sectors; and/or more relevant education.

USAID/Vietnam reserves the right to conduct the test and/or interview with only the highest ranked candidate(s). Only final-round candidate(s) will be notified of the selection results.

IV. HOW TO APPLY/ SUBMITTING AN OFFER

1. Eligible Offerors/ Candidates are required to complete and submit **(1)** a [Universal Application for Employment \(DS-174\)](#) , **(2) Curriculum Vitae** and **(3) scanned copies of degrees**. Missing one of these documents is considered ineligible.
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 (Please copy and paste to ensure correct email address is used)**.
Failure to do so will result in a determination that the applicants are not eligible and qualified.
3. To ensure consideration of offers for the intended position, Offerors/ Candidates must prominently reference the Job Announcement/ Solicitation number in the submission.

By submitting application materials, you certify that all the information on and attached to the application is true. 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.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD/ CONTRACT

Once the Contracting Officer (CO) informs the successful candidate of their selection, the CO or the Human Resources Specialist will provide the successful candidate instructions about how to complete the security and medical clearances according to U.S Government regulation (ADS 309.3.1.14).

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a CCNPSC is normally authorized the following benefits and allowances in accordance with the United States Mission Vietnam Local Compensation Plan and regulations:

A. BENEFITS:

- *One-month basic salary Tet Bonus*
- *Contributions to mandatory insurances pursuant to GVN's law/ regulations including social insurance, health insurance and unemployment insurance.*
- *Coverage of additional health insurance 90% for incumbent and each eligible family*

member

- *Annual and sick leave according to local labor law*
- *Mission cash awards*
- *Training opportunities consisting of training abroad, in-country, on-the-job and online sources.*

B. ALLOWANCES (as applicable):

- *Unique Condition Work allowance: 7% of Annual basic salary (upon annual review for the whole Mission).*
- *Miscellaneous Benefits Allowance: US\$1,000 per annum for FSN-09 and below and US\$3,000 per annum for FSN-10 and above.*

VII. TAXES: in accordance with GVN's law and regulations

VIII. ADDITIONAL SELECTION AND APPLICATION CRITERIA:

- The Contracting Officer will consider nepotism/conflicts of interest, funds availability and residency status in determining successful candidacy.
- Current employees serving a probationary period are not eligible to apply.
- Current employees identified as under the Merit-Based-Compensation's Performance Improvement Plan on their most recent Performance Evaluation Report are not eligible to apply.
- Please clearly indicate in your application, the title of the position to which you are applying. Any application that does not specify the position applied for will NOT be considered.
- Applications received after the closing date and time of the announcement will NOT be considered.

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

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
- 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:

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Base Period (estimably ending September 30th, 2025) -Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost	1	LOT	\$ _TBD	\$ _TBD at Award after negotiations with Contractor_
1001	Option Period 1 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost	1	LOT	\$ _TBD	\$ _TBD at Award after negotiations with Contractor_

LINE ITEMS

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. CCNPSC Ombudsman

The PSC Ombudsman serves as a resource for any CCNPSC 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.

EQUAL EMPLOYMENT OPPORTUNITY:

The U.S. Embassy in Vietnam, USAID/Vietnam provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Mission also strives to achieve equal employment opportunities in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based on marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

END OF SOLICITATION