



USAID
FROM THE AMERICAN PEOPLE

NORTH MACEDONIA

SOLICITATION NUMBER: 72016523R10002

ISSUANCE DATE: October 21, 2023

CLOSING DATE/TIME: November 4, 2023, at 23:59 pm (UTC+2)

SUBJECT: Solicitation for a Cooperating Country National Service Contractor (CCN PSC - Local Compensation Plan) – USAID Records and Correspondence Management Technician

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.

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 Attachment 1.

Sincerely,

James Berscheit

James Berscheit
Foreign Service Contracting Officer

I GENERAL INFORMATION

1. SOLICITATION NO.: 72016523R10002

2. ISSUANCE DATE: October 21, 2023

3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS: November 4, 2023, Skopje time.

4. POINT OF CONTACT: Human Resources Office, email at: skopjeusaidhr@usaid.gov

5. POSITION TITLE: USAID Records and Correspondence Management Technician

6. MARKET VALUE: EUR 27,413 – EUR 37,413 equivalent to FSN-8. In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/North Macedonia, final compensation will be negotiated within the listed market value.

7. PERIOD OF PERFORMANCE: Five years estimated to start on o/a February 2024, or earlier if required clearances are obtained. CCNPSCs are contracts of a continuing nature and expected to be part of a series of sequential contracts, each not to exceed the five-year limitation in the FAR, based on agency need, availability of funds and satisfactory performance.

8. PLACE OF PERFORMANCE: Skopje, North Macedonia, with possible travel as stated in the Statement of Duties.

9. ELIGIBLE OFFERORS: Open to All Interested CCN (Cooperating Country National) Candidates

AIDAR, Appendix J, 1. (b) Definitions:

(6) "Cooperating country" means the country in which the USAID Mission is located.

(7) "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.

NOTE: ALL CCNs MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. THE MISSION DOES NOT SPONSOR WORK PERMITS.

10. SECURITY LEVEL REQUIRED: Employment Authorization issued by the U.S. Embassy Regional Security Office.

11. STATEMENT OF DUTIES

1. General Statement of Purpose of the Contract

As the Mission's Records and Correspondence Management Technician, s/he is responsible for the management of complex unclassified records and correspondence for the USAID North Macedonia Mission. The employee is the subject matter expert (SME) and has the lead role in controlling centralized and decentralized files, providing instructions for Records Management to other Mission staff, and maintaining the Mission Vital Records. The Technician as the SME, also has the lead role in filing electronic documents in the Agency Secure Image and Storage Tracking (ASIST) system and providing guidance and advice to all Mission staff in ensuring that all records are properly kept, stored and disposed of in accordance with the regulations. The incumbent also performs a variety of Human Resources administrative duties.

2. Statement of Duties to be Performed

Records and Correspondence Management Duties– 70%

As the Mission Records and Correspondence Management Technician, s/he is responsible for planning and maintaining a system for centralized and decentralized unclassified records within USAID North Macedonia. In this capacity, the Technician:

1. Studies and modifies, as necessary, local procedures for the receipt, control, processing, distribution, and dispatch of unclassified documents, and serves as the USAID North Macedonia Mission's leading source of authoritative information concerning requirements for unclassified records management and correspondence control;
 - a. Determines and advises on which records may be filed on a decentralized basis and which must be centrally maintained;
 - b. Determines the need for new files, revises/approves space requirements, modification of procedures, new office furniture (i.e. storage and file cabinets), and other needs associated with records management;
 - c. Conducts periodic inspection/inventory of all record stations, to assure that records are maintained in accordance with the prescribed system and that duplicate files are avoided;
 - d. Coordinates and guides Mission Administrative staff in the preparation of the Annual Inventory and Vital Records Reports required by USAID/Washington. S/he is responsible for the final review and analysis of these reports prior to the FAMO Director signing on behalf of the Mission;
 - e. Establishes procedures for the destruction of records material and for storage, retirement, or archiving of documents develops an emergency plan for vital records protection and destruction and is responsible for periodic and special reports to USAID/Washington regarding records management;
2. Receives and scans all cleared documents in an electronic record keeping system in the Agency Secure Image and Storage Tracking (ASIST), serves as Mission's subject matter expert for ASIST.
 - a. Monitors ASIST networks to ensure the document security and availability to specific users;
 - b. Creates the electronic folders in the appropriate electronic file cabinets to enable easy access and quick search of the documents;

- c. Receives and scans cleared documents as attachments in the appropriate electronic folders;
 - d. Identifies each type of the document and properly stores it in the designated cabinet;
 - e. Maintains electronic records in ASIST and determines the accuracy of the electronic subject folders;
 - f. Runs reports in ASIST to determine the accuracy and/or provide statistical or other information as requested by staff or as part of the Mission's regular in-house ASIST reporting schedule;
 - g. Provides on the job training and assistance to other ASIST users.
3. The Technician provides a range of administrative support services to the entire Mission:
- a. Disseminates Mission Notices timely and accurately;
 - b. Updates and distributes the Mission Emergency Cascade;
 - c. Updates and distributes the Mission Telephone List;
 - d. Administrates Mission Vital Records Drive. The incumbent establishes and maintains vital records on V drive to ensure the continuity of critical functions of the USAID/North Macedonia affected by its actions under emergency conditions.
 - e. Responsible for working on further development, improvement and maintenance of the local Intranet site (KMS), and for providing assistance during the project for mitigating the KMS to MyUsaid.

Executive Office/Human Resources Administrative Support Duties– 30%

1. The incumbent assist the HR Specialist with Locally Employed (LE) staff portfolio and American portfolio HR processes:
 - a. Assists the HR Specialist with processing the MPIN (Monthly calculation for integrated collection) report to the Public Revenue Office, and upon confirmed declaration prepares vouchers for benefits payment. Distributes annual statements on total paid benefits to individual LE staff. Trains new LE staff on reporting personal income tax via the epdd software.
 - b. Reports new employments, termination of employments, and vacancy announcements at the Employment Service Agency of North Macedonia.
 - c. Distributes Earnings & Leave (E&L) statements and quarterly pension fund lists to LE staff. Assists employees with resolving discrepancies in the E&L statements.
 - d. Serves as Mission Main Timekeeper. Responsible for maintaining Time & Attendance (T&A) for the entire Mission. Coordinates bi-weekly LE staff time and attendance process; collects T&A sheets, reviews for completeness and accuracy, prepares and sends T&A reports to GFC Charleston. Reviews for completeness and accuracy biweekly U.S. Direct Hires and U.S. Personal Service Contractors' (USPSCs) timecards submission through webTA; provides assistance and guidance on using webTA and leave and payroll policies. Makes copies and maintains official T&A files. Coordinates with NFC pay (USAID), and GFC Charleston on T&A and payroll issues.
 - e. Responsible for maintaining and creating new personnel folders for LE staff and USPSCs in our mission-specific EXO/HR cabinet in ASIST, and also creating and maintaining award folders for LE Staff and USPSCs into the appropriate and respective ASIST OAA award cabinet. Makes sure that all documents are regularly uploaded and kept in the appropriate folder.
 - f. Assists with processing of On The Spot (OTS) awards and preparation of awards certificates. Coordinates the delivery of the OTS awards to employees. Maintains and orders certificate's paper and frames.

- g. USDH Foreign Service Officer Assignment/Departure tracking reports.
- h. Home Leave return to post Orders, departure and transfers between Missions or Agency mid-tour or direct transfers between Missions; within Mission functional offices.
- i. Provides assistance on HR issues for U.S. Personal Service Contractors.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands. Occasional travel within and outside of North Macedonia will be required.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a. Education: Minimum of College/university studies in Business Management, Business Administration, Human Resources Management or a related field is required.
- b. Prior Work Experience: Minimum three years of progressively responsible experience in the field of HR Management and business administration, secretarial, administrative, or equivalent work is required
- c. Post Entry Training: Familiarization training in USAID-specific procedures, regulations, and methods will be provided. Position Classification courses or seminars, T&A, MBC, OPS, and other Human Resources related courses as available within the Mission and/or as provided by USAID/Washington and State HRO training. USPSC contracting training, GLAAS 102 Buyer, and M-CLASS seminar.
- d. Language Proficiency: Level IV English and Level IV Macedonian proficiency (fluent/professional) in speaking/reading/writing is required.
- e. Job Knowledge: The Job Holder must have an in-depth professional-level knowledge of Automated Directives System (ADS), Position Classification, LEPCH, AID specific handbooks and associated agency personnel manuals and regulations required. Must have expert knowledge of USG contracting regulations (AIDAR, AAPD, etc.) and procedures and provide comprehensive guidance to all offices on contracting matters, policies, and regulations related to Personal Services Contracts. Knowledge of local labor laws and standard personnel practices for North Macedonia applicable to the full spectrum of personnel management from recruitment through retirement is required.
- f. Skills and Abilities: Excellent organizational skills, tactful, personable, compassion and understanding with an interest in serving people to maintain smooth and effective working relationships with all Mission personnel at all levels. Managerial, analytical and interpersonal skills are critical to the performance of this position. The ability to analyze and interpret complex policies, to articulate these policies and their application to Mission operations, and to put into effective practice USAID regulations and directions is essential. Demonstrated ability to use the Public Revenue's MPIN software. Excellent analytical and writing skills, tact, discretion, and cross-cultural understanding are required to effectively perform the duties. Ability to apply

and interpret regulations to current situations. Excellent computer skills in use of a word processing system, Excel, and other MS Office applications.

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>.

After an initial application screening, the best qualified applicants may be invited for a written examination and/or an oral interview.

The following factors will be the basis for the SC (Selection Committee) evaluation of applications that meet minimum requirements:

Education: 10 points

Experience: 30 points

Knowledge, Skills and Ability: 30 points

Interview Performance: 30 points

Total Possible QRF Points: 70

Total Possible Interview Points: 30 points

Satisfactory Professional Reference Checks: Pass/Fail

Total Possible Points: 100

The successful candidate will be selected based on a review of his/her qualifications, work experience, skills, and abilities; possible interview and/or written examination; and the results of reference checks. The hiring panel may check references that have not been specifically identified by applicants and may check references before or after a candidate is interviewed.

NOTE: Due to the high volume of applications received, we will only contact applicants who are being considered. Thank you for your understanding.

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete and submit the offer form visit the U.S. Embassy Skopje website, and follow the instructions at the following page: <https://mk.usembassy.gov/embassy/jobs/> and, on the Electronic Recruitment Application (ERA) link search for USAID Deputy Program Office Director.

Eligible Offerors are required to submit the documents listed below along with the ERA application:

- o Proof of the required education level
- o Proof of the required experience through the submission of a curriculum vitae (CV)
- o List of at least three reference contacts (please provide reference name, organizational affiliation and email address)
- o Proof of work and/or residency permit

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 submissions must clearly reference the Solicitation number on all offeror submitted documents.

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. AID 1382-1, Medical History & Examination for Foreign Applicants
2. Questionnaire for Employment Authorization (US Embassy Skopje's form)
3. Authorization for Release of Information (US Embassy Skopje's form)
4. Certificate of Criminal Records (obtained from the pertinent court)

VI. BENEFITS AND ALLOWANCES

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

1. BENEFITS:

The Mission participates in the Local Social Security System (LSSS) of North Macedonia, and all eligible LE Staff are required to participate.

All compensation payments made by the USG to enrolled employees, up to the ceiling stated below, are subject to payroll deductions for mandatory employee contributions to the LSSS at the applicable rate under the above-referenced local law.

Employee LSSS contribution/payroll deduction rates are as follows:

Compulsory pension and disability insurance: 18.8%

Compulsory health insurance: 7.5%

Supplemental compulsory health insurance covering risks of occupational disease or injury: 0.5%

Compulsory unemployment insurance contribution: 1.2%

There are no employer LSSS contributions.

In addition, the Mission provides Supplemental Medical Insurance Plan for employees and eligible dependents. This Plan provides up to €10.000 maximum annual benefit per person.

2. ALLOWANCES (as applicable): Transportation Allowance/Benefits, Meal Allowance/Benefits, Miscellaneous Allowances/Benefits. Allowances are not exempt from benefit and tax payment.

VII. TAXES

The Mission does not assume any obligation or responsibility to withhold local income taxes from LE Staff salaries. LE Staff are fully responsible for accurately reporting taxable income to tax authorities and paying income taxes.

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

USAID regulations and policies governing Cooperating Country National (CCN) and Third Country National (TCN) Personal Service Contract (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/sites/default/files/2022-05/aidar_0.pdf

2. PART 52—SOLICITATION PROVISIONS AND CONTRACT CLAUSES

52.223-99 Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors, Alternate 70.

ENSURING ADEQUATE COVID-19 SAFETY PROTOCOLS FOR FEDERAL CONTRACTORS (OCT 2021)- Alternate 70 (OCT 2021) (M/OAA-DEV-FAR-22-01c)

(a) *Definition.* As used in this clause -

United States or its outlying areas means—

- (1) The fifty States;
- (2) The District of Columbia;
- (3) The commonwealths of Puerto Rico and the Northern Mariana Islands;

(4) The territories of American Samoa, Guam, and the United States Virgin Islands; and
 (5) The minor outlying islands of Baker Island, Howland Island, Jarvis Island, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, Palmyra Atoll, and Wake Atoll.

(b) *Authority*. This clause implements Executive Order 14042, Ensuring Adequate COVID Safety Protocols for Federal Contractors, dated September 9, 2021 (published in the Federal Register on September 14, 2021, 86 FR 50985).

(c) *Personal Services Contracts with individuals*. As a matter of policy, the contractor must comply with the USAID’s guidance applicable to direct-hire federal employees.

(End of clause)

Notice Regarding Any Court Order Affecting the Implementation of E.O. 14042

USAID will take no action to enforce the clause (FAR 52.223-99) implementing the requirements of Executive Order 14042, absent further written notice from USAID, where the place of performance identified in the contract is in a U.S. state or outlying area subject to a court order prohibiting the application of requirements pursuant to the Executive Order (hereinafter, “Excluded State or Outlying Area”). In all other circumstances, USAID will enforce the clause, except for contractor employees who perform substantial work on or in connection with a covered contract in an Excluded State or Outlying Area, or in a covered contractor workplace located in an Excluded State or Outlying Area. A current list of such Excluded States and Outlying Areas is maintained at <https://www.saferfederalworkforce.gov/contractors/>.

3. 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

<u>Item No</u>	<u>Services</u>	<u>Quantity</u>	<u>Amount</u>
0001	Base Period - Compensation, Fringe Benefits, and Other Direct Costs (ODCs) Award Type: Cost Product Service Code: R497 Accounting Info: TBD	1	TBD at award
10001	Option Period 1 - Compensation, Fringe Benefits, and Other Direct Costs (ODCs) Award Type: Cost Product Service Code: R497 Accounting Info: TBD	1	TBD at award
20001	Option Period 2 - Compensation, Fringe Benefits, and Other Direct Costs (ODCs) Award Type: Cost Product Service Code: R497 Accounting Info: TBD	1	TBD at award
30001	Option Period 3 - Compensation, Fringe Benefits, and Other Direct Costs (ODCs) Award Type: Cost Product Service Code: R497 Accounting Info: TBD	1	TBD at award

40001	Option Period 4 - Compensation, Fringe Benefits, and Other Direct Costs (ODCs) Award Type: Cost Product Service Code: R497 Accounting Info: TBD	1	TBD at award
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4. 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>.

5. 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/Legal%20Research%20Search%20Collection?OpenForm>

6. 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.

ANY CONTRACT TO BE AWARDED UNDER THIS SOLICITATION IS
SUBJECT TO FUNDS AVAILABILITY.