



USAID
FROM THE AMERICAN PEOPLE

DEMOCRATIC REPUBLIC OF THE CONGO

SOLICITATION NUMBER: 72066024R10001
ISSUANCE DATE: October 24, 2023
CLOSING DATE/TIME: November 21, 2023 at
 17:00 (Kinshasa Time)

SUBJECT: Solicitation for a Cooperating Country National or Third Country National Personal Service Contractor (CCN/TCN PSC - Local Compensation Plan) – USAID Travel Assistant - based in Kinshasa

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,

/S/

Michele Maximilien
Contracting Officer

Physical Address: U.S. Agency for International Development Mobil Building N° 198 Avenue Isiro Gare Centrale / Gombe / Kinshasa Democratic Republic of Congo	Pouch address: Department of State 2220 Kinshasa Place Washington, DC 20521-2220	Tel: (+243) 81 555 4430 Fax (+243) 81 555 3528 http://www.usaid.gov/cg
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I. GENERAL INFORMATION

- 1. SOLICITATION NO.:** 72066024R10001
- 2. ISSUANCE DATE:** October 24, 2023
- 3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** November 21, 2023, at 17:00 (Kinshasa Time)
- 4. POINT OF CONTACT:** USAID/DRC, Executive Office/Human Resources Unit at usaidhrkinshasa@usaid.gov
- 5. POSITION TITLE:** **Travel Assistant**
- 6. MARKET VALUE:** Equivalent to FSN-09 In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/DRC. Final compensation will be negotiated within the listed market value.
- 7. PERIOD OF PERFORMANCE:** **The period of performance is Five (5) years**, estimated to start o/a June 2024 or earlier if required clearances are obtained. The services provided under this contract are expected to be of a continuing nature that will be executed by USAID through a series of sequential contracts, subject to the satisfactory performance, the continued need, and the availability of funds.
- 8. PLACE OF PERFORMANCE:** Kinshasa, Democratic Republic of Congo with possible travel as stated in the Statement of Duties.
- 9. ELIGIBLE OFFERORS:**
 - **Cooperating Country Nationals as defined in AIDAR Appendix J:** “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.”
 - **Third Country Nationals as defined in AIDAR Appendix J:** “Third country national (TCN) means an individual who is neither a cooperating country national nor a U.S. national but is a citizen or lawful permanent resident (or equivalent immigration status) of any country other than the countries which are prohibited sources”(See [22 CFR 228.15](#)).
- 10. SECURITY LEVEL REQUIRED:** Security Certification issued by the U.S. Embassy Regional Security Office.

11. STATEMENT OF DUTIES

1. General Statement of Purpose of the Contract

The Travel Assistant position is located in the Executive Office (EXO) of USAID/ Democratic Republic of the Congo (DRC), Kinshasa. The function of the EXO Office is to provide a full range of administrative management and partner liaison services in support of USAID activities in DRC, and two USAID non-presence countries - Central African Republic (CAR) and Republic of Congo (ROC).

The Travel Assistant for USAID/DRC is responsible for providing the full range of travel and transportation services for U.S. Direct Hire (USDH), U.S. Personal Services Contractor (USPSC), Cooperating Country National (CCN) and Third Country National (TCN) employees and support services to official visitors.

Working under the supervision of the Travel Specialist, the Travel Assistant serves as the subject matter expert on travel, transportation, and the automated travel system (E2). The incumbent prepares official travel documents for all employees and their authorized dependents, ensuring that all Mission travel adheres to Agency and U.S. Government (USG) travel policies and regulations. The incumbent performs the full range of work associated with travel documents; works closely with the Human Resources Section to obtain information on authorized travelers who may need assistance; under eCC program, the incumbent ensures that motor pool and expeditor services, accommodation, welcome kit, and social sponsor are arranged for employees who are arriving to or departing Kinshasa; ensures employees are well informed on all matters related to the post-funded travel; and provides guidance to the travelers and mission management on travel rules and regulations. The incumbent advises staff on the travel regulations, recommends innovative solutions to streamline travel procedures and automates processes to provide a high level of customer service. S/he liaises with the Embassy General Services Office (GSO) Travel Section on all related travel matters. The incumbent provides general guidance and instructions to all Mission administrative staff in relation to travel policies and procedures and guides and directs them when processing travel requests and travel vouchers.

2. Statement of Duties to be Performed

Under the supervision of the Travel Specialist, the incumbent is responsible for planning, coordinating, and arranging the full range of travel services provided to U.S., TCN and CCN employees of USAID in DRC, CAR, and ROC. Services provided include, but are not limited to, official and assignment travel and transportation support, customer service, problem resolution, visitor coordination, and performance of a variety of administrative support functions for USAID Mission personnel assigned to Post as well as for high-level VIP visitors and TDYers.

Travel and Transportation Management - 70%

- The incumbent plans, coordinates and provides a wide range of travel services, including arranging official travel, processing travel orders, and making airline reservations for all Mission travelers and authorized dependents. The incumbent prepares travel authorizations (TAs) for all official and entitlement travel for all types of employees, including evacuation

TAs for American personnel. The incumbent receives notice of incoming or outgoing travelers and facilitates their movements and accommodation. The incumbent processes travel authorizations, blanket travel orders, and their amendments. Assures all necessary approval documents are obtained prior to travel and ensures there are sufficient funds in the travel authorization to cover the cost of the trip, including carrier costs, per diem, and miscellaneous expenses.

- Serves as the subject matter expert on travel, transportation of pets and personal effects, and the automated travel system, E2. The incumbent arranges all types of travels and advises employees on their entitlements and authorized allowable expenses. Incumbent also advises staff on authorized routing, modes of transportation and shipping allowances. The incumbent is fully conversant with and knowledgeable in all types of authorized travel such as temporary duty (TDY), permanent change of station (PCS), home leave/return to post, Rest and Recuperation (R&R)/Regional Rest Break (RRB), emergency visitation travel, education travel, children of separated families travel, and medical evacuation travel. The incumbent serves as the advisor and subject matter expert on USG travel regulations providing guidance and interpretation of government travel regulations, procedures, and practices to all Mission staff. Research applicable travel regulations covered by the Foreign Affair Manual (FAM), Foreign Affairs Handbook (FAH), Automated Directive System (ADS), Department of State Standardized Regulations (DSSR), other Federal Travel Regulations, and Mission/Agency policies to answer travel related questions from Mission staff. Interprets complex regulations and policies. Solves the majority of travel problems independently. The incumbent provides creative solutions to travel concerns while enforcing travel regulations and policies.
- The incumbent maintains an electronic filing system for all travel authorizations and ensures proper maintenance, filing and storage of travel documents in accordance with the Automated Directive System, ensuring all necessary documents are maintained in the vital records system of the Mission. The incumbent prepares and maintains current evacuation travel authorizations for USDH/USPSCs and prepares evacuation packets.
- As one of the first reviewers in the E2 system the incumbent ensures accuracy, appropriate supporting documentation, and adherence to regulations. The incumbent provides assistance to non-presence countries (ROC and CAR) with E2 related issues/problems.
- The incumbent reviews travel itineraries for all domestic and international TDY and entitlement travel, approves itineraries in accordance with Mission policy, and maintains an accurate record of approved itineraries. Under the Travel Specialist supervision, the incumbent conducts a monthly reconciliation of travel card statements to ensure that all charges are correct. The incumbent advises employees on necessary travel documents, permits, travel health insurance requirements, visa/residence permit requirements, and other travel related documents.
- The incumbent advises Mission employees on reservations and necessary logistical and administrative management for pet transportation. Maintains standard communication and relation with the Airlines Representatives to know about their special fares and to know updated regulations on pet travel.
- The incumbent ensures a reliable report on any given day as to who is in and out of the country. Prepares, updates, maintains, and presents various USAID travel information lists and spreadsheets, such as individual staff out-of-country status, TCN and long-term TDYer visa status, and TDY staff in-country. Under the supervision of the Travel specialist, the incumbent will review and update the Mission Policies on travel and transportation.

- The incumbent acts as the head of the Travel Section in the absence of the Travel Specialist and is expected to provide the same level of service, advice, and support to the Mission when communicating, advising and guiding employees and visitors on travel and transportation issues.
- In the absence of the Travel Specialist, the incumbent represents the Travel Section in different meetings within USAID and outside USAID. Works closely with the Travel Management Center to ensure that the travel agency understands and acts in accordance with the USAID regulations relating to USG rates and guidelines. Works with travel agents to encourage them to offer a wider variety of flights, bookings, and reservations, particularly with regard to American Flag carriers and affiliated companies and to finalize the most direct route with an economical airfare routing for all official travel. Educates TMC agents on USG travel regulations to ensure excellent and trouble-free service and negotiate best prices and services for USAID/DROC travelers with the contracted travel agency.
- Researches applicable travel regulations covered by the Foreign Affair Manual (FAM), Foreign Affairs Handbook (FAH), Automated Directive System (ADS), Department of State Standardized Regulations (DSSR), other Federal Travel Regulations, and Mission/Agency policies to answer travel related questions from Mission staff when facilitating training.
- Interprets complex regulations and policies and shares analysis with mission regularly.
- The incumbent is responsible for proper management and use of the E2 system, adding new employees, resetting passwords, resolving e2 issues locally, or with Washington based experts, and performs other E2 super user duties.

Training - 10%

- Serves as trainer for new staff on the E2 travel system and provides briefing to the newly hired employees on USAID travel operations and coaches E2 approvers in identifying items of concern.
- Creates and shares an annual Travel and Transportation Training Schedule with the mission.
- Provide Quarterly Mission-Wide Training to staff on a variety of topics to ensure that mission staff are aware of travel guidance and any new post or federal policy changes.
- Explains the use of EXO portal to users and regularly shares information about how users can navigate the site.
- Provide regular guidance to travel arrangers.

Customer Service and Problem Resolution – 10%

- The incumbent must at all times remain professional and deal with each situation with tact and understanding. The incumbent determines the nature of customer service problems or problems with processing of transactions regarding travel activities.
- Based on experience and past practice, reviews applicable guidelines to consider options, identifies trends and changes in customer preferences or deviations in standard practices that may affect customer satisfaction, and responds to a variety of questions related to findings that originate from personnel within or outside the Mission.
- Trouble shoots areas that may be resistant to traditional improvement approaches and corrects discrepancies based on extensive practical experience.

- Alerts the travel specialist to controversial situations or problems that are resistant to conventional solutions and recommends new or revised operating procedures to meet changing business needs.
- The work requires professionalism, tact and understanding in frequently stressful situations. Schedules may change quickly and unexpectedly, and emergency situations often occur after hours and on weekends, and travelers under stress may at times be demanding and difficult to deal with. The employee is expected to respond during these situations.

Administrative Tasks – 10%

- The incumbent is responsible for maintaining and upkeep of emergency preparedness documents.
- The incumbent must maintain travel records in accordance with agency standards.
- The incumbent is required to update Mission Resources Hub the difference Trackers and accountability reports and share them with the Travel Specialist before the submission.

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.

“If a third country national (TCN) is selected for award, during the period of this contract, the TCN personal services contractor must provide at least 10 hours/week of training to a cooperating country national (CCN) designated by USAID. The PSC Supervisor will establish a training plan with benchmarks to measure the TCNPSC's progress toward achieving this training deliverable.”

3. Supervisory Relationship

The incumbent reports directly to and is supervised by the CCN Travel Specialist.

4. Supervisory Controls

The Supervisor provides overall guidance and sets priorities. The incumbent independently plans, designs and carries out work to be done. Deputy Executive Officer provides administrative and policy direction in terms of broadly stated goals and objectives

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- Education:** At least two years of full-time post-secondary study at college or university (or the host-country equivalent formal education) in a relevant field, such as business administration, management, public administration, social sciences or liberal arts, or other related field is required.
- Prior Work Experience:** Minimum of three to five years of professional experience in the field of travel management, in the airline retailing industry (e.g.: travel agency, airport, airline). Experience using Sabre and any other Global Distribution System (GDS) for example (Amadeus, Galileo, Sabre, or Worldspan).

- c. **Language Proficiency:** Level IV (fluent) English is required for speaking, reading and writing. Level IV (fluent) French is required for speaking, reading and writing.

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.

The Evaluation Factors listed below will be the basis for evaluating and ranking applicants for the position. Applicants will be scored based on the documentation submitted within the application.

Quality Ranking Factors (QRFs):

Job Knowledge (60 points)

The incumbent must have:

- An outstanding knowledge of the travel industry and reservations skills in order to create multi-segment, multi-destination international itineraries.
- Proven ability to create international travel arrangements including air, hotel and ground transportation.
- Understanding and expertise in international travel requirements, i.e., visas, passports and immunization requirements; excellent communication skills and follow through required to advise clients of those requirements.
- Expert knowledge of the host country including cities, airports and local events as well as familiarity with the different cultures in the host country and region.
- Excellent knowledge of office procedures, practices and customer service principles.
- A demonstrated knowledge of administrative management and support operations is necessary.
- Ability to understand regulations and policies, and ability to interpret those policies and regulations is needed.
- Flexibility to maintain a professional relationship with all categories of customers in a time-sensitive environment is required.

Skills and Abilities (40 points):

The incumbent must demonstrate:

- Excellent customer service skills, professional attitude, patience, tact and diplomacy in handling requests and inquiries from customers and must have excellent attention to detail.
- Good analytical ability and sound judgment to effectively interpret and apply appropriate USG regulations, policies, and procedures in performing duties to support Mission travelers.
- Ability to analyze, conceptualize, negotiate, exercise sound judgment, proven ability to identify problems and develop creative solutions, and the interpersonal skills to handle requests and complaints with patience and diplomacy.
- Ability to present analysis and recommendations in clear written and oral formats.
- Ability to work independently with little oversight.
- The capacity to work in a multicultural context and be able to work closely with all Mission staff and effectively explain procedures and requirements tactfully while gaining their cooperation and understanding.
- Ability to handle multi-cultural and multilingual clientele.
- Proficiency in using MS Word and Excel is essential and required.
- Knowledge in other software applications such as the electronic travel software that may be used to efficiently produce various documents.

Satisfactory Professional Reference Checks-Pass/Fail (no points assigned)**Total Possible Points: 100 points****SELECTION PROCESS**

After the closing date for receipt of applications, EXO/HR Unit will review all applications and will short-list the candidates who meet and/or exceed the minimum qualifications for the position. A committee will then convene to review applications that meet and/or exceed the minimum requirements and evaluate them in accordance with the evaluation criteria. Applications from candidates who do not meet the minimum requirements will not be evaluated and scored. Only shortlisted applicants will be contacted. No response will be sent to unsuccessful applicants.

As part of the evaluation process, the most qualified candidates may be requested to complete a written test and be interviewed either in person or by telephone at USAID's discretion. USAID will not pay for any expenses associated with the interviews.

Professional references checks will be made only for applicants considered for employment. The applicant's references must be able to provide substantive information about his/her past performance and abilities. Note: Please be advised that references may be obtained independently from other sources in addition to the ones provided by an offeror. Any offeror not receiving satisfactory reference checks will no longer be considered for the position.

The security clearance and medical clearance are required for the top-ranking candidate, after conducting and receiving the positive reference checks at the conclusion of evaluations.

“USAID policy specifies that a cooperating country national (CCN) is preferred over a third country national (TCN.) Therefore, CCN and TCN offers will not be evaluated together. USAID will evaluate CCN offers first and if the CO determines that there are no qualified CCNs, only then will USAID evaluate TCN offers.”

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete, sign and submit the offer form- DS-174 application for U.S. Federal Employment with a cover letter, CV, and a **supplemental document** of up to two pages that demonstrates how prior experience and/or training directly address the Quality Ranking Factors stated above (Job Knowledge and Skills and Abilities). All four documents must be in English. The DS-174 Application form can be found in the US embassy website <https://cd.usembassy.gov/embassy/jobs/usaaid-jobs/> and in the USAID website <https://www.usaid.gov/democratic-republic-congo/work-with-us/careers>.
2. Offerors must provide a list of minimum three (3) professional references who are not family members or relatives, with complete name, title, organization where he/she works, description of relationship, with working/accurate telephone and e-mail numbers. The applicant’s references must be able to provide substantive information about his/her past performance and abilities.
3. Offers must be received by **November 21, 2023, at 17:00 (Kinshasa Time)** submitted to the Point of Contact in **Section I**.
4. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.
5. Offers must be submitted ONLY by e-mail attachment to usaidhrkinshasa@usaid.gov and the e-mail subject must say: **72066024R10001 USAID Travel Assistant**
6. Please submit the Offer only once; and
7. Late and incomplete Offers will not be considered.

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:

- Authorization for release of information form
- Overseas Vetting Questionnaire
- Diplomatic Security Identity Assurance System (DSIAS) enrollment form

VI. BENEFITS AND ALLOWANCES

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

1. **BENEFITS** (as applicable): 13th month bonus; 14th month bonus; Anniversary Bonus; Severance Pay; Defined Contribution Plan (DCP); Medical Benefits; Funeral/Death Plan, Annual and Sick Leave; Casual Leave; Maternity Leave (for female employees)
2. **ALLOWANCES** (as applicable): Housing Allowance; Miscellaneous Benefits Allowance; Family Allowance.

VII. TAXES

The employees are responsible for calculating and paying local income taxes. The USAID/DRC does not withhold or make local income tax payments.

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

USAID regulations and policies governing **CCN and 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/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	Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>R497</i> - Accounting Info: <i>TBC</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.

6. **FAR Provisions Incorporated by Reference**

52.204-27 PROHIBITION ON A BYTEDANCE COVERED APPLICATION JUN 2023

END OF SOLICITATION