



USAID | JORDAN

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72027824R10002
ISSUANCE DATE: November 05, 2023
CLOSING DATE/TIME: November 18, 2023
11:59 p.m. Amman local time

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCN PSC - Local Compensation Plan)

Dear Prospective Applicants:

The United States Government, represented by the U.S. Agency for International Development (USAID) in Amman Jordan, is seeking applications from qualified individuals to provide personal services under contract as described in this solicitation.

Applications must be in accordance with **Sections I through VIII** of this solicitation. Incomplete or unsigned applications will not be considered. Applicants should retain copies of all application 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/Jordan to award a Personal Services Contract (PSC) nor does it commit USAID/Jordan to pay any cost incurred in the preparation and submission of the applications.

Any questions must be directed in writing to the Point of Contact specified in point 09 Section I General Information.

Sincerely,

Cynthia Rogers

Digitally signed by Cynthia Rogers
Date: 2023.11.02 12:10:36 +03'00'

Cynthia Rogers
Contracting Officer

I. GENERAL INFORMATION

- 1. SOLICITATION NUMBER:** 72027824R10002
- 2. OPEN TO:** All Interested Jordanian Citizens
- 3. ISSUANCE DATE:** November 05, 2023
- 4. CLOSING DATE/TIME:** November 18, 2023, 11:59 p.m. Amman Local Time
- 5. POSITION TITLE:** Travel Assistant
Executive Office

PERIOD OF PERFORMANCE: The contract will be for a base period (between one to three years) and based on the Agency needs, the Contracting Officer may exercise (an) additional option period(s). If the U.S. Government exercises this option, the total duration of this contract, including the exercise of any options, shall not exceed five (5) years. Employment under this contract is of a continuing nature. The duration of the contract is expected to be part of a series of sequential contracts; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of this contract shall apply.

6. MARKET VALUE (SALARY PER ANNUM): **JOD 15,588 – JOD 25, 728** Equivalent to **Grade FSN-08**
In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Jordan. Final compensation will be negotiated within the listed market value (Salary).

- 7. PLACE OF PERFORMANCE:** Amman, Jordan
- 8. SECURITY LEVEL REQUIRED:** Facilities Access/Employment Authorization
- 9. POINT OF CONTACT:** All questions should be directed to:
ammanresumesusaid@usaid.gov

10. STATEMENT OF DUTIES:

USAID/Jordan has an immediate vacancy for a Travel Assistant position at the Executive Office (EXO). The work schedule is 40 hours per week and the workweek is Sunday-Thursday.

This position is one of the three Travel Assistants in the Executive Office at USAID/Jordan under the general guidance of the Deputy Executive Officer. The incumbent is the focal point for all travel related work, provides in-depth travel advice and recommendations regarding entitlement travel, fellowships, TDY, and training travel, and prepares travel authorizations, considering best practices and a myriad of travel regulations and guidance. The incumbent coordinates with the Travel Management Center (TMC) for all related travel services and includes but is not limited to resolving problems, only referring highly complex and sensitive or precedent-setting issues to the Deputy Executive Officer.

As the focal point on travel, the incumbent drafts Mission Orders and Mission travel policy. This high-profile Mission receives frequent VIP and TDY visitors and is often called upon to host events for non-presence countries, such as Yemen and Syria; the incumbent provides logistical support and advice to these visitors and control officers including visa assistance, hotel information, movements, border crossing information, and other permits.

Major Duties and Responsibilities:

Management of Travel Functions

The incumbent is the focal point on all things related to travel and the automated travel system, E2. The incumbent provides a full range of effective travel services to employees and eligible family members with the USAID/Jordan Mission and hosted independent offices, including preparing travel authorizations, arranging travel logistics, and supporting official visits and Mission hosted training events. The full range of official travel include post assignment, Rest and Recuperation (R&R), Home Leave (HL), family visitation, education travel, medical evacuation, Emergency Visitation Travel (EVT), Temporary Duty (TDY), separation/repatriation, invitation travel, and travel for consultations, training, workshops, and conferences.

The incumbent research, analyzes, reviews, interprets and applies various regulations, and independently provides in-depth guidance and assistance to mission staff on travel and transportation matters. The incumbent is responsible to ensure that travel is arranged and funded in accordance with USG policies and regulations and conducted in the most efficient manner.

Provides guidance and advice to all Mission personnel on current Mission policies concerning various travel scenarios, including home leave, return to post, home leave transfers, R&R, medical evacuation, invitational travel, emergency visitation travel, educational travel, and TDY. Additionally, the incumbent advises USDH on their entitlement travel, providing justifications and clarification of Mission policies when necessary. For complex inquiries, the incumbent provides regulatory citations for the supervisor's decision-making reference. Furthermore, ensures that any ambiguous interpretations of regulations are well-documented and justified.

Offers guidance to employees regarding the Agency's official and entitlement travel policies and regulations. The role involves independently resolving most complex travel issues, involving researching and interpreting regulations and policies, while presenting innovative solutions to travel concerns within the framework of travel regulations.

Ensures the prompt and utmost customer satisfaction in the processing of Travel Requests (TR). This involves securing all necessary approval signatures, clearly defining the purpose and official routing, and coordinating with the Travel Management Center (TMC) to arrange reservations and issue tickets.

Amends existing practices and procedures for all travel activities, streamlining and making more efficient wherever possible, for example, amending lines/the order of travel approvals, designing, and updating travel request forms that comply with new travel regulations/Agency policies. Incumbents regularly resolve problems without assistance. This ability and authority are especially important with travel details that often change daily due to Mission priorities, flight cancellations, weather, and funds availability.

Prepares electronic and paper Travel Authorizations (TAs) and Open Travel Authorizations (OAs) for official and entitlement travel for all types of employees and eligible family members traveling on official U.S. Government (USG) orders and ensures TAs are completed in accordance with USG policies and regulations and funds obligated before travel commences. The incumbent is responsible for issuance of

open travel authorizations that cover local travel within Jordan, in addition to open travel authorizations for regional travel outside the United States for SRP and BHA Yemen and BHA Syria employees.

Provides detailed analysis of cost-constructed travel (authorized vs actual) and ensures USG funding only supports authorized travel.

Responsible for entering detailed accounting information that accurately reflects authorized expenses in E2. The incumbent provides oversight of travel funded by USAID/Jordan and prepared by another mission to ensure accuracy of calculations and adherence to regulations.

Ensures all supporting documents sufficient to pass an audit are contained in the file, including authorizations for business class and cost construct calculations.

Serves as the focal point for the E2 travel system; is responsible for taking the lead to troubleshoot E2 travel system problems and advises Mission personnel on system changes or upgrades. The incumbent also sets up E2 accounts, and changes/adds approvers.

Provides travel advisory, as advisories become known; offer alternate travel plans for impacted travelers.

Liaises with the State Department General Services Office (GSO) Shipping Section on Authorized shipments such as Unaccompanied Baggage (UAB), Household Effects (HHE), Privately Owned Vehicle (POV), Consumables and Layette shipments and storage allowances and ensures that the TAs involving such shipments are sent to the USAID/Washington Travel and Transportation (TT) office for their action and provides the expat traveler the needed contacts in the TT section to assist in managing shipments and storage. The incumbent also provides guidance on pet shipments.

Works with Human Resources and the Financial Management Office to budget for entitlement travel, such as, Permanent Change of Station (PCS), R&R, HL/Return to Post, HL/Transfer, educational travel, medical evacuation, emergency travel, TDY travel, separation and invitational travel; and travel by employees, dependents, and official visitors for consultation, training, workshops, conferences, programs, and other related travel for USAID/Jordan and hosted offices. For (PCS) travel for incoming and outgoing USDH employees and eligible family members, the incumbent negotiates the budget with the losing and gaining mission personnel and ensures funding is received/sent.

Performs travel services for all official visitors, fellowships, Temporary Duty Staff and VIP visits. In the case of the latter, the incumbent plays an integral role in the preparation of the VIP visit including all associated travel services needed.

Maintains an electronic and hardcopy filing system for all travel authorizations, and ensures proper maintenance, filing and storage in accordance with the Automated Directive System.

Prepares and maintains Evacuation Travel Authorizations for US Staff and their eligible family members and prepares evacuation packets. The incumbent ensures that all necessary travel documents are filed and maintained in the vital records system of the Mission.

Completes ad hoc reports, such as business class usage, hotel usage, and visitors.

In coordination with the Human Resources Section, the incumbent ensures that traveling employees have obtained necessary medical clearances to perform official travel. The incumbent enrolls FSN staff in Health and Accidental Coverage Insurance for both authorized and personal travel days and ensures that accompanying members have also obtained necessary insurance to perform travel.

Develops and maintains relationships with local hotels and monitors performance standards of resources and facilitates resolution of problems with airlines and hotels. Maintains contact with appropriate personnel at the offices of the airlines to facilitate resolution of problems.

Makes necessary hotel reservations in coordination with the Procurement Team for official USAID/Jordan Visitors, Fellowship staff, and TDYers as appropriate; serves as the main point of contact for travel for incoming travelers.

Calculates the travel compensatory time for both direct and indirect travel and advises mission travelers on the authorized compensatory time earned according to the regulations.

Ensures travelers have completed ECC requests and have received approval before ticket issuance. The incumbent ensures travelers have notified the Regional Security Office with travel plans prior to traveling.

For domestic trips attended by multiple parties, ensures maximum efficiency in the use of the USG resources by consolidating requirements and providing transportation options that adequately support the trip. The incumbent arranges travel in a manner that maximizes USG assets and funds.

Liaises with the State Department Travel Section on the preparation of the required documents for visa issuance for US Direct hires employees for official travel; the incumbent obtains forms and prepares necessary documentation and follows-up to ensure visas are received in a timely manner.

Advises employees and administrative assistants on the preparation of accurate travel vouchers.

Being the final recipient of the Travel Authorization, the incumbent ensures the accuracy and inclusion of all need-to-know offices, such as Human Resources, Procurement, and Finance.

Travel Management and Policy Guidance

The incumbent is responsible for staying current on travel policy changes and updates while effectively communicating these changes to Mission personnel and hosted offices. Responsibilities include: maintaining the Travel Mission Order, preparing Mission Notices regarding travel-related changes, providing technical guidance to USAID employees, particularly regarding entitlement travel like R&R, HL/Return to Post, and HL/Transfer, and providing recommendations to the Deputy EXO based on research and interpretation of various regulations, such as the Automated Directive System (ADS), Foreign Affairs Manuals (FAM), Foreign Affairs Handbook (FAH), Federal Travel Regulations (FTR), and Department of State Standardized Regulations (DSSR).

The incumbent ensures employees are well-informed about post-funded travel matters and offers guidance to both travelers and mission management on travel rules and regulations. Furthermore, the incumbent delivers briefings or presentations on travel policies, procedures, and the E2 system for newcomers, during orientation, or when implementing new procedures or policies.

The incumbent is also responsible for establishing and maintaining the travel section page on the Mission's Intranet. This involves ensuring that employees have easy access to travel information, regulations, and needed details and forms, in one place. This also includes uploading and regularly updating relevant documentation to official and entitlement travel, such as revisions to Mission Order(s) concerning travel, per diem rates, and other travel related matters.

Travel Database Monitoring, Maintenance and Financial Reconciliations

Database Management

The incumbent is responsible for the comprehensive management of travel databases and documentation, with a primary focus on expatriate staff entitlement travel for USAID/Jordan and its hosted offices. This entails the continuous monitoring, maintenance, and handling of the database to ensure it remains up-to-date, accurate, and fully compliant with relevant regulations. Additionally, the incumbent is responsible for the proper filing of electronic and paper travel authorization records, adhering to the Automated Directives System (ADS) to securely file and store these documents within the Mission's vital records and filing systems. The incumbent is also responsible for maintaining accurate and reliable travel records, allowing the incumbent to run daily reports on staff whereabouts within and outside the country. Moreover, the incumbent oversees the preparation and submission of vital records and file plans within the travel section, ensuring strict adherence to established procedures to enhance the overall efficiency and integrity of USAID Jordan travel management systems.

Monthly Financial Reconciliation

On a monthly basis, the incumbent reconciles credit card bills, provides supporting and funding documents to allow payment of travel services received by the contracted Travel Management Contractor (TMC) and payment of the traveler's Declining Balance Card. The incumbent provides recommendations for payment to include airfare charges, TMC fees, Health and Accidental Coverage Insurance (HAC) costs, hotel receipts provided to employees during official travel, and all other associated expenses incurred by the agency and the traveler during official travel.

Supervisory Relationship

The incumbent reports directly to the Deputy Executive Officer and/or to his or her designee.

Supervisory Controls

Supervision of other Mission staff is not contemplated.

Other significant Factors

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.

11. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

12. AREA OF CONSIDERATION

To meet basic eligibility requirements, the applicant must be a Jordanian citizen and must submit a complete application as outlined in the section titled APPLYING. The selected applicant is required to undergo and successfully pass a medical and security clearances.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Applications will be initially screened for eligibility in accordance with the qualification criteria below. Applicants must address each criterion in their application to meet the below minimum qualifications for this position.

- a. **Education:** Completion of secondary schooling, and two or more years of post-secondary schooling or community college diploma is required. Also, additional experience may NOT be substituted for Education. **Supporting documentation (i.e., a copy of community college diploma must be included in the application for eligibility purposes).**

- b. **Prior Work Experience:** Three years of progressively responsible experience in travel or travel-related industry, or in an administrative position with responsibilities for arranging visas, tickets, and hotel reservations, and providing customer service support is required.
- c. **Language Proficiency:** Level IV (fluent) English and Arabic proficiency for both oral and written communication is required. At Level IV, an employee is required to possess a high degree of proficiency in both written and spoken English, including the ability to translate the host country language into precise and correct English, and English into the applicable foreign language. On occasion, an employee at this level might be expected to act as an interpreter in situations where considerable importance attaches to proper word meaning. English proficiency will be tested. A minimum score of 785 on the TOEIC exam (Listening & Reading components only) is required. Examination scores must have been recorded within the last five years; or else, candidates will be tested again.
- d. **Skills and abilities:** The incumbent must have demonstrated ability to operate within a highly functioning diversified team and independently manage the travel section, carrying out a wide range of travel related functions. This includes an in-depth knowledge of world-wide travel and transportation rules and regulations. The incumbent must exercise discretion and confidentiality particularly when dealing with Personal Identifiable Information (PII), medical travel evacuation data, and other sensitive information. The incumbent must demonstrate a high level of persistence, flexibility, problem-solving, prioritization, time management to meet deadlines, accuracy, attention to detail, consistency, punctuality, and quality control when performing duties. The incumbent must possess the ability to analyze and interpret rules and regulations together with ability to explain processes to mission staff and recommend improvements to processes to enhance efficiency. The incumbent must have skills in formulating budgets and estimating, processing, and auditing travel financial related data. The incumbent must demonstrate excellent written and oral communication skills, exercise the highest levels of tact and diplomacy, and must have the ability to produce error free documents and explain complex travel regulations and tailor communication to match the audience. The incumbent must have excellent proficiency in computer and office software, including agency-specific software, and must be proficient in Windows, Microsoft Office suite, and Google Suite.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with applicants 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 applicants 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 applications 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 applicants in the competitive range to the greatest number that will permit an efficient competition among the most highly rated applications. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

Applicants who do not meet the minimum education and experience requirement will not be contacted.

Applicants who meet the minimum education and experience requirement will be further evaluated based on the evaluation criteria mentioned below:

- a. Prior work experience 10%
- b. Language Proficiency (written and verbal) 30%
- c. Skills and abilities 60%

At each step of the evaluation process, the contracting officer may establish a competitive range. Only applicants who meet the minimum qualifications (education and years of relevant work experience) will be invited to take an English language test (TOEIC). Applicants with passing TOEIC scores may be further assessed through a written technical skills test to assess the candidates' qualifications in any of the evaluation criteria listed above. Only the top-ranked applicants from the written technical skills test will be invited for an interview.

USAID/Jordan will conduct reference checks, including references from individuals who have not been specifically identified by the applicants, and may do so before or after an applicant is interviewed. USAID/Jordan may use all reference information obtained to evaluate an applicant's suitability for the position.

The Contracting Officer (CO) reserves the right to waive any step during the selection process.

USAID will screen for nepotism/conflict of interest in determining successful candidacy. Internal employees must have completed 52 weeks of employment in their current position before being eligible to apply. If an internal employee's Human Resources Officer approved a waiver, the waiver must be included in the application package for eligibility purposes.

IV. SUBMITTING AN APPLICATION (APPLYING)

To ensure consideration of application for the intended position, applicants must prominently reference the solicitation number in the application submission. Eligible applicants are required to complete and submit the following as a complete application package:

- a. A cover letter (no more than one page) demonstrating how education, experience, and skills address the requirements listed under required qualifications.
- b. A current curriculum vitae.
- c. Copy of the Jordanian National ID and/or Jordanian Passport.
- d. Copy of University degree/ Community College Diploma (English or Arabic).

Failure to submit any of the above required documents will mark your package incomplete and will eliminate your application from the recruitment process even if you were qualified.

Applications must be received by the closing date and time specified in Section I, item 4, and submitted to the ammanresumesusaid@usaid.gov. Application forms can be accessed from the Embassy website: <https://jo.usembassy.gov/embassy/jobs/>

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the Contracting Officer (CO) or his/her designee informs the successful applicant about being selected for a contract award, the CO or his/her designee will provide the successful applicant with instructions on how to complete and submit the required documents related to mandatory medical and security clearances.

Failure of the selected applicant to accurately complete and submit required documents in a timely manner may be grounds for the CO to rescind any conditional pre-contract salary offer letter and begin negotiations with the next most qualified/highest ranked applicant.

VI. BENEFITS AND ALLOWANCES

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

- Basic Salary within the advertised market value.
- Transportation & Miscellaneous Allowances.
- 13th & 14th Month Bonuses.
- Subscription to the Jordanian Social Security.
- Subscription to the Mission's Provident Fund Program.
- Medical Insurance (Employee & Family).
- Life Insurance (Employee only).

Funds for Social Security, retirement, pension, vacation, or other cooperating country programs as required by local law shall be deducted and withheld in accordance with laws and regulations and rulings of the cooperating country or any agreement concerning such withholding entered between the cooperating government and the United States Government.

VII. TAXES

Based on Department of State policies and regulations, the U.S. Mission cannot withhold income tax deductions for Jordanian Locally Employed (LE) Staff. LE Staff employees are obliged to observe the laws and regulations of the Jordanian Government. Employees must individually file and comply with applicable Jordanian income tax laws in a timely manner.

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/ads/policy/300/aidar>
2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>.
3. **Acquisition & Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs)** for Cooperating Country National Personal Services Contracts (CCNPSC) 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 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	June 2023
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