



**USAID**  
FROM THE AMERICAN PEOPLE

# WEST BANK/GAZA

**SOLICITATION NUMBER: 294-WBG-2024-02**

**ISSUANCE DATE: Dec 11, 2023**

**CLOSING DATE AND TIME: Dec 29, 2023**

**Close of Business local (Jerusalem) time 16:30**

**SUBJECT:** Solicitation for Cooperating Country National Personal Services Contractor (CCNPSC), USAID West Bank & Gaza Mission (WBG) USAID **Human Resources Assistant** based in Jerusalem.

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 Attachment 1.

Sincerely,

Gezim Hysenagolli  
Contracting Officer

U.S. Agency for International Development

Jerusalem:  
U.S. Embassy  
18, Agron Street  
Jerusalem 9419003  
Tel: +(972)-2-5913-712  
Fax: +(972)-2-5913-733

[www.usaid.gov/wbg](http://www.usaid.gov/wbg)

Tel Aviv:  
U.S. Embassy Branch Office  
71, Hayarkon Street  
Tel Aviv 6343229  
Tel: +(972)-3-5114-848  
Fax: +(972)-3-5114-888

**ATTACHMENT 1**

**I. GENERAL INFORMATION**

**1. SOLICITATION NO.:** 294-WBG-2024-02

**2. ISSUANCE DATE:** Dec 11, 2023

**3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** December 29, 2023 Close of Business local (Jerusalem) time 16:30.

**4. POINT OF CONTACT:** USAID/West Bank & Gaza (USAID/WBG) Human Resources Office, email at [HRWBG@usaid.gov](mailto:HRWBG@usaid.gov)

**5. POSITION TITLE:** USAID Human Resources Assistant - Jerusalem

**6. MARKET VALUE:** NIS 174,593 - NIS 261,888 equivalent to FSN- 8, that is in accordance with USAID Acquisition Regulation (AIDAR) Appendix J, and the Local Compensation Plan of USAID/WBG. Final compensation will be negotiated within the listed market value based on the successful offeror's salary history, work experience, and educational background. Salaries over and above the top of the pay range will not be entertained or negotiated. This salary range is not inclusive of other benefits and allowances.

**7. PERIOD OF PERFORMANCE:** Cooperating Country Nationals Personal Services Contract (CCNPSC) are contracts of a continuing nature and can be part of a series of sequential contracts, each not to exceed a five-year limitation. This contract will be for an initial one (1) year base period, with four (4) one-year option periods, subject to satisfactory performance, availability of funds, and continuing need for the position. The contract is expected to commence upon receipt of security and medical clearances.

**8. PLACE OF PERFORMANCE:** USAID West Bank & Gaza Mission, Jerusalem. The USAID Mission operates from offices in Jerusalem and Tel Aviv, and offers workplace flexibilities. Travel between the Mission's two offices is required.

**9. ELIGIBLE OFFERORS:** Cooperating Country Nationals (CCNs) offerors. Cooperating Country National is an individual who is lawfully residing in Israel, the West Bank, or Gaza. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

**10. SECURITY LEVEL REQUIRED:** Facility access - CCN/Foreign Service National (FSN) Clearance

## **11. STATEMENT OF DUTIES**

### **1) GENERAL STATEMENT OF PURPOSE OF THE CONTRACT**

This position is located in the Human Resources Section of the Executive Office, USAID/West Bank & Gaza Mission. The primary purpose of this position is to provide Human Resource Management support to the USAID West Bank and Gaza Mission situated in both Jerusalem and Tel Aviv. The HR Assistant provides clerical, administrative, and technical support for the Mission to all levels of USDH (U.S. Direct Hires), Cooperating Country National Personal Services Contractors (CCNPSC), Offshore and Resident-Hire U.S. Personal Services Contractors (USPSC) and Third Country Nationals Personal Services Contractors (TCNPSC). The job holder's responsibilities will include management and update of position and personnel data in the Mission's different personnel management systems, official personnel/contract files management, preparing and providing support in areas of position classification, recruitment, contract management, awards, and new employee orientation. In addition, the jobholder will be expected to help coordinate and manage USAID incentive and On-the-theSpot Award Programs, and support employee arrival, travel, visa and accreditation, and departure processes. The job holder prepares and submits periodic staffing patterns and staffing numbers to the U.S. Embassy and USAID Mission management as needed. The Human Resources Assistant reports to the Human Resources Specialist and serves as a backup for other HR staff, as needed. The position is based in Jerusalem; however, the first 3-6 months of work and on-the-job training will predominantly be in Tel Aviv. As part of the normal schedule, the jobholder will travel regularly to both USAID offices in Jerusalem and Tel Aviv to work with the HR team and staff in both locations.

### **2) STATEMENT OF DUTIES TO BE PERFORMED**

#### **1. Reporting, HR Files, Information and Data Management (40%)**

**Staffing and Organizational Reporting:** Regularly updates the staffing reports on Human Resources Information Systems, prepares and submits periodic staffing patterns, personnel numbers, and other ad-hoc HR reports for USAID Mission or Washington, D.C., and the U.S. Embassy. Works closely with the HR Specialist and team on all aspects of position and personnel data management to include updating the mission's internal staffing pattern, filing of personnel records on the public and google drives, updates of the organizational charts and employee bio-data information, and works together with EXO's information technology staff to keep these updated on the USAID intranet webpage. The job holder will implement any new agency mandated system related to areas such as awards, performance management, etc. Update and maintenance of all these personnel systems are within the responsibility of this position.

**Personnel Records Management:** Maintains, organizes, updates, and performs close-out of Official Personnel Files (OPFs) for PSC staff and ensures their completeness, accuracy and compliance with HR and contracting content requirements and organization. Maintains, organizes, and updates a variety of other HR files and records, including subject files, chronological and historical files to ensure the maintenance of complete and accurate

records. Searches files and records to extract data and/or assemble information required for various documents and/or reports or to provide information. Maintains and updates the personnel record in Agency Secure Image and Storage Tracking (ASIST) System.

**Personnel Entry and Exit Support:** Prepares the check-in and check-out forms for new and separating American and CCNPSC employees and TDY staff as applicable, and reviews completed actions to ensure accuracy and thoroughness, collects all necessary related documents and processes for signature by the Executive Officer and files documents accordingly. Maintains and updates the Mission's welcome orientation packets for all USDH and all offshore and locally recruited contract employees and assists with new employee orientation. Drafts and processes arrival/departure notice cables for all USDH staff.

## **2. Position Classification, Recruitment, and Contract Administration (25%)**

**Position Classification:** The HR Assistant performs the initial review of position descriptions, drafts edits, and provides feedback to stakeholders. The job holder may review position classification packages for accuracy and up to date documents. Facilitates preparation of job discussion help sheets, collects, and prepares classification package documentation for further review and submission for classification action.

**Recruitment.** The job holder administers segments of the recruitment process for locally and internationally-hired contract employees to include the following: a) drafts solicitations/vacancy announcements based on the most current approved and classified Position Descriptions, specifies evaluation and selection criteria, and ensures appropriate publication of solicitations and prompt distribution within USG Mission community and outside of the Mission; b) collects and reviews applications received, screens them for meeting the publicized minimum qualifications, and shortlists applications for review by the appropriate Mission Technical Evaluation Committees; c) arranges interviews and may serve as the HR representative on TEC panels; d) drafts all correspondence required under the hiring process and communicates with applicants regarding selection matters) corresponds with the selected candidate under the direction of the supervisor.

**Personnel and Contract Administration:** Prepares budgets, submits requisitions, drafts, and issues solicitations. Facilitates recruitment processes and advises hiring managers of contracting policies and procedures. Prepares and processes personnel and contracting actions. Monitors contract obligations, prepares funding actions, tracks periods of performance, and processes termination, closeout, and renewal actions.

## **3. Performance Management, Awards Activities, and Benefits (20%)**

**Performance Management:** The HR Assistant ensures the performance evaluations of all CCNs are checked for completion and accomplished in a timely basis; s/he is responsible for maintaining accurate and current performance evaluation files and tracking when evaluations or reviews are due; follows through with employees and supervisors to ensure that evaluations are submitted on or before due dates, and that narratives are consistent with

the official duties and responsibilities of the respective position, and ensures that annual performance evaluations for CCNs as well as work objectives for the next rating cycle are completed and submitted to the HR Office within the timeframe set by the EXO. Regularly checks the list of departing rating officers and requests interim reports, as appropriate. Responds to general questions and provides information to assist employees and/or supervisors in completing reports. Reviews completed reports to ensure accurate and thorough completion, requests/explains necessary modifications, processes completed reports and updates the database system accordingly.

**Incentive Award Programs:** The HR Assistant tracks the administration of nominations when submissions are requested for the Interagency Mission Award Program (IMAP), On-the-Spot, Special Act, or the USAID Incentive Awards Program. The HR Assistant provides guidance, collects award nominations; is responsible to review nominations to ensure eligibility and nomination completeness for all types of awards within the assigned portfolios and in accordance with policy, in coordination with the nominee's supervisor and nominator. The HR Assistant ensures funding availability for all nominations and submits the completed and approved nominations to the interagency awards committee or to the Bureau/Office of Administrative Management Services (AMS), as appropriate. Once awards are approved, the Assistant informs the nominee and submits the approved awards to the appropriate payroll office to facilitate cash payment processing.

**Benefits Administration:** Assists in the administration of compensation and benefit programs. Advises employees on applicable salary plans, allowances, benefits, entitlements, and other relevant program elements based on the employment mechanism. Tracks policy changes and implements updates to procedures accordingly.

#### **4. Employee Engagement and Labor Relations (EELR) (15%)**

**Employment Lifecycle Management:** Facilitates the full range of personnel management activities over the course of an employee's tenure, inclusive of onboarding, facilitation of employee wellness and support programs, exit interviews and out-processing actions.

**Equal Employment Opportunity, Diversity, Equity, Inclusion, and Accessibility, and Local Labor Law Compliance:** Advises and serves as a resource to equal employment liaisons (EELs) and counselors (EEOCs) on relevant policies and regulations. Provides guidance and support on DEIA programs and concerns. Provides information on local labor law, practices and ensures compliance in human resource administration activities.

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.

**3) SUPERVISORY RELATIONSHIPS:** This position has no supervisory responsibility.

**4) SUPERVISORY CONTROLS:** The Human Resources Assistant reports to the Human Resources Specialist (or his/her designee).

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

## **II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION**

To be considered for the position, the following minimum qualifications must be met:

**1. Education:** Completion of Secondary Schooling and an additional two years of post-secondary studies (or the equivalent hours spread across a part-time study period) in areas such as Human Resources, Business Administration, Administrative Management, Systems Management, Public Administration, etc. is required.

**2. Work Experience:** A minimum of three years of administrative, human resources, personnel assistance, public administration, customer service, or systems-related experience is required.

**3. Language Proficiency:** Level IV (fluent) English language proficiency, speaking and writing is required. Local language proficiency in Arabic and/or Hebrew (Level IV) is required.

Language proficiency will be tested based on below levels.

- English - Arabic and/or Hebrew : Level IV - Fluent - High degree of proficiency in both written and spoken English as well as Arabic and/or Hebrew. Writing/editing skills, including the ability to convey technical information to general Audiences.

## **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.

## **A. EVALUATION FACTORS**

Applicants who meet the minimum qualifications for education, work experience, and language proficiency will be evaluated on the following criteria:

**1. Work Experience (20 Points):** A clear and convincing demonstration to the extent the applicant's professional experience qualifies them to perform the work outlined in the solicitation.

**2. Job Knowledge (30 Points):**

- Good understanding and knowledge of HR best practices, reporting, HR data management and standards of confidentiality and transparency.
- Thorough knowledge of standard office management procedures and practices.
- Knowledge of standard recruitment practices, performance management systems, personnel records management and local labor laws.

**3. Skills and Abilities (50 Points):**

- Must have strong customer service, interpersonal and communication skills
- Must be tactful and discreet, and able to work as a part of a team and maintain excellent working relationships with all Mission personnel.
- Must have the ability to follow instructions and be able to organize, prioritize and follow through on all assignments with minimal oversight.
- Must have a strong focus towards attention to detail, and a demonstrated proficiency in using word processing and spreadsheet software.
- Must have strong ability to maintain strict confidentiality relating to all areas of USAID Mission personnel matters.

## **B. SELECTION PROCESS**

In order to be considered for the position, an applicant must submit a complete application package in accordance with the guidance provided in section IV of this solicitation. Applicants are required to include in their cover letter a brief narrative demonstrating how their education, experience, and skills address the evaluation criteria listed above.

After the closing date, applications will be initially screened to determine whether applicants have met the advertised minimum qualifications. Applications from candidates who meet the minimum requirements will be reviewed and evaluated by a technical committee in accordance with the evaluation and selection factors. Applications from candidates who do not meet the required selection criteria will not be considered. Only shortlisted applicants will be contacted. Interviews and a writing exercise/test may be requested, either in person, virtually, or by telephone at USAID's discretion. The above listed criteria (Section III, A) will be used in the writing exercise/test and oral interviews. USAID reserves the right to interview only the highest-ranked applicants (based on the application review) OR not to interview any candidate.

Language proficiency will be tested based on the language levels defined above. Applicants are **required** to state their language proficiency levels in their application.

Professional reference checks will be conducted at the discretion of USAID for applicants considered as finalists and will be considered in determining final selection. If an applicant does not wish USAID to contact a current employer for a reference check, this should be stated in the applicant's cover letter, and USAID will delay such reference check pending communication with the applicant.

The final selected candidate must obtain the required security and medical clearance within a reasonable period of time. Details on how to obtain both clearances will be provided once a job offer is made and accepted. If such clearances are not obtained within a reasonable time or negative suitability issues are involved, any offer made may be rescinded.

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

**When applying, please state on the cover letter WHERE/HOW you learned about the position.**

1. Eligible Offerors must complete and submit all the required documents listed below enclosed with a cover letter **referencing the solicitation number and position title**, addressing all the vacancy announcement requirements and selection factors respectively. **Incomplete applications will not be considered.** Offers must be submitted via email in WORD or PDF format only.

1. **Cover Letter - a signed one-page cover letter referencing the Solicitation number and position title.** This letter must include a brief narrative demonstrating how their education, experience, and skills address the vacancy announcement requirements and selection factors listed in this solicitation.
2. Recent **curriculum vitae (CV) or resume.**
3. Form [AID 309-2](#), **“Offeror Information for Personal Services Contracts with Individuals”**.
4. List **three to five professional references**, who are not relatives or friends, who have knowledge of your work performance. Make sure to include previous supervisors and their contact information.

2. Offers must be received electronically by the closing date of **December 29, 2023 Close of Business local (Jerusalem) time 16:30**, as indicated in Section I, item 3, and submitted to the Points of Contact in Section I, using the following contact and email address:

**Human Resources Office, USAID West Bank & Gaza**  
**Email: [HRWBG@usaid.gov](mailto:HRWBG@usaid.gov)**

3. To ensure consideration of offers for the intended position, **offerors must prominently reference the Solicitation number in the offer submission.**



**IMPORTANT NOTES:**

- Please state where/how you learned of the position
- Incomplete application packages missing any of the above-mentioned documents will **NOT** be considered.
- Failure to address the minimum selection and/or evaluation factors may result in the offeror not receiving further consideration.
- Only electronic submissions will be considered. Hard copies will not be accepted.
- Only shortlisted applicants will be contacted.
- Nepotism /conflict of interest may result in disqualification of offerors depending on the circumstances.

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

Once the Contracting Officer (CO) informs the successful Offeror about being selected for a contract award, the CO will provide instructions about how to complete and submit the following forms as applicable.

1. Documents required for Health Certificate Medical History and Examination Form
2. Documents required for Security Clearance Procedure (Court certificate, Police certificate, Birth Certificate, Copy of ID, Copy of Passport, recent picture) (SF-85)

**VI. BENEFITS AND ALLOWANCES**

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

**1. BENEFITS:**

- Leave benefits (Annual Leave, Sick Leave, other authorized leave)
- Official holidays (U.S. and local)
- Local retirement/savings plan
- Education fund
- 13th-month bonus
- Vacation Bonus (Recuperation Pay/“Dmei Havra’a”):
- Holiday gift bonus
- Health Insurance (on a partially reimbursable basis)

**2. ALLOWANCES:**

- Transportation allowance
- Meal allowance

**VII. TAXES**

All Locally Employed staff (FSN/CCN) are required to pay income tax to the Government of Israel or the Palestinian Authority depending on their legal residency status. Income tax & Israeli

national Insurance will be deducted from the gross salary based on the employee’s legal status and credit points according to Israeli local labor Laws.

LE Staff who are U.S. citizens or U.S. permanent resident aliens (green card holders) are also required to meet U.S. income tax obligations and to participate in the U.S. Social Security System.

**I. 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> . Pricing by line item is to be determined upon contract award as described below:

**LINE ITEMS**

<b>Item No.</b>	<b>Supplies/Services (Description)</b>	<b>Quantity</b>	<b>Unit</b>	<b>Unit Price</b>	<b>Amount</b>
0001	<b>Base Period - Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b> - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	1	LOT	\$ TBD	\$ TBD at Award after negotiations with Contractor
1001	<b>Option Period 1 - Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b> - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	1	LOT	\$ TBD	\$ TBD at Award after negotiations with Contractor

2001	<b>Option Period 2 - Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b> - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	1	LOT	\$ TBD	\$ TBD at Award after negotiations with Contractor
3001	<b>Option Period 3 - Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b> - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	1	LOT	\$ TBD	\$ TBD at Award after negotiations with Contractor
4001	<b>Option Period 4 - Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b> - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	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 are 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 and compliance with 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](mailto:PSCOmbudsman@usaid.gov) .

**EQUAL EMPLOYMENT OPPORTUNITY:**

USAID is an equal opportunity employer, ensuring that all employees can achieve their fullest potential and applicants for employment can compete on an equitable basis regardless of race, color, religion, sex (including pregnancy, sexual orientation, gender identity, or transgender status), national origin, age, physical or mental disability, genetic information, marital or parental status, veteran status, membership in an employee organization, political affiliation, or involvement in protected equal employment opportunity (EEO) activity.