



SOLICITATION NUMBER: 72066024R10008
ISSUANCE DATE: March 12, 2024
CLOSING DATE/TIME: April 11, 2024, 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*)**
– **Supervisory General Services Specialist- 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 Attachment 1.

Sincerely,

Michele Maximilien
Michele Maximilin
Contracting Officer

Digitally signed by Michele
Maximilien
Date: 2024.03.11 08:53:57 -04'00'

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72066024R10008
2. **ISSUANCE DATE:** March 12, 2024
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** April 11, 2024, at 17:00 (Kinshasa Time)
4. **POINT OF CONTACT:** USAID/DRC, Executive Office/Human Resources Unit at usaidhrkinshasa@usaid.gov
5. **POSITION TITLE:** Supervisory General Services Specialist
6. **MARKET VALUE:** Equivalent to FSN-11 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 Supervisory General Services Specialist works in the USAID/DROC Executive Office and is responsible for providing general support services in the area of property management including receiving and disposal, building maintenance and repair, supplies and liaison with the Embassy in regard to different GSO, ASP support, and ICASS-related activities.

Reporting to the Deputy Executive Officer, the Supervisory GSO Specialist manages the overall planning, execution and administrative functions covering matters, issues, policies and problems pertaining to USAID, property management, building maintenance, support services, space planning, small acquisition purchases, ICASS, and limited USAID vehicle operations. The incumbent plays a vital role to assure integrity, efficiency and effectiveness of administrative operations.

The incumbent handles the day-to-day technical, advisory and assistance tasks in a complex range of general services and administrative management functions. This position has wide latitude for planning, organizing, and executing assigned responsibilities and performs multifaceted and often complicated work associated with managing USAID leased property and ICASS responsibilities. The job holder is expected to understand and apply a highly technical body of knowledge related to ICASS. The job holder is an expert on property management and building maintenance functions and his/her advice is considered authoritative and often relied upon as the basis for decision-making. The incumbent's judgment and contributions have great impact for Mission reporting and policy decisions. The incumbent serves as the primary liaison with the U.S. Embassy GSO Section on all issues related to the services for which USAID/DROC has subscribed under ICASS.

2. Statement of Duties to be Performed

The Supervisory General Services Specialist plays a major role in day-to-day management of property management and other GSO recurring activities of the Executive Office, including the coordination of the consolidated GSO functions provided by the Embassy GSO staff.

1. General Service functions: 80%

The incumbent has primary responsibility over the following functions:

Building Operations: The incumbent leads, coordinates and provides onsite inspections of all renovation, maintenance, construction, acquisitions and sanitation/upkeep responsibilities in the building. Liaises and provides expertise to Property Managers, contractors, the Embassy and Washington DC personnel on leased USAID building operations/needs. The incumbent manages the USAID office space lease and ensures the terms of the lease agreement are adhered to. The incumbent is the key liaison with the landlord of the USAID Office regarding all maintenance,

structural changes, security upgrades or any other space modification as stipulated by the lease agreement and USAID policies and procedures.

Personal Property: The incumbent ensures compliance with Agency standards for issuing, using, and controlling personal property in the Mission and participates in management reviews with a concentration on incorporating efficiencies in processes. The incumbent prepares and ensures timely submission of GSO reports, such as Mission Inventory, Mission Director's Residential Inventory, the Real Property Report, and other ad-hoc reports as needed. The incumbent manages, inventories, and directs the receipt, accountability, movement and disposal of expendable personal property to include USAID onsite and offsite storage units, office furnishings and equipment, and the Embassy Personal Property inventory program. Responsible for storage, use of repair/replacement of office and residential property, furnishings and equipment, NXP inventory and disposal. Problem solves and makes recommendations to the S/EXO or designee for resolution obtains physical custody of expendables on the USAID property.

Coordinates with ICASS and is the principal USAID POC for the annual inventory.

Motor Vehicle Operations: Manages and liaises with Embassy GSO for all motor pool services; including, but not limited to procurement, shipment, maintenance, utilization policies and control of government-owned vehicles, and USAID armored and non-armored vehicles. The incumbent monitors and manages the Mission's DriveCam program, the safety driving program to ensure that safe driving practices are used. Provides coaching to all drivers and other coaches on the proper use and implementation of DriveCam, driving risks, and safety measures. Writes reports and manages all records sent to DC. Ensures that all vehicles meet the appropriate maintenance requirements. Drafts bills of collection for the use of official USAID vehicles.

Space Planning: Supports all USAID activities related to space planning. Supports and advises the S/EXO or designee on the execution of office/furniture reorganization projects (office configuration, cubicle set up, or any other space modification). Manages key internal and external relationships, including with Office Directors, Front Office, Embassy and Washington.

Shipping and Customs: Acts as interlocutor between all DRC USAID Offices, DRC USAID implementing partners, Embassy GSO and DRC Customs Agents on the shipping and receiving of internationally shipped items.

Supervision: As a first line Supervisor to the GSO Assistant and GSO Clerk, the incumbent has primary responsibility for planning, organizing, staffing, controlling and problem solving. The incumbent plans, assigns and reviews work, negotiates work objectives, provides feedback on performance, writes evaluations, discusses performance measures, analyzes staff skills to ensure they are commensurate with requirements, identifies training and development needs of employees, proposes appropriate staff changes, makes nominations for awards, and effects disciplinary measures, in consultation with the D/EXO.

The incumbent provides daily direction/oversight of on-site ICASS janitorial staff assigned permanently to the USAID office (four or more janitorial staff) and liaises with the janitorial supervisor on the implementation of policy and regulations.

2. Security functions: 20%

The incumbent is the primary contact and liaison with SEC/W on maintenance, equipment (shipping, storage) and related contractor work issues, as well as armored vehicle shipments and maintenance. The incumbent works closely with SEC/W to continually improve security enhancements for the building, including all related infrastructure projects. S/he coordinates with Embassy/GSO to ensure that maintenance is provided to the doors, camera, gates, and systems supporting building security. The incumbent liaises with the Local Guard force (LGF) on all GSO-related and compound access issues, including, but not limited to submitting lists, escorting. The incumbent keeps records of all FSN-owned vehicles that are parked inside the compound. S/he liaises with fellow tenants on all access/security related issues. S/he acts as the alternate security warden for USAID.

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."

2. *Supervisory Relationship*

Works under the general supervision of the Deputy Executive Officer or designee. The incumbent has first line supervision authority over the GSO Assistant and GSO Clerk. Has second level supervision authority over all the custodial workforce and casual contractors.

3. *Supervisory Controls*

Incumbent handles all work independently, with minimal administrative and technical guidance, according to policies or accepted practice and resolves problems which arise in the Management Office by determining approaches to be taken and methods to be used. All policy items and conflicts are discussed with the D/EXO. The incumbent will have wide latitude in the performance of daily duties and responsibilities and must be able to establish priorities and adhere to and meet established deadlines. Specific instructions will be provided for new and or unique assignments. The incumbent is held responsible for the accuracy of the work. Work is normally reviewed in terms of results achieved and meeting Office and Mission objectives. Supervisor's review when necessary is limited to adherence to broad policy or procedure. The majority of assignments accrue from the normal flow of office functions.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

a. Education:

Employee must have a Bachelor's degree in Business Administration, Industrial Engineering, Operations Management or related field is required.

b. Prior Work Experience: At least 5 years of progressively responsible experience in performing or supervising a variety of management support services in the areas of administration, personnel, and property management is required. Work in an international organization, or equivalent work with a private entity in an English-language work environment is required.

c. Language Proficiency: Fluent (level IV) in both English and French are required. Incumbent must be able to write well, quickly producing complicated and simple work that requires limited editing.

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)**

- Must have sound knowledge and experience of USG and with business management procedures of a large international organization.
- Must be able to understand and apply a technical body of knowledge associated with applicable laws and agency regulations and instructions.
- Ability to become knowledgeable regarding all applicable U. S. government (USG) regulations, laws, policies and requirements, such as the Automated Directives System (ADS), FAM, FAH, ICASS Directives, Guidelines and Systems, FAR and AIDAR,

including applicable Department of State and other Standardized Regulations pertaining to administrative management.

- Expert knowledge and understanding of state-of-the-art management practices and principles are required.
- Extensive background in administrative management operations and practices is essential for effective performance.
- Thorough understanding of USG and/or international organization contracting and personnel management procedures, property control procedures and regulations and familiarity with regulations and procedures relevant to motor pool operations, security and safety, including reporting requirements of USAID/Washington and Mission Management etc. to (1) ensure the Executive Office is operating efficiently and in a customer friendly manner; (2) ensure statutory and regulatory requirements are met; and (3) provide advice and guidance to employees and customers.

Skills and Abilities (40 points)

- A high level of analytical skill, professional expertise, sound judgment, initiative and resourcefulness is required.
- Management analysis skills are essential.
- Must have the ability to perceive quickly and accurately the status of programs and operations, analyze the causative factors and recommend creative solutions. Speed and quality of execution are key assets, as is high energy.
- Must have interpersonal skills, including excellent oral and written communication skills, to communicate effectively and efficiently with everyone from management to maintenance staff.
- Must be able to interact effectively with mid- to senior-level officials in USAID, the Embassy, and the private sector in order to convey expertise in administrative management advice and direction.
- Must be able to compile and present detailed administrative presentations and high-quality written products (procedures, guidance) to Mission management and staff in a concise and fully professional manner.
- Must be capable of effectively direct and coordinate various elements of a fast-moving office.
- Must be able to demonstrate excellent teamwork and leadership skills and the ability to work collaboratively with co-workers.
- The incumbent must be able to work calmly, tactfully, and effectively under pressure and to demonstrate extreme flexibility to manage more than one activity at a time in the performance of daily administrative office management duties.
- Must have a demonstrated capability to learn on the job, including the ability to learn and effectively apply rules and procedures of a large international organization, and to navigate the administration of a large international organization. Advanced skills in the Microsoft Office Suite, particularly with Excel, are required.

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 **April 11, 2024, 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: **72066024R10008 Supervisory General Services Specialist**
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; Family Leave Benefit; Maternity Leave (for female employees); Paternity Leave.
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