SUBJECT: Solicitation for a Cooperating Country National Personal Services Contractor (CCNPSC)

Dear Prospective Offerors/Applicants:

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 a contract as described in this solicitation.

Offers must be in accordance with Attachment 1, Sections I through V of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

This solicitation in no way obligates USAID to award a personal services 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 information.

Sincerely,

Justin DiVenanzo
Contracting Officer
I. GENERAL INFORMATION

1. SOLICITATION NO.: 72069620R100004

2. ISSUANCE DATE: February 21, 2020

3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: March 13, 2020, 12:00 p.m. noon African Central Time

4. POSITION TITLE: Travel Assistant

5. MARKET VALUE: 15,234,400 to 24,864,397 Rwandan Francs equivalent to FSN-08 in accordance with AIDAR Appendix J and the Local Compensation Plan for the U.S. government agencies present in Rwanda. Final compensation will be negotiated within the listed market value.

6. PERIOD OF PERFORMANCE: Employment under this contract is of a continuing nature utilizing a five-year contract as the hiring mechanism. Its duration is expected to be a series of sequential contracts; all contract provisions, clauses and regulatory requirements concerning availability of funds shall apply.

7. PLACE OF PERFORMANCE: Kigali, Rwanda with possible travel as outlined in the Statement of Duties.


9. STATEMENT OF DUTIES

Basic Functions of Position

This position is located in the USAID/Rwanda, Executive Office under the supervision of the Supervisory Executive Specialist. The Mission current workforce consists of 55 CCNPSC, 10 TCN-USPSC and 17 USDH positions. The job holder is the principal travel manager for the Mission with responsibility for independently planning, developing, and implementing a full range of travel services. He/she serves as the Mission’s main resource person for all official as well as personal travel arrangements for USDH, USPSC, TCNPSC, CCNPSC and their eligible family members, TDY, and contractor personnel assigned to or visiting the Mission, as well as invitational travelers from the Government of Rwanda. S/he arranges or oversees the arrangements for local, regional and international travel. S/he Advises and assists the Burundi Office on issuing complex TAs. Advises and assists on taxes exemptions for USAID Project properties.
Major Duties and Responsibilities

Travel Services: 90%

- Upon receipt of Local or International Travel Request email, the incumbent analyzes and reviews the requests to ensure they clearly define the purpose of travel and itinerary.

- Oversees the fulfillment of in-country travel and ensure that vehicle arrangements were made with motor pool and that Local Travel Requests for the assigned drivers were submitted, that airlines reservations are made, when appropriate.

- For International travel, contacts the travel agent to make airlines reservation and ensures that travel adheres to Mission regulations policies and fulfills the travel requests. Forwards confirmed travel itinerary to traveler and arranger for preparation of the Travel Authorizations (TA) in E2. Follows up E2 TAs to ensure that they are funded in time.

- Prepares all non E2 travel authorizations. Contacts Program Assistants to ensure Electronic Country Clearance is obtained for the traveler, as appropriate.

- Purchases, validates and reconfirms airline tickets for Mission staff, TDYers, and Contractors. Keeps travelers informed of changes in travel schedules or any other issues related to their travel. Purchases the Health and Accident Cover (HAC) for CCNPSC before travel. Coordinates with EXO/HR to ensure the eligibility of the entitlement travel for USDH and PSC employees.

- As Mission Travel SME, interprets Federal Travel Regulations, Mission travel policies and other travel regulations and provides technical guidance to Mission staff on post-funded travel including Rest and Recuperation, Home Leave, Medical Evacuation, Family Visitation, applicable per diems, etc. Consults with USAID/Washington and other missions when required to obtain guidance and opinions on issues pertaining to travel, E2 Travel Management System and other Travel Regulations and Policies. Provides any other support by responding to emails, telephone and verbal queries in a timely manner.

- Prepares complex Travel Authorizations (TAs) for entitlement travel such as Medical Evacuation, Home Leave, Rest and Recuperation (R&R), Educational Travel, Emergency Visitation (EVT), etc. and makes sure that employees are eligible for travel before preparing the TA for funding and for the Executive Officer’s approval. Ensures that all electronic or hard copies of travel documentation are files systematically.

- Liaises with Office of Financial Management to provide fund cites to other missions to facilitate preparation travel authorizations for in-coming employees and TDYers as well as employees on TDY to other Missions.
• Assists with the tracking and recovery of outstanding travel advances and monitors travel voucher submissions to ensure funds are de-obligated on time.

• Provides guidance to new personnel at post on submission of Travel Requests, Travel Authorizations, Travel Vouchers and Mission’s travel policies. Conducts refresher training for Arrangers, makes periodic presentations and sends tips to the staff to familiarize them with travel policies, rules and processes

**E2 Travel Management:**

• Provides work guidance to 9 Administrative and Program Assistants (E2 Arrangers) for Rwanda and Burundi to enable them interpret information from Modified Acquisition and Assistance Request Documents (MAARDS) and memos from Team Leaders in order to prepare TAs for Invitational Travel. Coordinates with Travel Arrangers to make sure that all authorized expenses are captured on TAs and that all travel is arranged in accordance with Department of State or agency travel regulations and Mission policies. Advises Travel Arrangers on any E2 Travel Authorization updates. On regular basis, follows-up on use of E2, identifies training needs and presents training.

• Verifies TAs in E2 to ensure that they adhere to travel regulations and policies before approving them for funds obligation. Coordinates all issues pertaining to use of E2 Travel Management System. Assists Arrangers and travelers to create Travel Authorizations (TAs), Travel Advances and Travel Vouchers. Informs Travel Arrangers of any E2 updates. Serve as Level 1 Approver in E2 generated travel authorizations.

**Mission Travel Card**

• Prepares all support documents for mission travel card changes for signature by authorized signatory, the Executive Officer. Works with the Office of Financial Management to reconcile all travel related credit card changes on the Mission Travel card.

**Other Management Duties**

• Reviews SF 1034 vouchers for travel card purchases, hotel accommodation, and air tickets for authorization by the Executive Officer

• Prepares, proofreads and lays out travel related correspondence, memoranda, diplomatic notes and any other documentation required in connection with travel for clearance/signature by Executive Officer.

**Customs and Shipping Duties** 10%

• Advises and facilitates Customs clearance and VAT exemptions for USAID Project property.
10. **AREA OF CONSIDERATION:** Open to All Interested CCN (Cooperating Country National) Candidates.

AIDAR, Appendix J, 1. (b) Definitions:
“Cooperating country” means the country in which the employing USAID Mission is located.
“Cooperating country national” (“CCN”) means an individual who is a cooperating country citizen or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.

NOTE: All applicants must reside in Rwanda and have the required work and/or residency permits to be eligible for consideration.

11. **PHYSICAL DEMANDS:** The work requested does not involve any rigorous physical demands.

12. **POINT OF CONTACT:** Human Resource Office, e-mail kigalihr@usaid.gov

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

*Education and work experience requirements must be met at time of application.*

a. **Education:** At least two years of full-time post-secondary study at a college or university in Business or Public Administration is required

b. **Prior Work Experience:** Minimum of three years of progressively responsible experience in transportation and travel field.

c. **Post Entry Training:** Travel and Transportation, Travel Policy, E2, English Writing Proficiency, Customer Care and Public Relations courses. Formal Training on Government personnel entitlement as well as U.S. Government requirements for shipments returning to the United States.

d. **Language Proficiency:** Level IV English written and spoken; level IV French and Kinyarwanda. English Proficiency is tested.

e. **Job Knowledge:** An understanding of USAID regulations and procedures governing travel. Good working knowledge of travel routings within Africa to Europe and the U.S. airport connection times, baggage limitations, etc. Knowledge of travel authorization preparation. A good working knowledge of the Standardized regulations. Knowledge of the country's customs regulations and procedures.
f. **Skills and Abilities:**
- A high degree of tact, diplomacy, compassion, understanding and persistence is required to effectively deal with all mission employees, VIP visitors, host government officials and personnel in the travel industry.
- Good knowledge in the travel field is required to relate well with the personnel in the travel industry.
- Good presentation skills, ability to prepare, organize, proofread and layout travel-related correspondence.
- Must be able to manage time in order to meet deadlines.
- Ability to develop and maintain systems that provide timely and accurate data.
- Advanced analytical and problem-solving skills – to be able to analyze that requests and diligently come up with itineraries that suit the request whilst adhering to travel rules and regulations.
- Excellent knowledge of computer including Microsoft Office and Internet to be able to find information, organize it and present to travelers when required.

III. **EVALUATION AND SELECTION FACTORS**

The procedure for evaluating and ranking applications is outlined below. Applicants will be scored based on the documentation provided with the application. The best-qualified among those applicants who meet the minimum qualifications will be invited to take an English proficiency and skills test. Only the highest-ranked applicants will be interviewed.

1. **BASIC ELIGIBILITY**

The basic eligibility requirements for this position are:
- Authorized to work in Rwanda;
- Complete application submitted as outlined in the section IV;
- Eligible to attain security clearance for Facility Access;
- Cleared medically to work at USAID/Rwanda;
- Available and willing to work additional hours beyond the established 40-hour workweek, including weekends, as may be required or necessary;
- Willing to travel to work sites and other offices as/when requested.
- All internal candidates who meet the minimum qualifications will be interviewed.

2. **SELECTION PROCESS AND EVALUATION FACTORS**

After the closing date for receipt of applications, those that meet the minimum qualification requirements will be invited to take an English Proficiency Test and a Skills Test. Applications from candidates who do not meet the minimum requirements for education and experience will not be reviewed. Applications of those who meet the Level IV English proficiency requirements will be forwarded to the Technical Evaluation Committee (TEC) for review. The TEC will review and score the application and skills test based on the evaluation factors as described below. Candidates with the best scores based on their application and skills test will be invited for interview.
English Proficiency Test (EPT)  Pass/Fail (Level IV)

Application:  25 Points
Extent to which the applicant has the education or training required to satisfy position elements, and quality of experience or skills necessary to successfully perform the work. The application review will be weighted as follows: Language Skills (10 points), Experience, Job Knowledge and Skills (15 points).

Skills Test:  25 Points
In conjunction with the EPT, candidates will have one hour to write a one-page essay outlining his/her knowledge of regulations and procedures governing travel and travel authorization preparation. Essay will be graded on content (10 points), clarity (5 points), and proper use of the English language (10 points).

Interview:  50 Points
Interview questions will revolve around the candidate’s propensity to:
- Demonstrate an understanding of Travel Authorization preparation;
- Demonstrate an understanding of the country’s customs regulations and procedures;
- Demonstrate a good understanding of travel routings within Africa to Europe and the U.S airport connection times, baggage limitations etc;
- Demonstrate the ability to work effectively in a team environment;
- Handle multiple, competing tasks simultaneously.

Total Possible Score:  100 Points

References of the finalists will be checked prior to offering the position. Applicant references must be able to provide substantive information about past performance and abilities. USAID/Rwanda reserves the right to seek references from anyone who may be able to provide information about a candidate; reference checks are not limited to the names provided. A preponderance of negative references will likely disqualify a candidate from consideration.

IV. PRESENTING AN OFFER (APPLYING)

A complete application package for this position will include:

1. Cover letter no longer than one page in length;
2. Application for US Federal Employment, form DS-174 (available on-line);
3. Current résumé or curriculum vitae that includes at least three references;
4. Any other documentation (e.g., essays, certificates, awards, and copies of degrees earned) that addresses the qualification requirements of the position as listed above.
Offers must be received by the closing date and time specified in Section I, item 3, and submitted to the Point of Contact in Section I, item 12. To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation/Vacancy Announcement number in the offer submission.

V. **LIST OF REQUIRED FORMS FOR PSC HIRES**

Once the Contracting Officer informs the successful Offeror about being selected for a contract award, instructions will be provided regarding how to complete and submit the following forms.

1. Pre-employment Medical Examination
2. Form for Non-Sensitive Positions

VI. **BENEFITS/ALLOWANCES**

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

1. **BENEFITS** (in accordance with the U.S. Embassy Kigali Local Compensation Plan):
   a. Health Insurance
   b. Social Security insurance
   c. Annual and Sick leave
   d. Annual Bonus
   e. Maternity Leave

2. **ALLOWANCES** (in accordance with the U.S. Embassy Kigali Local Compensation Plan):
   a. Meal/Beverage Allowance
   b. Miscellaneous Allowance
   c. Housing Allowance
   d. Transport Allowance
   e. Family Allowance

VII. **TAXES**

The Mission emphasizes to its employees that they are obliged to observe all Rwandan laws, including those concerning income and related tax obligations. By international agreement, payment of taxes is a matter between the individual employee and the Rwandan government.

VIII. **USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs**
USAID regulations and policies governing CCNPSC awards are available at these sources:


### Personal Services Contracts

<table>
<thead>
<tr>
<th>AAPD/CIB No.</th>
<th>Title/Issued Date</th>
<th>Subject Category</th>
</tr>
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<tr>
<td>AAPD 18-05</td>
<td><strong>AAPD 18-05: Designation of USPSCs and CCNPSCs as Contracting and Agreement Officers (Class Deviation from the AIDAR – no. M-OAA-DEV-AIDAR-18-8c). This AAPD replaces and supersedes AAPD 16-05 in its entirety. – September 17, 2018</strong></td>
<td>Management Personal Services Contracts</td>
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<tr>
<td><strong>AAPD 10-01</strong> (PDF 47 kb)</td>
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<td>Personal Services Contracts</td>
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<tr>
<td>AAPD 06-08</td>
<td><strong>AIDAR, APPENDICES D AND J: USING THE OPTIONAL SCHEDULE TO INCREMENTALLY FUND CONTRACTS – JUNE 23, 2006</strong></td>
<td>Personal Services Contracts</td>
</tr>
<tr>
<td><strong>AAPD 03-11</strong> (PDF 277 kb)</td>
<td><strong>Revision of Contracts/Contract Procedures for Personal Services Contracts with Foreign Service Nationals (FSNs) to Work in Iraq and Afghanistan – 12/02/03</strong></td>
<td>PSC</td>
</tr>
</tbody>
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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](https://www.oge.gov/web/oge.nsf/OGE%20Regulations)