SOLICITATION NUMBER: 72066319R100012

ISSUANCE DATE: July 9, 2019
CLOSING DATE/TIME: July 23, 2019

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC) – HR Assistant

(Local Compensation Plan)

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, Sections I through VII 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 PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to the Point of Contact specified in the attached information.

Sincerely,

U.S. Agency for International Development
US Embassy
Entoto Road
P. O. Box 1014
Addis Ababa, Ethiopia

Tel. : 251-11-306002
Fax : 251-11-242438
Website: www.usaidethiopia.org

USA Address:
2030 Addis Ababa Place
Washington, DC 20521-2030
1. **GENERAL INFORMATION**

1. **SOLICITATION NO.:** 72066319R100012

2. **ISSUANCE DATE:** July 9, 2019

3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** July 23, 2019 before and/or on 5:00PM Ethiopian local time (close of business).

4. **POSITION TITLE:** HR Assistant

5. **MARKET VALUE:** FSN-08, $12,133.00 to $21,829.00.
   In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Ethopia. Final compensation will be negotiated within the listed market value.

6. **PERIOD OF PERFORMANCE:** Five (5) years. The services provided under this contract are expected to be a continuing nature that will be executed by USAID through series of sequential contracts, subject to the availability of funds.

7. **PLACE OF PERFORMANCE:** US Embassy, Entoto Road, Addis Ababa with possible travel as stated in the Statement of Work.

8. **SECURITY LEVEL REQUIRED:** Regional Security Office certification.

9. **STATEMENT OF DUTIES**

   1. **General Statement of Purpose of the Contract**

   Under the technical supervision of the Senior Human Resources Assistant, USAID/Ethopia, the Human Resource Assistant will work both individually and as a team to provide proactive support and technical expertise within the full range of Human Resources needs, to include support to assigned offices and/or team(s) within the USAID/Ethopia mission. This work will include proactively engaging and working with team leaders and/or office chiefs related to all aspects of Human Resource work, attending team meetings to engage both leaders and employees around HR issues, communicating forward any pending HR actions, and actively identifying HR issues and needs that may support or inform improved team processes, team and/or Mission morale, and best practices across the Mission.

   The Assistant will ensure EXO/HR support for the full life cycle of Human Resource needs, beginning with recruitment, employee performance management and evaluations, resolution of HR issues, up to and including employee separation. The HR Assistant will identify concerns and inconsistencies, support analysis and problem solving to resolve HR issues to support improvements in HR practices, ensure improved consistency and improved morale and support for all team members and offices, escalating any unresolved issues to the Senior HR Assistant,
as appropriate. As a partner in the HR function, the Assistant will provide guidance and interpretation to all HR support areas both within their assigned offices and while ensuring best practices within the EXO/HR team. The HR Assistant will both develop and maintain in-depth knowledge of Agency and Mission requirements, ensure personal organization and time management at work, collaboration with team and offices in all HR areas, and the efficient tracking and maintenance of assigned work processes to completion. The HR Assistant will also support the assigned offices day-to-day management of HR issues, reducing risk and ensuring compliance, ensuring accurate and updated employee and team position descriptions, current performance reviews, and actively recommend support for team member needs to include training and development, as appropriate. The incumbent will work closely within a team of HR professionals to ensure coordination of Mission employment needs with the Executive Office related to all HR issues and concerns and ensure consistency in internal practices. The HR Assistant will ensure that Human Resource issues within team(s)/offices are facilitated to resolution and will maintain accurate and complete HR documentation and personnel records for team member files, providing regularly audits to both paper and electronic files, as appropriate. The incumbent will work on tasks and assignments supporting US/DH, US/PSC, and FSN/PSC personnel and will be responsible to ensure HR actions are current, that identified HR issues are proactively raised and addressed ethically, and that disciplinary actions, awards, contract actions, performance improvement or reduction in force (RIF) procedures are followed according to Agency regulations and applicable local labor laws.

2. Statement of Duties to be Performed

Provide technical HR Support and Client Management (30%)

1. Under the direction of the Senior HR Assistant, the Assistant may provide support to one or more of the teams and offices of the USAID/Mission or technical areas. This includes attending team meetings, being both proactive and responsible for complete and accurate assessment, tracking, communication and completion of tasks related to all HR areas, including recruitment, training, performance management, in-processing and out-processing, etc.

2. The Assistant will practice discretion in communication, maturity, and sound judgment while ensuring EXO/HR support for the full life cycle of Human Resource needs, beginning with recruitment, employee performance management, and evaluations, resolution of HR issues, up to and including employee separation. This means ensuring that communications related to confidential and/or sensitive issues, e.g. PII, are adequately monitored, protected, and managed in written and spoken communications.

3. The HR Assistant will identify concerns and inconsistencies, support analysis and problem solving to resolve HR issues that support improvements in HR practices, greater alignment of teams to HR best practices and to USG/USAID regulations, ensure improved consistency in practice and improved morale and support for all team members and offices, escalating any unresolved issues to the Senior HR Assistant, as appropriate.
4. The HR Assistant will both develop and maintain in-depth knowledge of Agency and Mission requirements, ensure personal organization and time management at work and the efficient tracking and maintenance of assigned work processes to completion and/or resolution, working closely with and providing clear communication to the Senior HR Assistant when issues need to be escalated.

5. The HR Assistant will also support the assigned offices day-to-day management of HR issues, reducing risk and ensuring compliance, ensuring accurate and updated employee and team position descriptions, current performance reviews, and actively recommend support for team member needs to include training and development, as appropriate.

6. As a team member in the HR function, the Assistant will provide guidance and interpretation of HR policy and practices areas both within their assigned offices and while collaborating with other HR colleagues to ensure best practices within the EXO/HR team. The Assistant will also work closely with the EXO Senior HR Assistant, HR Specialist and/or Supervisory or Deputy Executive Officer, as appropriate, to ensure coordination of Mission employment needs and the escalation of any HR issues and concerns that remain unresolved or can be improved through greater consistency in internal practice.

7. The HR Assistant will ensure that Human Resource issues within team(s)/offices are identified, addressed, and facilitated to resolution and will maintain accurate and complete HR documentation and personnel records for team member files, providing regular audits to both paper and electronic files, as appropriate. The incumbent will work on tasks and assignments supporting US/DH, US/PSC, and FSN/PSC personnel and will be responsible to ensure HR actions are current, that identified HR issues are proactively raised and that disciplinary actions, awards, contract actions, performance improvement or reduction in force (RIF) procedures are followed according to Agency regulations and applicable local labor laws.

8. Takes personal responsibility and initiative to read regulatory updates, e.g. USAID Agency Notices, USAID regulations (AIDAR, ADS updates, etc.) and OAA contract guidance as this information is published to ensure both accurate, current, relevant guidance, processes, and forms are provided to Mission employees, supervisors, and teams, working to create and improve upon both individual and HR overall team knowledge and practices.

9. Ensures technical Human Resource knowledge is both maintained and progresses, taking initiative to identify HR reading resources and communities of practice, to include relevant updates in local labor laws, from which knowledge, information, and best practices can be gleaned, and sharing this knowledge with the other team members to support HR knowledge and development within the HR team.

10. Supports internal HR knowledge management and consistency through recommending communications externally to improve HR customer service or to ensure consistency internally in practice through internal practice memos.
Classification and Recruitment Processes (30%)

1. Practices personal organization and time management in the specific work responsibilities to include providing support and guidance related to the recruitment process for non-direct-hire local and international employees, ensuring responsibility for FSN/PSC and US/PSC position classifications, and that all recruitment to hire processes are captured, monitored and tracked to ensure efficiency in time, and full coordination and oversight with the EXO.

2. Will support offices in determining and managing recruitment needs according to the needs of the mission, providing guidance on position analysis, and tracking and screening applications.

3. Ensures technical knowledge is obtained and maintained related to the accurate preparation of FSN/PSC position descriptions, providing advice and guidance to managers, as appropriate, ensuring that position descriptions are accurate and up-to-date; reviews classification/re-classification requests, and making sure to recommend the appropriate actions to be taken, following up until the actions are completed.

4. Supports supervisors in the performance management of employees, providing guidance and counsel related to performance actions, and guiding supervisors in the Performance Improvement Process, as appropriate, ensuring guidance is in alignment with Agency and Mission practice.

5. Proactively conducts audits of personnel files and on supervisory discussions and desk audits to verify duties and assignments; evaluates positions using the USAID/USG job grading system (MCLASS), recommending a grade and an official title for positions evaluated; advises on classification results, and supports appeal procedures, if required.

6. Reviews US/PSC Scopes of Work (SOW), and uses the Job Factor Evaluation or other instruments to propose a Market Rate (a Civil Service-equivalent classification). Provides a recommended Market Rate for final classification and approval to recruit, ensuring clearances and agreement with the Senior HR Assistant/ or HR Specialist, as appropriate.

7. Ensures accurate and complete preparation of job advertisements and announcements for posting as well as broad recruitment for PSC positions to include advertising in local publications and internationally; collecting resumes, screening applications, forming Technical Evaluation Committees (TECs), and supporting the onboarding process.

8. Ensure accurate preparation of contracts for review and signature by EXO/HR, and award reports to USAID/Washington/OAA.

9. Administers and corrects pre-employment tests, to include language, writing, typing or other skill tests for candidates, explaining test conditions so that candidates, supervisors, and Selection Committees understand results; prepares and tracks recruitment correspondence, including notifications of non-selection and job offer letters, advising applicants of USAID/Ethiopia hiring practices, operating procedures (work hours, benefits, etc.); advises supervisors and new hires of local Mission employment practices, procedures, rules, and regulations.

10. Initiates health and security clearance procedures for new employees, in coordination with the Embassy RSO, USAID/SEC, and EXO/HR, and both monitors and tracks employee documentation to ensure up-to-date clearances,
1. Provides accurate and comprehensive advice and technical guidance on local pay and benefit practices, including: advises offices/teams on the local compensation plan, payroll, benefits, health and life insurance, leave policy, and retirement and severance pay entitlement matters; and, informs employees of changes in personnel policies and procedures in Ethiopia and the Mission, keeping abreast of policies and regulations proposed by the Embassy, EXO/HR, and/or required by changes in local law.

2. Advises on human resources management matters, including performance evaluation, employee relations, salary increases, training, incentive awards, environmental and working conditions, Reduction-in-Force (RIF), separation, ethics and conduct, disciplinary actions and grievance procedures, and other human resources management issues.

3. Ensures accurate position descriptions and evaluations are in place for each team member, providing accurate information, consistent with Agency practices, through consistent and timely communications to teams, etc.

4. Collaborates within the EXO/HR team and under the direction of the Supervisory Executive Officer or Deputy Executive Officer, as designated, to provide advice and guidance to US/PSC staff on salary and benefit entitlements under Personal Services Contracts;

5. Ensures accurate and timely information to US/DH and US/PSC staff on the implementation of human resources policies and procedures. Manages the assigned team’s US/PSC performance evaluation process, keeping an up-to-date file on due dates for evaluations, security clearances, contract extensions, annual step increases; and entitlement leave, following up with employees and supervisors to ensure that evaluations are submitted prior to due dates. Ensures coordination with team leads and office chiefs related to in-processing and out-processing of all US/DH and off-shore US/PSC employees, including the completion of check in/out sheets; maintenance of official personnel and contract files (or cuff records for US/DH employees); preparation of arrival and departure notices; and coordination of employee orientations.

Professional Development and Process Improvement (15%)

1. Takes personal responsibility and initiative to read regulatory updates, e.g. USAID Agency Notices, USAID regulations (AIDAR, ADS updates, etc.) and OAA contract guidance as this information is published to ensure both accurate, current, relevant guidance, processes, and forms are provided to Mission employees, supervisors, and teams, working to create and improve upon both individual and HR overall team knowledge and practices.

2. Ensures technical Human Resource knowledge is both maintained and progresses, taking initiative to identify HR reading resources and communities of practice, to include relevant updates in local labor laws, from which knowledge, information, and best practices can be gleaned, and sharing this knowledge with the other team members to support HR knowledge and
development within the HR team;
3. Supports internal HR knowledge management and consistency through recommending communications externally to improve HR customer service or to ensure consistency internally in practice through internal practice memos.

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.

3. **Supervisory Relationship**
   The incumbent works under the technical supervision of the Senior Human Resources Assistant, USAID/Ethiopia, and the overall direction of the HR Specialist and Supervisory Executive Officer or the Deputy Executive Officer, as delegated. On own, sets priorities, and uses initiative in the performance of duties and only unusual or unique situations are referred to the Senior HR Assistant, HR Specialist or Executive Officer for final action and/or direction.

4. **Supervisory Controls:**
   The incumbent will not directly supervise any one.

10. **AREA OF CONSIDERATION:** All interested applicants. Cooperating Country National Personal Service Contractor (CCNPSC). Cooperating country national means an individual who is a cooperating country citizen or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.

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

12. **POINT OF CONTACT:** addisusaidjobs@usaid.gov; Fekadu Tamirate.

II. **MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION**
   a. **EDUCATION:** Bachelor’s degree in human resource management, organizational behavior, or related field.
   b. **PRIOR EXPERIENCE:** A minimum of five years of progressively responsible experience in human resources to include specific knowledge of Ethiopian local labor. At least 2 years of this experience should have included position classification and/or wage administration, for a USG or other international organization.
   c. **LANGUAGE:** Level IV English and local language ability. The incumbent is required to possess proficiency in written and spoken English, including the ability to translate the host-country language into correct English, and vice versa. Preference will be given to those candidates demonstrating exceptional written and communication skills. Language will be tested.
III. EVALUATION AND SELECTION FACTORS

The following evaluation factors for evaluating applications are established. The Technical Evaluation Committee will establish the competitive range/cut-off points per the evaluation factors listed below. Applicants are encouraged to provide a narrative for each selection criteria listed below in this section. This information will be used for evaluating and scoring each criterion. The TEC will conduct interviews with all offerors in the competitive range and provide the final rating and ranking of the offerors based on the interview. The CO will consider findings from the reference checks as part of the responsibility determination. Be sure to include your name and the solicitation number at the top of each page.

EDUCATION (20 points):
Bachelor’s degree in human resource management, organizational behavior, or related field. Additional evaluation points will be given to offerors who exceed the minimum requirement.

EXPERIENCE (40 points):
A minimum of five years of progressively responsible experience in human resources to include specific knowledge of Ethiopian local labor. At least 2 years of this experience should have included position classification and/or wage administration, for international organization. Experience on HR documentation and personnel records is required.

KNOWLEDGE, SKILLS, and ABILITIES (40 points):
A good knowledge and understanding of local labor law and prevailing employment practice is required.

The position requires excellent organizational skills, time management, tact, good judgment and discretion, and customer service ability. The candidate must also possess analytical and problem solving skills, initiative, the ability to work independently and within a team, and be able to demonstrate credibility in the work and with their peers. Candidates with a strong customer service orientation who have proven abilities to maintain effective working relationships with all Mission personnel, at all levels, are desired. Interviewing and analytical skills to make objective position evaluation decisions and present them concisely are necessary. And, an ability to apply and interpret regulations to current situations is required. Good computer skills in the use of a word processing system, D-base, Excel, and other MS Office applications are needed.

IV. PRESENTING AN OFFER

1. Eligible Offerors are required to complete and submit the offer form DS-174 Application for U.S. Federal employment along with a cover letter and resume written in English. The DS-174 (Version 05-2016) Application form can be found in the U.S. embassy website https://et.usembassy.gov/embassy/jobs/; Omitting of the information in the DS-174 application form will disqualify the applicant from further consideration.
2. 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**.

3. Copies of credential documents (i.e., degree, training certificates, etc.);

4. Application must be submitted ONLY via addiusaidjobs@usaid.gov and the email subject must say—solicitation 72066319R100012, HR Assistant

5. Please submit the application only once; and

6. Late and incomplete applications will not be considered; the application must be submitted before or on the date of filing at 5 p.m. (Close of Business).

7. To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation 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, the CO will provide the successful Offeror instructions about how to complete and submit the following forms.

1. Medical History and Examination Form (Department of State Forms)
2. Questionnaire for Non-Sensitive Positions (SF-85)
3. Finger Print Card (FD-258)

VI. **BENEFITS/ALLOWANCES**

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

1. **BENEFITS:**
   - Group life insurance, medical coverage, annual leave and sick leave.

2. **ALLOWANCES:**
   - Meal allowance and miscellaneous benefit allowance.

VII. **USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs**

USAID regulations and policies governing CCN/TCN PSC awards are available at these sources:


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)

**END OF SOLICITATION**

**EQUAL EMPLOYMENT OPPORTUNITY:** The U.S. Mission in Ethiopia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. USAID/Ethiopia also strives to achieve equal employment opportunity in all personnel operations.

The EEO complaint procedure is available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.