SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC) – Senior Human Resources 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 VIII 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,

Shayna Michael
A/Supervisory Executive Officer

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
USA Address:
2030 Addis Ababa Place
Website: www.usaidethiopia.org
Washington, DC 20521-2030
I. GENERAL INFORMATION

1. SOLICITATION NO.: 72066019R10005

2. ISSUANCE DATE: April 24, 2019

3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: May 10, 2019 before and/or on 5:00PM Ethiopian local time (close of business).

4. POSITION TITLE: Senior Human Resources Assistant

5. MARKET VALUE: FSN-9, $14,033 - $25,253 per annum. In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Ethiopia. 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 general supervision of the Human Resources Specialist, position performs with respect to issues and procedures related to various human resource functions/programs and services. Major human resource functional areas, programs, and services covered by position’s responsibility are related to: recruitment; selection; salary/pay processes; performance evaluation; promotions; employee benefits; training; awards program; retirement; Classifies CCN/TCN positions for equitable compensations and disciplinary actions. In this capacity position interacts with sections designated with the responsibility to respond to the position(s) queries, or requests for assistance, information, or action as appropriate.

2. Statement of Duties to be Performed
Local Employee Pay and Benefits Management – 15%
Advises and provides technical assistance to the CCN Staff on local pay and benefit practices, substantive HR policies, regulations and guidance to include but not limited to: local compensation plan, payroll, benefits, health, life insurance, leave policy, retirement and severance pay entitlements. Informs employees of changes in personnel policies and procedures in USAID/Ethiopia and the Mission, keeping abreast of policies and regulations implemented by Embassy HR, and/or required by changes in local law. Advises on human resources management matters of performance management,
employee relations, salary increases, training, incentive awards, environmental and working conditions, reduction-in-force (RIF), separation, ethics and conduct, disciplinary actions and grievance procedures. USDH/PSC Allowances and Entitlements: The Senior HR Assistant serves as the administrative expert on HR entitlements, allowances and related plans for USDH and PSC employees, timely responding to requests for information, and providing assistance on entitlements/allowances and its processing that must be followed to obtain them. And, when appropriate, the incumbent provides guidance to USDHs and elaborates on all the necessary paperwork to be sent to HR in USAID/Washington. As needed, provide guidance to the employee on visa/residence matter and process them with the respective Embassy Offices.

**Recruitment- 15%**
Assists in recruitment and appointment of USPSC/TCN and Cooperating Country National (CCN) employees. Assists in coordinating all the steps of the recruitment of: US/TCNPSC employees: The Senior Human Resources Assistant administratively manages the local and off-shore US or TCN PSC recruitment process by drafting and assisting in the advertisement of the vacancy announcements; guiding selecting supervisors on procedures, and advising on position description requirements to match office needs; preparing templates to assist TEC panels; screening applications, and preparing databases with selection criteria. The Assistant orients candidates on the recruitment processes; administers language and/or skills tests; for off-shore applicants, coordinates with staff in the specific country to administer exams; prepares recruitment packages and participates on interview panels, answering HR-related questions; provide templates of hiring memoranda for completion by the hiring office; counsels non-successful internal and external candidates on results when requested, and facilitates the issuance of regret letters accordingly.

Facilitates the contract negotiation process, prepares contracts through GLAAS for signature by S/EXO, and reports awards to the pertinent parties as needed. Coordinates skill tests explaining test conditions so that candidates, supervisors, and selection committees understand results; prepares recruitment correspondence, including notifications of non-selection and job offer letters. Initiates health and security clearance, eCC process for employees in collaboration with the Embassy RSO, USAID/SEC, other pertinent sections to ensure that employees have up-to-date clearances.

The Assistant determines salary recommendations within the classified grade, based on an analysis of previous salary and work experience; when appropriate, negotiates salaries; requests security and medical clearance; and, coordinates an entrance-on-duty dates. The Assistant is responsible for maintaining the PSC recruitment policy, and suggests changes as needed to keep the policy up to date. The Assistant regularly updates the recruitment tracking log accordingly. Manages the performance evaluation process, keeping an up-to-date file on due dates of evaluations and annual step increases; sends reminders and follows up with employees and supervisors to ensure that evaluations are submitted prior to due dates, proactively inform sections of their US/TCNPSC personnel contract end periods and upon receiving complete documentations and in line with the available AAPD/AIDAR regulations initiate contract amendments/extensions.
Cooperates with Human Resources Specialist (HRS) or the subject matter expert to provide advice and guidance to US/TCNPSC staff on salary and benefit entitlements under personal services contracts; and provides information to the staff on the implementation of human resources policies and procedures to include: USAID/Ethiopia hiring practices, operating procedures (work hours, benefits, etc.), rules, and regulations.

Personnel Information: The Assistant supports and regularly updates all personnel information regarding the USDH and PSC personnel records – hard copy as well as electronic – and HR informational systems/reports, e.g.: Staffing patterns, WebPass, SharePoint. The Assistant is responsible for the implementation of the HR database for registration of data for American and CCN employees. The Assistant ensures the correctness of employee HR data including retirement dates, leave accrual balances; oversees establishment and safe maintenance of USDH/PSC personal files; ensures USAID/Washington-requested and Embassy personnel and ad-hoc reports are submitted in a timely manner; prepares reports required by USAID/Washington, such as the Capital Security Cost Sharing and Annual WebPass attestation for USDHs; and, contributes HR statistical information for annual EXO achievements.

CCNPSC Employees:
Leads junior HR Assistants on CCN recruitments and vacancy announcements; has them cleared by S/EXO and hiring supervisor for the designated sections. Develops and recommends sources for recruitment of personnel (including internal recruitment). Ensures vacancies are posted on Mission intranet, newspaper and pertinent web sites. If situation requires, prepares and submits for approval newspaper advertisements or similar items to be run in trade or professional journals.

Provides guidance and mentors HR Assistants on recruitment practices, conducts screening of applications, maintains accurate applicants list and related information in recruitment procurement folders, refers all qualified applicants to the hiring supervisor for selection of candidates for further interviewing and/or testing.

Conducts skill tests administered by HR such as computer proficiency, writing and language skills. Ensures that other types of tests administered by the hiring sections are conducted fairly and equitably.

Participates on the interview panel, ensuring that HR policies and procedures are adhered to and records deliberation and outcome for official recruitment file.

Prepares job offer and arranges for medical and security certifications. Prepares letters for candidates interviewed but not offered a position. Coordinates with losing and gaining offices to ensure smoothest possible transition for internal transfers. Maintains up-to-date personnel files for LE staff, adding or deleting from files as necessary.
Position Classification and Management: 15%
Closely works with the Human Resources Specialist (HRS) and/or designated agency classifier in preparation of CCN/PSC and US/TCNPSC position descriptions, assuring they are accurate and up-to-date; reviews classification/re-classification requests, and makes recommendations on a course of action to be taken. Participates on supervisory discussions and desk audits to verify duties and assignments as directed; evaluates positions using the MCLASS system, and recommends a grade and an official title for positions evaluated; advises on classification results, and on appeal procedures if required.

Reviews US/PSC Scopes of Work (SOW), and uses available classification instruments to propose a market rate (a Civil Service-equivalent classification). Provides a recommended market rate for final classification and approval to recruit.

Entry & Exit Management: 10%
Performs a variety of duties connected with the in-processing and out-processing of CCN employees. These duties include: participate in the recurring new employee orientation programs by engaging in presentations for newcomers; initiate relevant personnel actions; update WebPASS – Post Personnel System; provide HR induction on a critical HR issues such as conduct, pay and benefits; provides support for separating employees through verification of final pay calculation which is done by the Financial Center in accordance with the Local Compensation Plan; drafts and routes letters of separation; employment certificate; and other employment related memorandums and letters; shepherd separation appeals through the appeal process.

Processes separation action for deceased employees taking care of the following processes: life insurance, drafting cables to Washington, notification of USAID’s Executive Office, advising beneficiaries on benefits and pay, interfacing with the pertinent service providers (if there are) and family members in case of dispute.

Coordinates with EXO/HR to provide in-processing and out-processing of all USDH and off-shore US/TCNPSC employees, assisting in the completion of check in/out sheets; ensure the completion and maintenance of official check-in forms, documents; preparation of arrival and departure notices; and coordination of employee orientations as required by the section.

The Senior HR Assistant will support the arrival and departure for all incoming and departing USDH or PSC employees, managing the check-in and check-out process, and providing new employees with welcome package. The Assistant provides the orientation program for new personnel on oversea and educational allowances, job-related subjects, security matters, and the physical location of offices and services, including completing HR forms. Processes all agency entitlement/allowances related to personnel and family arrival, including the accreditation of PSC and other non-USDHs and school payments, if any. The Assistant ensures that HR and security documents are in order; and, coordinates with IRM on issuance or return of IT equipment in general. The Assistant prepares and
maintains check-in and check-out lists, and welcome kit for new hires; and, produces and maintains organizational charts and other personnel staffing patterns.

Establishment, Examination & Processing of Personnel Actions: 15%
Examines personnel action requests of employees and supervisors and initiates personnel action requests. Ensures that all documentations are complete, internally consistent, and in compliance with official records and policies; obtains additional or corrected information as necessary. Prepares for S/EXO signature individual personnel actions for all types of transactions including PSC contracts, promotions, periodic pay increases, reassignments, suspensions, leave-without-pay, demotions, resignations, retirements, etc.

Performance Management & Employee Development: 15%
Manages performance evaluation process for employees of assigned offices. This work includes assisting employees and supervisors to develop clear work goals and objectives against which employees are to be evaluated; sending out reminders about when evaluations are due; providing them with pertinent information and guidelines on matters such as preparation of performance evaluation reports, admissibility of comments, effect on employees’ careers, assisting in the development of essential goals and work requirements; and ensuring that the requirements and appraisals properly reflect the organizations and their functions during the rated period, reviewing completed evaluations for completeness and internal consistency.

Provides technical assistance to local employees on matters relating to career development or promotion. Provides information to locally-hired staff and their supervisors on issues such as work conditions, leave policies, compensation, resignations, etc, and referring particularly complex, sensitive or precedent-setting issues to supervisor.

Cooperates with EXO/HR to provide advice and guidance to US/TCNPSC staff on salary and benefit entitlements under personal services contracts; and, provides information to US/DH and US/PSC staff on the implementation of human resources policies and procedures. Manages the US/TCNPSC performance evaluation process, keeping an up-to-date file on due dates for evaluations and annual step increases; proactively follows up with employees and supervisors to ensure that evaluations are submitted prior to due dates and contracts are renewed in a timely fashion.

Training and Development: 15%
Supports post training program by ensuring designated sections employees are registered for prescribed trainings, notifying employees of attendance, drafting country clearance cables, and maintaining accurate individual training records.

Supports post training program by advising available trainings, and maintaining accurate individual training records. Works with client supervisors and their staff to plan for and receive training and development to equip them with the needed knowledge and skills to at least meet established performance standards. Receives and presents training requests for approval, drafts memos and training cables, prepares training agreements, advises trainees regarding insurance requirements.
Establish and maintain a database to identify EPR/WDP based training need of LE Staff in order to support HR's target for identifying Mission training need and plan. Coordinates and organizes a day-long HR based refresher courses for identified target group. In coordination with HRS assesses the impact of the workshop, identifies need/skill gaps and as well measure positive impact of the workshop; coordinates and organize with HR members/facilitators the preparation, participation and producing of standard presentation slides and other supporting materials, conducts and leads the workshop in close consultation with the D/EXO and HRS. Designs feedback template and collect feedback from participants. Produces and analyzes feedback summary reports for future improvements.

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 direct supervision of Human Resources Specialist.

4. Supervisory Controls: None
The incumbent will exercise independent judgment in planning and carryout tasks, resolving problems and conflicts, and taking steps necessary to meet deadlines. The HR Specialist will be responsible for the incumbent’s work objectives, but the incumbent will be responsible to plan independently and carry out assignments. The incumbent keeps the supervisor informed of progress and potentially controversial matters. Completed work is reviewed only from a standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected results.

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: ftamirate@usaid.gov; Fekadu Tamirate.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

a. EDUCATION: A minimum of Diploma in Human Resources Management, Management, Business Administration or related fields is required.

b. PRIOR EXPERIENCE: Five years of progressively responsible experience in human resources work in at least two of the following HR areas: recruitment & selection; job evaluation; or pay & benefits administration with a basic understanding of a labor law is required.
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):
A minimum of Diploma in Human Resources Management, Management, Business Administration or related fields is required. Additional evaluation points will be given to offerors who exceed the minimum requirement.

EXPERIENCE (40 points): Five years of progressively responsible experience in human resources work in at least two of the following HR areas: recruitment & selection; job evaluation; or pay & benefits administration with a basic understanding of a labor law is required.

KNOWLEDGE, SKILLS, and ABILITIES (40 points): An excellent knowledge of and good understanding of local labor law and prevailing employment practices, and familiarity with the Country’s human resource procedures and policy is required. The incumbent should have standard knowledge in personnel management, administrative and human resources related activities. The incumbent must have considerable knowledge and experience in the HR field to understand complex information on policies and procedures. The incumbent must operate MS Office software suite; ability to interact with American and local staff at all levels of the Mission; and ability to communicate effectively; ability to handle multiple competing priorities; must be able to keep confidential and sensitive information confidential.

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 Application form can be found in the U.S. embassy website [https://et.usembassy.gov/embassy/jobs/](https://et.usembassy.gov/embassy/jobs/); 

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 flamirate@usaid.gov and the email subject must say—solicitation 72066319R10005, Senior Human Resources 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. **TAXES**

The employees are responsible for calculating and paying local income taxes. The U.S. Mission 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/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

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.