



USAID | RWANDA

FROM THE AMERICAN PEOPLE

Solicitation No.: SOL-696-16-00001
Issuance Date: February 15, 2016
Closing Date/Time: February 26, 2016 at 1:00 pm (Kigali Time)

SUBJECT: Solicitation for Resident Hire US Personal Services Contractor (PSC) for Knowledge Management Specialist

Ladies/Gentlemen:

The United States Government, represented by the US Agency for International Development (USAID), is seeking applications from qualified U.S. Citizens residing in Rwanda to provide personal services as described in this solicitation. USAID/Rwanda anticipates awarding one contract as a result of this solicitation, subject to availability of funds.

Submissions shall be in accordance with the instructions provided in this solicitation, at the place and time specified. Interested applicants must submit all the materials required by the solicitation such as (but not limited to):

- (i) A signed U.S. government form AID 302-3 which is available at the USAID website <http://www.usaid.gov/rwanda/partnership-opportunities>
- (ii) The applicant's detailed CV and a cover letter; and
- (iii) Three (3) references, who are not family members or relatives, with telephone and email contacts.

A full solicitation can be found at <http://www.usaid.gov/rwanda/partnership-opportunities>.

Electronic submission is authorized and preferred. Electronic application packages should be submitted by email to: KIGALJHR@USAID.GOV. Please quote the solicitation number and position title of this solicitation on the subject line of your email application. Be sure to include the solicitation number at the top of each of the additional page.

POINT OF CONTACT

Human Resources Office, Tel: 0252 596 400; Ext. 2605

To ensure consideration of applications for the intended position, please reference the solicitation number on your application and as the subject line of the cover letter. Highly ranked applications may be selected for an interview.

Applications must be received no later than the date and time specified on this cover letter. Please note that USAID/Rwanda does not accept responsibility for delays in transmission or receipt of application. Applications received after that date and/or time specified may not be considered.

USAID/Rwanda reserves the right to award, or not award a contract as a result of this solicitation. This solicitation does not represent a commitment on behalf of USAID. Additionally, the US Government is not obligated to pay any costs associated with the preparation of an application in response to this solicitation.

Only shortlisted applicants will be contacted; no response will be sent to unsuccessful Applicants.

Attachment to Solicitation No. SOL-696-16-000001

1. **SOLICITATION NO.:** SOL-696-16-000001
2. **ISSUANCE DATE:** February 12, 2016
3. **CLOSING DATE/TIME:** February 26, 2016 at 1:00 p.m. (Kigali Time)
4. **POSITION TITLE:** Knowledge Management Specialist
5. **MARKET VALUE:** Position is classified at GS-11 with annual salary range of \$51,298 to \$66,688. The actual salary will be negotiated based on qualifications, work experience and previous salary history of the successful candidate.
6. **PERIOD OF PERFORMANCE:** Two years. Level of effort is full time (40 hours per week).
7. **PLACE OF PERFORMANCE:** Kigali, Rwanda
8. **SUPERVISION:** Contractor will report to the Program Office Deputy Director
9. **SECURITY ACCESS:** Employment Authorization
10. **MEDICAL CLEARANCE:** The apparently successful applicant shall be required to obtain a Kigali Health Unit Medical clearance to work in Rwanda.
11. **WHO MAY APPLY:** U.S. Citizens or persons who at the time of contracting are lawfully admitted permanent residents of the United States residing in Rwanda as a dependent of a US government agency or contract/agreement (see below for more details)

INTRODUCTION

The USAID Mission for Rwanda manages the overall U.S. assistance program for Rwanda. This program provides support in the areas of public health and HIV/AIDS, rural economic growth and agricultural development, food security, democracy, governance and reconciliation, basic education and youth workforce development.

In 2014, USAID/Rwanda piloted a new management information system, AIDTracker+ as well as Geographic Information System (GIS) tools, which will help the Mission to better manage, track, and utilize information for each project and activity, and use geospatial analysis to support decision making. Over the last 24 months, the Mission has deployed a wide array of reforms to strengthen its project design & management, evaluation, performance monitoring, and management for results and it has entered a new phase of implementation, which will focus on evidence-based, results-oriented decision-making and program management that heavily relies on M&E, collaboration, learning, and adaptive management (CLA), as well as data collection, analysis and visualization, and translating data into actionable information.

I. BACKGROUND

Rwanda's extraordinary recovery from complete political, economic and social collapse after the 1994 genocide represents one of Africa's most dramatic and encouraging success stories; yet Rwanda remains among the world's poorest, least-developed, and most overpopulated countries. The Government of Rwanda (GOR) has made a decisive commitment to confront its daunting development challenges head-on, and to undertake a fundamental, broad-based economic and social transformation intended to produce sustainable and equitable national development. This commitment has already yielded highly-visible results in terms of prolonged peace and political stability, as well as major economic and social progress. Annual economic growth rates are among Africa's highest, and huge strides have been made in social indicators such as child and infant mortality, household income, and primary-school enrollment levels.

Rwanda's success in service delivery, reduction of poverty, and consistent economic growth since the genocide in 1994 is in large part due to effective leadership and the strong commitment of government to socio-economic development. Despite these successes, freedom of speech, professional journalism, public participation, and an active civil society and media have been characterized by independent sources as weak and often marginalized.

To help address Rwanda's challenges, USAID assistance supports programs in health, education, economic growth, and democracy and governance. USAID/Rwanda is increasingly finding ways to directly support the Rwandan government, local civil society organizations, and associations to streamline our efforts and support the GOR's priorities.

The Program Office (PRO) serves as Mission-wide resource on Strategy, Budgeting, Communications, Project Design, and Monitoring and Evaluation, and Donor Coordination.

BASIC FUNCTION AND RESPONSIBILITIES OF THE POSITION:

The basic function of this position is to support ongoing investments in the Mission for strengthened project design & management, evaluation, performance monitoring, and management for results, collaboration, learning and adaptation (CLA), data collection, analysis and visualization as well as data analysis, digital development, and relevant business process improvements. The Knowledge Management Specialist will coordinate and support the continued roll-out and adoption of the new management information system, AIDTracker+ and GIS tools, which will help the Mission to better manage, track, and utilize information for each project and activity. The Knowledge Management Specialist will advance more effective utilization of the performance management tools over time, along with other available resources, to promote robust data analysis, evidence-based decision-making, and adaptive management at USAID/Rwanda while at the same time pursuing opportunities to reduce administrative burden on USAID employees. The Knowledge Management Specialist will work under the direction of the Program Office (PRO) Deputy Director, and be part of the M&E Team, and the CLA working group.

MAJOR DUTIES AND RESPONSIBILITIES

Support Program Learning and Analysis Opportunities (35%)

- Refine and help implement the Mission's learning agenda and Collaborating, Learning and Adapting (CLA) strategy
- Support establishment of a wide range of organizational interventions (special studies, after action reviews, Partners meetings, organizational learning surveys, on-line engagements) for advancing USAID/Rwanda's CLA agenda.

- Identify ways to reduce knowledge sharing barriers, e.g., through application of e-sharing and learning tools, such as outcome mapping, social network analyses, creation of communities of practice and greater USAID engagement with implementing partners
- Assist in the re-orientation of key staff current focus from activity-management to more holistic program management, which will include more peer and cross-learning and other contemporary, effective learning techniques and opportunities.
- Develop systems, procedures, guidelines, templates, check lists, action trackers, Mission Orders, handbooks, and tools to implement specific CLA recommendations relating to Project Design, Strategic Communications, Budget, Procurement Planning, Managing for Results, Staff Development, Training, and USAID Forward (including Local Solutions).
- Conduct After Action Reviews on new systems and practices, recommending areas for improvement based on the outcomes of these reviews.
- Seek opportunities to advance USAID knowledge management and learning activities to ensure rapid, effective sharing and application of learning in topics of keen interest to USAID/Rwanda.
- Advise senior management and USAID staff on productivity enhancing work practices, including time management, managing files (including electronic files), tracking important actions, organizing and chairing meetings, writing effective memos, and managing e-mails and calendars.

Data and Information Management (35%)

- Coordinate with the Program Office team to improve data collection, data management, and data visualization for the purpose of transforming data to information for decision-making.
- Lead continued roll-out and Mission-wide adoption of the recently piloted management information system (AIDTracker+) as well as USAID/Rwanda's participation in the Agency-wide Development Information System (DIS).
- Coordinate and support roll-out of Geographic Information System (GIS) tools at the Mission and capacity building for the Missions staff in GIS.
- Help support engagement with implementing partners and AORs/CORs on the issues of data collection, data management, and data visualization, including use of Information and Communications Technology (ICT) solutions.
- Support the Senior M&E Team Leader to liaise with the USAID/Washington team to provide core IT and management support services to USAID/Rwanda for AIDTracker+/DIS. Review ongoing Mission requirements vis-à-vis AIDTracker+/DIS functionality and propose recommendations to USAID/W to make improvements to the system and provide critical tools and solutions to USAID/Rwanda.
- Serve as the AIDTracker+/DIS Co-Administrator (manage user access, key data, addition/deletion of indicators, etc.) and coordinate with Super Users to properly deploy the new system.
- Monitor usage AIDTracker+/DIS at the Mission and propose solutions for more effective utilization of the tool along with other resources available at USAID/Rwanda to promote data analysis, evidence-based decision-making, and adaptive management.
- Support ongoing USAID/Rwanda engagement with donors, implementing partners, academia, and Government of Rwanda around tracking and management of Sustainable Development Goals (SDGs) and related indicators.
- Support the Program Office in launching new systems and practices related to Project Design, Strategic Communications, Budget, Procurement Planning, Managing for Results, Staff Development, Training, and USAID Forward.
- Participate on the Managing for Results (M4R) Working Group, representing AIDTracker+/DIS considerations.

Training and Capacity Building on USAID Business Processes (20%):

- Design, coordinate, and deliver/facilitate in-house “brown bag” seminars and training sessions on topics related to Mission management improvements, business process strengthening, information technology tools, and change management.
- When appropriate, invite guest speakers – including USAID and other U.S. Government (USG) staff – to present on specialized topics related to MMA recommendations or other business process improvements.
- Develop training materials for these sessions, including PowerPoint presentations and one-page “crib sheets,” and post these materials on the intranet.
- Develop an electronic USAID Business Processes Orientation Handbook for new staff, making sure that it is accessible on the intranet. Coach staff on productivity enhancing work practices.

Other Support (10%):

- Provide a broad array of administrative, management, and other support services to the Program Office
- Identify issues and bottlenecks to implementation and bring them to the attention of the Program Office Deputy Director and Director. Propose solutions to resolve these issues.
- Develop a list of key PRO-related items to consider for ongoing implementation and improvement throughout 2016-2018.

II. Period of Performance

The Personal Services Contract will be for (24) months, with possible extensions, subject to availability of funds. Extensions will be contingent on the need of continued services, satisfactory performance and availability of funds.

III. Qualifications/Selection Criteria:

Only citizens of the United States or persons who at the time of contracting are lawfully admitted permanent residents of the United States are eligible for selection. In addition, as recruitment is being done locally under a class justification excepting this requirement from full and open competition, only those who meet the following definition of a resident hire are eligible for selection:

Resident Hire means a U.S. citizen who, at the time of hire as a PSC, resides in the cooperating country:

- (i) as a spouse or dependent of a U.S. citizen employed: (A) by a U.S. government agency; or (B) under any U.S. government-financed contract or agreement; or (C) under any other contract or agreement that provides for repatriation to the United States; or
- (ii) for reasons other than employment: (A) with a U.S. government agency; or (B) under any U.S. government financed contract or agreements; or (C) under any other contract or employment arrangement that provides for repatriation to the United States

The following technical evaluation criteria will be used to evaluate the applications. These criteria will be assigned values from a total of 100 points set forth below.

a)	<i>Education</i>	<i>10 points</i>
b)	<i>Work Experience</i>	<i>35 points</i>
c)	<i>Communication</i>	<i>15 points</i>
d)	<i>Skills and Abilities</i>	<i>25 points</i>

e)	<i>Knowledge</i>	<i>15 points</i>
	TOTAL	100 points

The Application criteria will be evaluated and scored by the technical evaluation committee. Additional guidance regarding the technical evaluation criteria are set forth below.

- a. **Education:** (10 points) At least a Bachelor's degree in any field, with preference given to business administration, information management and technology, organizational development, or public administration.
- b. **Work Experience:** (35 points) At least five years of professional experience that included significant responsibilities related to knowledge management, organizational learning, business process improvement, technical writing, training or facilitation, information management, and/or project management.
- c. **Language and Communications:** (15 points) English fluency (Level IV in speaking, reading, and writing) and excellent communication skills are required.
- d. **Skills and Abilities:** (25 points) Outstanding writing and organizational skills. Ability to deal tactfully and convincingly with others regarding the coordination of policies and procedures. Outstanding presentation, facilitation, and negotiation skills. Proficiency in PowerPoint, Word, Excel, website development, Google Chrome preferred. Practical understanding and use of GIS tools strongly desired.
- e. **Knowledge:** (15 points) Expert knowledge of the theory, principles, concepts, and practices of management and business process improvement strategies, preferably in a multi-cultural, overseas context. Understanding of USAID policies and regulations, documentation, and reporting requirements sufficient to make decisions and/or recommendations that significantly affect USAID operations in Rwanda desired.

- **Past performance / Professional reference checks:**

Applicants must provide at least three references and provide current contact information, including both an e-mail address and a telephone number.

IV. Compensation

This position is classified at GS-11 scale. The actual salary of the successful candidate will be negotiated within that pay range depending on qualifications, work experience and previous earning history.

Benefits/Allowances: In addition to the salary, a Resident Hire US/PSC will receive the following benefits in accordance with USAID regulations/procedures and policies.

1. Contribution toward Health Insurance not to exceed 72% of the actual cost of your annual health insurance, or the maximum U.S. Government contribution announced periodically by USAID's Office of Acquisition & Assistance whichever is less.
2. Contribution for Life Insurance up to 50% of the actual annual costs to your life insurance not to exceed \$500 per year.

3. Annual and Sick Leave at the rate of 4 hours each per pay period; or if you have previous service as a US/PSC or USG employee you are eligible for 6 or 8 hours of annual leave.

Excluded Benefits/Allowances: Locally hired US/PSC employees (Resident Hires) do not receive benefits that are provided to off-shore hired US/PSC employees. If applicants have any questions about benefits/allowances they should inquire from the contact person for this solicitation.

Benefits that are excluded include:

1. Medevac insurance, access to embassy medical facilities, cost of travel to/from post; shipment of UAB, HHE or POV; R&R and Home Leave Travel; and housing.
2. Post Allowance (Section 220), Post Differential (Chapter 500), Payments during Evacuation/Authorized Departure (Section 600).

US Taxes: The successful candidate is subject to US taxes and will have Federal Income and Social Security Taxes withheld from their salary.

V. Applicable Policy Directives and Regulations Pertaining to PSCs

- (1) Acquisition and Assistant Policy Directives (AAPDs) or Contract Information Bulletins (CIBs) contain changes to USAID policy and General Provisions in USAID regulations and contracts. Those documents can be found at this websites: http://transition.usaid.gov/business/business_opportunities/cib/subject.html#psc
- (2) USAID Acquisition Regulation (AIDAR) applicable to award and administration of USPSC resident hires is contained in AIDAR Appendix D and can be found at: <http://www.usaid.gov/policy/ads/300/aidar.pdf>. The link comprises of prescribed Contract Schedule, General Provisions as appropriate, as well as the FAR Clauses to be incorporated in full text and by reference.
- (3) Standard of Ethical Conduct for Employees of the Executive Branch can be accessed at: http://www.gpo.gov/fdsys/pkg/CFR-2007-title5-vol3/pdf/CFR-2007-title5-vol3-part_2635.pdf or <http://www.oge.gov/Laws-and-Regulations/Employee-Standards-of-Conduct/Employee-Standard-of-Conduct/>

VI. Instructions to Applicants

1. Interested applicants are requested to submit the following information:
 - a) A recent CV or resume. The CV/resume must include sufficient relevant information to evaluate the application in accordance with the stated evaluation criteria and must contain the following information:
 - (i) Personal Information: Full name, mailing address, email address, day and evening phone numbers, country of citizenship, highest federal civilian grade held (also give job series and dates held).
 - (ii) Education: High school name, city and state, date of diploma or GED; colleges and universities name, city and state, majors, type and year of any degrees received.
 - (iii) Work Experience: provide the following information for your paid and non-paid work experience related to the job for which you are applying (do not send job descriptions):

job title (include series and grade if federal job), duties, and accomplishments, employer's name and address, supervisor's name and phone number, starting and ending dates (month and year), hours per week, salary. Indicate if we may contact your current supervisor.

- (iv) Other Qualifications: other pertinent information related to the qualifications required for the position, as noted above including job-related training courses (title and year), job-related skills; for example, other languages, computer software/hardware, tools, machinery, typing speed, job-related certificates and licenses (current only), job-related honors, awards, and special accomplishments, for example, publications, memberships in professional or honor societies, leadership, activities, public speaking and performance as awards (give dates but do not send documents unless requested).
- b) Applicants are **required** to address the above selection criteria in a summary statement attached to the application. This summary statement, limited to two pages, must describe specifically and accurately what experience, training, education, and/or awards the applicant has received that are relevant to each selection factor above. The summary statement must include the name of the applicant and the announcement number at the top of each page. Failure to address minimum selection and/or quality factors may result in your not receiving credit for all your pertinent experience, education, training, and awards. Broad general statements that are vague or lacking specificity will not be considered as effectively addressing particular selection criteria.
 - c) Applicants are required to provide three (3) references with complete contact information including email address and telephone numbers. The Applicant's references must be able to provide substantive information about the applicant's past performance and abilities. USAID/Rwanda reserves the right to obtain from previous employers relevant information concerning the applicant's past performance and may consider such information in its evaluation.
 - d) Written cover letter of not more than one page.
 - e) Form AID 302-3 must be signed and those submitted unsigned will be rejected.
- 2. Applicants should retain for their record copies of all enclosures that accompany their submissions.
 - 3. The solicitation number must be referenced on the application.
 - 4. Any attachments provided via email must be in or compatible with Microsoft Word Version 2010 or Adobe Acrobat Portable Document Format (PDF) and not "Zipped."
 - 5. Highly ranked applicants may be interviewed in person or by phone. Those applicants determined to be competitively ranked will also be evaluated on interview performance. These interviews may be conducted by telephone. A writing test and samples of past work may be required.

[END OF SOLICITATION]