



# USAID | RWANDA

FROM THE AMERICAN PEOPLE

Solicitation No.: SOL-696-16-000012  
Issuance Date: September 9, 2016  
Closing Date/Time: September 23, 2016 at 5:00 pm (Kigali Time)

**SUBJECT:** Solicitation for Resident Hire US Personal Services Contractor (PSC) for the position of Learning Advisor

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/Rwanda 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: [KIGALIHR@USAID.GOV](mailto:KIGALIHR@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-696-16-000012**

1. **SOLICITATION NO.:** SOL-696-16-000012
2. **ISSUANCE DATE:** September 09, 2016
3. **CLOSING DATE/TIME:** September 23, 2016 at 5:00 pm (Kigali Time)
4. **POSITION TITLE:** Learning Advisor
5. **MARKET VALUE:** Position is classified at GS-11 with annual salary range of \$51,811 to \$67,354. 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**

USAID/Rwanda implements approximately \$150 million annually in development assistance spanning four sectors: 1) health (of which the President's Emergency Plan for AIDS Relief - PEPFAR is a large component), 2) economic growth, 3) education, and 4) democracy and governance. In addition, USAID/Rwanda provides management oversight and administrative, management and program office support services to USAID/Burundi.

USAID/Rwanda's assistance program fulfills the goal and development objectives outlined in its 2015-2019 Country Development Cooperation Strategy (CDCS). To maximize the impact of the strategy and ensure it is adaptive to the changing context, the Mission employs intentional learning processes that require Mission-wide collaboration and planning. In addition, USAID/Rwanda will conduct a required mid-course CDCS stocktaking exercise in 2017.

The Mission relies on Collaborating, Learning, and Adapting (CLA) to increase the effectiveness and relevance of programs, and catalyze learning and capacity building, in order to help achieve optimal evidence-based, decision-making. Since 2014, USAID/Rwanda has utilized a management information system, AIDTracker+, which helps the Mission better manage, track, share and utilize information about each project and activity, and to support decision making. In addition, starting in late October 2016 the Mission will develop and start implementation of a GIS

Action Plan that will outline how the Mission will roll-out and sustain GIS mapping to inform decision-making and project design and management.

## **BACKGROUND**

The Program Office (PRO) leads the Mission in strategy development, budgeting, communications, project design, monitoring and evaluation, CLA, donor coordination, private sector engagement and partnerships, and gender integration.

The Learning Advisor based in the Program Office will lead USAID/Rwanda in implementing new CLA requirements, as guided by new USAID policy and programming guidance (as defined in the Automated Directives System - ADS). USAID guidance requires the Mission to prepare a CLA plan as part of its Performance Monitoring Plan (PMP)<sup>1</sup> that must address: 1) plans for strategic collaboration, 2) knowledge gaps at the strategy level and plans for filling them, 3) processes for periodic opportunities to reflect on progress, and 4) plans for resourcing CLA at the Mission. USAID/Rwanda will shortly begin preparation of its CLA plan, while following USAID guidance that CLA efforts should build upon and reinforce existing processes and practices as much as possible, rather than creating new ones. USAID/Rwanda will reflect on the state of learning practice in the Mission, decide on priority areas, and develop a plan for how to address these priorities. The Learning Advisor will lead these efforts while working to ensure that Mission CLA efforts are institutionalized within existing processes as much as possible and are not dependent on sustaining a Learning Advisor beyond the length of this contract.

## **BASIC FUNCTION AND RESPONSIBILITIES OF THE POSITION:**

The position will be located in USAID Rwanda's Program Office. This position's primary purpose is to provide leadership, guidance and overall direction to USAID/Rwanda's CLA efforts, including close coordination with the monitoring and evaluation team to effectively use data for learning.

The Learning Advisor will lead the Mission in fulfilling CLA requirements as defined in USAID's policy and programming guidance (the ADS), while working with Program Office and Mission Leadership to integrate these practices and approaches into existing processes. The basic function of this position is to facilitate learning, collaboration and business process improvements across the Mission, using its performance management tools and information systems, data sharing, and project design and implementation management processes to promote evidence-based decision-making, and adaptive management at USAID/Rwanda. These efforts will be designed and implemented while pursuing opportunities to reduce administrative burden on USAID employees and ensuring that USAID/Rwanda can sustain CLA process improvements beyond the length of this contract.

## **MAJOR DUTIES AND RESPONSIBILITIES**

### **Develop, Manage and Coordinate Program Learning Opportunities (65%)**

- Conduct a mission-wide CLA assessment (with support from USAID/Washington) to identify current CLA practices, strengths, and opportunities to integrate CLA into mission processes.
- Utilize the assessment the results to develop and lead the implementation a Mission-wide CLA plan in accordance with USAID guidance.

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<sup>1</sup> A Performance Monitoring Plan (PMP) in USAID is a Mission-wide tool for planning and managing the processes of monitoring strategic progress, project performance, programmatic assumptions, and operational context; evaluating performance and impact; and learning and adapting from evidence.

- 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.
- Integrate and help institutionalize CLA into Mission processes and reflect those processes in relevant Mission Orders, which likely include those on project design, monitoring and evaluation, and portfolio reviews. Help Mission staff implement specific CLA recommendations to enhance project design, monitoring and evaluation, portfolio reviews, budget, procurement planning, staff development, and training.
- Work with Mission monitoring and evaluation staff, technical staff, and procurement staff to develop and implement guidance for activity and project-level Monitoring, Evaluation and Learning (MEL) plans to address the four elements required per USAID policy (collaboration, gaps in knowledge, plans to pause and reflect on progress made, and resources for CLA).
- Conduct After-Action Reviews on new systems and practices, recommending areas for improvement based on the outcomes of these reviews.
- Lead the Mission in conducting the required stocktaking exercise for its Country Development Cooperation Strategy (CDCS) in 2017, working closely with M&E staff. Work across the Mission with Program Office and Technical teams to guide iterative course corrections and ensure ongoing and evolving alignment of portfolio with strategy.
- Advise senior management and USAID staff on productivity enhancing work practices that advance collaboration, learning and adapting across the Mission.
- Provide general support to the Program Office in managing Development Objective and project-level team collaboration, including assisting in partner meetings and cross-sectoral activity designs.

#### **Training and Capacity Building on USAID Business Processes (25%):**

- Design and conduct training for Mission and implementing staff to increase awareness, knowledge, and skills to implement key CLA practices, and on changes to Mission practices to integrate and institutionalize CLA.
- Assist in the re-orientation of key staff's current "activity" orientation to more holistic program management, more peer and cross-learning and other contemporary, effective learning techniques and opportunities.
- 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 such as innovative development approaches, STIP, and business process improvements.
- As needed, provide general support throughout the Program Cycle.

#### **Stakeholder Engagement, Communication and Information Dissemination (10%)**

- Ensure activity design and program development documents engage a wide range of stakeholders, facilitate strategic collaboration and knowledge exchange, and promote learning opportunities that improve USAID's understanding of the Rwandan development context and thus more purposeful application of experiential, codified learning to strengthen USAID's development interventions.
- Develop guidance, processes and practices to support USAID staff in engaging with implementing partners and other stakeholders collaboratively as knowledge peers.
- As needed, provide general support throughout the Program Cycle.

**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.

**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>Skills and Abilities</i>	<i>25 points</i>
d)	<i>Job Knowledge</i>	<i>15 points</i>
e)	<u><i>Language</i></u>	<u><i>15 points</i></u>
	<b><i>TOTAL</i></b>	<b><i>100 points</i></b>

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 international development, public policy and administration, or law, with preference given to organizational learning and development, business process engineering, knowledge management, or information management and technology.
- b. **Prior Work Experience (35 points):** At least five years of professional experience that included significant responsibilities related to organizational learning, knowledge management, business process improvement, technical writing, facilitation, information management, and website development and management.
- c. **Language Proficiency (15 points):** English fluency (Level IV in speaking, reading, and writing) is required.
- d. **Job Knowledge (15 points):** Expert knowledge of the theory, principles, concepts, and practices of knowledge management and/or 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.

- e. **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 (which incorporate principles of data visualization), facilitation, and negotiation skills. Proficiency in PowerPoint, Word, Excel, website development, Google Chrome and Google Documents.

### **Past performance / Professional reference checks**

Applicants must list at least three references and provide current contact information, including both an e-mail address and telephone number. The applicant's past performance in positions that require similar skills to that required by this solicitation will be evaluated.

### **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.

### **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](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](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/>

## **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: 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]**