SOLICITATION NUMBER: 72052020R10003
ISSUANCE DATE: January 16th, 2020
CLOSING DATE/TIME: February 6th, 2020, 3:00 p.m.

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

Troy J. Tillis
Supervisory Executive Officer
I. GENERAL INFORMATION

1. SOLICITATION NO.: 72052020R10003

2. ISSUANCE DATE: January 16th, 2020

3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: February 06th, 2020
   before and/or on 3:00 p.m. Guatemalan local time (close of business).

4. POSITION TITLE: USAID Supervisory Executive Specialist

5. MARKET VALUE: CCN-11, Q.342,348.00 to Q.530,640.00.
   In accordance with AIDAR Appendix J and the Local Compensation Plan of
   USAID/Guatemala. 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: USAID Guatemala, Km 6.5 Final Boulevard Los
   Proceres, Santa Catarina Pinula with possible travel as stated in the Statement of
   Work.

8. SECURITY LEVEL REQUIRED: Regional Security Office certification.

9. STATEMENT OF DUTIES

   a) General Statement of Purpose of the Contract. The USAID/Guatemala
      Executive Office (EXO) manages a unique and sophisticated management
      platform encompassing the full-suite of management support services. On a
      standalone, four-acre compound separate from the Embassy, EXO is responsible
      for service delivery and policy formation/implementation across 14 unique
      management service areas to include Real Property and Facilities/Warehouse
      Management, General Service Operations (GSO), Human Resources (HR),
      Travel, Information Technology (IT), Security (personnel, physical, and
      information), Procurement, ICAAS management, and other key administrative
      units. The diverse range of services required to keep the Mission functioning at a
      high level presents enormous management challenges. Proper systems and
      controls are essential for smooth functioning as well as for protection of USG
      resources, both physical and human. A primary role of the Supervisory Executive
      Specialist will be to ensure that appropriate and necessary management systems
      and controls are in place and appropriately utilized by all USAID/Guatemala staff.
b) **Statement of Duties to be Performed**

**PORTFOLIO MANAGEMENT, OVERSIGHT, and SUPERVISION (65%)**
The Supervisory Executive Specialist is a member of the USAID senior FSN staff and is involved in the highest levels of supporting operations of USAID/Guatemala. The incumbent is an advisor to Supervisory Executive Officer on matters related to administration, logistics, operations, and general management for the Mission. The incumbent participates in the development of the administrative OE budget and Mission procurement plan. S/he is responsible for the prompt and appropriate obligation of administrative funds. The incumbent will be considered the Mission expert on USAID and State Department regulations, policies, and procedures. S/he interprets, explains, and enforces all regulations as they relate to the administration and execution of EXO operations. S/he is also responsible for reviewing all Mission management processes and instituting changes, if necessary, and making recommendations to Mission Management on major policy issues. The Supervisory Executive Specialist receives from the Mission Director a delegation of authority to fully sign non-contractual obligation and to provide administrative approval for operations and program support payments.

**General Service Operations (GSO)**
The USAID/Guatemala GSO unit is a large and diverse section, requiring the direct supervision and oversight of the Supervisory Executive Specialist in the following activities:

- **Non-Residential Building and Real Property Management**
  Responsible for ensuring that appropriate management systems controls are in place and utilized at USAID-managed and leased residential facilities. Oversight of maintenance, renovation, repair, and upkeep of USAID-leased non-residential compound facilities. Serve as backup point of contact with landlord for all maintenance, renovation and repair requirements at USAID-leased commercial office building.

- **Personal Property Management and Warehouse Operations**
  Oversee management, disposition and reporting for USAID-owned property, supplies and equipment.

- **Vehicle Maintenance and Records**
  Ensure that all systems for tracking mileage, fuel and repair costs in the area of vehicle management and maintenance records are current and that all required vehicle reports are completed and submitted by established deadline. Investigate all incidents involving Mission vehicles, in conjunction with the Embassy RSO and Embassy GSO, and recommend to the S/EXO corrective or disciplinary action as appropriate.

- **Safety and Security Support**
  The incumbent will cooperate with the Mission’s Facility Manager, Embassy RSO, and the USAID/W Office of Security (SEC) to maintain compliance with
appropriate physical security standards for the Mission. S/he will work closely with the RSO in the development and implementation of the Mission’s office floor and emergency notification warden system and the emergency reaction plans, including the implementation of requirements for fire, bomb, and terrorist drills on a recurring basis. The incumbent will also supervise the section that administers the Mission’s safety, health and security program. S/he will coordinate with the U.S. Embassy Post Occupational Safety and Health Officer (POSHO) to ensure compliance with regulations for workplace safety. Maintains the Emergency notification plan and cascade for both US and local employees.

**Customs and Shipping**
Oversee the processes for (as required) the packing, crating and forwarding of shipments. Supervise the necessary customs clearance actions for all incoming and outgoing shipments (e.g., official shipments, vehicles, pouches, equipment, etc.), and coordinate with the Embassy Customs and Shipping section as necessary.

**GSO Service Contracts, Payments, and Records**
Coordinate discussion to control costs, improve quality, or outsource service requirements. Coordinate oversight with the Building Manager of janitorial services, gardening services, and all service contracts which support the upkeep and maintenance of USAID facilities. Review and approve payments for various utility costs associated with Mission residences and functional space, ensure that adequate tracking mechanisms are in place and kept current to fully verify billings and payments, and make suggestions to reduce costs in this area.

**Space Planning**
Serve as point of contact on all requests for additional or reconfigured office space as needs dictate; Provide management with options to best meet requirements within space available; Review plans for office moves with the Building Manager to ensure manpower and materials are available at the time moves are scheduled. Provide expertise and support for space allocation and logistical planning in anticipation of the move to the New Embassy Compound (scheduled for 2021).

The Supervisory Executive Specialist directly supervises the Building Manager (FSN-09)

**Partner Liaison Security Office (PLSO)**
The Supervisory Executive Specialist will support the Partner Liaison Security Advisor (PLSA), whose job it is to collect, disseminate, and manage open source safety and security related information from/to the Mission’s Implementing Partners (IPs). The PLSA coordinates security efforts with the appropriate Mission staff and the IPs, and provides updates through the EXO to the USAID Mission Director, the Contracting/Agreement Officers (COR/AORs), SEC, Regional Security Office (RSO), and applicable geographic and functional Bureaus regarding all matters related to the
security of USAID/Guatemala IPs. The Supervisory Executive Specialist supervises the (1) FSN-10 PLSA.

Communications & Records (C&R):
Supervision and oversight of C&R functions include, which include mailroom and Diplomatic Pouch administration, records disposition, vital records program, records reporting, bulk printing, and incoming/outgoing correspondence. Supports and oversees the FSN C&R Specialist in establishing and maintaining a robust and compliant records management program per Agency regulations (ADS 501, 502, and 503), efficient office systems, correspondence tracking, telegram distribution system, and the maintenance of an accommodating mail and telephone/fax system. Responsible for modernizing/updating this operation, as appropriate, ensuring that C&R staff are appropriately trained to institute new information management procedures, and all records are up to date. The incumbent will supervise (1) FSN-08 C&R Supervisor.

ICAAS and Interagency Coordination:
In coordination with Supervisory EXO, the incumbent may be called upon to conduct ICASS discussions and negotiations with the Embassy Management section regarding ICASS services. Establishes a working relationship and maintains communication with the Embassy Management Office (MGT), including applicable functions of General Services (GSO), Facilities (FAC), Information Management Office (IMO), Health Unit, Community Liaison Office (CLO), Financial Management (FMO), and Regional Security (RSO) staff to ensure that the receipt of services procured under ICASS are being met, and outstanding issues are resolved. Represent the Agency on interagency committees and working groups, as required. Oversight of all ICASS-provided GSO services, including residential maintenance and repair, and make ready preparations.

ADMINISTRATIVE DUTIES (35%)

Policy Guidance and Updates
The Supervisory Executive Specialist provides administrative policy guidance for all employees in the USAID Mission, by assuring that the Administrative Mission Orders (MO) are current and in accordance with the ADS, Mission policies and procedures. S/he is responsible for the revision and issuance of new Mission Orders and Mission Notices in those areas related to Administration, Contracting/Procurement, Personnel, Computer Services, Property Management, Communications & Records; to include Mission Orders on use of official vehicles, security regulations, use of official cellular phones, etc.

Operating Expense Budget
The Supervisory Executive Specialist is responsible for the preparation of the OE quarterly spend plans, as well as the overall annual OE budget. The Supervisory Executive Specialist prepares the OE budget based on and in accordance with previous budget assumptions, current and projected workforce planning, and
operational support needs. The Supervisory Executive Specialist prepares a five-year budget projection and performs 1311 reviews for USAID/Guatemala to analyze outstanding balances of current obligations. The Supervisory Executive Specialist is responsible for the preparation, monitoring, and implementation of the annual NXP Procurement Plan. S/he approves all procurement requests via ARIBA or GLAAS and provides administrative approval of payments for all OE funded goods and services in ASIST.

**Administrative Review and Approvals**
Incumbent signs and approves administrative paperwork concerning the Executive Office. These administrative and/or financial documents include: payment vouchers for purchases and services other than personnel, request for official purchases, receipt for cash sub-vouchers, authorization for expendable supplies, work orders, procurement requests, time and attendance and others.

**Mission Events and Visit Facilitation**
Incumbent plans and supports a wide variety of official and celebratory events, meetings, trainings, and retreats. S/he works closely with Mission section to develop outputs of all-office gatherings as well as to gather information in preparation for events. Incumbent may also be called upon to support temporary duty (TDY) or VIP visits, including the development of agendas and coordinating the logistics of these visits.

**Contractor Support**
Monitors and oversees the provision of support for institutional or third-party contractors and implementing partners, including but not limited to facility access to the USAID compound, and administrative support for partner vehicles.

**Special Projects**
Work on special projects or assignments in relation to EXO operations and functions, i.e. Federal Employee Viewpoint Survey Action Plan, Contingency of Operations Plan, Security Occupant Emergency Plan (OEP) and Evacuation Plan, Standard Operating Procedures, FMFIA, etc.

c) **Supervisory Relationship.** Immediate supervisor is the USDH Supervisory Executive Officer who outlines duties and responsibilities in terms of Mission policy and objectives. Incumbent will coordinate work closely with an additional USDH Executive Officer. Work is reviewed primarily in terms of accomplishments and adherence to USG, USAID, and Mission policies.

d) **Supervisory Controls.** Exercises first and second level supervision over all CCN employees in the Executive Office units of General Services, C&R, PLSO, and the EXO Administrative Assistant, providing guidance and assistance in resolving problems and achieving objectives. In the absence of the S/EXO, may supervise the HR, Travel, and Procurement units and personnel. First level supervision is exercised over the General Services Supervisor (FSN-09); C&R Supervisor (FSN-08); Partner Liaison Security Advisor (FSN-10); and EXO Administrative Assistant.
Assistant (FSN-07). The incumbent will have second level supervision over an additional seven employees.

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**: guatemalavacancies@usaid.gov, Andrea Gramajo

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

1. **EDUCATION**: Bachelor’s degree in business administration, management, finance, engineering, psychology, international development, or other related area is required.

2. **PRIOR EXPERIENCE**: A minimum of seven (7) years of experience in the areas of business, administration, project management, finance, and/or international relations or development is required, of which five (5) years must be of supervisory experience. Demonstrated successful experience in the fields of project management, operations, and administrative management including analysis and planning, personnel management, general services (to include real and personal property management), or information technology, with a demonstrated knowledge in the management of budgets and contracts. Performing and supervising operations or administrative management for a large and complex organization is a must.

3. **LANGUAGE**: Level IV (fluency) in English and Spanish is required. This will be tested. At this level, the incumbent must have a high degree of proficiency in both the written and spoken language, including the ability to translate. Written English skills are particularly important. Must be able to clearly express ideas and concepts accurately both verbally and in writing.

**III. EVALUATION AND SELECTION FACTORS**

The following evaluation factors for screening minimally qualified applicants are established. The Technical Evaluation Committee will establish the competitive range/cut-off points per the evaluation factors listed below:

1. **WRITTEN EXERCISE (25 PTS)**
2. **CASE STUDY (25 PTS)**
3. **INTERVIEW (50 PTS)**
Applicants are encouraged to provide a narrative for each selection criteria listed above in the form of a cover letter. This information will be used for evaluating and scoring each minimally qualified applicant. **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, a written exercise, and case study exercise, and the CO must consider findings from the reference checks as part of the hiring determination.**

Be sure to include your name and the solicitation number at the top of each page.

IV. **PRESENTING AN OFFER**


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 guatemalavacancies@usaid.gov and the email subject must say: **Solicitation 72052020R10003, Supervisory Executive Specialist**.

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 03:00 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 (If applicable)**

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 CCN-PSC is normally authorized the following benefits and allowances:

1. BENEFITS:
   Group life insurance, medical coverage, retirement plan, annual leave and sick leave, Bonus 14, Christmas Bonus.

2. ALLOWANCES:
   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 Guatemala 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/Guatemala 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.