



USAID
FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72016922R10006
ISSUANCE DATE: 09/21/2022
CLOSING DATE/TIME: 10/02/2022

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCN PSC - 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** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

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 1.

Sincerely,

Patricia Siaso
Contracting Officer

I. GENERAL INFORMATION

- 1. SOLICITATION NO.: 72016922R10006**
- 2. ISSUANCE DATE: 09/21/2022**
- 3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS: 10/02/2022**
- 4. POINT OF CONTACT:** USAID Belgrade HR Office e-mail at belgrade_jobs@usaid.gov.
- 5. POSITION TITLE:** USAID Travel Assistant
- 6. MARKET VALUE: 24,906 Euro – 34,864 Euro** equivalent to FSN-8

In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Serbia. Final compensation will be negotiated within the listed market value.

- 7. PERIOD OF PERFORMANCE:** Five-Year Period of Performance with possibility to renew in accordance with ADS 309: - Personal services contracts are subject to the five-year limitation in accordance with FAR Part 17. In accordance with AIDAR Appendix J, CCNPSCs are of a continuing nature and expected to be part of a series of sequential contracts, each not to exceed the five-year limitation in the FAR. Start date is pending security and medical clearance approval.
- 8. PLACE OF PERFORMANCE: Belgrade, Serbia, U.S. Embassy,** with possible travel as stated in the Statement of Duties.
- 9. ELIGIBLE OFFERORS:** Solicitation is available for Cooperating Country National (CCN). In regard to this solicitation, a CCN is considered any individual who is a Serbian country citizen, or a non-Serbian country citizen lawfully admitted for permanent residence in the cooperating country.

Under current law, non-Serbian and American citizens must possess a valid Serbian residence and work permit in compliance with host government laws and regulations prior to application. The Embassy cannot sponsor applicants for either permit. Laws regarding residency are subject to change.

- 10. SECURITY LEVEL REQUIRED:** Facility access approved by the U.S. Embassy RSO at post.

11. STATEMENT OF DUTIES**a) General Statement of Purpose of the Contract**

The position is located in the Executive Office, USAID/Serbia. The primary purpose of this position is to serve as the Mission's point of contact for all U.S. Direct Hire, USPSC, FSN, TCN and TDY travel and transportation requirements, including but limited to providing advice and recommendations to employees about their entitlements, preparing appropriate travel/funding documentation for commencement of travel, and assisting with the preparation of travel vouchers; assists USDH/USPSC/FSN employees and all TDY personnel in obtaining visas and other documents necessary to engage in travel; assists visitors to the mission by making hotel reservations, preparing country clearances, insurance documents (HAC), related correspondence and maintaining individual working

files and records. Also provides administrative support to the Executive Office staff by performing the full range of administrative functions essential to the effective operations of the office. The Travel Assistant is responsible for managing the Mission's Petty Cash as the sub-Cashier by issuing petty cash, tracking and reconciling the petty cash account.

b) Statement of Duties to be Performed

A. Prepares all USAID/Serbia travel and Open Authorizations:

- Receives requests for official travel requests which include electronic and, on occasion, paper Travel Authorizations (TA) and Open Authorizations for all official and entitlement travel (home leave, transfer, medical evacuation, separation, etc.) for all types of employment categories.
- Receives and submits requests for in-country travel to the BPA transportation vendor as needed.
- Ensures Trip Requests received are processed and acted upon in a timely manner. Confirms reservations, if applicable, and that proper approvals are in place.
- Advises travelers on USG regulations and entitlements in a variety of situations. Troubleshoots complex travel issues by responding by emails, telephone calls and verbal inquiries related to travel policy and procedures. Researches and interprets regulations and policies and provides creative solutions to travel concerns while enforcing travel regulations and policies.
- Keeps abreast of changes in travel policy, regulations, and procedures. Ensures timely and effective communication in keeping mission personnel informed and aware of changes.
- Responsible for budgeting and reviewing estimated travel expenses for all entitlement travel, such as R&R, HL/RTP, HL/Transfer, educational travel, medical evacuation, TDY travel, and travel by employees, dependents.
- Serves as Subject Matter Expert (SME) for the E2 travel system, is responsible for taking the lead to resolve E2 travel system problems and advises Mission personnel on system changes or upgrades.
- Prepares Letters of Authorization for USDH and eligible family member diplomatic passport renewals.
- Enrolls FSNs on TDY in the FSN HAC insurance program, ensuring that medical clearances are up to date.
- Processes Declining Balance Card (DBC) travel advance requests for staff to include setting and decreasing limits as needed.
- Periodically assists VIP visitors.
- Ensures that a proper official filing system is in place for both electronic and hard copy and all fields are well documented.
- Assists staff with travel arrangements through the GSO Travel Section and provides guidance to staff in the preparation of international travel vouchers. Assists EXO team with administrative paperwork regarding travel, in-town motor pool requests, airport pick-up/drop-off requests through Motor Pool, official lodging, and performs related travel tasks as required.

B. Administrative support to Executive Office:

1. File Custodian (C&R)/Mission EXO Intranet Page/Maintenance of Specific Office Documents:

- Establishes and maintains files according to standards set by the Mission Correspondence and Records (C&R) Technician/ and by USAID/Washington, marks correspondence and other documents for filing, and files accordingly.
- Maintains control of all office reviews all correspondence. Prepares for the supervisor's signature when required, makes necessary edits when required, ensures that responses meet requirements posed by incoming correspondence to which it pertains.
- Responsible for reviewing and updating their office's content on the Mission's Intranet page. Reviews should be conducted on a bi-weekly basis to identify those documents which must be removed, updated and/or added because of new data, activities, events, etc. S/he must coordinate the reviews and request for updated content with pertinent AOR/CORs, clear new content with the Office Director or their designate.
- Maintains and updates handbooks, operating procedures, and other documents in coordination with the Supervisor Executive Specialist. Other lists may include visitors' lists, telephone listings, personnel rosters, and leave, travel, and training schedules.

2. Admin Assistant uses computer and web-based word processing, spreadsheets, and software applications in the performance of a variety of assignments:

- Arranges for EXO meetings, makes conference room reservations, notifies participants.
- Drafts electronic country clearances (eCCs) for outgoing staff and approves for incoming visitors/staff. Also, reviews electronic Country Clearance (eCC) requests to ensure that all required information is included; follows up with the requestor if needed; approves eCC requests and distributes it to the assigned Point of Contact (PDC) in the Mission.
- Types a variety of correspondence, creates electronic trackers, develops charts, and prepares other documents in draft and final form, proof-reading for format and consistency with standard formatting requirements prior to submitting for signature.
- Receives master cell phone listing on monthly basis for distribution to staff. The listing is divided by staff members, is reviewed for proper usage to ensure it is in line with Post and Mission policy, is recorded in the tracking file and issued to the staff member for review and payment through pay.gov.
- As required, the Travel Assistant locates documents routed for clearance, and obtains and tracks clearances and signatures.
- As required by workload, the Travel Assistant may be assigned to the Front Office, or assigned to support other offices if administrative assistance is needed.
- Translates from Serbian into English and from English into Serbian as needed.

C. Serves as Petty Cash sub-Cashier:

Responsibility for a petty cash fund in the local currency. Tracks and reconciles the petty cash account, working in cooperation with the Office of the Controller. Ensures USAID

employees receiving funds for petty cash purchases or payments are properly authorized in writing to handle the petty cash. Receives and reviews all petty cash requisitions to assure proper authorization has been granted for the procurement

The contractor is eligible for temporary duty (TDY) travel to the United States, or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

c) Supervisory Relationship

The Travel Assistant receives supervision from the Supervisory Executive Specialist who provides assignments in terms of discussion of the work to be performed and the Mission's travel priorities. Employee prioritizes and plans his/her own work which is reviewed primarily in terms of accomplishments. The Supervisory Executive Specialist is available to resolve problems that may occur, to provide guidance and arrange for training as needed.

d) Supervisory Controls

The position is non-supervisory.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a) **Education:** Minimum of two or more years of post-secondary schooling in Business Administration or other related field, equivalent to a U.S. junior college or community college diploma, is required.
- b) **Prior Work Experience:** A minimum of three years of experience in the travel industry or administrative work experience, including experience gained in related work with an international organization, non-governmental organizations (NGOs), other donor organizations, host-government organizations, or private-sector institutions is required.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with [FAR 52.215-1](#). The CO reserves the right at any point in the evaluation process to establish a competitive range of offerors with whom negotiations will be conducted pursuant to [FAR 15.306\(c\)](#). In accordance with [FAR 52.215-1](#), if the CO determines that the number of offers that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

The technical evaluation committee may conduct reference checks, including references from individuals who have not been specifically identified by the offeror, and may do so before or after a candidate is interviewed.

Education: Maximum number of points 15. All candidates meeting only the minimum requirement will receive a maximum of 10 points. Additional points, up to maximum 15 points, will be assigned if the candidate holds an advanced studies/training in Management, Business Administration, Public Administration, Tourism and Hospitality Management, or related Social Science or Liberal Arts.

1. **Prior Work Experience:** Maximum number of points 25. All candidates meeting only the minimum requirement will receive the maximum of 15 points. Additional points, up to a maximum of 25 points will be assigned if a candidate has more than 3 years of relevant experience. Demonstrated responsible duties in travel, administrative/office management or related field, specifically, demonstrated professional experience in the field of travel management is required. At least two years of this work experience with a USG or other international organization, in an English-language work environment, is required.
2. **Language Proficiency:** Maximum number of points is 10. Fluent Serbian and English ability (Level IV Reading, writing, speaking) is required. Short listed applicants will be evaluated through a written test in addition to the in-person or virtual interview.
3. **Job Knowledge:** Maximum number of points is 25. The applicant must have specialized knowledge of overseas travel business practices is required. Expert knowledge of Travel Regulations; good knowledge of travel matters such as routing, reservations, ticketing process, etc. Must have understanding and expertise in international travel requirements, i.e. visas, passports and immunization requirements. Must have excellent knowledge of office procedures, practices and customer service principles. Short listed applicants will be evaluated through a written test in addition to the in-person or virtual interview.
4. **Skills and Abilities:** Maximum number of points is 25. The applicant must be able to work independently and to multitask. Must be able to analyze and interpret travel regulations and make recommendations to management. Ability to deal tactfully, yet effectively, with personnel and their eligible family members. Ability to analyze and solve problems and propose alternate solutions; ability to provide ad hoc travel arranger training. Good time management skills. Ability to identify and prioritize assignments; adjust priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning. The applicant must have excellent communication skills to advise clients of all travel requirements and be able to demonstrate excellent customer service skills, professional attitude, patience, tact and diplomacy in handling requests and inquiries from customers, excellent attention to detail. Speaks and writes effectively; listens to others, asks questions to clarify and exhibits two-way communication; demonstrates openness in sharing information and keeping people informed. Must be able to exercise sound judgment, originate creative solutions within a regulatory framework for addressing concerns and handling requests. Must have proven ability to create international travel arrangements including air, hotel and ground transportation. Must have the ability to handle multi-cultural and multilingual clientele. Must be self-sufficient and use available sources such as the Automated Directives System (ADS) State Department websites, and Federal Travel Regulations (FTR). Proficiency in all

Microsoft Office and Google Suite programs, and the internet is required. Short listed applicants will be evaluated through a written test in addition to the in-person or virtual interview.

5. Reference check - pass/fail

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete and submit the offer form [AID 309-2](#), Cover Letter and detailed current resume or curriculum vitae providing email address and a daytime telephone number; plus
2. Offers must submit a list of three references who are not friends or family members, along with their contract information.
3. Offers must complete Google Form – [link](#)
4. 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**.
5. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.
6. Incomplete applications will not be considered.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

1. The CO will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award:
 - Background investigation forms
 - Medical clearance forms
2. **Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors** - Please be advised that, upon award, the contractor will be required to follow the Mission policies and/or directives from the U.S. Department of State regarding COVID-19 requirements.

VI. BENEFITS AND ALLOWANCES

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

1. BENEFITS:
 - a) Local Social Security System (LSSS) – All compensation payments made by the USG to enrolled employees are subject to LSSS employer contributions and employee deductions.

- b) Annual Leave – PSC is entitled to 20 work days (160 hours) for the first three years of employment and 26 work days (208 hours) for more than three years of employment.
- c) Sick Leave – Sick Leave is granted as needed.
- d) All Locally Employed Staff who are working full time under personal services contracts are eligible for Supplemental Health Insurance.
- e) All Locally Employed Staff who are working full time under personal services contracts are eligible for Life Insurance.

2. ALLOWANCES (as applicable):
No allowances are applicable.

VII. TAXES

The PSC is personally liable to pay any yearly income tax (tax for the employees whose total annual income exceeds 3 times the average annual salaries in Serbia).

VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO PSCs

USAID regulations and policies governing **CCNPSC and TCNPSC** awards are available at these sources:

- 1. **USAID Acquisition Regulation (AIDAR), Appendix J**, “Direct USAID Contracts With a Cooperating Country National and with a Third Country National for Personal Services Abroad,” including **contract clause “General Provisions,”** available at <https://www.usaid.gov/ads/policy/300/aidar>
- 2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>. Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	1	LOT	\$ _TBD_	\$ _TBD_ at Award after negotiations with Contractor_

- 3. Acquisition & Assistance Policy Directives/Contract Information Bulletins (**AAPDs/CIBs**) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>

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>.

5. **PSC Ombudsman**

The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the Agency. Please visit our page for additional information:

<https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.

The PSC Ombudsman may be contacted via: PSCOmbudsman@usaid.gov.