SOLICITATION NUMBER: 72062422R100016

ISSUANCE DATE: July 21, 2022

CLOSING DATE/TIME: August 4, 2022, 11:59 p.m. Accra time

SUBJECT: Solicitation for a Cooperating Country National Personal Services Contractor (CCN PSC) – Program Management Specialist (OTI)
   (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 V 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,

James Berscheit
James Berscheit
Contracting Officer

U.S. Agency for International Development
No. 24 Fourth Circular Rd.
P. O. Box 1630, Accra-Ghana
Tel: 233-302-741-200
Fax: 233-302-741-365
www.usaid.gov/west-africa-regional
I. **GENERAL INFORMATION**

1. **SOLICITATION NO:** 72062422R100016

2. **ISSUANCE DATE:** July 21, 2022

3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** August 4, 2022, 11:59 p.m. Accra time.

4. **POINT OF CONTACT:** acpersonnel@usaid.gov

5. **POSITION TITLE:** Program Management Specialist (OTI)

6. **MARKET VALUE:** GHS 132,487.00 – GHS 205,351.00 equivalent to FSN-10. In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Accra. Final compensation will be negotiated within the market value.

7. **PERIOD OF PERFORMANCE:** The period of performance is five (5) years, estimated to start about September 2022. The services provided under this contract are expected to be of continuing nature executed by USAID through a series of sequential contracts, subject to availability of funds, satisfactory job performance and need for continued services.

8. **PLACE OF PERFORMANCE:** Accra, Ghana with possible travel as stated in the Statement of Work.

9. **ELIGIBLE OFFERORS:** All interested candidates eligible to work in Ghana. Cooperating Country National (CCN) is defined as an individual who is a cooperating country citizen, or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.

10. **SECURITY LEVEL REQUIRED:** Regional Security Office Clearance.

11. **STATEMENT OF DUTIES**

   1. **General**

   The Office of Transitions Initiatives (OTI) is a crisis response unit for USAID. To ensure effective rapid responses to emerging issues on the continent, program Contracting Officer Representatives (CORs) are based in Washington, DC, while technical and management leads are field deployed and empowered to provide technical guidance and approvals in country. OTI’s Senior Regional Advisor for West & Central Africa (SRA), OTI’s Coastal West Africa Country Representative, Deputy Country Representative, and Program Management Specialist (PMS) are based in USAID’s West Africa Mission (USAID/WA); the SRA and PMS provide advice and support for OTI programs in West Africa, including the Littorals Regional Initiative (LRI).

   The incumbent will ensure the effective management of OTI country programs in West Africa, including maintaining systems and Standard Operating Procedures (SOPs) and training and mentoring management support staff for field programs. Given the frequent travel of the SRA, and programming demands of LRI, the PMS will represent OTI in meetings and processes in USAID/WA, coordinate with other USAID offices and will also serve as the administrative focal point for the OTI West Africa Field Office including LRI. S/He has interactions with the highest levels of USAID management, as well as OTI senior staff in
the region and implementing partner leadership. The PMS supports OTI field programs in a variety of ways, such as setting up new office management structures and processes, ensuring effective management support, particularly to LRI assisting in the training of new OTI implementing partner field staff, representing OTI programs in management meetings at USAID/WA, and liaising between OTI programs and management support offices in USAID regional missions. The PMS will work closely with Contract Officer Representatives (CORs) to facilitate and track financial and management actions with USAID/WA for OTI programs in non-presence countries in West Africa.

2. Statement of Duties to be Performed

This position has four core areas of responsibility: program management, coordination, and representation; administrative / other functions; training and mentoring OTI field staff; and information, reporting and analysis. Each of these areas is detailed below:

Program Management, coordination and representation – 40%

The Program Management Specialist, under the direct supervision of the OTI Country Representative for Coastal West Africa (OTI CR), will be responsible for working independently to provide program management support, and both coordinate with and represent OTI in USAID/WA. Duties include, but are not limited to: (1) Advises and sets up new country program office management structures and processes; (2) Represents OTI programs in management meetings at USAID/WA; (3) Serves as the principal liaison officer between OTI field programs and regional management support offices; (4) Assists in organizing and/or facilitating strategic review sessions, field based orientations and other conferences and meetings for OTI field programs; (5) Serves as an active participant in USAID/WA’s Countering Violent Extremism (CVE) Unit; (6) In the absence of the OTI SRA or OTI CR, represents OTI in USAID/WA Senior Staff meetings; (7) Provides subject matter support on OTI M&E as requested; (8) Coordinates with OTI program Contracting Officer Representatives (CORs) in Washington, DC to draft and track financial and management-related actions in support of OTI field programs; (9) Analyses and produces timely management reports on country programs from OTI’s online program management database (i.e., financial statistics, M&E, trends, timelines, and activity descriptions and final evaluations); and (10) Maintains activity files per USG regulations.

Administrative / Other Functions – 40%

OTI’s presence in USAID/WA consists of four staff members in Accra, one in Benin, and one in Togo. Therefore, in addition to program management duties, the PMS will be required to support a range of administrative and logistical needs for a sizable regional team and be expected to communicate with other support services across multiple missions/embassies. The needs will evolve over time, but may include: (1) Travel and logistical planning and assistance; (2) Document control and determining points of clearance and coordination; (3) Ordering services, equipment and supplies as necessary through the Embassy system; (4) Preparation of letters, memos, emails and reports as required; (5) Preparation of time and attendance sheets; (6) Assistance in office financial tracking, budget planning, and financial reporting as required; and (7) As required, schedule meetings, assist in translations (written and verbal), and assists in facilitating communications with government officials, foreign donor representatives, non-government organizations, media groups, community representatives, etc.

Information and Reporting – 10%

The Program Management Specialist will work closely with OTI, USAID, and Embassy staff providing insight into regional political, economic, and cultural environment as they may impact the scope and direction of OTI programs. Duties may include but not be limited to: (1) Compiling OTI program weekly reports and distributing them through maintained email lists; (2) Identifying and producing reports
highlighting OTI’s regional approaches to programming; (3) Assisting in drafting cables and other information products as requested; (4) Preparing standard briefing packages which will be used to inform USG and other officials; (5) Assisting program field personnel as needed in the preparation of the collection of data; (6) Preparing standard Embassy and/or USAID program management documents, correspondence through a variety of means, makes contacts and assists OTI and Implementing Partners in broadening their access to and understanding of regional organizations and civil society organizations; and (7) Providing database reports, M&E, mapping and other reporting assistance as requested.

**Training and Mentoring OTI field Program Assistants—10%**

The Program Management Specialist will serve as OTI’s management support officer for West and Central Africa and will be responsible for helping to implement effective administrative management systems for field programs in the region as needed. Duties include, but are not limited to: (1) Developing administrative management support systems tailored to specific new country programs outside LRI’s current country engagement; (2) Outlining standard operating procedures tailored to specific country programs; (3) Drafting job descriptions for OTI field Program Assistants (PAs); (4) Serving on the technical evaluation committee for hiring PAs; (5) Training PAs to run developed management support systems; (6) Working with OTI CR and PAs to develop PA professional development plans; and (7) Continuous mentoring of PAs and advising CRs on management support items.

*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 reports to and works under the supervision of the OTI Country Representative for Coastal West Africa, who establishes parameters of work and determines priorities.

4. **Supervisory Controls:** This is a non-supervisory position.

12. **PHYSICAL DEMANDS:** The work requested does not involve undue physical demands.

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

In order to be considered for the position, a candidate must meet the Minimum Qualifications. Applications will be pre-screened and only those that meet the Minimum Qualifications will be considered. These are the minimum qualifications necessary to be considered for the position:

A. **Education:** A Bachelor’s Degree in liberal arts, business, management or related field is required.

B. **Prior Work Experience:** A minimum of three years general work experience is required in clerical and administrative work, including at least one year of program management support.

C. **Language Proficiency:** Level IV in English (fluent) - speaking, writing, and reading in order to assist in the preparation of papers and correspondence.

**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 evaluation and selection criteria of the selected candidate will be based on a review of his/her qualifications, work experience, knowledge, skills and abilities, and level of language required. The applicants who obtain the highest score based on the criteria defined will be interviewed and may also be required to pass a written. A security clearance and medical clearance is required for the top-ranking candidate after conducting and receiving positive reference checks.

A. **Work Experience (35%)**: A minimum of three years general work experience is required in office management and/or administrative work. At least one year of program management experience in a fast-paced international organization is required.

B. **Language Proficiency (10%)**: Level IV in English (fluent) - speaking, writing, and reading in order to assist in the preparation of papers and correspondence. Language proficiency may be tested.

C. **Job Knowledge (20%)**: Basic knowledge of the African political, economic and cultural environment is required as the incumbent will have to interact with civil society organizations and government officials and in the implementation of OTI programs. Ability to navigate complex administrative processes for travel, security and human resources is critical.

D. **Skills and Abilities (35%)**: Planning is required on a daily basis for routine functions but also three (3) to six (6) months in advance for certain tasks. The position must thoroughly plan OTI’s program management support across multiple countries and must coordinate with other offices within the U.S. Embassy, USAID Mission, and with OTI’s implementing partner team. The incumbent must be innovative with approaches to supporting the portfolio with information and resources. The incumbent must be able to prioritize and complete tasks quickly and efficiently; must be highly motivated, dedicated, a self-starter, and able to work in challenging and stressful environments; have excellent communication and interpersonal skills, ability to work in a team setting; and, ability to easily interact with tact and diplomacy when interacting with high level officials and grassroots organizations. Excellent organizational skills and ability to perform under pressure is a must. Must be completely computer literate, with excellent knowledge of Microsoft programs, including Word, Excel, PowerPoint and Access.

**Total Possible Points: 100 points**

After the closing date for receipt of applications, all applications will initially be screened for conformity with minimum requirements and a shortlist of applicants developed. Applications from candidates that do not meet the required selection criteria will not be scored.

A committee will be convened to review the shortlisted applications and evaluate them in accordance with the evaluation criteria. Only shortlisted applicants will be contacted. No response will be sent to
unsuccessful applicants.

USAID reserves the right to interview only the highest ranked applicants in person or by phone OR not to interview any candidate.

The Agency retains the right to cancel or amend the solicitation and associated actions at any stage of the recruitment process.

Reference checks will be conducted by Human Resources only for the successful candidate. If a candidate does not wish USAID to contact a current employer for a reference check, this should be stated in the application Letter.

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete and sign the offer from AID 309-2 (OFFEROR INFORMATION FOR PERSONAL SERVICES CONTRACTS WITH INDIVIDUALS) which is available at the following link: https://www.usaid.gov/documents/offeror-information-personal-services-contracts-individuals-aid-309-2 or https://www.google.com/search?q=usaid+aid+309-2 and upload it during the application process.

2. Offerors must also upload a signed cover letter and a resume or CV.

3. Offers must include a minimum of three (3) and a maximum of five (5) professional references with telephone and e-mail contacts, who are not family members or relatives. The applicant's references must be able to provide substantive information about his/her past performance and abilities. At least one reference provided should be a current or former supervisor.

4. Offerors must attach a two-page supplementary document with written responses to the Evaluation Factors listed under Section III.

5. Submit relevant educational certificate(s) and work permit or residency permit.

6. Offers must be received by the closing date and time of August 4, 2022, at 11:59 p.m. and submitted via email to acpersonnel@usaid.gov.

7. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents, which must be in English.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

The Contracting Officer (CO) will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award:

1. Medical History and Examination Form (Department of State Forms)
2. Security Clearance
3. Fingerprint Card (FD-258)
VI. BENEFITS/ALLOWANCES

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

1. BENEFITS:
   a. Health Insurance
   b. Annual Salary Increase (if applicable)
   c. Annual and Sick leave
   d. Annual Bonus
   e. Salary Advance (0% interest)
   f. Social Security Contributions
   g. Local and American Holidays

2. ALLOWANCES (as applicable):
   a. Meal Allowance
   b. Miscellaneous Allowance

VII. TAXES

The Mission emphasizes to its employees of the fact that they are obliged to observe Ghanaian Laws, including those concerning income and related tax obligations. Payment of such taxes is a matter between the individual employee and the Ghanaian Government. In the absence of a specific international agreement, the U.S. Government will not withhold local taxes from an employee’s salary.

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

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


2. **Contract Cover Page form AID 309-1** available at [https://www.usaid.gov/forms](https://www.usaid.gov/forms). Pricing by line item is to be determined upon contract award as described below:
### LINE ITEMS

<table>
<thead>
<tr>
<th>ITEM NO (A)</th>
<th>SUPPLIES/SERVICES (DESCRIPTION) (B)</th>
<th>QUANTITY (C)</th>
<th>UNIT (D)</th>
<th>UNIT PRICE (E)</th>
<th>AMOUNT (F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: PSC-CCN/TCN - Product Service Code: R497 - Accounting Info: 624M22LR021</td>
<td>1</td>
<td>LOT</td>
<td>$ <em>TBD</em>__</td>
<td>$_TBD at Award after negotiation with Contractor</td>
</tr>
</tbody>
</table>


2. **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](https://www.oge.gov/web/oge.nsf/OGE%20Regulations);

3. **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 specific contract with the agency. Please visit our page for additional information: [https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman](https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman).

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

[END OF SOLICITATION]