SOLICITATION NUMBER: 72011721R08

ISSUANCE DATE: 09/01/2021

CLOSING DATE/TIME: 09/30/2021 at 11:59 p.m. Chisinau Time

SUBJECT: Solicitation for an Executive Assistant, Cooperating Country National Personal Service Contractor (CCN PSC) under the 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,

/s/

Nathan Drury
Contracting Officer
I. GENERAL INFORMATION

1. SOLICITATION NO.: 72011721R08

2. ISSUANCE DATE: 09/01/2021

3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: 09/30/2021 at 11:59 p.m. Chisinau Time

4. POSITION TITLE: Executive Assistant

5. MARKET VALUE: Basic Annual rate (in U.S. Dollars): $22,491-33,733

   In accordance with AIDAR Appendix J and ADS 309, the Local Compensation Plan (in effect at the time) of the U.S. Embassy to Moldova forms the basis of compensation. The LCP consists of the local salary schedule, which includes salary rates, authorized fringe benefits, and other pertinent facets of compensation. Final basic compensation will be negotiated within the listed market value. This salary range is not inclusive of other benefits and allowances.

6. PERIOD OF PERFORMANCE: Employment under any contract issued under this solicitation is of a continuing nature. Its duration is expected to be part of a series of sequential contracts; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of the contract shall apply. The initial CCNPSC contract will be for an initial five year period, with possible renewal pending continued need for the position, contractor performance, and funds availability.

7. PLACE OF PERFORMANCE: Chisinau, Moldova.

8. SECURITY LEVEL REQUIRED: Foreign Service National Security Certification

9. STATEMENT OF DUTIES:

   The Executive Assistant position is located in the Executive Office of the USAID/Moldova. With 38 staff members, the Mission is responsible for the development, implementation and oversight of USAID-funded programs operating in Moldova.

   This position reports to the Supervisory Management Specialist. The position is a mixed position, including: a) procurement, and b) end-user information technology (IT) support.

   ● As the Procurement Coordinator, the incumbent procures a variety of supplies and services by contract or purchase order action or by ordering from Agency headquarters, GSA, or through the Embassy Procurement team. The incumbent actively participates in
the development and management of the procurement plan, and processes purchases through the procurement life cycle.

- As the Computer Assistant, the incumbent works with the Computer Management Specialist to provide day-to-day end-user technology support to USAID/Moldova staff and administer IT systems, including operations and security. Based on problem-solving abilities and an understanding of cloud-based systems, s/he will install and configure various hardware and software components, and implement local area network (LAN) and wide area network (WAN) technologies. The incumbent maintains an IT inventory and interface with vendors and IT professionals in headquarters. In the absence of the Computer Management Specialist, the incumbent will perform basic network administration. The incumbent must be available “on-call” after-hours for emergency situations with the IT infrastructure/network.

The USAID/Moldova office is extraordinarily busy, and the incumbent will experience frequent interruptions, conflicting demands and at times very demanding customers. Successful completion of the Executive Assistant’s support activities directly impacts the smooth, effective and efficient operations of USAID/Moldova.

**MAJOR DUTIES AND RESPONSIBILITIES:**

**Procurement Coordinator**

1) Responsible for development and administration of the USAID/Moldova Procurement Plan.
   - Coordinate procurement needs with all offices at the beginning of the fiscal year and enter consolidated requests in Plan
   - Review budgets with the EXO and Controller
   - Coordinate Mission leadership approval of the Plan
   - Review and update the plan weekly
   - Follow-up on pending actions
   - Act as the Subject Matter Expert (SME) on procurement actions and problem resolution for actions in Global Acquisition and Assistance System (GLAAS) for USAID/Moldova

2) Upon approval of the Procurement Plan, work with the Supervisory Management Specialist and the Regional Executive Officer to process all aspects of the procurement process.
   - Ensure procurement requests are complete and accurate, and as needed clarify information with the requestor
   - Conduct market research
   - Perform procurement actions in GLAAS or other systems, such as, DoS ILMS/ARIBA, using Federal procurement regulations
   - Coordinate fiscal data with the Controller's Office to ensure timely processing
• Prepare Micro-Purchase (up to $10,000) and simplified acquisition documents (up to $250,000), i.e., request quotations, analyze quotes/offers, negotiate, and award procurement. Negotiations should be conducted in a manner that ensures supplies and services are obtained at the lowest cost or best value to the USG.

• Prepare and file all necessary documentation for the final award file, including the actual procurement instrument, memos of negotiation, copies of price quotes, procurement requests, MAARDs, GLAAS REQs, all relevant communications and other supporting documentation.

• Perform clerical and administrative support tasks for procurement actions.

3) Continually track progress of procurements through receipt, voucher, and close-out.

• Track orders and contact vendors to resolve any complications in filling the order or shipment. Liaise with ICASS Procurement on requests submitted through DoS Procurement systems.

• Resolve problems with vendors, both offshore and local, and ICASS staff, and refer more difficult problems to supervisor.

• Report to supervisor regularly regarding work accomplishments and with recommendations for solutions to problems encountered.

• Update status of procurements in Plan (order sent to vendor, in-process, received).

• Perform continual follow-up actions as needed based on review.

• Capture receiving report for files and invoice approval.

• Assist as needed with Accounts Payable to ensure timely payment to vendor.

• Process procurement close-out action, including de-obligations of funds.

4) Records Management

• As File Custodian for Procurement files, organize, maintain, and update pertinent information on active Purchase Orders and Blanket Purchase Agreements, close-outs, and completed contracts in accordance with USG policy.

• Meticulously maintain all records, upload all required documents in the Agency Secure Image and Storage Tracking (ASIST) system on a regular basis, and ensure completeness of files in ASIST.

• Participate in the Annual File and PII Inventory.

• Develop/update Procurement Mission Order and/or Mission Notices.

5) Remain current with changes in procurement regulations/procedures and remain abreast with the markets.

• Review vendor advertisements and sale catalogues.

• Conduct market research, especially local markets.

• Remain cognizant of vendor and products.

• Remain fully compliant and accredited with procurement responsibilities by completing required training on regulations and policies.

• Make recommendations to improve, strengthen, streamline procurement processes in coordination with supervisor.

6) Other specific duties.
• Provide informal training to Mission staff on the procurement related actions through presentations/brown bag meetings
• Provide translation and interpreting services for procurement documentation as needed
• Perform administrative Management duties as needed

Computer Assistant

1. Day-to-Day End-User Support
• Field calls for assistance and provide end-user support
• Reset passwords; coordinates the issuance of new PIV-A cards and resolves PIV-A card issues.
• Troubleshoot software and hardware problems
• Assist users with Microsoft, Google and USAID corporate applications and provide one-on-one training
• Install and configure peripheral devices, such as printers and VTC equipment.
• Configure computer access and telecommunication equipment for new users/TDYers.

2. Assist with management and administration of the IT systems
• Troubleshoot various in-house and Web-based applications, hardware, software, telephone systems and mobile devices
• Open Washington Helpdesk tickets and contact CIO professional staff for resolution
• Interfaces with service engineers and maintenance personnel to ensure equipment is properly operating.
• Install hardware and software
• Prepare audio-visual equipment for presentations
• Monitor system capacity and system performance
• Implement systems security and computer usage policies; monitors system to ensure management in accordance with ADS 545 – Information Systems Security
• Periodically reviews systems logs to ensure that only licensed software is in use and that virus protection software is current and universally operational
• Maintain telecommunications equipment including PBX and LAN
• Assists users with remote access connectivity and Wi-Fi access
• Backs up system programs and data files; moves back-ups to an off-site location

3. Maintain IT Inventory
• Maintains the mission’s IT Asset Management inventory system for all equipment
• Take receipt, bar scan, and inventory new equipment purchases
• Communicate with vendors to resolve order discrepancies
• Maintain supply and inventory of computer NXP

4. In the absence of the Computer Management Specialist, perform basic IT duties
• Ensure the security, integrity, confidentiality, and availability of systems and data
• The incumbent will apply a high degree of discretion and judgment, regularly troubleshooting and resolving problems, coordinating with the appropriate USAID and/or Embassy offices. The incumbent must be available “on-call” after-hours in case of urgent or emergency situations with the IT infrastructure/network.

SUPERVISORY RELATIONSHIP: The incumbent will be directly supervised by the Supervisory Management Specialist. The incumbent is expected to perform duties with minimal direct supervision. The incumbent receives guidance from M/CIO and S/EXO as necessary.

Supervision Exercised: None.

10. AREA OF CONSIDERATION: Open to All Interested CCN (Cooperating Country National) Candidates.

“Cooperating country” means the country in which the employing USAID Mission is located.

“Cooperating country national” (“CCN”) means an individual who is a cooperating country citizen or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.

NOTE: ALL CCNs MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. THE MISSION DOES NOT SPONSOR WORK PERMITS.

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

12. POINT OF CONTACT: Completed offers (including all required documents - see section IV below) must be submitted electronically to: chisinauhr@usaid.gov. When submitting an application, the solicitation number and the title of the position are to be mentioned in the subject line of the email.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Education: A Bachelor’s (or equivalent) degree in Business/Public Administration, Finance, Economics, Information Systems, or other related fields is required.

Prior Work Experience: A minimum of three years of professional experience in information technology user support, procurement, purchasing, acquisition and/or administrative management is required. Experience working in multicultural organizations is also required.
Language Proficiency: Demonstrated fluency in both written and spoken English (Level IV) is required. At Level IV an employee is required to possess a high degree of proficiency in both written and spoken English. Fluency (Level IV) in Romanian is required.

Only offerors clearly meeting the above minimum qualifications will be considered for further evaluation.

FOREIGN SERVICE NATIONAL SECURITY CERTIFICATION AND MEDICAL CLEARANCES: The ability to obtain the required foreign national security certification and medical clearances for the position is considered a minimum qualification. See section V below.

The probationary period is three months.

III. EVALUATION AND SELECTION FACTORS

Selection Process and Basis of Evaluation: Offerors who clearly meet the aforementioned minimum education and work experience qualification requirements may be further evaluated through review of the offeror’s submitted required documents (see section IV below) and ranked based on the below evaluation and selection factors. A competitive range may be established of the highest-ranked offerors, who may be further evaluated through technical/language tests, interviews, and reference checks to determine the most qualified/highest-ranked offeror. Reference checks may be conducted with individuals not provided by the offeror, and without prior notification to the offeror. Any offeror not receiving satisfactory reference checks will no longer be considered for the position. Negotiations may be conducted with the most qualified/highest-ranked offeror at the conclusion of evaluations.

10 points – Education: A Bachelor’s (or equivalent) degree or higher in Business/Public Administration, Finance, Economics, Information Systems, or other related fields is required. Additional education in the aforementioned areas is desired.

30 points – Experience: A minimum of three years of professional experience in information technology user support, procurement, purchasing, acquisition and/or administrative management is required. Experience working in multicultural organizations is also required. Additional experience in the aforementioned areas, especially with the USG, is desired.

30 points – Knowledge:
- Knowledge of latest information technology industry concepts and practices necessary to provide end-user support.
- Knowledge of the principles, techniques, and methodologies involving computer system operations. This includes strong familiarity of LAN administration and WAN connectivity, with
servers running Windows and CISCO systems; installing and configuring LAN server hardware and software; and establishing security measures and implementing data privacy principles.
- Familiar with a variety of network hardware, including switches, routers, riverbeds, and have knowledge of client/server environments.
- Knowledge of general office operation with a focus on purchasing principles, negotiation and market research techniques, or records management and maintenance.
- Must be able to understand and interpret routine straightforward and complex procurement regulations and systems IT policies.
Advanced knowledge in one or more of the aforementioned areas is desired.

30 points – Skills and Abilities:
- Administrative and managerial abilities to organize and manage the mixed functions of procurement and IT assignments.
- Technical and diverse IT skills utilizing systems and equipment, including client/server methodology and analysis; and an ability to trouble-shoot, diagnose, and resolve hardware and software problems.
- Ability to work collaboratively in a highly diversified team, work independently with minimal supervision, and develop and maintain excellent professional relationships.
- Ability to provide excellent customer service in a manner that maintains smooth and effective working relationships with all Mission Staff.
- Strong listening, and oral and written communication skills.
- Demonstrated ability to manage time and competing priorities; adapt to frequent changes; prioritize and juggle tasks to meet critical deadlines; follow instructions; and respond effectively to management directions.
- Demonstrated ability in document quality control and a high level of attention to details.
- Ability to analyze existing systems and procedures and recommend improvements to enhance efficiency.
- Ability to learn and apply procedures, policies, and requirements; and tactfully enforce with Mission personnel.

TOTAL POSSIBLE POINTS: 100 points

IV. PRESENTING AN OFFER/APPLYING FOR THIS POSITION

1. Eligible Offerors are required to complete and submit through email all the below documents in order to be considered for the position.
   a. Completed DS-174 (application for Employment as Locally Employed Staff) which can be retrieved here: https://eforms.state.gov/Forms/ds174.pdf

   Offerors must complete the DS-174 form in English, and are advised to include all of their current and previous work experience related to this position. Offerors may use continuation pages to further explain their relevant work experience, if needed.
An Internal Offeror’s experience acquired before/after joining U.S. Government should correspond to the information provided in the Official Personnel Folder (OPF). Any discrepancy found between the current application form (DS-174) and the information provided in the OPF related to offeror’s qualifications could make the offeror ineligible for the position.

b. **A cover letter** of no more than 2 pages that demonstrates how the Offeror’s qualifications meet the evaluation and selection factors in section III. Excess pages (beyond 2) will not be read or considered.

c. **A CV or standard resume** of no more than 4 pages.

d. Names of **three professional references**, including at least one current/former supervisor, that have knowledge of the offeror’s ability to perform the duties set forth in the solicitation. This information may be included in the cover letter or resume/CV.

Offerors who do not include all above required documents in their offer submission **will not** be considered for this position.

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** by email with appropriate attachments. Documents/offers received through links to Google Drive, Sky Drive, and/or any other private cloud computing database/websites **will not be considered**.

To ensure consideration of offers for the intended position, Offerors are to prominently reference the Solicitation number in the offer submission

**NOTE:** *Due to the high volume of applications received, we may only contact applicants who are being considered. Thank you for your understanding.*

V. **LIST OF REQUIRED FORMS FOR PSC HIRES**

Once the Contracting Officer (CO) informs the successful Offeror about being selected for a contract award, the HR unit will provide the successful Offeror instructions about how to complete and submit the following forms, needed to obtain medical and security/facility access.

1. Questionnaire for Employment Authorization (U.S. Embassy Moldova form)
3. Certificate of Criminal Records (obtained from the pertinent authorities)
Failure of the selected offeror to accurately complete and submit required documents in a timely manner may be grounds for the CO to rescind any conditional pre-contract salary offer letter and begin negotiations with the next most qualified/highest ranked offeror.

VI. BENEFITS/ALLOWANCES

The local compensation plan (LCP) is the basis for all compensation payments to locally employed staff /CCNPSCs. The LCP consists of the local salary schedule, which includes salary rates, authorized fringe benefits, and other pertinent facets of compensation such as health and life insurance, and retirement allowance. As a matter of policy, and as appropriate, a PSC is normally authorized the following benefits and allowances:

1. BENEFITS:
   Health Insurance coverage
   Defined Contribution Fund 12%

2. ALLOWANCES (as applicable):

   The Mission provides meal allowance in accordance with the Moldova Local Compensation Plan, in amount of $770.

   Additional information may be provided to the selected offeror at time of salary offer.

VII. TAXES

Local Employed Staff are responsible for paying local income taxes. The U.S. Mission does withhold year-end 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:


- AAPD 16-03 Expanded Incentive Awards for Personal Services Contracts with Individuals
- AAPD 06-08 AIDAR, Appendices D and J: Using the Optional Schedule to Incrementally Fund Contracts

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.

EQUAL EMPLOYMENT OPPORTUNITY: The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.