SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC-Local Compensation Plan) – Supervisory Administrative Management Specialist

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,

NATHAN K STRAND (affiliate)
Nathan K. Strand
Contracting Officer

Digitally signed by NATHAN K STRAND (affiliate)
Date: 2022.06.14 17:03:18 Z
1. GENERAL INFORMATION

1. SOLICITATION NO.: 72064122R100004

2. ISSUANCE DATE: June 15, 2022

3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS: June 29, 2022 at 11:59 pm Accra time.

4. POINT OF CONTACT: GhanaApplications@usaid.gov

5. POSITION TITLE: Supervisory Administrative Management Specialist (Operations Support Unit Supervisor)

6. MARKET VALUE: GHC 204,095.00 – GHC 316,343.00 equivalent to FSN-12
   In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Ghana. Final compensation will be negotiated within the market value.

7. PERIOD OF PERFORMANCE: The period of performance is five (5) years, estimated to start 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 Duties.

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.


11. STATEMENT OF DUTIES
   1. General Statement of Purpose of the Contract
      USAID/Ghana is one of the Missions that receives administrative/management, financial, legal, and contracting support from the USAID/West Africa (WA) regional platform. USAID/Ghana currently has a total staff of 86 including 20 NSDD-38 approved U.S. Direct Hires (USDHs), 58 Cooperating Country Nationals (CCN) and 8 U.S. Personal Service Contractors/ Third Country Nationals (PSC/TCNs). While most administrative functions are consolidated with the U.S. Embassy and provided through International Cooperative Administrative Support Services (ICASS), USAID/West Africa’s Regional Executive Office (REXO) provides human resource, procurement, training, and travel support. The support received from REXO is shared with multiple operating units and is unable to always respond to the Mission’s timelines and priorities. The incumbent shall serve as the Operations Support Unit (OSU) Supervisor for USAID/Ghana and will coordinate with the USAID/West Africa Regional Executive Office (REXO) and U.S. Embassy Management Officer to ensure adequate management and logistical support is
provided for USAID/Ghana’s operations support in accordance with USG regulations and policies. Responsibilities include management of all personnel issues, to include support to USAID/Ghana’s submissions for awards; personnel evaluations; coordination of training plans and individual development plans for all USAID/Ghana staff; oversight of USAID/Ghana’s PSC and small procurement actions; interface with the Department of State regarding all ICASS functions, such as shipping and customs, housing, facilities, motor pool, General Service Operations, and other related services. Prior knowledge of USG management/ administrative procedures and systems is required. The incumbent reports to the USAID/Ghana Deputy Mission Director and will directly supervise one (1) FSNPSC Human Resource Specialist, one (1) FSNPSC Procurement Agent, one (1) FSNPSC Shipping Assistant - Customs and Clearing Agent, one (1) FSNPSC Administrative Management Assistant and one Operations Manager, located in Tamale. This position also provides oversight for four (4) FSNPSC Chauffeurs who are below the incumbent in the reporting chain and directly report to the Operations Manager. The OSU Supervisor serves as an advisor to the Mission Director and other USAID staff by providing advice and support in the areas of: management analysis, office services management, property management, budget and staffing planning, procurement of goods and services, and data management services. The OSU Supervisor serves as the key interlocutor with the U.S. Embassy Management and USAID Regional Management Offices, ensuring that the USAID/Ghana Front Office priorities are understood and addressed in a timely manner. He/she participates in the decision-making process of the Offices and is accountable for solving Mission operations management issues. He/she reviews and pre-approves all matters for REXO action and assigns and follows up on management operation tasks to ensure they are carried out properly and within appropriate time limits and customer service guidelines.

2. **Statement of Duties to be Performed**

The specific duties of the OSU Supervisor include the following activities:

**A - Point of Contact for Administrative and Management Support:** 20%

The OSU Supervisor serves as the focal point of contact for USAID/Ghana on all administrative and management support. He/she monitors overall performance of the Operations Support Unit and ensures Mission procedures comply with USAID regulations and United States Government (USG) statutory requirements. The OSU Supervisor maintains contacts and an effective working relationship with personnel at all levels within USAID and the U. S. Embassy, other U.S. Government agencies in Ghana, as well as with USAID/Washington and host country government officials as necessary. The OSU Supervisor coordinates with the RSO and Implementing Partners on Safety and Security matters, when designated. He/she also leads outreach and advisory efforts of the OSU to support new implementing partners to establish their administrative protocols.

**B - Human Resource Management** 20%

The Executive Specialist (MS) supports the planning of personnel management operations for the Direct-Hire and Personnel Service Contract (PSC) employees; Collaborates with the EXO, and mission officials on staffing and workforce planning issues, and recommends actions to ensure maximum effective use of personnel; Manages the
recruitment and selection of new personnel; Oversees the classification/reclassification of Missions’ positions; Oversees the personnel contracting functions, executing contracting actions is delegated to a contracting officer (CO); Coordinates training and staffing development opportunities for the Mission, oversees the Mission Award program, and actively participates in the Mission Training committees; Counsels employees on a wide range of subjects including allowances, education, equal opportunities, career development, and onward assignments; Ensures personnel data in HR automated systems (i.e. Web.PASS.PS, OPS, Trackers) is accurate and kept up to date; Ensures timely response to data calls from Mission Management, AIDW and State Department; and Oversees Mission compliance with the new AEF (ePerformance) procedures, processes, and deadlines. The incumbent reports to the USAID/Ghana Deputy Mission Director and will directly supervise one (1) CCNPSC Human Resource Specialist, one (1) CCNPSC Procurement Agent, one (1) CCNPSC Shipping Assistant - Customs and Clearing Agent, one (1) CCNPSC Administrative Management Assistant and one CCNPCS Operation Manager. This position provides oversight of four (4) FSNPSC Chauffeurs. The OSU Supervisor is responsible for the management of personnel directly supervised, including completing performance evaluations and making recommendations for personnel actions.

C - General Services / Property Management 20%
The OSU Supervisor liaises with REXO and ICASS service providers at the appropriate levels to ensure effective and timely provision of all administrative support (including housing, customs & shipping, facilities, motor pool, property management, etc.). He/she helps identify bottlenecks in the process and resolve issues/problems with service providers. Represents USAID/Ghana on the ICASS Working Group, Interagency Housing Board, the Joint Country Awards Committee, Post Employment Committee, and other committees as assigned. Other significant duties include Occupational Safety and Space Management. The OSU Supervisor ensures compliance with Occupational Safety and Health Standards; manages requests for space and/or reconfiguration of space; reviews office space for adequacy of staff and provides recommendations for better utilization of space; and reviews plans for office moves with the REXO and concerned clients to ensure manpower and materials are available at the time moves are scheduled. The OSU Supervisor coordinates and contributes to the planning of staff development, staffing projections and employee services. The OSU Supervisor also provides support to USAID/Ghana’s submissions for awards; coordinates USAID/Ghana’s Training Committee; and manages USAID/Ghana’s Award program. The OSU Supervisor supervises the selection and recruitment process of FSN and TCN/USPSC personnel. He/she ensures the timely preparation, submission, and processing of NSDD-38 requests for the establishment of new USDH and offshore hired USPSC positions. The OSU Supervisor ensures thoughtful participation of all supervisors in employee evaluation processes. The OSU Supervisor organizes all-hands town hall meetings, retreats, and representational events. The incumbent will coordinate logistical details as needed including venue, access for USAID/Tamale staff (via phone or video conference if remote), refreshments, etc. Events may be internal to the Embassy or external events and may require cooperation with Embassy staff, REXO, RFOM, and Program Office to prepare. The OSU Supervisor, in coordination with REXO, oversees the property management function for non-expendable and expendable property, including office equipment and furniture inventories, as well as the residence for the Mission Director. Ensures that all official property procured by the Ghana Mission, non-expendable and expendable, are each properly received and that required receiving reports are accurately completed; that all required actions are completed for the proper establishment and
maintenance of inventory records; where applicable; supervises all disposal sales, from item selection, completion of disposal authorizations, conduct of the actual sale, and adjustment of property records to comply with Agency regulations; assists State/ICASS in conducting periodic inspections of facilities (USAID Building, Mission Director's residence) to ensure proper procedures for security, fire prevention, safety, and cleanliness are in place and in compliance with Agency regulations; and, conducts spot checks on various records throughout the year to determine their validity and to ensure that all items are accounted for and that actual accounts match records. The OSU Supervisor also coordinates with REXO to ensure that the Mission’s safety and security equipment, IT equipment, and mobile devices are managed according to USG regulations. The incumbent, in collaboration with REXO and the Embassy, monitors USAID-assigned residential and office building maintenance, including the status of make readiness, routine and preventive maintenance, and maintenance of sufficient supplies, equipment, and records.

D - Budgeting: 10%
The OSU Supervisor assists the USAID/Ghana Front Office in developing and managing the Operating Expense (OE) budget, staffing and acquisition requirements in coordination with REXO and Regional Financial Management Office (RFMO). He/she serves as a member of USAID/Ghana’s budget management team, focusing on helping the budget team set priorities for the use of OE funds. He/she also assists in reporting on quarterly accruals; developing quarterly funding requirements; conducting 1311 reviews for REXO-related actions; and administering the OE and program budgets (Program Administration and Oversight funds) allocated for the Mission by ensuring legal obligation of funds. The OSU Supervisor participates in ICASS negotiations with the U.S. Embassy, when designated; and coordinates with the REXO and RFMO to review the annual ICASS workload counts and ICASS invoices prior to the approval of the Mission Director or designee. He/she establishes good working relationships and maintains open communication with U.S. Embassy Management Sections, including applicable General Services, Financial Management Office, and Security staff, to ensure receipt of services procured under ICASS, and to resolve any outstanding issues.

E - Policy Planning and Policy Communication: 10%
The OSU Supervisor exercises good judgment, often under stress and with limited time and resources when making decisions and providing advice on USAID management policies, contracting practices, and personal counseling and/or coaching to employees. The OSU Supervisor uses sound judgment in making decisions, in the formulation of expert opinions, and in providing advice to senior Mission management in collaboration with, or the absence of, the USDH EXO. The OSU Supervisor reviews and/or drafts Mission Orders and Notices for USAID/Ghana to communicate any management issues, policies, or changes for USAID/Ghana staff. He/she coordinates on similar communications generated by the West Africa Regional platform for USAID/Ghana staff. He/she also interprets Agency notices and advises on how they apply to Mission operations. All communication should be clear, factual, and accessible. The OSU Supervisor leads in the evaluation and management of USAID/Ghana’s organization, staffing, and services, in order to ensure maximum utilization of material and human resources. He/she analyzes requirements and makes administrative and technical recommendations to Mission management as requested; develops and implements appropriate internal Mission management systems, policies and procedures. He/she serves on the Management Control
Review Committee (MCRC) and the Federal Managers Financial Integrity Act committee (FMFIA), to ensure implementation of regulations.

F - Procurement: 10%
The OSU Supervisor coordinates with REXO, RFMO, and the USAID/Ghana program office to participate in the development of the annual procurement plan; provides input on the management/administrative portions of the Operational Plan, MRR, CDCS, etc. for submission to Mission management and inclusion in the Annual Budget Request. The OSU Supervisor ensures appropriate management controls are in place and that the procedures conform with FAR and AIDAR procurement regulations as well as USG statutes. He/she may consult with a wide variety of Mission offices, USAID/Washington offices, vendors, and contractors as needed. Plans and coordinates any administrative actions handled through GLAAS for the approval of the warranted Contracting or Executive Officer.

G - Support to Institutional Contractors/Implementing Partners (IC/IP): 10%
The OSU Supervisor provides administrative support, guidance, and clarification to Institutional Contractors/Implementing Partners (IC/IP) in such areas as acquiring visas, business permits, expatriate quotas, resident permits for expatriates, registration with the host government, VAT exemptions and other related tax issues, registration of official program vehicles, aviation/airport issues, motor vehicle licenses; program vehicle insurance, and Mission and host-government policies guiding these and other issues. The OSU Supervisor, in coordination with RAAO and REXO, develops close working contacts with Government officials, including officials handling issues affecting IC operations in Ghana. The OSU Supervisor coordinates with the REXO and Embassy RSO; and communicates with IC/IPs on safety and security matters as requested.

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 OSU Supervisor works with a high degree of independence. Mostly self-guided work with few assignments provided directly from supervisor. In consultation with the DMD, the OSU Supervisor sets deadlines in terms of policy, priority, results to be achieved, and basic approaches. Assignments are made orally and in writing. Control from the Supervisor is minimal. The OSU Supervisor must exercise discretion and judgment in prioritizing and completing tasks. The Deputy Mission Director provides guidance on major decisions regarding the Operations Support Unit and Mission activities, considering the OSU Supervisor’s recommendations.

4. Supervisory Controls
The Job Holder will directly supervise one (1) CCNPSC Human Resource Specialist (FSN-10), one (1) CCNPSC Procurement Agent (FSN-9), one (1) CCNPSC Shipping Assistant - Customs and Clearing Agent (FSN-8), one (1) CCNPSC Administrative Management Assistant (FSN-9) and one (1) CCNPSC Operations Manager (FSN-9), located in Tamale. Provides counsel or guidance to staff members, as well as daily supervision. This position provides oversight of four (4) FSNPSC Chauffeurs. As necessary and upon request, provides guidance and indirect supervision to outside contractors on special administrative projects, for travel, construction, maintenance,
security, and other administrative matters.

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

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

a. Education: Possession of a Baccalaureate Degree or the equivalent of a four-year US college/university (or equivalency accreditation if a non-US institution) in business administration, administrative management or financial management is required.

b. Prior Work Experience: Minimum of five years of responsible professional administrative experience, developing and implementing management procedures, contracting, program management, procurement, involving human resources or any combination thereof is required. Experience in working efficiently with diverse teams is required.

c. Language Proficiency: Level IV in spoken and written English 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.

The evaluation of candidates 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 test (depending on the TEC Chairperson’s decision). The security clearance and medical clearance is required for the top-ranking candidate, after conducting and receiving the positive reference checks.

a. Work Experience (40 points): This position requires experience in developing and implementing management procedures, contracting, program management, procurement, human resources or any combination thereof. Candidates should have progressively responsible experience with administration, training subordinate personnel and working efficiently with diverse teams

b. Job Knowledge (30 points): The Management Specialist must have an in-depth knowledge, or the ability to quickly gain such knowledge of administrative processes
and procedures sufficient to make decisions or recommendations impacting various aspects of conducting USAID operations and activities in Ghana is required. Knowledge, experience, and demonstrated competency in communication and events planning. Knowledge, experience and demonstrated competency in the management and evaluation of administrative operations to improve quality, relevance, and cost effectiveness are required.

c. Skills and Abilities (30 points):
This position requires the ability to independently organize, prioritize and follow through on all assignments. The incumbent should have excellent supervisory, analytical, and interpersonal skills, tact, and diplomacy. The incumbent should also be capable of managing efficiently with minimal supervision. The Management Specialist should also have good leadership and managerial skills, and the ability to inspire confidence and maintain effective working relationships with employees and supervisors. This position requires the ability to critically analyze situations and develop creative solutions. The incumbent should also be able to exercise sound judgment, and manage requests and complaints with patience and diplomacy. The incumbent should be able to forecast resource requirements and to train others. Communication skills are essential to generate trust and effectively liaise with the U.S. Embassy and ICASS administrative personnel, and host-country government and business officials. The ability to research and interpret regulations is essential as is the ability to communicate such information in clearly written policies and/or operating procedures. Proficiency in standard operating and application software (Windows, Microsoft Word, Excel and Outlook) is required.

Total Possible Score: 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.

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, virtually 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 submit a signed offer form AID 309-2 (OFFEROR INFORMATION FOR PERSONAL SERVICES CONTRACTS WITH INDIVIDUALS) which is available on the internet.
2. Offeror must also submit a signed cover letter and a resume.

3. 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. A supplemental document with written responses to the Evaluation Factors listed under Section III.

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

6. 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.

To ensure consideration of offers for the intended position, Offerors must prominently reference the position title and solicitation number in the subject line of their email.

7. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents in order to be considered for the position.

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:

   A. Medical History and Examination Form (Department of State Forms)
   B. Security Clearance
   C. Finger Print Card (FD-258)

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. 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

Benefits will be provided in accordance with Mission policy and local labor laws.
2. ALLOWANCES (as applicable):
   a. Meal Allowance
   b. Miscellaneous Allowance

Allowances will be provided in accordance with Mission policy and local labor laws.

VII. TAXES

The Mission emphasizes to its employees 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. Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

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<th>ITEM NO (A)</th>
<th>SUPPLIES/SERVICES (DESCRIPTION)</th>
<th>QUANTITY (C)</th>
<th>UNIT (D)</th>
<th>UNIT PRICE (E)</th>
<th>AMOUNT (F)</th>
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<td>1</td>
<td>LOT</td>
<td>$TBD</td>
<td>$TBD at Award after negotiations with Contractor</td>
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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:

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

-----END OF SOLICITATION-----