



USAID | WEST AFRICA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72062424R10013

ISSUANCE DATE: September 30, 2024.

CLOSING DATE/TIME: October 15, 2024. 11:59 p.m. Accra time

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCN PSC) – Administrative Assistant (EXO I.T Service Desk)

(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,

Taniece Owusu

Regional Contracting Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO: 72062424R10013**
2. **ISSUANCE DATE: September 30, 2024**
3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS: October 15, 2024. 11:59 p.m. Accra time**
4. **POINT OF CONTACT: acpersonnel@usaid.gov**
5. **POSITION TITLE: Administrative Assistant (EXO IT Service Desk Assistant)**
6. **MARKET VALUE: USD 16,735.00– USD 25,939.00 p.a.** equivalent to **FSN-08**
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of US Embassy, 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 **November, 2024**. 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 Statement of Purpose of the Contract*

This position is a full-time member of the Executive Office of USAID/West Africa and reports directly to the Senior IT Advisor. This position has responsibilities associated with IT Help Desk support, Service now Workflow management, and Internal Multimedia support within USAID/West Africa and USAID/Ghana. S/he will perform a wide range of activities in the areas mentioned above, under the direction of the Senior IT Advisor and Executive Officers.

The work requires strong customer service, organizational and reporting skills, and basic working knowledge of google suite tools, photography and videography, social media and website content management.

2. *Statement of Duties to be Performed.*

Help Desk

50%

The EXO Service Desk Assistant serves as the main point of contact (POC) for the West Africa Mission's IT departments help desk. S/he will be permanently seated in the IT service window and will be responsible for receiving visitors to the IT office and for answering all calls to the IT office. S/He will triage the calls, resolve by email or phone where possible and create tickets and assign out as required. S/He will also monitor emails sent to the IT Team and respond, resolve and provide guidance to staff via email.

The EXO Service Desk Assistant provides basic IT training and coaching to USAID staff. This training includes but is not limited to basic IT dos and don'ts, how to connect to Mission printers, how to sign PDF documents, how to use conference rooms, etc.

ServiceNow Workflow Management

20%

The EXO Service Desk Assistant serves as the main point of contact (POC) for the West Africa Mission's EXO department's ServiceNow ticketing system. Serving as the ServiceNow workflow manager, on a daily basis, s/he will triage new tickets, assign them out, follow-up on existing tickets and close completed tickets within both the IT and EXO offices.

Internal Multimedia Support

20%

The EXO Service Desk Assistant will support and collaborate with the REXO, the IT team and DOCs in both the West Africa Regional and USAID/Ghana Missions regarding internal visual, digital, and generic internal communication needs. S/he will provide the ideal candidate with an opportunity to creatively showcase how USAID staffers are making a difference. S/he will support both Missions in the areas of internal communications involving areas of photography, minimal video production and minimal graphic design.

The EXO Service Desk Assistant will also be responsible for collecting, updating and maintaining content on the internal 'myusaid' intranet sites for both Ghana and West African Missions.

Multimedia Support duties expected would include but not be limited to:-

- Create Monthly All Hands Video reports for both Missions.
- Capture award recognition photos
- Assist in organizing "My story" experiences
- Maintain and update a programming schedule for the video monitor display in the USAID lobby and all TVs in the USAID building
- Collect, organize and capture internal mission photos, (including photography services for awards and internal events, workshops, celebrations, activities, retreats and etc.)
- Assist in reviewing, supplying photos and content for internal newsletters generated by support teams such as RAAO
- Periodically submit internal success stories to internal USAID platforms such as Frontlines, the

Front Page, etc.

- Assist in other internal communications/event planning needs if needed
- Update internal 'myusaid' intranet sites for both Ghana and West African Missions with current events photos and information if needed
- Creatively support various internal multimedia needs and internal communications support as to be defined and identified by REXO
- Support the Wellness committee with internal communication and multimedia needs

Staff onboarding and offboarding

10%

The EXO Service Desk Assistant assists with the onboarding and offboarding of new mission staff.

For new staff, s/he ensures all required forms are completed, transfers staff accounts to the Mission by submitting a transfer request to CIO in ServiceNow and provides new staff with all required IT Equipment and completes office setup – laptops, phones, docking stations, PIV-A cards, etc.

For departing staff, s/he transfers staff account to new mission/Washington and or submit an offboarding request to CIO in ServiceNow as applicable, and also receives their IT equipment and updates inventory in service now.

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.

- i. **Supervision Received:** The incumbent receives general guidance and supervision from the Executive Officers and Senior IT Advisor, who discusses with the incumbent his or her assigned tasks and objectives. The incumbent plans, prioritizes, and carries out the responsibilities of his/her position independently.
- ii. **Supervision Exercised:** None

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: Successful completion of a college/university studies is required.

b. Prior Work Experience: Minimum of three (3) years of professional work experience, providing support to multiple users at a large, complex, multinational company or international organization is required.

c. **Language Proficiency:** Level IV (fluency) proficiency 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 evaluation and selection criteria of the selected candidate will be based on the 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. Prior work experience (40):

Minimum of three (3) years of professional work experience, providing support to multiple users at a large, complex, multinational company or international organization is required.

b. Job Knowledge (30):

Basic working knowledge of google suite tools, photography and videography, social media and website content management.

c. Skills and Abilities (30):

Strong customer service, organizational and reporting skills, including the ability to document procedures. Well-developed oral, written communication skills, and excellent interpersonal and team working skills.

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 which 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 submit the offer form AID 309-2 (OFFEROR INFORMATION FOR PERSONAL SERVICES CONTRACTS WITH INDIVIDUALS) which is available at the following link <https://www.usaid.gov/forms/aid-309-2> upload it during the application process.
2. Offeror must also submit a resume or CV with referees.
3. A two-page supplemental document with written responses to the Evaluation Factors listed under Section III.
4. Relevant educational certificate (s) and work permit or residency permit.
5. Offers must be received by the closing date and time on the first page of this solicitation and submitted via email to acpersonnel@usaid.gov.
6. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents which must be submitted 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 CCNPSC 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
 - h. Social Security Contribution
2. ALLOWANCES (as applicable):
 - a. Miscellaneous Allowance
 - b. Meals 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:

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/sites/default/files/documents/1868/aidar_0.pdf
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: PSC-CCN - Product Service Code: R497 - Accounting Info:	1	LOT	\$ _TBD_	\$_TBD at Award after negotiations with Contractor —

1. 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>;
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/OGES%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 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.

FAR Provisions Incorporated by Reference**52.204-27**

PROHIBITION ON A BYTEDANCE COVERED APPLICATION

JUN, 2023

[END OF SOLICITATION]