



USAID | NIGER

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72068324R10003
ISSUANCE DATE: July 15, 2024
CLOSING DATE/TIME: July 29, 2024

SUBJECT: Solicitation for a USAID Travel Assistant FSN-08
Cooperating Country National Personal Services Contract (CCN/PSC)
(Niger 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 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 solicitation.

Sincerely,

Signature

Anne Martin
Contracting Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72068324R10003
2. **ISSUANCE DATE:** July 15, 2024
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** July 29, 2024
4. **POINT OF CONTACT:** Recruitment team, e-mail at usaidniamey-hr@usaid.gov
5. **POSITION TITLE:** USAID Travel Assistant
6. **MARKET VALUE:** From Step 1: FCFA 13,674,652 to Step 12: FCFA 19,144,512 equivalent to FSN-8
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Niger. Final compensation will be negotiated within the listed market value.
7. **PERIOD OF PERFORMANCE:** The services provided under this contract are expected to be of a continuing nature that will be executed by USAID through a series of sequential contracts, subject to the availability of funds, the need for services and performance. The base period will be for one year, estimated to start on o/a October 6, 2024. Based on Agency need, the Contracting Officer may exercise an additional option period for four years for the dates estimated as follows:

Base Period:	o/a October 6, 2024 to October 5, 2025
Option Period 1:	o/a October 6, 2025 to October 5, 2026
Option Period 2:	o/a October 6, 2026 to October 5, 2027
Option Period 3:	o/a October 6, 2027 to October 5, 2028
Option Period 4:	o/a October 6, 2028 to October 5, 2029

8. **PLACE OF PERFORMANCE:** US Embassy/USAID compound in Niamey, Niger, with possible travel as stated in the Statement of Duties.
9. **ELIGIBLE OFFERORS:** USAID policy is that a Cooperating Country National (CCN), meaning an individual who is a cooperating country (Niger) citizen, or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country (including citizens of ECOWAS member states) may apply. A CCN is preferred over a local-hire Third Country National (TCN) in order to integrate the foreign assistance effort into the community, enhance the skills of the cooperating country's population, and contribute to the local economy. A local-hire TCN must only be used when qualified CCNs are not available. Therefore, CCN applications will be screened first. If qualified CCNs are not available, USAID will consider applicants from TCNs.
10. **SECURITY LEVEL REQUIRED:** Facility Access

11. STATEMENT OF DUTIES

1. *General Statement of Purpose of the Contract*

This position is in the Executive Office (EXO) of USAID/Niger. Under the direct supervision of the Executive Officer, this position is designed to provide a full range of travel and administrative services required to support USAID/Niger. The incumbent provides travel administration services for more than 64 employees to include US Direct Hires (USDHs), US Personal Services Contractors (USPSCs), Third Country Nationals (TCNs), and Cooperating Country Nationals (CCNs).

The incumbent provides the full range of international and local air travel services, and hotel/conferencing requirements for USAID/Niger. S/he prepares Travel Authorizations; independently performs the full range of work associated with travel documents; receives notice of incoming or outgoing travelers and facilitates their movements as required; ensures that employees are well informed on all matters related to official travel; and provides guidance to the traveler and mission management on travel rules and regulations.

2. *Statement of Duties to be Performed*

Travel activities:

Coordinate all travel/transportation and administrative support requirements, for all travel services of USAID/Niger by providing the following:

Analyze and review local and international travel requests to ensure travelers clearly define travel purpose and estimated route. Confirm travel itinerary and forward to traveler and/or arranger for preparation of Travel Authorizations (TA) in E2. Also prepare non-E2 travel authorizations as required.

Oversee the fulfillment of in-country travel. For international travel, contact the local travel agent to complete airline reservations and ensure that travel adheres to Mission policies and USG travel regulations.

Provide follow-up regarding all official travel reservations as required. Validate purchase of airline tickets for Mission staff, Contractors, and temporary duty (TDY) personnel.

Incumbent will confirm/reconfirm itineraries, advise travelers of airline schedules and changes, obtain and/or rewrite tickets, and liaise between USAID/Niger and contract travel agencies. Hotel reservations will be provided upon request.

Purchase the Health and Accident Cover (HAC) insurance for CCNPSC before travel.

Coordinates with EXO/HR to ensure eligibility of entitlement travel for USDH and PSC employees.

Coordinate funding transactions (fund cites) with the Office of Financial Management (OFM) as required. Collaborate with OFM to prepare travel budgets for USAID employees transferring to/from USAID/Niger and other posts. Incumbent will also generate Government Travel Requests (GTR) for payment of each travel transaction.

Prepare complex travel authorizations for entitlement travel such as Medical Evacuation, Home Leave, Rest and Recuperation (R&R), Educational Travel, Emergency Visitation (EVT), invitational travel, etc. Incumbent confirms employee travel eligibility before TA

preparation and requests Executive Officer approval, as appropriate per travel type. Ensures that all electronic or hard copies of travel documentation are filed systematically. Establish and maintain effective and productive working relationships with administrative and financial personnel in USAID/Niger and the contract Travel Agency. Incumbent will facilitate the timely processing of requests and resolution of problems encountered.

Develop and maintain a good relationship with employees, customers, and venues. Specifically, establish and maintain contact with key stakeholders within the Mission, local airline, travel agencies, and airport personnel in order to facilitate problem resolution.

Collaborate with Procurement Agents in the organization of workshops/conferences. The incumbent will collect required information from hotels and request proposals/quotes. In compliance with the USAID Travel and Transportation Office, remain aware of changes/updates posted via USAID Agency Notices. The incumbent must follow developments in the travel industry. S/he must continually review current USAID and USG-related travel regulations.

Mission Travel Subject Matter Expert (SME) – Serve as dedicated SME by interpreting Federal Travel Regulations, Mission travel policies and other travel regulations. Provides technical guidance to Mission staff on post-funded travel including Rest and Recuperation, Home Leave, Medical Evacuation, Family Visitation, applicable per diem, etc. Consults with USAID/Washington and other missions when required to obtain guidance and opinions on issues pertaining to travel, E2 Travel Management System and other Travel Regulations and Policies. Provides additional support by responding to emails, telephone, and verbal queries in a timely manner.

TDY personnel - Coordinate hotel accommodation and/or apartments for incoming TDY personnel, based on length of stay in Niger. When required, make arrangements with the Department of State (DOS) Motor Pool for vehicle support, well in advance, and communicate hotel reservations and transportation arrangements to incoming TDY personnel.

Official Visitors and VIPs - Provide travel services, as indicated above, for official visitors and VIPs. Assists all personnel from surrounding missions transiting via Niamey by arranging hotel reservations, confirming flight reservations, providing visa assistance, and/or arranging ticket issuance as required.

Expeditor services - Arrange expeditor assistance for all post assignment travel (PAT), home leave, medical evacuations, educational travel, and emergency visitation as needed. Regarding PAT, s/he will liaise with Motor Pool to coordinate daily transportation to and from work for an initial period as needed.

General Traveler Assistance - Re-confirm departure flights; search for “lost” passengers, research reasons for “no-shows”, clear incoming/outgoing baggage through local customs, process pet transportation requests, trace lost baggage, and accompany drivers if required, to deliver passengers and baggage to hotels/residences.

Administrative Support

Update and circulate Travel weekly report for internal EXO use.

Maintain accurate records to include current status of diplomatic passports, visas, inoculations, and medical evacuation policies to ensure that all travelers have appropriate documents when traveling.

Maintain chronological files of all TAs and employee travel files (inclusive of all relevant documents) as required for audit purposes.

Working with Regional Security Office (RSO), the Post Occupational Safety and Health Officer (POSHO), and the General Services Office, arrange for hotel reservations at local hotels that are within the USG per diem rates for Niamey and the Region. Assist staff in obtaining proposals and quotations for conference facilities, meals, and rooms for more than 30 events per year.

Prepare, proofread, and outline travel-related correspondence, memoranda, diplomatic notes, and/or documentation required in connection with travel for clearance by an Executive Officer.

Mission Travel Card – Prepares support documents to authorized signatory, an Executive Officer, for travel card changes. Coordinates with OFM to reconcile all travel-related credit card expenditures as required.

As assigned, provides routine administrative assistance related to travel actions.

Assist with special projects/tasks as required, including procurement requests using GLASS or Ariba.

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.

3. *Supervisory Relationship*

The job holder will report directly to the Deputy Executive Officer.

4. *Supervisory Controls*

This position is designated non-supervisory.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a. **Education:** A minimum of College/University studies in office management, business administration or travel and transportation is required.
- b. **Prior Work Experience:** A minimum of three (3) years of professional work experience is required in travel, administrative/office management, or other closely related fields.

- c. **Post Entry Training:** Travel and Transportation Workshop, or travel course equivalent, and on-the-job training regarding USAID administrative procedures will be provided.
- d. **Language Proficiency:** Level 4 (fluent) in spoken and written French and English is required. Language proficiency will be tested.
- e. **Job Knowledge:** A detailed knowledge and familiarity of USG Travel regulations, Fly America Act, Standardized regulations (Government civilians, foreign areas). Automated Directives System (ADS), General Notices as well as USG regulations such as the Foreign Affairs Manual (FAM) and Foreign Affairs Handbook (FAH). Must have a thorough understanding of travel and administrative management procedures and a good working knowledge of how to apply these Agency regulations to travel operations. General knowledge of negotiating skills and price comparison are necessary. Must also have a good understanding of the customs services, local travel industry, and its capabilities.
- f. **Skills and Abilities:** The incumbent must be able to work with discretion, with a high level of integrity and attention to detail. The incumbent must be able to work closely with all Mission staff and effectively explain procedures and requirements tactfully while gaining their cooperation and understanding. Must be able to work under pressure with different departments and varied clientele necessitating excellent interpersonal skills. A high degree of reliability and follow through are essential. Excellent customer service skills, strong communications skills, and the ability to prioritize actions are required. Ability to use computers and standard software programs used by the USG and the ability to operate standard office equipment 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.

Selection Process

After the closing date for receipt of application, a Selection Committee will convene to review applications that meet the minimum requirements and evaluate them in accordance with the evaluation criteria. Incomplete applications from applicants who do not meet the minimum requirements will not be scored. As part of the selection process, only shortlisted applicants will be invited to participate in an oral interview. Required reference checks will be conducted only for shortlisted applicants who meet the specified requirements. The applicant's references must be able to provide substantive information about his/her performance and abilities.

The following technical evaluation criteria will be used to evaluate the applications:

Minimum qualifications (Yes/No)

Education: A minimum of College/University studies in office management, business administration or travel and transportation is required.

Prior Work Experience: A minimum of three (3) years of professional work experience is required in travel, administrative/office management, or other closely related fields.

Language Proficiency: Level 4 (fluent) in spoken and written French and English is required. Language proficiency will be tested.

Knowledge, Skills and Abilities: Maximum Evaluation Score: 100 points

Job-Related Knowledge (20 Points):

- US Government Travel regulations
- Logistics related to event planning and management
- Technology-based and other approaches to improve office efficiency
- Knowledge of international airlines and their booking policies

Skills (30 points):

- Strong oral and written communication
- Proficiency with the Google Suite of applications (gmail, calendar, docs, sheets, presentations) and other software applications
- Proficiency with social media platforms, such as Facebook, Twitter, Whatsapp
- Knowledge of Microsoft Office suite of applications

Abilities (50 points)

- Quickly become familiar with US Government travel regulations.
- Have strong customer service skills
- Work under minimal supervision and self-direct

- Ability to multitask and prioritize

USAID policy specifies that a cooperating country national (CCN) is preferred over a third country national (TCN.) Therefore, CCN and TCN offers will not be evaluated together. USAID will evaluate CCN offers first and if the CO determines that there are no qualified CCNs, only then will USAID evaluate TCN offers.

IV. SUBMITTING AN OFFER

Qualified applicants are required to submit the following five (5) items in separate email attachments in one email submission, **All attachment must be in PDF format to be accepted:**

1. **Cover letter:** The cover letter should contain an overview of the applicant's qualifications and **must state how the applicant meets the technical evaluation criteria: 1) minimum education, language proficiency, years of prior work experience requirements, and 2) knowledge, skills and ability, listed above in the section entitled Evaluation and Selection Factors.** The filename should be: **Cover letter [name of applicant] SOLICITATION 72068324R10003.**

2. **Current résumé/curriculum vitae (CV).** The CV/résumé must contain sufficient relevant information to evaluate the application in accordance with the stated technical evaluation criteria, listed above. The title of the file should be: **Resume/CV [name of applicant] SOLICITATION 72068324R10003.**

3. Applicants are required to provide **no less than five (5) references** who are not family members or relatives. References should include not less than three (3) from current or former supervisors (from both paid or volunteer work) who can provide information regarding applicant job knowledge and professional work experience. Applicants must provide accurate e-mail addresses for all references. The filename should be: **References [name of applicant] SOLICITATION 72068324R10003.**

4. Offeror Information for Personal Services Contracts **form AID 309-2** which can be found at [HERE](#). Offerors are required to **complete and sign the form.**

5. Copies of relevant **academic degrees/diplomas, certificates, and other documents (such as short writing samples) supporting the application** should be submitted in a single searchable PDF file. The filename must be: **Supporting documents [name of applicant] SOLICITATION 72068324R10003.**

Offers must be received by **July, 29 2024** and submitted to usaidniamey-hr@usaid.gov

To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number in the offer submission and as the subject line in any cover letter. The highest-ranking applicants may be selected for an interview.

ALL DOCUMENTS MUST BE SUBMITTED IN ENGLISH except for supporting documents.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the Contracting Officer (CO) informs the successful Offeror about being selected for a contract award, the CO will provide the successful Offeror instructions about how to complete all the pre-award forms and clearances necessary (medical and security).

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a PSC is normally authorized to the benefits and allowances in accordance with Mission policy and Local labor laws in Niger.

1. BENEFITS:
Annual bonus and medical insurance
2. ALLOWANCES (as applicable):
Transportation, Housing, Education and Seniority

VII. TAXES

Insert in accordance with Mission policy and local labor laws

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	Base Period - Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g., R497]</i> - Accounting Info: <i>[insert one or more citation(s) from Phoenix/GLAAS]</i>	1	LOT	\$ 39,657	\$_TBD at Award after negotiations with Contractor —

1001	Option Period 1 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g., R497]</i> - Accounting Info: <i>[insert from Phoenix/GLAAS]</i>	1	LOT	\$ TBD	\$_TBD at Award after negotiations with Contractor —
2001	Option Period 2 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g., R497]</i> - Accounting Info: <i>[insert from Phoenix/GLAAS]</i>	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/resources_standards-of-conduct.

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.

6. **FAR Provisions Incorporated by Reference**
[Insert the applicable FAR date in the format 3-LETTER MONTH, 4-DIGIT YEAR]

52.204-27	PROHIBITION ON A BYTEDANCE COVERED APPLICATION	JUN, 2023
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