



USAID | UGANDA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72061720R10002

ISSUANCE DATE: October 14, 2019

CLOSING DATE/TIME: November 13, 2019, 4:45:00 PM Uganda Time

SUBJECT: Solicitation for Cooperating Country National Personal Services Contractor (CCNPSC) (*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 personal service contract (PSC), 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,

Fredrick Onyango
Supvy. Executive Officer



I. GENERAL INFORMATION

- 1. SOLICITATION NUMBER:** 72061720R10002
- 2. ISSUANCE DATE:** October 14, 2019
- 3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** November 13, 2019, 4:45:00 PM Uganda Time
- 4. POSITION TITLE:** Project Management Specialist (Quality Assurance)
- 5. MARKET VALUE:** UGX 145,734,783 – 214,194,284 per annum, equivalent to FSN-11. In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Uganda. Final Compensation will be negotiated within the listed market value.
- 6. PERIOD OF PERFORMANCE:** Employment under this contract is of a continuing nature. Its duration is expected to be part of a series of sequential contracts; all contract provisions and clauses and regulatory requirements concerning availability of funds and the specific duration of this contract shall apply; always subject to the right of early termination.

The initial term of the contract will be five years, which shall include a probationary period of six months. Employees who do not meet the required standards for their position during this six months period may be reassigned to another position or terminated at the convenience of the U.S. Government. Employees are expected to demonstrate qualifications and general suitability for continued employment during the probationary period. If with written justification, the probationary period may be extended for another period not exceeding six months.
- 7. PLACE OF PERFORMANCE:** Kampala, Uganda with possible travel as described in the Statement of Work.
- 8. SECURITY LEVEL REQUIRED:** Employment Authorization
- 9. STATEMENT OF DUTIES:**

(1) General Statement of Purpose of the Contract

USAID/Uganda is seeking for a qualified individual to fill the Project Management Specialist (Quality Assurance (PMS QA) position located within the Office of Health and HIV (OHH)'s Health Systems Strengthening (HSS) Unit but based within the Ministry of Health (MOH) - Quality Assurance and Inspection Department to facilitate the advisory role of this position.

The PMS is responsible for supporting the U.S. Government (USG) in its efforts to strengthen Government of Uganda (GoU) Quality Improvement program for improved health outcomes in both the public and private health sector.

The PMS will support Ministry of Health to develop, implement and oversee national quality management policies and strategies. This includes conducting capacity building for regional and district

staff to provide supportive supervision and mentoring to MOH staff. The PMS will also support USG Implementing Partners to integrate quality improvement and management approaches in supported health programs and ensure adherence to national standards. These efforts will enable the MoH to enhance the quality of health services and improve health outcomes for the people of Uganda, helping the country advance its journey to self-reliance.

(2) Statement of Duties to be performed.

A. Technical Leadership (50%)

Support MoH efforts to ensure quality of health care in Uganda is improved through integration of quality improvement and management approaches across disease areas and throughout the national system as routine practice.

Stay abreast of state-of-the-art knowledge, programming and best practices related to quality assurance and quality improvement practices and utilize this information to improve MoH efforts to strengthen the quality of health care in Uganda.

Use diplomatic skills and technical acumen to influence the MoH, including the Department of Quality Assurance and Inspection, in their strategic decisions and policy formulation to strengthen quality assurance and quality improvement, and encourage the GoU to take concrete steps in the overall journey to self-reliance.

Work in collaboration with the MoH Quality Assurance and Inspection Department to support the various MoH departments to develop and/or review national standards; implement quality assurance, improvement and control activities; monitor quality of health care and design improvement plans at a national level.

Provide quality improvement technical support to USG implementing Partner's during their program planning, and implementation aligning to MoH national Quality Improvement Strategy and Framework.

Support national level quality improvement collaboration and coordinate USG IP participation.

Participate in key technical fora related to quality improvement and management at the national level, such as the national Quality Improvement Steering Committee.

Influence other donors, and the private sector to leverage resources for health systems strengthening to achieve mutual goals such as those related to PEPFAR, PMI, the Global Health Security Agenda, FP2020, and preventing child and maternal deaths.

Collaborate with USAID OHH technical units to review program data, identify quality performance gaps within USAID-funded health programs and design quality improvement interventions to close performance gaps.

Coordinate with other USG Health Systems seconded staff at the MoH to ensure holistic health systems technical assistance is provided to MoH.

Serve as the USG point of contact to liaise with MoH in relation to quality improvement and management.

B. Program Management (30%)

Serve as an AOR/COR/Activity Manager for one or more activities (and assist the AOR/COR in performing certain technical oversight duties); ensure that USAID exercises prudent management over the award and monitor the recipient's progress in achieving the objectives of the program description.

Work with the USAID Health/HIV unit to monitor the quality of IPs supported health programs.

Coordinate exchanges and sharing of best practices among USG and other stakeholders in the Health and HIV program areas to strengthen integration of quality improvement across all levels of care.

Provide project management support for health systems awards within the mission.

Support MoH to set up and implement key performance metrics processes that indicate improvement in quality of health care.

Participate in the country operational plan and programmatic operational plan in collaboration with the PEPFAR, HSS, Malaria and Family Health units by providing quality management expertise.

Work closely with other CORs, AORs and AMs to review and support annual work planning to ensure activities are aligned with MoH policies and plans, coordinated with other USAID and development partners' activities, and reflect state of the art interventions and best practices in quality assurance and quality improvement.

C. Design of New Activities – 10%

As the HSS programs evolve and funding levels change, apply critical analysis and strategic thinking skills to identify areas for strategic support, participate in the selection of implementing mechanisms, design and review proposals or applications, participate in procurement process and guide the implementation of activities to effect improvements in the quality of care.

D. Integration of quality improvement and management best practices with critical Mission activities – 10%

Closely coordinate with other Office of Health and HIV staff though key systems developed to ensure that the HIV, Malaria, Family Health and Strategic Information portfolios are effectively integrated and addressed under overarching strategic objectives.

Contribute to activities that support the provision of technical and administrative oversight of USAID programs implementing integrated USAID Health systems, malaria, tuberculosis, HIV, family planning, reproductive health, child survival, and nutrition activities at national and district/site levels.

Coordinate other activities within the health portfolio as they relate to Health Systems Strengthening, particularly quality improvement and management.

CCN PSCs may participate in temporary duty (TDY) travel to USAID/Washington and other Missions in order to participate in the Foreign Service National Fellowship Program described in ADS 495maa.

(3) Supervisory Relationship:

Works under the general supervision by the HSS Unit Leader. Assignments are made orally and in writing. Most assignments occur in the normal course of the work, but the PMS is required to determine those that must be coordinated with the supervisor. The supervisor provides a review of the assignment, the goals and objectives to be achieved, and the results expected. The PMS will seek advice and assistance as required. Work is reviewed in terms of results achieved.

(4) Supervisory Controls:

Continued supervision of other Mission staff is not contemplated.

10. AREA OF CONSIDERATION:

All qualified Ugandans are eligible to submit an offer in response to this solicitation.

11. PHYSICAL DEMANDS:

The work requested does not involve undue physical demands.

12. POINT OF CONTACT: Grace Nakaddu, EXO Specialist, gnakaddu@usaid.gov or 0414-306-001.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Offers will be initially screened for compliance with application instructions and eligibility in accordance with the minimum qualification criteria listed below. Applicants who do not meet all of the education and experience requirements or who provide incomplete, unsigned applications that are not in compliance with the application instructions will not be evaluated or considered for award.

Education:

Master's Degree, or the local equivalent, in public health, nursing, business or another field closely related to health systems.

Prior Work Experience:

--At least seven (7) years of progressively responsible professional experience working in Uganda in Health and HIV/AIDS field.

--This work experience should include at least five (5) years focused on quality improvement and management.

--Experience collaborating with and/or working for key donors, development partners, or Non-Governmental Organizations (NGO) is required.

--Quality assurance/quality improvement experience working with GoU at national, district and/or facility level is highly required.

Language Proficiency:

Level IV (fluent) spoken and written English language proficiency is required.

Job Knowledge:

--Demonstrated knowledge and experience of working with the national health systems, and Health and HIV/AIDS service delivery in the public and private sectors in Uganda, including but not limited to: assessing and evaluating quality; identifying problems or issues with care delivery and designing quality improvement activities to overcome them; and monitoring activities against stated objectives.

--Solid understanding of donor engagement in supporting health systems strengthening efforts and health commodities.

Skills and Abilities:

--Demonstrated project management skills, including financial management, administrative, and monitoring skills used to track the performance of implementing partners and activities.

--Ability to present information, analyses, and recommendations in clear written and oral formats.

--Ability to work effectively within a team and interagency environment.

--Ability to initiate and self-manage work with minimal supervision.

--Ability to travel to regions and districts within Uganda.

--Excellent computer skills including Word, Excel, and PowerPoint.

--Knowledge of quality management software (i.e. compliance control, data analysis, patient satisfaction).

--Strategic planning, project management skills and demonstrated ability to coordinate and organize stakeholders at national and lower levels of management.

--Demonstrated ability to support policy development, interpretation and implementation.

--Ability to work in a multi-cultural, dynamic and fast paced environment.

III. EVALUATION AND SELECTION FACTORS

Offerors must address each criterion (Quality Ranking Factors (QRF) in their application in order to meet the minimum qualifications for this position. Top-ranked Offerors who meet the minimum qualification will be invited for an interview and given a written evaluation.

Offers will be initially screened for compliance with application instructions and eligibility in accordance with the qualification criteria above. Incomplete, unsigned applications that are not in compliance with the instructions will not be evaluated or considered for award.

Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.

Current employees serving a probationary period are not eligible to apply. Current employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

Offerors will be evaluated and ranked based on the following Evaluation Factors:

1. Job Knowledge (total 40 points):

--Demonstrated knowledge and experience of working with the national health systems, and Health and HIV/AIDS service delivery in the public and private sectors in Uganda, including but not limited to: assessing and evaluating quality; identifying problems or issues with care delivery and designing quality improvement activities to overcome them; and monitoring activities against stated objectives.

--Solid understanding of donor engagement in supporting health systems strengthening efforts and health commodities.

2. Prior Work Experience (total 35 points):

--At least seven (7) years of progressively responsible professional experience working in Uganda in Health and HIV/AIDS field.

--This work experience should include at least five (5) years focused on quality improvement and management.

--Experience collaborating with and/or working for key donors, development partners, or Non-Governmental Organizations (NGO) is required.

--Quality assurance/quality improvement experience working with GoU at national, district and/or facility level is highly required.

3. Skills and Abilities (total 25 points):

--Demonstrated project management skills, including financial management, administrative, and monitoring skills used to track the performance of implementing partners and activities.

--Ability to present information, analyses, and recommendations in clear written and oral formats.

--Ability to work effectively within a team and interagency environment.

--Ability to initiate and self-manage work with minimal supervision.

--Ability to travel to regions and districts within Uganda.

--Excellent computer skills including Word, Excel, and PowerPoint.

--Knowledge of quality management software (i.e. compliance control, data analysis, patient satisfaction).

--Strategic planning, project management skills and demonstrated ability to coordinate and organize stakeholders at national and lower levels of management.

--Demonstrated ability to support policy development, interpretation and implementation.

--Ability to work in a multi-cultural, dynamic and fast paced environment.

4. Education (pass/fail): Offerors will be given a passing score if they have a relevant degree. Offerors without a relevant degree will not be considered for award or proceed forward in the evaluation process.

Master's Degree, or the local equivalent, in public health, nursing, business or another field closely related to health systems.

Evaluation Factors have been assigned the following points:

Job Knowledge - 40 points

Work Experience - 35 points

Skills and Abilities - 25 points

Education and language proficiency – **Pass/Fail**

Satisfactory Professional Reference Checks – **Pass/Fail**

Evaluation Factor Total – 100 points, and **Pass** for Education, language proficiency and Reference Check

Offerors invited to an interview and written test will be evaluated based upon the same criteria described above. In addition, offerors determined to be competitively ranked may also be evaluated on interview performance, written evaluations and/or satisfactory professional reference checks.

IV. PRESENTING AN OFFER

1. Offers must be received by the closing date and time specified in **Section I, item 3**, and submitted to the Point of Contact at KampalaHR@state.gov. Incomplete or late applications will not be considered.

All qualified Offerors will be considered regardless of age, race, color, sex, creed, national or tribal origin, lawful political affiliation, non-disqualifying handicap, marital status, sexual orientation, affiliation with an employee organization or other non-merit factor.

To ensure consideration of applications for the intended position, Offerors must prominently reference the Solicitation number in the application submission.

2. Eligible Offerors are required to complete and submit:

(i) A typed and **hand signed** (around Section 6 – Declaration) DS-174 Employment Application for Locally Employed Staff or Family Member (<https://eforms.state.gov/Forms/ds174.pdf>; Version Exp. 06/2022). Offerors are required to complete sections 1 through 6. (Make sure to use **additional Work Experience pages (Section 4)**, if needed, to provide complete work history).

(ii) Cover letter (addressed to the USAID Supervisory Executive Officer) clearly indicating the position for which you are applying and describing how you meet the minimum requirements.

(iii) Complete curriculum vitae/resume. In order to fully evaluate your application, your resume must include:

(a) Paid and non-paid experience, job title, dates held (month/year). **Please specify unpaid or part time work. Any experience that does not include dates (month/year) will not be counted towards meeting the solicitation requirements. (NOTE: Resume and DS-174 work experience should match.)**

(b) Specific duties performed that fully detail the level and complexity of the work.

(c) Education and any other qualifications including job-related training courses, job-related skills, or job-related honors, awards or accomplishments.

(d) Name and contact information (phone and email) of three (3) professional references. At least one of the references must be a prior or current direct supervisor.

(iv) Supplemental [separate] document specifically addressing each QRF as outlined in the solicitation.

(v) Copies of Academic Transcripts

(vi) Offers should be in a standard file type such as Microsoft Word (.doc) or Adobe Acrobat (.pdf). All should be in one document which should not exceed 10MB.

(vii) Submitted offers and documents become the property of USAID and will not be returned.

3. To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number in the offer submission.

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 CO will provide the successful Offeror instructions and how to complete and submit forms for obtaining medical and security clearances.

VI. BENEFITS/ALLOWANCES

As a matter of policy and as appropriate, a PSC is normally authorized the following benefits and allowances - in accordance with the U.S. Mission to Uganda's Local Compensation Plan (LCP). The plan includes basic salary, miscellaneous allowance, retirement plan, and medical insurance subsidy.

Final compensation for Offerors will be negotiated within the listed market value.

VII. TAXES

Successful Offeror will be subject to Ugandan tax laws.

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

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

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 contractual General Provisions (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>

3. Acquisition & Assistance Policy Directives and Contract Information Bulletins (AAPDs/CIBs) for Personal Services Contracts (<https://www.usaid.gov/work-usaid/aapds-cibs>).

AAPD/CIB No.	Title/Issued Date	Subject Category
AAPD 16-03 (PDF 305 KB) AAPD 16-03 (Word 90 KB)	Expanded Incentive Awards for Personal Services Contracts with Individuals Issued: June 15, 2016	Personal Services 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>.

[END SOLICITATION]