



USAID | GUINEA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72067524R10002

ISSUANCE DATE: March 04, 2024

CLOSING DATE/TIME: March 17, 2024

SUBJECT: Solicitation for a **Cooperating Country National Personal Service Contractor (CCNPSC - *Local Compensation Plan*) – Computer Management Specialist - INTERNAL CANDIDATES ONLY**

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** of 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 women and 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 the Attached 1.

Sincerely,

Rodney Stubina PhD
Contracting Officer

I. GENERAL INFORMATION

- 1. SOLICITATION NO.: 72067524R10002**
- 2. ISSUANCE DATE:** March 04, 2024
- 3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** March 17, 2024 - Guinea time (GMT)
- 4. POINT OF CONTACT:** HR Team at conakrypscjobs@usaid.gov
- 5. POSITION TITLE:** COMPUTER MANAGEMENT SPECIALIST
- 6. MARKET VALUE:** 374,076,650 - 561,115,021 GNF per annum equivalent to FSN-11 In accordance with AIDAR Appendix J and the Local Compensation Plan of US Embassy/Guinea. Final compensation will be negotiated within the listed market value.
- 7. PERIOD OF PERFORMANCE:** Exact period of performance will be determined upon receipt of security/medical clearances. The base period will be one year. Based on Agency need, continued needs for services, funds availability and satisfactory performance, the Contracting Officer may exercise four (4) additional option periods.
- 8. PLACE OF PERFORMANCE:** Conakry, Guinea.
With possible travel as stated in the Statement of Duties.
- 9. ELIGIBLE OFFERORS:** Cooperating Country Nationals working for the US Government in Guinea (USAID, DOS, DAO, CDC, PEACE CORPS, NIH).
“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.
- 10. SECURITY LEVEL REQUIRED:** Facility access.
- 11. STATEMENT OF DUTIES**

1. General Statement of Purpose of the Contract

The Information Technology Management Specialist, hereafter referred to as IT Specialist, is the senior member of a two-position Information Management Services team within the Executive Office of USAID/Guinea & Sierra Leone. The System Manager has full management responsibility for providing a technological vision through Information Systems Administration, Technology and Information Services Support. Core duties are in the areas of systems administration, user account management, asset management, network operations, secure operations, and technology adoption and application support. As the subject matter expert for the Mission and its AIDNet system,

the incumbent is in charge of the technical oversight of all information technology and related activities, which may include, but are not limited to: hardware/software installation and maintenance, application testing and support, client/helpdesk services, and system backup/recovery. The incumbent is also the primary implementer of computer systems policies regarding information systems security and computer systems usage.

The USAID Mission in Guinea and Sierra Leone is headquartered in Conakry. Conakry (Guinea) has 63 approved staffing positions - 43 are filled with the vacant positions expected to be filled within the year. Conakry staff co-located on the US Embassy compound in an annex. Freetown (Sierra Leone) has approximately 14 approved staffing positions - with all but 4 filled and the vacant positions expected to be filled within the year. Freetown staff occupy space within the US Embassy in Freetown. The position is primarily based in Conakry with quarterly travel to Freetown expected and additional ad-hoc travel, as needed.

2. Statement of Duties to be Performed

A. Information Systems Administration and Management (55%)

System Administration:

USAID Mission operations are supported by an IT infrastructure of systems whose integrity, confidentiality, and availability is dependent upon routine support functions by Mission IT, M/CIO and other service providers. The IT Specialist maintains the backend process engines, plans future technology projects, and in coordination with M/CIO, maintains a seamless infrastructure that supports the attainment of Mission strategic objectives. Specific functions and tasks performed under system administration are, but not limited to: server support, desktop support, mobile device support, virtual desktop interface support, and troubleshooting and service desk application support.

Account Management:

The IT Specialist is responsible for managing Mission staff accounts in Active Directory and accounts to all non-core systems at the Mission such as the file server, print server and Mission application server. Specific functions and tasks performed are, but not limited to: creating/disabling user accounts, transferring user accounts, creating distribution lists, personal identification verification, and user onboarding and training.

Asset Management:

The IT Management Specialist is the primary custodian for all technology assets at the Mission. S/he is responsible for the full IT asset lifecycle, from planning to disposition. This includes recommending technology acquisitions, adhering to policy requirements for procurement, asset provisioning, inventory control, and disposal of technology assets in accordance with Agency policies. S/he will maintain an electronic inventory and database of all assets, and document all equipment issued for assets signed out to staff, as well as those under their direct oversight, to ensure timely accountability for annual inventory inspections.

B. Technical Operations and Information Services (45%)

Network Operations:

The incumbent manages the Local Area Network (LAN) site which consists of the Missions servers, client workstations, switches, routers, and security devices. The System Manager works in coordination with the procurement team and Department of State Information Resource Management (IRM) staff in contracting and managing the services of the local Internet Service Provider (ISP) connections. S/he ensures optimal operation of network systems through continuous monitoring, arranging and/or performing routine maintenance, and minimizing downtime for repairs. The System Manager evaluates network equipment options and in coordination with CIO, determines the most appropriate configuration considering compatibility with site specific factors. The IT Specialist also coordinates with CIO to ensure continuous connection with AIDNet systems and applications and works with IRM on any issues concerning backup communication channel support.

Information Security:

The IT Specialist seeks to maintain the availability, integrity and confidentiality of Mission critical infrastructure supporting organizational efficiencies and ensure compliance with USG-mandated IT reforms and policies. Specific functions and tasks performed in the area are, but not limited to: securing information systems (implementing physical and logical access controls), information assurance support (serving as the technical subject matter expert and advisor to the Supervisory Executive Officer, who serves as the ISSO), security equipment installation and troubleshooting, contingency planning and disaster recovery, and audit log management.

Technology Adoption and Application Support:

The IT Management Specialist actively engages with M/CIO on Agency IT initiatives and seeks out opportunities to participate in pilot programs, early adopter activities, and test studies that advance Agency goals in IT, put the Mission at the forefront of IT initiatives, and improve delivery of information services. The incumbent also provides application support by developing and/or coordinating in-house training on general business software, core Agency business applications, and data analysis and productivity tools. S/he also keeps abreast of training opportunities for users/customers to promote awareness of the most current technology tools and information management practices.

Client Services Support:

The IT Management Specialist maintains an active dialogue with Mission staff to ensure they receive technical support for Agency approved business applications and IT hardware management issues. In doing so, s/he will provide guidance and training to users on how to best utilize applications to maximize productivity and ensure that the Information Technology Management team responds quickly to ticketed service requests to resolve hardware and software issues in the most efficient and effective manner possible. This includes maintenance of all client issued devices and shared/network peripheral components.

Program Support and Direct Engagement:

The incumbent will support, as needed, Agreement/Contracting Officer Representatives in monitoring the acquisition, use, disposition, and security of IT equipment and software in ongoing projects managed by local USAID partners. This support will extend to pre-award surveys and other related direct engagement activities.

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 incumbent reports directly to the Supervisory Executive Officer. In the absence of the direct supervisor, the incumbent reports to the designated official under that capacity.

4. Supervisory Controls

The incumbent supervises one Information Management Assistant.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Education: Minimum of bachelor's degree in one of the following fields is required: computer and electronic engineering, network/information systems management, computer science, and/or computer and/or related fields are required.

Prior Work Experience: A minimum of five years of progressively responsible experience in all the following: Managing Windows Server and Active Directory, Windows workstation support, TCP/IP computer networks, and network devices, managing information systems and automated data processing operations is required. Work experience in process analysis, design, analytical skills in problem-solving, and technical writing skills for documentation is also required.

Language Proficiency: Level IV (fluent) English and French proficiency for both oral and written communication is required. Proven ability to communicate quickly, clearly and concisely, both orally and in writing, including technical documentation is required. Proven ability to communicate effectively in cross-cultural settings is required. Language proficiency may be tested.

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.

1. EVALUATION FACTORS

After the closing date for receipt of applications, the Human Resources (HR) office will review applications that meet the minimum qualification required for the position. Applications from candidates who do not meet the minimum qualifications required will not be scored. Applicants who clearly meet the Education/Experience requirements and basic eligibility requirements will be further evaluated based on scoring of the below Evaluation Factors:

FACTOR 2 - Prior Work Experience (20pts)

A minimum of five years of progressively responsible experience in all of the following: Managing Windows Server and Active Directory, Windows workstation support, TCP/IP computer networks, and network devices, managing information systems and automated data processing operations is required. Work experience in process analysis, design, analytical skills in problem-solving, and technical writing skills for documentation is also required.

FACTOR 3 – Job Knowledge (40pts)

Demonstrate thorough knowledge and understanding of computer systems management in the following domains - Systems Administration, Account management, Asset Management, Network Operations, Information Security, Technology Adoption and Application Support.

FACTOR 4 – Skills & Abilities (40pts)

Possess strong interpersonal, IT support and customer service skills, as well as strong technical skills to troubleshoot, diagnose, and resolve hardware and software problems, and to maximize the capabilities of computer resources; and the ability to quickly gain a good knowledge of the capabilities and limitations of computer equipment and hardware, automation policies, standard business practices and management principles. Ability to effectively manage, operate, repair, and maintain PC/LAN and Laptop/PC hardware, software, and applications; use MS Windows Desktop and Server Family, network operating systems, ethernet connectivity and LAN protocol.

2. SELECTION PROCESS

After the closing date of the solicitation, the Human Resources Office will assess which applications meet the minimum Education and Work Experience qualifications.

Applications of those who meet all minimum qualifications will be further evaluated by a Technical Evaluation Committee (TEC) based on the evaluation factors listed above.

Applicants with the highest scores will be invited for an interview.

Professional references will be conducted for selected candidates after the interview, and will be utilized as part of the TEC's recommendation process to the Contracting Officer.

Final selection will be based on the application package review, language abilities, interview results, and reference check feedback.

IV. SUBMITTING AN OFFER

1. **Form AID 309-2.** "Offeror Information for Personal Services Contracts with Individuals," available at <https://www.usaid.gov/forms/aid-309-2>. The submitted form must be signed. Un-signed application forms and any missing requested documents will not be considered;
2. **Cover Letter:**
Submit responses, in 250-500 words, outlining your experience related to the evaluation factors listed in section IV-1, above.
3. **Current resume/curriculum vitae:** The CV/resume must contain sufficient relevant information to evaluate the applications in accordance with the stated technical evaluation criteria, listed above.
4. **References:** Applicants are required to provide 3-5 references who are not family members or relatives. References should include at least one (1) from current or former supervisor (both paid or volunteer work) who can provide information regarding applicant job knowledge and professional work experience. Provide a reference from a previous supervised employee.
5. 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**.
6. Offerors submissions must clearly reference the Solicitation number on all offeror submitted documents. **SOLICITATION #72067524R10002 – Computer Management Specialist**, and submit only **ONCE** via email to: conakrypscjobs@usaid.gov by the closing date and time specified in this Solicitation.

All the above-mentioned documents are REQUIRED, must be SIGNED and prepared in ENGLISH. Late, incomplete or unsigned applications will not be considered.

The Agency retains the right to cancel or amend the solicitation and associated actions at any stage of the recruitment process.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the Contracting Officer informs the successful Offeror about being selected for a contract award, the CO will provide the successful Offeror instructions about how to complete and submit all the pre-award forms to obtain the necessary medical, security, and any other required forms.

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a CCN PSC is normally authorized the following benefits and allowances in accordance to the Mission Policy:

- a) Miscellaneous allowances
- b) Transportation Allowance
- c) Year-end bonus
- d) Tabaski Bonus

VII. TAXES

In accordance with Mission policy.

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)	QUANTIT Y (C)	UNI T (D)	UNIT PRICE (E)	AMOUNT (F)
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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	\$ _TBD_	\$_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 —
3001	Option Period 3 – 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 —
4001	Option Period 4 – 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>

USAID Acquisition and Assistance Policy Directives (AAPD-20-08 -Rev1): Leave and Holidays for CCNs and TCNs, available at <https://www.usaid.gov/work-usaid/aapds-cibs/aapd-20-08>

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**

52.204-27	PROHIBITION ON A BYTEDANCE COVERED APPLICATION	JUN 2023
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EQUAL EMPLOYMENT OPPORTUNITY

The U.S. Mission in Guinea provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex (including pregnancy, sexual orientation, gender identity, or transgender status), national origin, age, physical or mental disability, genetic information, religion, marital or parental status, veteran status, membership in an employee organization, political affiliation, or involvement in protected equal employment opportunity (EEO) activity. USAID/Guinea also strives to achieve equal employment opportunities in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

END OF SOLICITATION