



SOLICITATION NUMBER: 72066020R10009

ISSUANCE DATE: September 11, 2020

CLOSING DATE/TIME: October 02, 2020 at
17:00 (Kinshasa Time)

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC - Local Compensation Plan) – Information Management Assistant, based in Kinshasa

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.

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,

/S/

Ifeoma Ezeh
Contracting Officer

Physical Address:
U.S. Agency for International Development
Mobil Building
N° 198 Avenue Isiro
Gare Centrale / Gombe / Kinshasa
Democratic Republic of Congo

Pouch address:
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2220 Kinshasa Place
Washington, DC 20521-2220

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I. GENERAL INFORMATION

- 1. SOLICITATION NO.:** 72066020R10009
- 2. ISSUANCE DATE:** September 11, 2020
- 3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** October 02, 2020, at
17:00 (Kinshasa Time)
- 4. POINT OF CONTACT:** Christiane Lemba at usaidhrkinshasa@usaid.gov
- 5. POSITION TITLE:** Information Management Assistant
- 6. MARKET VALUE:** Equivalent to **FSN-9**. In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Democratic Republic of the Congo. Final compensation will be negotiated within the market values.
- 7. PERIOD OF PERFORMANCE:** The period of performance is five (5) years, estimated to start **February 2021** or earlier if required clearances are obtained. The services provided under these contracts 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:** Kinshasa, Democratic Republic of the Congo (DRC) with possible travel as stated in the Statement of Duties.
- 9. ELIGIBLE OFFERORS: Cooperating Country Nationals as defined in AIDAR Appendix J:** 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:** Regional Security Office Clearance

11. STATEMENT OF DUTIES*1. General Statement of Purpose of the Contract*

The incumbent is expected to work independently and will be evaluated by the Systems Manager at the end of the rating period. The incumbent is responsible for the day-to-day operation and management of USAID DRC's LAN and telephone systems; develops and modifies programs to meet the Mission's rapidly changing IT environment. The incumbent provides the full range of training to users and conducts troubleshooting as needs require. The incumbent is responsible for documenting LAN activities as well as settings performed on daily basis. The incumbent is required to act as an IT deputy in the EXO section to assist in proactive actions required to maintain the life cycle of the system and its integrity.

2. *Statement of Duties to be Performed*

LAN (50%)

- Consult with users, management, vendors, and Department of State, AID WASHDC (M/CIO AND IRM) teams to assess computing needs and system requirements.
- Stay abreast of advances in technology in strict compliance with CCB and IRM guidelines.
- Review and test all programs in accordance with approved instructions and schematics prior to their implementation.
- Evaluate the Mission's System technology using internal network management tools/software to define needs and recommend improvements, such as hardware and software upgrades.
- Assist the Mission in the efficient use of the IT budget to ensure maximum benefit from available IT funds.
- Manage Mission's portion of USAID Active Directory (Microsoft Windows Server) and the messaging system (Microsoft Exchange Server)
- Performs operations of Systems office, analyzing workflow, establishing priorities, developing standards and setting deadlines.
- Assist Mission with inter-agency IT matters such as satellite communications, telephone operations, etc.
- Responsible for the training and orientation of all Mission staff concerning various operating systems being used on the LAN. Conducts group classes for Mission Staff on various software applications at the beginner/intermediate/expert levels based on a schedule developed in consultation with the Systems Manager and Mission Senior Management.
- Serve as COR for the Internet Service Provider contract.
- Serve as liaison between USAID and local mobile telephone providers.

Telephone (20%)

- Tests circuits and components of malfunctioning telephone equipment to isolate source of malfunction, using test instruments and circuit diagrams.
- Analyzes test readings, computer printouts, and trouble reports to determine method of repair. Tests and adjusts installed equipment to ensure circuit continuity and operational performance, using test instruments.
- Connects wires to equipment, using hand tools, soldering iron, or wire wrap gun.
- Installs preassembled or partially assembled switching equipment, switchboards, wiring frames, and power apparatus according to floor plans.
- Retests repaired equipment to ensure that malfunction has been corrected.
- Removes and remakes connections on wire distributing frame to change circuit layout, following diagrams.

Security (30%)

- Use Agency vulnerability assessment screening tools to track the mission's security rate and repair problems by applying patches and/or any other authorized method.

- Plan, coordinate, and implement security measures for information systems to regulate access to computer data files and prevent unauthorized modification, destruction, or disclosure of information.
- Document computer security incidents and emergency measures policies, procedures, and tests.
- Develop plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs.
- Manage backup, security and user help systems.
- Develop and maintain the IT contingency plan, providing data security and control, strategic computing, and disaster recovery.

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 Systems Manager provides general supervision and direction in the accomplishment of the duties. The incumbent has no supervision role.
4. *Supervisory Controls:* Work is reviewed for customer service support, accuracy and timeliness in both delivery of services and consistency of operation.

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

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Determines basic eligibility for the position. Offerors who do not meet all of the education, experience and language factors are considered NOT qualified for the position.

a. Education: The position requires completion of technical or college level education in computer science.

b. Prior Work Experience: At least five years of progressively responsible experience as a LAN computer specialist/expert is required. At least two years' experience must have been in operating computers, providing local area network and client workstation support.

c. Language Proficiency: Level IV (Fluent) reading, writing and speaking ability in English and French 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 Factors listed below will be the basis for evaluating and ranking applicants for the position. Applicants will be scored based on the documentation submitted within the application.

Quality Ranking Factors (QRFs):

Job Knowledge (40 points)

- Thorough knowledge of LANs and computer equipment.
- Incumbent must be competent in systems analysis, design techniques, network design fundamentals, software and hardware troubleshooting techniques.
- Incumbent must have Webmaster and HTML experience.

Skills and Abilities (60 points)

- Incumbent must be able to handle the complex situations confronting the operation and maintenance of IT LAN systems and programs with very little guidance from supervisor.
- Incumbent must be able to prioritize automation requests to meet the needs of users and the ability to enhance computer resource usage.
- S/he must be customer service oriented.

Satisfactory Professional Reference Checks-Pass/Fail (no points assigned)

Total Possible Points: 100 points

SELECTION PROCESS

After the closing date for receipt of applications, a committee will convene to review applications that meet the minimum requirements and evaluate them in accordance with the evaluation criteria. Applications from candidates who do not meet the minimum requirements will not be evaluated and scored. Only shortlisted applicants will be contacted. No response will be sent to unsuccessful applicants.

As part of the selection process, the most qualified candidates may be requested to complete a writing sample and be interviewed either in person, by telephone or videoconference at USAID's discretion.

Reference checks will be made only for applicants considered for selection. The applicant's references must be able to provide substantive information about his/her past performance and abilities. Note: Please be advised that references may be obtained independently from other sources in addition to the ones provided by an offeror. Any offeror not receiving satisfactory reference checks will no longer be considered for the position.

The security clearance and medical clearance are required for the top-ranking candidate, after conducting and receiving the positive reference checks at the conclusion of evaluations.

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete, sign and submit the offer form- DS-174 Application for U.S. Federal Employment with a cover letter and CV. All the three documents must be in English. The DS-174 Application form can be found in the US embassy website <https://cd.usembassy.gov/embassy/jobs/usaid-jobs/>
2. Offers must be received by **October 02, 2020 at 17:00 (Kinshasa Time)** submitted to the Point of Contact in **Section I**.
3. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.
4. Offers must be submitted ONLY via usaidthrkinshasa@usaid.gov and the email subject line must say :**72066020R10009 Information Management Assistant**.
5. Please submit the Offer only once; and
6. Late and incomplete Offers will not be considered.

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

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a PSC is normally authorized the following benefits and allowances:

1. BENEFITS: 13th month bonus; 14th month bonus; Anniversary Bonus; Severance Pay; Defined Contribution Plan (DCP); Medical Benefits; Funeral/Death Plan, Annual and Sick Leave; Casual Leave; Maternity Leave (for female employees)
2. ALLOWANCES (as applicable): Housing Allowance; Miscellaneous Benefits Allowance; Family Allowance.

VII. TAXES

The employees are responsible for calculating and paying local income taxes. The USAID/DRC does not withhold or make local income tax payments.

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

USAID regulations and policies governing **CCN and TCN PSC** 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 ITEM

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: Cost - Product Service Code: <i>R497</i> - Accounting Info: TBC	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/OGE%20Regulations>

END OF SOLICITATION