

SOLICITATION NUMBER: 72066022R100011
ISSUANCE DATE: April 26, 2022
CLOSING DATE/TIME: May 17, 2022

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCN/TCN PSC - Local Compensation Plan) – USAID 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 1.

Sincerely,

Michele Maximilien
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: Department of State 2220 Kinshasa Place Washington, DC 20521-2220	Tel: (+243) 81 555 4430 Fax (+243) 81 555 3528 http://www.usaid.gov/cg
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I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72066022R100011
2. **ISSUANCE DATE:** *April 26, 2022*
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** *May 17, 2022*
4. **POINT OF CONTACT:** **Chirstiane Lemba** at usaidhrkinshasa@usaid.gov
5. **POSITION TITLE:** **Information Management Assistant**

***NOTE: There might be a possibility to hire more than one for this position if needed and necessary.**

6. **MARKET VALUE:** Equivalent to **FSN- 09** In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/DRC. Final compensation will be negotiated within the listed market value.
7. **PERIOD OF PERFORMANCE: The period if performance is** Five (5) years, estimated to start o/a September 2022 or earlier if required clearances are obtained. The services provided under this contract are expected to be a continuing nature that will be executed by USAID through series of sequential contracts, subject to the satisfactory performance, the continued need, and the availability of funds.
8. **PLACE OF PERFORMANCE:** Kinshasa, Democratic Republic of Congo 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:** Security Certification issued by the U.S. Embassy Regional Security Office.

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

As an Information Management Assistant, 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.

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 methods.
- 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.

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.

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 minimum qualifications required for the position. Offerors who do not meet all the education, experience and language factors are considered NOT qualified for the position.

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 an IT management Assistant is required. At least two years' experience must have been in operating computers, providing local area network and client workstation support. Must have Webmaster and computer language programming experience.

c. Language Proficiency: Level IV fluency in English, and in French, both written and spoken, is required. Language competence 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 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 utilizing NT/2000 and exchange 2000 and Microsoft Office suite.
- Incumbent must be competent in systems analysis, design techniques, network design fundamentals, software, and hardware troubleshooting techniques.

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/> and in the USAID website <https://www.usaid.gov/democratic-republic-congo/work-with-us/careers>
2. Offers should also include a **supplemental document** of up to two pages that demonstrates how prior experience and/or training directly address the Quality Ranking Factors stated above (Job Knowledge and Skills and Abilities).
3. Offerors must provide a list of minimum three (3) professional references who are not family members or relatives, with complete name, title, organization where he/she works, description of relationship, with working/accurate telephone and e-mail numbers. The applicant's references must be able to provide substantive information about his/her past performance and abilities.
4. Offers must be received by **May 17, 2022 - 5:00 pm (Kinshasa Time)** submitted to the Point of Contact in **Section I**

5. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.
6. Offers must be submitted ONLY by e-mail attachment to usaidhrkinshasa@usaid.gov and the e-mail subject must say: **72066022R100011- Information Management Assistant**
7. Please submit the Offer only once; and
8. Late and incomplete Offers will not be considered.
9. **Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors** - The Offeror will be required to show proof that the Offeror is fully vaccinated against COVID-19 on or before the first date of onboarding, or submit an approved reasonable accommodation to the CO. If the contractor does not meet this requirement the contract may be terminated.

** See Notice Regarding Any Court Order Affecting the Implementation of E.O. 14042 in Section VIII below.*

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

The CO will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award:

1. Authorization for release of information form
2. Overseas Vetting Questionnaire
3. Diplomatic Security Identity Assurance System (DSIAS) enrollment form

VI. BENEFITS AND ALLOWANCES

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

1. BENEFITS (as applicable): 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. **ENSURING ADEQUATE COVID-19 SAFETY PROTOCOLS FOR FEDERAL CONTRACTORS (OCT 2021)-Alternate 70 (OCT 2021) (M/OAA-DEV-FAR-22-01c)**

(a) *Definition.* As used in this clause -

United States or its outlying areas means—

- (1) The fifty States.
- (2) The District of Columbia.
- (3) The commonwealths of Puerto Rico and the Northern Mariana Islands.
- (4) The territories of American Samoa, Guam, and the United States Virgin Islands;
and
- (5) The minor outlying islands of Baker Island, Howland Island, Jarvis Island, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, Palmyra Atoll, and Wake Atoll.

(b) *Authority.* This clause implements Executive Order 14042, Ensuring Adequate COVID Safety Protocols for Federal Contractors, dated September 9, 2021 (published in the Federal Register on September 14, 2021, 86 FR 50985).

(c) *Personal Services Contracts with individuals.* As a matter of policy, the contractor must comply with the USAID’s guidance applicable to direct-hire federal employees.

Notice Regarding Any Court Order Affecting the Implementation of E.O. 14042

USAID will take no action to enforce the clause (FAR 52.223-99) implementing the requirements of Executive Order 14042, absent further written notice from USAID, where the place of performance identified in the contract is in a U.S. state or outlying area subject to a court order prohibiting the application of requirements pursuant to the Executive Order (hereinafter, “Excluded State or Outlying Area”). In all other circumstances, USAID will enforce the clause, except for contractor employees who perform substantial work on or in

connection with a covered contract in an Excluded State or Outlying Area, or in a covered contractor workplace located in an Excluded State or Outlying Area. A current list of such Excluded States and Outlying Areas is maintained at <https://www.saferfederalworkforce.gov/contractors/>.

3. **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: Cost - Product Service Code: <i>R497</i> - Accounting Info: <i>TBC</i>	1	LOT	\$ _TBD_	\$ _TBD_ at Award after negotiations with Contractor_

4. 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>
5. **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>.
6. **PSC Ombudsman**
 The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered 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.

END OF SOLICITATION