**SOLICITATION NUMBER: 72068720R10004**

**ISSUANCE DATE:** February 26, 2020

**CLOSING DATE:** March 17, 2020

## SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCN PSC)

**Computer Management Assistant, FSN-09 grade**

Dear Prospective Offerors:

The United States Government, represented by the U.S. Agency for International Development Mission to Madagascar (USAID/Madagascar), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with the **Attachment, 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 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 USAID/Madagascar Point of Contact specified in the attached information.

Sincerely,

Michael Teske

Regional Contracting Officer

**ATTACHMENT**

Solicitation for a CCNPSC

Computer Management Assistant, FSN-09 Grade

1. **GENERAL INFORMATION**

**1. SOLICITATION NUMBER** 72068720R10004

**2. ISSUANCE DATE** February 26, 2020

**3. CLOSING DATE/TIME** March 17, 2020

**FOR RECEIPT OF OFFERS**

**4. POINT OF CONTACT** Josée Ramanaly

AntananarivoUSAIDHR@usaid.gov

  Phone: + (261) 33 44 320 00

**5. POSITION TITLE** Computer Management Assistant

**6. MARKET VALUE** From MGA 35,763,992 to 59,010,592 per annum,equivalent to FSN-9, in accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Madagascar. Final compensation will be negotiated within the listed market value.

**7. PERIOD OF PERFORMANCE** The base period will be one year, estimated start date on July 19, 2020. Based on Agency need, the Contracting Officer (CO) may exercise additional option period for 4 years, for the dates estimated as follows:

|  |  |
| --- | --- |
| Base Period | o/a 07/19/2020 to o/a 07/18/2021 |
| Option Period 1 | o/a 07/19/2021 to o/a 07/18/2025 |

**8. PLACE OF PERFORMANCE** Antananarivo, Madagascar

With possible travel as stated in the Statement of Duties

**9. SECURITY LEVEL REQUIRED** Facility & Computer Access

**10. ELIGIBLE OFFERORS:**

This vacancy is open to Malagasy citizen and non-Malagasy citizen lawfully admitted for permanent residence in Madagascar

11. **STATEMENT OF DUTIES:**

1. ***General Statement of Purpose of the Contract***

The United States Agency for International Development Mission to Madagascar (the Mission) operates and maintains its own information technology (IT).The Mission manages a Local Area Network (LAN) comprising about a hundred nodes - including but not limited to servers, routers, switches, desktop and laptop computers, printers, scanners, security devices and uninterruptible power supplies - that provide direct and remote computing connectivity to mission staff (about 60 employees) and visitors on temporary duty at the Mission. When their jobs require such service to conduct official business, Mission employees are also provided telecommunications services and equipment including but not limited to smart phones, cellular phones, satellite phones, tablets, scanners, fax machines, RSA tokens, video and audio conferencing equipment and portable storage devices. The connection to the USAID Wide Area Network (AIDNet) is provided by a local service provider via optical fiber, and supports all internet-based data and voice traffic. The Mission maintains a backup Internet connection in case the main connection fails. The Mission maintains an alternate site as well, in case access to the main site becomes problematic.

Web-based applications support USAID/Madagascar’s information needs, providing support for critical management and financial data needed by the mission and USAID/W. They include the Agency Accounting System (Phoenix), the Global Acquisition and Assistance System (GLAAS), End-to-end Travel system (E2Travel), Agency Document Management System (Documentum ASIST), among others.

The Computer Management Assistant (CMA) works with the Systems Manager (SM) to ensure around-the-clock IT Systems operations, including servers, network infrastructure, peripherals, and laptop/desktop computers, to over 60 users at USAID Madagascar. The incumbent assists in the coordination of the work activities in the computer room and ensures smooth operations of the computer room and its equipment. S/he develops procedures and configurations which would ensure optimum IT system performance. S/he is responsible for the implementation of Mission applications. S/he provides on-site technical support, including training, to Mission end-users regarding the use of applications and other systems. With the direction or concurrence of the SM and/or ISSO, s/he takes actions to maintain the highest level of Information Systems (IS) security to ensure availability, confidentiality and integrity of the Mission’s information technology (IT) systems.

1. ***Statement of Duties to be Performed***

**a) Network system administration (35%)**

On a daily basis or more often as required, the CMA physically checks the server room and other LAN cabinets and reviews the event logs for possible incidents such as improper equipment working conditions; hardware failure warnings; and power and HVAC issues. S/he tests the availability of the LAN, WAN, Internet and critical applications. S/he logs any identified incident for further analysis to determine the appropriate remedial action.

The CMA assists the SM in identifying IT and network system performance baseline and regularly monitors the activities and performance of the servers and network infrastructure (routers, firewall, access switches, etc.) against this baseline, using OCIO-approved monitoring and administration tools. S/he shall pay attention to indicators such as usage of shared disk; system response time; memory use; bandwidth utilization; internet latency, etc. to anticipate system functionality disruption. S/he ensures that only authorized devices are plugged to the AIDNet.

S/he immediately reports any abnormal status/unusual activities to the SM. S/he responds appropriately to errors/incidents logged through in event logs and/or the help desk and/or recorded by servers and/or network devices. In case of system failure, s/he works collaboratively with the SM and/or OCIO and/or external contractors to troubleshoot and repair.

The CMA performs routine and non-routine network and system administration tasks as assigned by the Systems Manager or OCIO, including but are not limited to managing user and computer accounts, data access rights, and file and print servers; restoring local and Cloud-based files/folders; imaging and encrypting desktop/laptop computers; organizing Mission assigned IP addresses; implementing extension of the network connectivity to meet Agency’s and Mission’s requirements; setting up video projection and videoconferencing system; deployment of new hardware in accordance with USAID guidelines and procedures; etc.

**b) Applications and users support (40%)**

* **Applications**

The CMA assesses Mission’s automation needs; analyzes and evaluates options; and, recommends solutions such as customized applications, commercial off-the-shelf (COTS), mobile apps, etc. S/he designs and maintains the mission Intranet site. She installs, configures and maintains documentation, upgrades/updates and patches as required, to ensure that applications are running at acceptable levels and in line with USAID guidelines and procedures. S/he serves as Administrator for USAID corporate applications as assigned.

* **Users support**

The CMA provides on-site support on a day-to-day basis to Mission’s computer users. S/he ensures that all IT issue reports and service requests from Mission staff are submitted in the OCIO IT Ticketing Service system. S/he escalates to and follows up with OCIO on unresolved incidents. S/he assists the Systems Manager in promoting the use of OCIO-approved tools and determining users’ training needs. S/he provides helpful advice and guidance on IT training opportunities and may conduct end-user training (classroom setting, one-on-one, brown bags session, etc.) on the use of hardware/software. S/he reports any incidents to the SM.

* **Mobile Device Support**

The CMA assists the SM and the Executive Officer in establishing Mission’s mobile devices procurement plan. S/he activates mobile devices, such as iPhone and iPad, as per OCIO’s instructions and issues them to the user. S/he provides support to users on the use of mobile devices and ensures that latest approved iOS are installed. S/he maintains the mobile devices inventory accurate and up-to-date.

**c) IS Security & Data integrity (15%)**

The CMA ensures that all IT systems he/she manages are operated, on a day-to-day basis, in compliance with the Agency’s information security policy and guidelines.

S/he manages network resources for Windows, ensures that USAID Information Systems Security Officer (ISSO) security guidelines are being followed; patches/hotfixes are applied immediately when vulnerabilities are reported; and, antivirus software is updated promptly on the LAN and the workstations. She ensures that only OCIO-approved software are installed and oversees that software copyright laws are strictly followed in the Mission.

Report to the SM and the Mission ISSO (Information Systems Security Officer) any security incidents related to Mission’s IT technologies.

**d) management and advisory services (10%)**

S/he provides recommendations and counsel to the SM, Mission Management and/or the technical offices regarding the use and application of information and mobile devices network technology.

S/he recommends new acquisitions of IT technologies. S/he provides inputs to the SM to elaborate the operating budget for Mission’s IT.

S/he assists the Systems Manager in maintaining a current inventory of all USAID-owned IT equipment. Responsibilities include tracking distribution, transfer/relocation, and disposal of all equipment; coordinating with the Embassy to ensure accurate reporting in Embassy systems; conduct of annual inventories; preparation of disposal documentation as needed; oversight of disposal (whether via destruction, sale, transfer to Washington, or other disposal action); oversight of repair as needed and possible; coordination with M/CIO on maintenance of IT inventories.

S/he assists the Mission-designated Personnel Recovery (PR) Officer or the Executive Officer in the daily execution and administration of the PR Program. In particular, s/he will maintain, store and issue PR equipment; and, submit a monthly report to USAID/SEC.

S/he serves as the de facto Acting SM, in the absence of the latter.

She may perform any other IT related duties assigned by the SM and/or the Executive Officer or as required by the Office of the Chief of Information Officer (OCIO) to meet Mission and agency goals.

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.

1. ***Supervisory Relationship***

The Computer Management Assistant report directly to the Systems Manager.

1. ***Supervisory Controls***

Supervision of other Executive Office staff is not contemplated.

**12. PHYSICAL DEMANDS**

The work requested does not involve undue physical demands.

1. **MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION**
2. **Education**:

Minimum of College or University studies in Computer Science or Information System Technology Engineering or other related field is required.

1. **Prior Work Experience:**

A minimum of five (5) years progressively responsible technical experience in the field of information technology of which at least two (2) years in a large organizations or corporate IT environment as LAN Specialist or similar position with responsible experience in managing network system and infrastructure; and providing IT customer services.

1. **Language Proficiency**:

Fluency (Level IV) in English and French for reading, speaking and writing. At this level, which is a US government standard for language proficiency, a person is able to use the language fluently and accurately on all levels and as normally pertinent to professional needs.

1. Ability to obtain medical and security clearances.
2. **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. FAR provisions of this solicitation are available at https://www.acquisition.gov/browse/index/far.

An evaluation committee will evaluate each candidate who meets the minimum qualifications, against the evaluation criteria listed below.  The committee may conduct interviews of the most highly ranked candidates before making a selection recommendation to the Selecting Official.  The successful candidate will be selected based on a review of his/her qualifications, work experience, knowledge, skills, and abilities; interview; and the results of reference checks. The hiring panel may check references that have not been specifically identified by applicants and may check references before or after a candidate is interviewed.  Testing of language skills may be required.

Only shortlisted candidates will be contacted.

* **Education (10 points)**
* Up to five points will be given for an advanced degree in a related area
* Up to five points will be given for IT Training Certificates and/or Learning Credits related to recent technologies that will support USAID IT modernization efforts such as Microsoft network and desktop operating systems, Google Messaging platform, collaboration tools, networking, information security, mobile technologies, cyber security.
* **Work experience (30 points)**
* Up to ten points will be given for relevant experience in computer and information systems management beyond five years;
* Up to five points will be given for experience in managing a large and complex computer network using various network monitoring tools;
* Up to five points will be given for sound experience in managing IT ticketing system;
* Up to five points will be given for solid experience in providing end-user support;
* Up to five points will be given for relevant experience in performing hardware and network equipment installation, configuration, troubleshooting and maintenance.
* **Knowledge, skills and abilities (35 points)**
* Demonstrated knowledge in network administration, computer hardware and software. (5 points);
* Demonstrated knowledge of Information Systems Security practices (5 points);
* Demonstrated ability to establish goals and set priorities, to schedule and organize work activities and identify/resolve problems which arise (5 points);
* Demonstrated ability to conduct training sessions (5 points);
* Demonstrated ability to work under pressure, handling significant problems or tasks which come up simultaneously or unexpectedly. (5 points);
* Demonstrated strong interpersonal skills, including the ability to build and maintain a network of professional contacts, to work collaboratively with colleagues in a multicultural setting, and to deal with customer issues and complaints with discretion, tact and diplomacy. (10 points).
* **Technical test (25 points):** There will be twenty (20) questions asked to the applicants to test their knowledge, skills and abilities in network and system administration, software and hardware troubleshooting, and communication skills. The test will take place in USAID space on a laptop provided by USAID, the test duration is 45 min.

1. **SUBMITTING AN OFFER**
2. Eligible Offerors **are required** to submit the following, incomplete submissions will not be considered:
3. **Completed Federal and SIGNED form AID 309-2:**“Offeror Information For Personal Services Contracts with Individuals”, available at the USAID website, on [www.usaid.gov/forms](http://www.usaid.gov/forms) or at US Embassy Consular Service entrance (opposite to “Leader Price”), Route Digue, Lot 207 A, Point Liberty, Andranoro Antehiroka, Antananarivo;
4. **Cover Letters**: cover letters, submitted in English and French, which will provide more details about how the applicant’s knowledge, skills and prior experience make him/her qualified for the position, specifically addressing each criterion of the listed evaluation criteria;
5. **Curriculum vitae (CV) or resume**:  in English, with your telephone number and contact information (home or office address, e-mail address, etc.);
6. **Diplomas and certificates**: photocopies of any documents demonstrating that the applicant meets the minimum requirements. Applicants are encouraged to submit photocopies. Originals will not be returned;
7. **References**: Offerors are required to provide at least five (5) references with complete contact information, including professional relationship, current e-mail address and telephone numbers, who are not family members or relatives. The offeror’s references must be able to provide substantive information about his/her past performance and abilities.  Reference checks will be made only for top-ranked candidates. If a candidate does not wish for the current employer to be contacted as a reference check, this should be stated in the AID 309-2 form. The interviewing committee will delay such reference check pending communication with the candidate;
8. **Additional documents for non-Malagasy citizens**: Photocopy of Malagasy long term “visa de séjour” at the time of application.
9. 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**. Offers may be submitted:
   * + in paper form at the Embassy, OR
     + electronically to the e-mail address: [AntananarivoUSAIDHR@usaid.gov](mailto:AntananarivoUSAIDHR@usaid.gov).
10. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents, as follows:
    * 1. On the envelop for paper submission:

**“USAID/MADAGASCAR EXO/HR”**

* + 1. Subject line for electronic submission:

**“Recruitment CMA [*your name*]”**

If submitting electronically, all documents should be in Adobe Acrobat Reader format (.pdf) and/or Word format (.doc or .docx). We will not open compressed files (.zip, .rar, etc.)

**V. LIST OF REQUIRED FORMS PRIOR TO AWARD**

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

1. Security Eligibility/Facility Access: Prior to award, the selected individual must be able to obtain the security clearance. The Regional Security Officer (RSO) at the Mission will make a determination. Completed SF-85P form is required.
2. Medical Clearances and Certifications: Prior to award, the selected individual will be required to obtain a medical clearance. S/he will go through a medical examination at a designated clinic. Pre-Employment Medical Information form is provided.
3. Access Clearance:  Prior to signing a contract, the selected individual will be required to obtain a Computer/Facility Access Certification.  Temporary clearances may be requested while a personal background investigation is conducted.

**VI. BENEFITS AND ALLOW****ANCES**

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

1. BENEFITS
   * Employer contribution to Caisse Nationale de Prévoyance Sociale (CNaPS)
   * Employer contribution to a health insurance plan for the selected individual and eligible family members

1. ALLOWANCES
   * Transportation allowance is 15% of basic salary
   * Miscellaneous allowance is MGA 1,100,000/year
   * Annual bonus is 10% of annual basic salary.

**VII. 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 ITEMS**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ITEM  NO  (A) | SUPPLIES/SERVICES  (DESCRIPTION)  (B) | QUANTITY  (C) | UNIT  (D) | UNIT PRICE (E) | AMOUNT  (F) |
| 0001 | **Base Period - Compensation, Fringe Benefits** | 1 | LOT | $ \_TBD | $\_TBD at |
|  | **and Other Direct Costs (ODCs)** |  |  |  | Award after |
|  | - Award Type: Cost |  |  |  | negotiations |
|  | - Product Service Code: R497 |  |  |  | with |
|  | - Accounting Info: TBD |  |  |  | Contractor\_ |
|  |  |  |  |  |  |
| 1001 | **Option Period 1** – **Compensation, Fringe** | 1 | LOT | $ \_TBD | $\_TBD at |
|  | **Benefits and Other Direct Costs (ODCs)** |  |  |  | Award after |
|  | - Award Type: Cost |  |  |  | negotiations |
|  | - Product Service Code: R497 |  |  |  | with |
|  | - Accounting Info: TBD |  |  |  | Contractor\_ |

1. 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>
2. **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>

USAID IS AN EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER AND PROVIDES EQUAL OPPORTUNITY AND FAIR AND EQUITABLE TREATMENT IN EMPLOYMENT TO ALL PEOPLE WITHOUT REGARD TO RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE, DISABILITY, POLITICAL AFFILIATION, MARITAL STATUS, OR SEXUAL ORIENTATION.

END OF SOLICITATION