



USAID
FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72068719R10005
ISSUANCE DATE: July 10, 2019
CLOSING DATE/TIME: July 30, 2019
18:00 local time

**SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC)
Systems Manager**

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,

Sandro Carrillo
Regional Contracting Officer

ATTACHMENT - AMENDMENT
Solicitation for a CCNPSC
Systems Manager

I. GENERAL INFORMATION

- 1. SOLICITATION NUMBER** 72068719R10005
- 2. ISSUANCE DATE** July 10, 2019
- 3. CLOSING DATE/TIME
FOR RECEIPT OF OFFERS** July 30, 2019
18:00 local time
- 4. POSITION TITLE** Systems Manager
- 5. MARKET VALUE:** From MGA 56,908,746 to MGA 93,899,453 per annum, equivalent to FSN-11, in accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Madagascar. Final compensation will be negotiated within the listed market value.
- 6. PERIOD OF PERFORMANCE:** The services provided under this contract are expected to be of a continuing nature that will be executed by USAID through a series of sequential contracts, subject to the availability of funds.
- 7. PLACE OF PERFORMANCE:** USAID/Madagascar
U.S. Embassy
Lot 207 A, Point Liberty
Andranoro Antehiroka
Antananarivo 105
Madagascar
- 8. SECURITY LEVEL REQUIRED:** Facility & Computer Access.
- 9. STATEMENT OF DUTIES:**

a) General Statement of Purpose of the Contract

The Systems Manager (SM) is directly responsible for the day-to-day operations of all Information Technologies (IT) infrastructure and systems at the Mission. In coordination with the Office of the Chief Information Officer (M/CIO) in USAID Washington, and under the direction of the Mission Information Systems Security Officer (ISSO), the SM ensures that Mission's infrastructure and systems supporting all IT services operates with optimum efficiency, accuracy and effectiveness, in compliance with Agency policies and standards set by M/CIO, to support the Mission's staff in accomplishing USAID development objectives in Madagascar; and, responding to disasters and humanitarian assistance. The SM is responsible for providing first-line end-user support, improving Mission staff use of and satisfaction with Mission's IT systems and services. In coordination with M/CIO and the Mission ISSO, s/he is responsible for maintaining the highest level of security of all Mission's information systems to ensure integrity, availability and confidentiality of critical data, and continuity of IT services.

The SM maintains the Mission inventory of communications equipment, monitors usage to ensure compliance with Agency regulations, and oversees the acquisition and disposition of all such

equipment. The SM also manages the provision of communications services by local providers, whether through direct contracts or through Embassy contracts for these services.

The SM supervises the Computer Management Specialist, and serves as the senior technical advisor to the Mission's senior management on IT. S/he assists and advises implementing partners on IT matters, when requested. S/he assists the Executive Officer with the procurement of IT equipment and services, and serves as Contracting Officer Representative (COR) for critical contracts such as internet connectivity.

b) Statement of Duties to be Performed

• **Management of the mission's information technology**

The SM is responsible for administering and managing the Mission's LAN and telecommunications systems to address Mission Management and staff needs, in accordance with policies and standards established by M/CIO. S/he ensures that Mission's IT are properly operated to allow optimum function and performance. S/he carries out the installation/uninstallation, configuration, maintenance and update/upgrade of essential hardware, and the installation of M/CIO-approved software at the Mission. S/he ensures that approved versions of operating systems and IOS image are installed on Mission's servers, desktops, laptops and mobile devices, and are updated regularly.

The SM works closely with M/CIO and/or the Embassy IT staff and/or local contractors to implement network extension and/or Agency-wide critical IT projects at the Mission. These projects may require wiring and cabling, disconnecting/connecting equipment, reconfiguration, etc.

The SM is responsible for managing Mission staff accounts in core and non-core systems. S/he ensures that access to the Mission's IT systems is maintained on a need-to-know basis. S/he provides assistance to the Executive Officer in Personal Identification Verification (PIV) policy and enforcement. The SM manages access to Mission IT systems and equipment by visitors to the Mission, obtaining required documentation for such access, issuing equipment as approved by the EXO, monitoring use by the visitor, and ensuring that equipment is returned in good condition.

S/he monitors the performance of the IT infrastructure with assistance of various M/CIO approved administration tools and takes appropriate remedial actions to correct any detected fault. S/he maintains excellent work relationships with outside IT services providers (engineers and technicians) to ensure that the Mission receives top notch repair and maintenance services.

The SM maintains constant contact with end-users to determine operational problems and to provide continuing support to all computer users, emphasizing rapid response time and effective problem resolution. S/he is the primary contact for all IT issues and requests from Mission staff submitted in the USAID standard IT ticketing system. S/he must complete tickets for all work performed to provide better customer service as well as improved efficiency, transparency, and accountability. S/he is responsible for ensuring that the EXO is fully informed on all issues pertaining to use of Mission systems by Mission employees.

The SM develops and implements computer training programs at different levels (basic, intermediate and advanced training) for Mission computer users directed towards proficiency in the use of USAID systems software and hardware.

The SM plans and coordinates the design, implementation and administration of the Mission's Internet and Intranet web sites, ensuring that information provided on these sites is timely and accurate. The SM identifies needs for additional or expanded information and oversees the addition of such information to the relevant sites.

- **Information systems security**

The SM provides the ISSO with technical support and expertise in the implementation and dissemination to all users of information systems security policies, procedures and guidelines to build a security culture in the use of the Mission's system.

S/he is responsible for responding to, reporting and documenting any security incidents. She ensures that, with assistance from M/CIO Security Operation, reported vulnerabilities are addressed and appropriate remedial actions are taken to mitigate vulnerabilities.

S/he conducts a daily physical inspection of the server room to ensure optimum physical and environmental operating conditions for power and HVAC (heating, ventilation, air conditioning) systems. She ensures that efficient backup systems are in place to ensure continuity of services. S/he is responsible for maintaining the Mission's Alternate site in good operating conditions.

- **Management and advisory services**

As senior technical advisor to the mission on all aspects of IT, the SM provides recommendations and counsel related to the use of IT solutions to the Mission's senior management staff (Mission and Office Directors); including establishment and implementation of operating procedures for efficient and cost-effective utilization of IT resources. S/he provides assistance to implementing partners as requested.

The SM supervises the Computer Management Assistant, and has responsibility for supervisee's evaluations, training plans and career development. S/he reviews the Section's performance on a regular-basis. S/he plans and coordinates problem resolution and performance enhancement measures.

S/he analyses future needs for planning purposes. S/he assists the Executive Officer in determining and planning the acquisitions of IT hardware, software, mobile devices, supplies, connectivity and maintenance services; and coordinates with M/CIO to comply with USAID IT procurement procedures. The SM serves as Contracting Officer Representative (COR) for Mission's IT-related contracts with local service providers.

The SM maintains an inventory of all IT equipment owned by the Mission, entering into the system any new equipment when acquired, tracking the location and condition of all IT equipment, and processing disposal actions as needed. S/he ensures that disposition actions taken conform to Agency policy and procedures.

The SM is responsible for fulfilling M/CIO and/or USAID/W reporting and data calls requirements. S/he supervises the establishment and maintenance of IT essential records, reports and files.

c) Supervisory Relationship

Incumbent reports directly to the Executive Officer. S/he must demonstrate high performance with minimal supervision.

d) Supervisory Controls

Incumbent supervises one (1) Computer Management Assistant.

10. AREA OF CONSIDERATION:

This vacancy is open to U.S. Citizens (including U.S. citizens and holder U.S. Resident Aliens who are lawfully admitted for permanent residence in Madagascar; to Malagasy citizens, and to non-Malagasy individuals who are lawfully admitted for permanent residence in Madagascar. Non-Malagasy individuals must have, or be able to obtain, a Malagasy work permit and long term visa, unless holding a diplomatic passport, at the time of application. Candidates who are neither citizen of Madagascar nor of the United States will be compensated on the same schedule of salaries and benefits as are Malagasy citizens.

USAID policy is that the use of Malagasy citizens is preferred over the use of non-Malagasy permanent residents in order to integrate the U.S. foreign assistance effort into the community, enhance the skills of the cooperating country's population, and contribute to the local economy. Therefore, Malagasy citizens will be evaluated in isolation first. If there are no Malagasy qualified candidates, non-Malagasy (U.S. or third country) candidates may be considered.

11. PHYSICAL DEMANDS:

The work requested does not involve undue physical demands.

12. POINT OF CONTACT:

Josée Ramanaly
antananarivoUSAIDHR@usaid.gov
Phone: + (261) 33 44 320 00.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

1. Education

University degree (Bachelor's or equivalent) in Computer Sciences, or Computer Engineering, or Information and Communication Technologies, or Information Systems Management, or an area relevant to computer and information systems management.

2. Prior Work Experience

A minimum of five (5) years progressively responsible experience in computer and information systems management, of which:

- at least three (3) must have involved experience in managing a large and complex network using various network monitoring tools;
- at least two (2) of which must have involved performing hardware and network equipment installation, configuration, troubleshooting and maintenance.

3. Language Proficiency

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

4. Ability to obtain medical and security clearances.

III. EVALUATION CRITERIA

Offerors who meet the minimum qualifications on education, years of relevant work experience and language proficiency will be further evaluated, through their offer package, based on the Quality Ranking Factors (QRF) listed below.

1. Education (10 points)

- Up to five points will be given for an advanced degree in 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, etc.

2. 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 ten points will be given for experience in managing a large and complex computer network using various network monitoring tools beyond three years.
- Up to ten points will be given for relevant experience in performing hardware and network equipment installation, configuration, troubleshooting and maintenance beyond two years.

3. Language (10 points)

- Up to five points will be given for English language proficiency above the IV level.
- Up to five points will be given for French language proficiency above the IV level.

4. Knowledge, skills and abilities (50 points)

- a) Demonstrated ability to establish goals and set priorities, to schedule and organize work activities and identify/resolve problems which arise. (10 points)
- b) Demonstrated ability to work under pressure, handling significant problems or tasks which come up simultaneously or unexpectedly. (10 points)
- c) Demonstrated ability to maintain comprehensive, accurate and up-to-date inventory records. (10 points)
- d) Demonstrated strong interpersonal skills, including the ability to build and maintain a network of professional contacts, to work collaboratively with colleagues, to provide effective leadership in a multi-cultural setting, and to deal with customer issues and complaints with discretion, tact and diplomacy. (10 points)
- e) Demonstrated ability to prepare clear, sound, accurate and informative reports containing findings, conclusions and recommendations. (10 points)

An evaluation committee will evaluate each candidate who meets the minimum qualifications, against the evaluation criteria noted above. 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; an 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.

IV. PRESENTING AN OFFER

1. Offerors **are required** to submit the following, incomplete submissions will not be considered:
 - a) **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 or at US Embassy Consular Service entrance (opposite to “Leader Price”), Route Digue, Lot 207 A, Point Liberty, Andranoro Antehiroka, Antananarivo;
 - b) **Cover Letters**: A cover letter, submitted in two versions, one in English and one in 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 listed in the solicitation (see prior page);
 - c) **Curriculum vitae (CV) or resume**: in English, with your telephone number and contact information (home or office address, e-mail address, etc.);
 - d) **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;
 - e) **References**: Offerors are required to provide at least five (5) references with complete contact information, including e-mail address and telephone numbers, who are not family members or relatives. The applicant’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 applicants. If an applicant 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 applicant;
 - f) **Additional documents for non-Malagasy citizens**: Malagasy long term “visa de séjour” at the time of application.

2. Offers may be submitted in paper form at the Embassy or electronically to the e-mail address: antananarivoUSAIDHR@usaid.gov.

Offers must be received by the closing date and time specified in **Section I, item 3**.

To ensure consideration of offers for the intended position, Offerors must prominently reference the solicitation in the offer submission, as follows:

- On the envelop for paper submission:
**USAID/MADAGASCAR
EXO/HR**

- Subject line for electronic submission:
SOL- Systems Manager [your name]

If submitting electronically, all documents should be in Adobe Acrobat Reader format (.pdf) and/or Word format (.doc or .docx) ONLY.

V. LIST OF REQUIRED CLEARANCES FOR NEW EMPLOYEES

Once the Selecting Official (SO) informs the successful Offeror about being selected for the position advertised, the SO will provide the successful Offeror instructions about how to complete following clearances.

1. **Medical Clearance:** Prior to signing a contract, the selected individual will be required to obtain a medical clearance.
2. **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. SALARY/BENEFITS/ALLOWANCES

Compensation and benefits will be in accordance with Local Compensation Plan of USAID/Madagascar.

1. **BASE SALARY:** will be negotiated within the range established for this grade level, paid in ariary.
2. **ALLOWANCES**
 - Transportation allowance is 15% of basic salary
 - Miscellaneous allowance is MGA 1,100,000/year
 - Annual bonus is 10% of annual basic salary.
3. **BENEFITS**
 - Employer contribution to Caisse Nationale de Prevoyance Sociale (CNaPS)
 - Employer contribution to a health insurance plan for the selected individual and eligible family members

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

USAID regulations and policies governing CCNPSC awards are available from the USAID Human Resources office, or may be found online as follows:

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>
3. **Acquisition & Assistance Policy Directives (AAPDs)** for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>
 - i. AAPD 16-03 Expanded Incentive Awards for PSCs with Individuals Issued - June 15, 2016.
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/OGES%20Regulations>