



USAID | ETHIOPIA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72066324R10012

ISSUANCE DATE: 04/19/2024

CLOSING DATE/TIME: 05/03/2024

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC) to serve as **Computer Management Assistant** in the Executive Office.

Dear Prospective Candidates:

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. Candidates 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 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 attachment.

Sincerely,

Deborah Rakowski
Contracting Officer

U.S. Agency for International Development US Embassy Entoto Road P. O. Box 1014 Addis Ababa, Ethiopia	Tel. : 251-11-306002 Fax : 251-11-242438 Website: www.usaidethiopia.org	USA Address: 2030 Addis Ababa Place Washington, DC 20521-2030
---	--	---

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72066324R10012
2. **ISSUANCE DATE:** 04/19/2024
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** 05/03/2024, no later than 5:00 p.m (EAT) (close of business).
4. **POINT OF CONTACTS:** James Cerwinski, Supervisory EXO and Fekadu Tamirate, HR Specialist, e-mail at addisusaidjobs@usaid.gov.
5. **POSITION TITLE:** Computer Management Assistant
6. **MARKET VALUE:** \$12,764 – \$22,964 yearly i.e., equivalent to FSN - 08. In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Ethiopia. Final compensation will be negotiated within the listed market value. Salary will be paid in local currency at the exchange rate in effect when the payroll is processed.
7. **PERIOD OF PERFORMANCE:** Five (5) years. The services provided under this contract are expected to be of a continuing nature through a series of sequential contracts, subject to continued need, satisfactory performance, and the availability of funds.

The expected period of performance will be from 06/01/2025 – 05/30/2029.
8. **PLACE OF PERFORMANCE:** *US Embassy, Entoto Road, Addis Ababa*, with possible travel as stated in the Statement of Duties.
9. **ELIGIBLE OFFERORS:** Cooperating Country Nationals (CCNs). “Cooperating country national” 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:** Facilities access.

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

Within the Executive Office of USAID/Ethiopia, and two associated offices of USAID/USAU and USAID/Djibouti, the Executive Office's Information Technology (IT) team is responsible for providing computer network operations and support for Mission's approximately 250 staff. The position assists with the oversight and daily customer support of 250 staff using 20 network multi-function printers, 20 desktop printers, over 250 personal computers, mobile devices, including, but not limited to, iPhones, iPads, temporary duty phones, laptops, personal recovery devices, a server room with 10 servers, network switches, firewalls, a tape backup system, routers and 200+ Server-Based

Computing (SBC) hard and soft tokens. Equipment is managed in the Embassy compound with several kilometers of fiber optic and unshielded twisted pair cabling covering multiple floors and buildings connecting to AIDNet through a local internet service provider and a backup link through a State Department managed satellite.

The IT Assistant will ensure EXO/IT support for the full life cycle of the Mission's information technology needs. The IT Assistant will identify concerns and inconsistencies, support analysis and problem solving to resolve IT issues to improve IT practices, ensure improved consistency support for all offices, escalating any unresolved issues to the Supervisory Systems Manager, as appropriate. As a partner in the IT function, the IT Assistant will provide guidance and interpretation to all offices and ensure best practices within the EXO/IT team. The IT Assistant will both develop and maintain in-depth knowledge of Agency and Mission requirements, ensure personal organization and time management at work, collaborate with team and offices in all IT areas, and the efficiently track and maintain assigned work processes from start to completion. The IT Assistant will ensure that information technology issues within team(s)/offices are facilitated to resolution and will maintain accurate and complete IT documentation and tracking records, providing regularly audits to both paper and electronic files, as appropriate.

2. Statement of Duties to be Performed

IT Customer Support, Assistance, and Evaluation (40%):

- Responsible for first level problem determination, problem/incident recording, problem resolution and problem escalation to other IT personnel as necessary;
- Assists in the setup of desktop applications and mobile devices, e.g. iPhones, iPads, TDY phones, laptops, and personnel recovery devices;
- Monitors use of shared peripherals and installs new equipment, such as multifunction printers;
- Obtains and conveys concise problem information to other IT personnel;
- Assists in setup of projector presentation and or VTC equipment for teleconferences; and make sure the conference rooms are properly set up for everyday use.
- Works with the Supervisory Systems Manager to develop user-friendly tips based on most common problem areas reported in the problem tickets.
- Demonstrate organization in work activities and time management in order to ensure customer inquiries are responded to in a timely, knowledgeable, and professional manner and, where requests and/or questions must be passed to another team or department for action or inquiry, provide follow up, as needed, until the action has been completed.
- Demonstrate excellence in customer service (i.e. active listening, patience, attentiveness to customer needs, responsiveness, timeliness, and tracking until issues are fully resolved.
- Efficiently handle incoming tickets submitted by users through various channels such as email, phone, or online portal. Assess the urgency and impact of each ticket to prioritize tasks accordingly, ensuring critical issues are addressed promptly. Diagnose technical issues reported by users and provide timely resolution or escalate to

appropriate support teams if necessary.

- Ensure proactive and complete communication when working with team members and customers/clients in response to inquiries, ensuring professional communication in all requests.
- Ensure attention to detail in maintaining customer databases, information, mission intranet, etc. and ensure adequate documentation and communications are maintained for tracking purposes.
- Take initiative to regularly track, assess, and conduct regular audits of data and activities in order to ensure that process areas are followed, maximized in efficiency, and that responses meet or exceed customer service standards.
- Maintain comprehensive inventories of IT assets, including hardware, software, licenses, and peripherals, tracking their acquisition, deployment, location, and status throughout their lifecycle. Conduct regular audits and physical inventory checks to verify the accuracy and completeness of asset records, identifying discrepancies and implementing corrective actions as needed to maintain data integrity.

User Account Management (30%):

- Manage user account in accordance with established policies and procedures, including provisioning access to computer systems, applications, and network resources.
- Coordinate the onboarding and offboarding processes for new hires, transfers, and departures, provisioning and deprovisioning user accounts and access privileges in a timely and accurate manner.
- Performs new user orientation and periodically provides training to Mission staff on new innovations and correct usage of IT equipment, resources and software;
- Provides users with network IDs, creates user directories on the network, and sets up the correct access rights to network files and directories;
- Designs and supports all USAID corporate applications including, but not limited to, WinTA, e2, applications, forms, templates, maps, databases for specific desired purposes;
- Provides input to the USAID/Ethiopia intranet site, and updates as needed or requested;
- Ensures only authorized software is installed on computers; and
- Sets up access rights for users, sets file and directory attributes to protect shared files,

Local Area Network (LAN) Operations, Installation, Modification and Maintenance (30%):

- Install, configure, and deploy LAN equipment, including switches, routers, access points, and network cabling, in accordance with the mission established policies and procedures
- Perform diagnostics checks and routine maintenance tasks, such as software updates, firmware upgrades, and hardware inspections, to ensure the stability and efficiency of the LAN infrastructure.
- Installs and maintains off-the-shelf and local PC applications on both the file server and local hard disks;

- Monitor network performance, traffic patterns, disk space on the file servers;
- Review vulnerability scan report findings and execute recommended solutions.;
- Monitors network telecommunications circuits and resolves problems;
- Monitors use of network applications to determine need for additional hardware and software;
- Advises users about virtual security or "virus" problems and their prevention;
- Ensures adherence to system security procedures, including password protection and physical security.
- Maintains directory trustee assignments, log-on identifiers, and file and directory attributes to protect privacy and data integrity on a shared system; and
- Creates network user groups and develops systems and user log-on scripts as well as user-friendly menus.

The contractor is eligible for travel to the U.S., or to other locations abroad, for training, for temporary duty, or to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

3. *Supervisory Relationship*

The Computer Management Assistant will work under the direct supervision of the Supervisory Systems Manager.

4. *Supervisory Controls*

No supervision responsibility

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a. **Education:** Two years of full-time post-secondary study (or the equivalent hours spread across a part-time study period) at a college or university, in Computer Science, Information Science, Computer/Electronics Engineering, or other related areas.
- a. **Prior Experience:** Three years of work experience in providing application and hardware support in Networked Computer systems environment that includes maintaining and troubleshooting of Windows 2003 based servers, desktop computers, printers, UPSs, telephone systems as well LAN and Wan systems.
- b. **Language:** English and Amharic at Level IV.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with candidates 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 candidates 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 candidates 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>.

Rating factors are used to determine the competitive ranking of qualified candidates in comparison to other candidates. Candidates must demonstrate the rating factors outlined below within their resume, as they are evaluated strictly by the information provided. The rating factors are as follows:

EVALUATION FACTORS

EDUCATION (10 points): Points will be given for (1) education above the minimum level and/or (2) specialized education pertinent to the position. and/or (3) specialized training pertinent to the position.

WORK EXPERIENCE (30 points): Points will be given for (1) experience above the minimum levels required, (2) specialized experience pertinent to the position, (3) experience in pertinent development assistance activities, (4) experience in development organizations that are large and/or international.

KNOWLEDGE (30 points): The incumbent must have knowledge of computer systems management sufficient to assure the continued effective operation of a computer installation designed to provide automation support to a large organization.

SKILLS AND ABILITIES (20 points): Ability to relate proposed projects and priorities to the capabilities and limitations of the computer system and components to determine capability to meet support requirements. Ability to articulate system requirements to managers in order to secure support of computer and automation program and to maximize opportunities for automation. Ability to balance workload demands between the central system and individual user requirements.

INTERVIEW PERFORMANCE (60 points)

WRITTEN TEST (40 points)

BASIS OF RATING: Candidates who meet the Minimum Qualifications will be evaluated in accordance with the Evaluation and Selection Factors.

Candidates should address these factors in the offer package, describing specifically and accurately what experience, training, education and/or awards they have received as it pertains to the factors. Failure to address the Evaluation and Selection Factors may result in not receiving credit for all pertinent experience, education, training and/or awards.

The **highest-ranking applicants** may be selected for an interview and writing test. Interviews may be conducted either in person or by telephone/video call at USAID's

discretion.

Final TEC recommendations for the candidates will be based on the initial evaluation of the applications, interview performance, and written test. USAID/Ethiopia will not pay for any expenses associated with interviews.

Satisfactory Professional Reference Checks – **Pass/Fail (no points assigned)**. Reference checks will be conducted only for the first-ranked candidate. Please be advised that references may be obtained independently from other sources in addition to the ones provided by an offeror. If a candidate does not wish USAID to contact a current employer for a reference check, this should be stated in the candidate's cover letter, and USAID will not contact those references without contacting the candidate.

IV. SUBMITTING AN OFFER

Eligible Offerors are required to complete and submit:

1. The offer form DS-174 (Application for U.S. Federal employment) which can be found in the U.S. embassy website <https://et.usembassy.gov/embassy/jobs/>; or <https://www.usaid.gov/ethiopia/work-with-us/careers/ds-form-174-ccn-application>.
2. A resume in English
3. Letter of application (cover letter) that describes your experience with the evaluation criteria (Section III: Evaluation and Selection Factors), and
4. Contact information for a minimum of three and a maximum of five references, including at least two references with direct knowledge of the offeror's past performance.

Further Guidance:

To ensure consideration of offers for the intended position, offerors must prominently reference the Solicitation Number in the offer submission.

Application must be submitted **ONLY** via addisusaidjobs@usaid.gov and the email subject must say– solicitation **72066324R10012, Computer Management Specialist. Be sure to include your name and the solicitation number at the top of each page.**

Please do not submit more than one application; and

The application must be submitted before or on the closing date at local Ethiopia time 5 p.m. (Local Ethiopia, Addis Ababa Time, or EAT). Late and incomplete applications will not be considered.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

The Contracting Candidates 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. Questionnaire for Non-Sensitive Positions (SF-85)
3. Fingerprint Card (FD-258)

VI. BENEFITS AND ALLOWANCES

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

1. BENEFITS:
Group life insurance, medical coverage, annual leave and sick leave.
2. ALLOWANCES (as applicable):
Meal allowance and miscellaneous benefit allowance.

VII. TAXES

Cooperating Country Nationals are expected to comply with all relevant Ethiopian laws and regulations.

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

USAID regulations and policies governing CCN 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)	QUANTIT Y (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Base Period - Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: [e.g. R497] - Accounting Info: [insert one or more citation(s) from Phoenix/GLAAS]	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>.
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

52.304-27	PROHIBITION ON A BYTEDANCE COVERED APPLICATION	JUN 2023
-----------	--	----------

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission in Ethiopia 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. USAID/Ethiopia also strives to achieve equal employment opportunity in all personnel operations.

The EEO complaint procedure is 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.