



USAID
FROM THE AMERICAN PEOPLE

KOSOVO

SOLICITATION NUMBER: 72016722R10003

ISSUANCE DATE: December 23, 2021

CLOSING DATE/TIME: January 12, 2022/5:00pm

SUBJECT: Solicitation for a **Cooperating Country National Personal Service Contractor (CCN PSC)** (*Local Compensation Plan*)

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, 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 Point of Contact specified in the attached information.

Sincerely,

Gezim Hysenagolli
Supervisory Executive Officer



ATTACHMENT 1

I. GENERAL INFORMATION

- 1. SOLICITATION NO.: 72016722R10003**
- 2. ISSUANCE DATE: December 23, 2021**
- 3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: January 12, 2022, at 5:00 p.m. Pristina Time**
- 4. POINT OF CONTACT:** Human Resources Office, USAID/Kosovo via pristinausaidhr@usaid.gov.
- 5. POSITION TITLE: Computer Management Specialist**
- 6. MARKET VALUE: FSN-10** equivalent (Euro 29,687 – Euro 41,565 per annum)
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of the US Embassy in Pristina. Final compensation will be negotiated within the listed market value.
- 7. PERIOD OF PERFORMANCE:** CCNPSCs are contracts of a continuing nature depending on funds availability and Mission needs.
- 8. PLACE OF PERFORMANCE: Pristina, Kosovo**
- 9. ELIGIBLE OFFERORS:** Open to All Interested CCN (Cooperating Country National) Candidates

AIDAR, Appendix J, 1. (b) Definitions:

(6) “Cooperating country” means the country in which the employing USAID Mission is located.

(7) “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.

NOTE: ALL CCNs MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. THE MISSION DOES NOT SPONSOR WORK PERMITS.



10. SECURITY LEVEL REQUIRED: Employment Authorization

11. STATEMENT OF DUTIES:

Within the Executive Office (EXO), the Information Technology section (IT) is responsible for providing overall data, word processing and telecommunication services to the USAID/Kosovo Mission.

The incumbent reports to the Computer Management Specialist but may receive technical guidance from the Executive Officer and from the Chief Information Office (CIO) in Washington D.C. S/he will serve as the assistant to the Computer Management Specialist and will be responsible for the overall maintenance, monitoring, control and optimization of the USAID/Kosovo network. These responsibilities include, but are not limited to, computer operations, support of applications systems, safekeeping of data, installation, maintenance and repair of all hardware, telecommunications, and minor systems development.

MAJOR DUTIES AND RESPONSIBILITIES: % OF TIME

Local Area Network (LAN) and Wide Area Network (WAN) 25%

The incumbent assists the Mission’s Systems Manager in monitoring, controlling, optimizing, and maintaining all Mission servers and network infrastructure. The primary objective of this responsibility is the highest availability and performance levels of the network. Other responsibilities and duties include: Assisting in managing all electronic messaging (i.e. email) on Exchange Server and Corporate USAID Gmail servers; Monitoring File and Application servers, ensuring that regular backups are performed to prevent data loss. Checking that all security controls are in place according to Agency standards and regulations; Installing and maintaining network software on servers and client PCs. This will also include the download and installation of all necessary patches and service packs as mandated by CIO; Assists in oversight of the Cisco VoIP Telephony operations administration and support, which includes monitoring, controlling, optimizing, and maintaining the day-to-day operations of the Cisco VoIP phone system.

Telephone System 25%

Cisco VOIP Telephone server and user operations administration and support: Monitor, control, optimize, and maintain day-to-day operations of Cisco VOIP phone system in use. This system contains Cisco based Call Managers and Cisco Based Unity Server for voice mail system, and Call Detail Report Server for generating call reports. Configures and administers Cisco access switches for VOIP Telephone infrastructure operations; maintains core VOIP Cisco Router and core Cisco VOIP Switch. Maintains and troubleshoots E1 link.



Application Development and Support **10%**

The incumbent will provide input and work on the implementation of new agency solutions as well as supporting existing applications including, but not limited to:

Administering the Documentum EMC2 platform and the implementation of the paperless and electronic signature initiatives at USAID/Kosovo;

Administering, maintaining and supporting the USAID Washington travel system (E2);

Supporting daily work operations of USAID/Kosovo employees, which includes text processing, developing of spreadsheets, editing graphics and all other software that is in use at USAID/Kosovo; Monitoring the electronic ‘EXO Applications’, which is a web-based program running on the SQL Server and providing support to the Financial Management Office with its Financial applications;

In absence of the Computer Management Specialist serves as the main point of contact between USAID/Kosovo and the State Department’s Embassy OpenNet System Manager for any issues arising from the use of OpenNet workstations and applications at USAID/Kosovo.

Information Security and Disaster Recovery planning **15%**

The incumbent is responsible for:

Analyzing exposure to security threats and protecting USAID/Kosovo’s systems and data in accordance with Agency guidance and recommendations. Monitoring AIDNet IT security reports (NCircle) and addressing vulnerabilities to ensure best security results/grading. Applying all necessary patches, service packs, security releases and drivers as required/requested.

Assisting the Computer Management Specialist to select and deploy an alternate site for continuity of mission-critical activities and to identify appropriate strategies to recover the infrastructure and processes. This also includes organizing and managing recovery teams.

Training users to comply with ISSO (Computer Security) regulations and holding periodic trainings/sending reminders to keep staff up-to-date with the latest rules for Information Security.

Telecommunication Equipment Operation and Monitoring **15% of time**

The incumbent is responsible for:

Administering the Cisco Access Switch for VoIP operations, E1 link support to telecommunications provider, and H.323 support for connectivity between USAID/Kosovo and USAID/Washington;

Monitoring daily WARP equipment operation (direct link to USAID/Washington, Voice/FAX Over IP (VOIP), modem connection to DTSP0 and wireless link to local Internet Service Provider, Core Cisco Router);

Monitoring and administering Video-Conferencing hardware and Software. Supporting users in the configuration of this equipment upon request and training Administrative Assistants in the basic operation of the equipment;

Assists in the inventorying, configuring and distributing SmartPhones, tablets, PCs and laptops.

Maintenance and Hardware Repair **10% of time**

The incumbent is responsible for troubleshooting all issues related to servers, PCs and LAN equipment to ensure the most efficient and seamless operation of all IT-related equipment, systems and networks.

SUPERVISORY RELATIONSHIP:

Supervision Received: Reports directly to the Computer Management Specialist. For technical oversight, may receive guidance from USAID/ Washington CIO. Routine reoccurring work is reviewed on a periodic test basis while task-oriented work is reviewed and completed.

Supervision Exercised: None.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Education: A Bachelor's degree in the field of computer science, computer engineering, information systems management, or equivalent is required.

Work Experience: A minimum of three (3) years of responsible experience in operating computers, PC support, and programming. Experience on Windows 2003 Server & Exchange 2003 Server/Web Server (IIS) as well as Laser Printers and Scanners.

Language Proficiency: Level IV (Fluent) of English-language speaking/reading capability is required. Level IV (Fluent) of Albanian and/or Serbian speaking/reading capability is required.

Knowledge: Incumbent should have advanced knowledge in IT administration and software including MS Windows Server management version 2003/2008, MS Exchange version 2003/2007, and MS Windows network configuration, network security software, Microsoft Office productivity software, and current MS Windows operating systems. Must have advanced knowledge of hardware management including servers, personal computers, and peripherals such as wireless network devices, printers and audiovisual devices.

Skills and Abilities: Good technical skills to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the USAID/Kosovo computer resources; excellent understanding of priorities of key managers to ensure that computer systems are responsive to those needs is required. Good interpersonal skills are required to resolve priority issues, system limitations, downtime, etc., with key officials, and to develop and maintain two-way communications and promote computer and automation services.

EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with FAR 52.215-1. The Contracting Officer (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>.

In order to be considered for the position, an offeror must meet the Minimum Qualifications listed under Section II. After an initial application screening, the best qualified offerors will be invited for an English written examination and/or to an oral interview.

The successful offeror will be selected based on a review of:

- Offeror's qualifications
- Relevant work experience
- General skills and abilities (communication, interpersonal, etc.)
- Written examination results
- Interview and
- 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.

Other information regarding position:

Post Entry Training: Successful candidate will be offered the opportunity to take necessary trainings, including on the job training, related to requirements of the position.

PRESENTING AN OFFER

Interested individuals meeting the Minimum Qualifications above are required to submit the following:



1. Eligible Offerors are required to complete and submit the offer form **AID 309-2** which is attached to this solicitation and documents listed below:
 - Cover letter and current résumé/curriculum vitae (CV) limited to two pages each. The CV/résumé must contain sufficient relevant information to evaluate the application in accordance with the stated evaluation criteria. Broad general statements that are vague or lacking specificity will not be considered as effectively addressing.
 - Offeror must provide a minimum of three name references within the last ten years from the applicant's professional life, namely individuals who are not family members or relatives. References should be from direct supervisors who can provide information regarding the applicant's work knowledge and professional experience. Applicants must provide e-mail addresses and/or working telephone numbers for all references. **Do not send reference letters.**
 - Proof of the required education level (copy of certificate or diploma)
2. Offers must be received by the closing date and time specified in **Section I, item 3**, and submitted to PristinaRecruitment@usaid.gov
3. To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number in the offer submission.

Any attachments provided via email shall be formatted in one single PDF document in the following order: (1) signed cover letter, (2) signed resume/CV (with list of recent references), and (3) signed AID 309-2.

NOTE: This position requires the submission of complete forms and/or supplemental materials as described herein above. Application packages with incomplete and/or unsigned forms or related documents will not be considered for further processing.

The solicitation will be posted at the U.S. Embassy Pristina website at <https://xk.usembassy.gov/embassy/jobs/>

III. LIST OF REQUIRED FORMS FOR PSC HIRES

Once the Contracting Officer (CO) informs the successful Offeror about being selected for a contract award, the successful Offeror will be provided instructions about how to complete and submit forms for onboarding process.

IV. BENEFITS/ALLOWANCES

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



BENEFITS:

The Mission participates in the Kosovo Local Social Security System (LSSS) and all eligible Locally Employed Staff are required to participate. The LSSS require contributions by both, the employee and the employer.

The Mission provides medical coverage for employees and their immediate dependents.

ALLOWANCES:

The Mission does not provide any allowances.

V. TAXES

The U.S. Mission withholds local income tax payments for all employees subject to local taxation laws and transmits the taxes withheld to the Tax Administration of Kosovo on behalf of employees.

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

USAID regulations and policies governing CCN/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>
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>.
 - AAPD 16-03 Expanded Incentive Awards for Personal Services Contracts with Individuals
 - AAPD 06-08 AIDAR, Appendices D and J: Using the Optional Schedule to Incrementally Fund Contracts
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.

EQUAL EMPLOYMENT OPPORTUNITY:

USAID 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.

SUBJECT TO FUNDS AVAILABILITY