



# USAID | HONDURAS

DEL PUEBLO DE LOS ESTADOS  
UNIDOS DE AMÉRICA

**SOLICITATION NUMBER:** 72052223R100022  
**ISSUANCE DATE:** September 22, 2023  
**CLOSING DATE/TIME:** October 12, 2023 (Midnight Local Time - Tegucigalpa, Honduras)  
**SUBJECT:** Solicitation for a Cooperating Country National (CCN) Personal Service Contractor (PSC) - *Local Compensation Plan* to serve as a **Computer Management Specialist**.

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 a Cooperating Country National (CCN) Personal Services Contract (PSC) contract as described in this solicitation.

Offers must be submitted in accordance with **Section IV – Submitting and Offer** of this solicitation. Offerors should retain copies of all offer materials for their records. *Please refer to the **Suggested Checklist** shown on the last page of this solicitation to make sure all the required documentation and information for a proper submission of your application is included.* Incomplete, applications or submissions received after the closing date and time specified will *not* be considered.

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 [TEGUCIGALPAHR@usaid.gov](mailto:TEGUCIGALPAHR@usaid.gov).

Sincerely,

**Nathan Olah**  
**Contracting Officer**

**I. GENERAL INFORMATION**

**1. SOLICITATION NO.:** 72052223R100022

**2. ISSUANCE DATE:** September 22, 2023

**3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:**

October 12, 2023 (Midnight Local time, Tegucigalpa, Honduras)

**4. POINT OF CONTACT:**

USAID/Honduras – Human Resources Office:

E-mail: [TEGUCIGALPAHR@usaid.gov](mailto:TEGUCIGALPAHR@usaid.gov)

**5. POSITION TITLE:** Computer Management Specialist.

**6. MARKET VALUE:** In addition to a generous benefits package, compensation will be negotiated in accordance with AIDAR Appendix J and the Local Compensation Plan (LCP) of USAID/Honduras within the listed market value range for the **FSN-11** grade, which is equivalent to *L. 911,277.00– L. 1,549,157.00*.

**7. PERIOD OF PERFORMANCE:** Employment under this contract is of a continuing nature, estimated start date will be contingent upon the successful outcome of a security and medical clearance of the selected candidate.

**8. PLACE OF PERFORMANCE:** Tegucigalpa, Honduras. USAID/Honduras, Executive Office (EXO).

**9. ELIGIBLE OFFERORS:** All interested candidates. All applicants must be a citizen of the country, or a non-country citizen lawfully admitted for permanent residence in the cooperating country and must have the required work permit or documentation that allows the applicant to work legally in the country in order to be eligible for consideration.

**10. SECURITY LEVEL REQUIRED:** CCNPSC standard clearance.

**11. STATEMENT OF DUTIES:**

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

USAID Mission operations are supported by an information technology (IT) infrastructure whose confidentiality, integrity, and availability is dependent upon the operational activities managed by Mission IT, M/CIO and third-party contract service providers. The USAID Computer Management Specialist (CMS) position manages and coordinates the full range of IT and related program support activities in the context of their organizational unit. The CMS is the principal advisor to the Executive Officer (also the Information Systems Security Officer, ISSO) at USAID/Honduras and is responsible for ensuring that information systems are maintained in accordance with agency policies.

**2. Statement of Duties to be Performed:**

**A. IT Governance, Systems Administration, and Technology Adoption (GSAT) - 25%**

- **IT Governance and Compliance:** Implements and maintains IT governance policies and practices under the guidance of M/CIO, and further establishes and oversees Mission level procedures. Maintains compliance with IT policies to enable efficient and effective business operations. Learns, implements, and advises on IT governance frameworks, policies, and practices. Maintains knowledge of trends and new developments in governance and compliance, and CIO strategic objectives and initiatives for the adoption of new technology standards.

- **Information Systems Administration:** Oversees the design, configuration, installation, and maintenance of Mission information systems. Manages servers, endpoint devices, and is responsible for hardware, operating system, and software application configuration standards, supporting the overall IT apparatus of the Mission.
- **Technology Adoption and Deployment Management:** Actively engages with M/CIO on Agency IT initiatives and seeks out opportunities to participate in pilot programs, early adopter activities, and test cases that advance Agency IT strategy goals, integrate IT initiatives into Mission operations, and improve delivery of IT services.

**B. IT Service Management (ITSM) - 20%**

- **Service Operations Management:** Designs, implements, and manages IT services, request and delivery workflows, and service level standards in support of Mission operations. Ensures that Mission level standards are consistent with CIO performance metrics to inform, track, monitor, and resolve service incidents. Actively pursues continuous process improvement, modifying, validating, and adopting more efficient and effective approaches to IT service operations.
- **Service Desk and Client Support Operations:** Resolves complex issues as the escalated point of contact for IT service support. Oversees and monitors IT team dialogues with Mission staff to ensure they receive technical support for Agency business applications and IT hardware issues. Supports identity, credential and access management (ICAM) program requirements. Manages user groups, permissions, distribution lists, and maintains Mission profile data.
- **Digital Workflow Management:** Initiates service requests, tracks, responds to, and resolves assigned tickets in the IT service management system (ITSMS). Utilizes the ITSMS to collect and organize data on workloads, contribute to CIO data analytics, identify IT service issues, trends, and improve operations. Achieves service level standards for client support and strives to deliver satisfactory user experiences in IT services.

**C. Cybersecurity Governance, Risk Management, and Incident Response (GCRM) - 15%**

- **Governance and Compliance:** Implements cybersecurity policies, practices, and maintains compliance with security standards at the Mission level for moderate risk categorized systems. Learns, implements and advises on cybersecurity frameworks, policies, and practices. Maintains knowledge of trends and new developments in governance and compliance practices, and CIO strategic objectives and initiatives for cybersecurity.
- **Risk Management:** Maintains the overall information security posture of the Mission, and the confidentiality, integrity and availability of IT infrastructure. Ensures the confidentiality, integrity, and availability of systems, networks, and data through the implementation security and privacy controls, provision of information assurance support, and execution of continuous monitoring activities of information systems. Prepares for security assessments and audits, maintaining documentation on system security plans, business continuity plans, plans of action and milestones (POA&Ms), and related reports. Produces documentation of control implementation, to achieve and maintain information system authorization to operate (ATO).
- **Vulnerability Resolution, Incident Response, Awareness and Training:** Monitors and remediates endpoint device and network infrastructure vulnerabilities, independently and in coordination with CIO staff. Performs the orientation and training of users on agency policies, procedures, and practices for information security.

**D. Network Infrastructure and Services Management (NISM) - 10%**

- **Network Infrastructure Management:** Coordinates with M/CIO and directs subordinate staff in managing the operational life cycle of the Local Area Network (LAN) infrastructure, including switches, routers, virtual desktop infrastructure, and network security devices.
- **Network Services Management:** Actively monitors and manages network activity to minimize downtime. Coordinates with CIO staff (and local ISPs) to ensure uninterrupted availability of AIDNet systems and applications and liaises with Department of State IT staff on any issues concerning backup communication channel support.

**E. IT Asset Management (ITAM) - 10%**

- **Hardware Asset Management:** Supports all phases of the IT asset lifecycle. This includes researching, recommending technology for acquisitions through the development of a quarterly Procurement Plan, while adhering to policy requirements for procurement, asset provisioning, inventory control, and disposal of technology assets in accordance with Agency policies.
- **Software Asset Management:** Supports all phases of the software asset lifecycle. This includes researching and recommending software acquisitions, adhering to policy requirements for procurement, license provisioning, inventory management, and disposal of software assets in accordance with Agency policies.

**F. Business Operations and Technology Integration (BOTI) - 10%**

- **Business Process Improvement and Technology Integration:** Reviews and identifies opportunities to optimize business operations, workflows, and data management through the use of technology and business applications. This includes applications used to support internal operations, as well as manage access to information resources.
- **Contracting Officer Representative (COR):** Responsible for providing specialized technical leadership, advice, and direct management of USAID/Honduras' Internet Service Provider (ISP) and Mobile Services contracts as Contracting Officer Representative (COR). As COR, the incumbent maintains oversight of all administrative, technical, and financial aspects of the assigned contracts, including but not limited to the achievement of objectives and deliverables, as well as making recommendations for modifications and improvements as necessary to facilitate availability, reliability, and maintainability of the Mission systems.
- **Application Training and Support:** Provide training and guidance to users on how to utilize USAID business applications to maximize productivity and improve business process performance.

**G. Program and Implementing Partner Support (PIPS) - 10%**

- **Business Practices, Knowledge Sharing, and Consulting:** Provides briefings and consultations for IT staff of local organizations, as appropriate, and in coordination with the A/CORs of the respective activity, to understand operations and constraints. Supports efforts in monitoring the acquisition, use, disposition, and security of IT equipment and software in ongoing projects managed by local USAID partners.
- **Pre-Award Surveys and Internal Controls Assessments:** Supports, as appropriate, A/CORs in performing non-U.S. organization pre-award surveys (NUPAS), and control assessment activities for local organizations, to evaluate information technology, privacy and security, and related risk management practices.

*The contractor is eligible for temporary duty (TDY) travel to the United States, or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.*

**H. Supervisory Relationship:**

The incumbent reports to the Supervisory Executive Officer or his/her designee.

**I. Supervisory Controls:**

The position supervises one (1) Computer Systems Analyst and three (3) Computer Management Assistants

**12. PHYSICAL DEMANDS:**

- Moderate. Occasional yet significant

Physically demanding activities, e.g., climbing, working in cramped spaces, lifting of moderately heavy weights, moving patients or psychologically demanding activities such as high production or high client servicing environment which contributes to constant job stress, or dealing with emotional or angry individuals or clients as a regular part of position's duties.

Explanation: Competing demands are very frequent. Some CIO projects with tied deadlines demand work after hours and on weekends.

**II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION**

**EDUCATION:** A Bachelor's degree in computer science, network/information systems, or information technology, is required. Professional certification from the Computing Technology Industry Association (CompTIA) and/or Cybersecurity certifications are required **Applicants possessing higher level degrees are also strongly encouraged to apply.**

**PRIOR WORK EXPERIENCE:** A minimum of five (5) years of professional work experience in IT service operations, systems administration, network administration, information systems security, or information technology operations, is required. **Those candidates with additional professional experience relevant to the position are strongly encouraged to apply.**

**LANGUAGE PROFICIENCY:** Fluent in both written and spoken English (Level IV) and Spanish (Level IV) is required. **This will be tested.**

**JOB KNOWLEDGE:** A thorough knowledge of computer hardware components, assembly and installation, current technology and software capabilities and limitations, is required. Advanced knowledge of IT service management concepts, business practices, and the changing technology landscape, is required. Practical knowledge of the technical management of computer systems, including operating systems, common business applications, and networking (traditional and cloud) is mandatory. Working knowledge of procurement planning, project management, and asset management as it pertains to information technology, is also required. The incumbent must also be able to understand and apply Agency policies, USG regulations, and consistently follow through on routine procedures for IT management.

**SKILLS AND ABILITIES:** Leadership, managerial, and customer service skills and abilities are paramount to the success of the position's function. The incumbent must be able to work diplomatically and effectively under pressure, with the ability to multitask in the performance of daily activities and responsibilities. Must be able to set up, install, maintain, dispose of, and report on management of IT equipment and software on a network system. Securing of hardware and software assets, to include patching, updating, installing security applications, and implementation of security controls (physical and logical) is mandatory. Must have strong technical and analytical skills to troubleshoot and resolve issues. Exceptional interpersonal skills, with the ability to work with staff at all levels, interagency partners, vendors, and other key stakeholders, are required.

**III. 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. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

Candidates that meet the minimum requirements, as outlined in this solicitation, will be evaluated and ranked based on the following adjectival evaluation criteria and characteristics:

EVALUATION CRITERIA / ADJECTIVE DEFINITION	
<b>Exceptional</b>	<ul style="list-style-type: none"> <li>- A comprehensive and thorough application of exceptional merit.</li> <li>- Candidate meets and fully exceeds the Government expectations and presents very low risk or no overall degree of risk of unsuccessful contract performance.</li> <li>- Strengths significantly outweigh any weaknesses that may exist.</li> </ul>
<b>Very Good</b>	<ul style="list-style-type: none"> <li>- A candidate demonstrating a strong grasp of the requirements of the position.</li> <li>- Candidate meets position requirements and presents a low overall degree of risk of unsuccessful contract performance.</li> <li>- Strengths significantly outweigh any weaknesses that exist.</li> </ul>
<b>Satisfactory</b>	<ul style="list-style-type: none"> <li>- A candidate demonstrating a reasonably sound application and a good grasp of the position requirements.</li> <li>- Candidate meets position requirements and presents a moderate overall degree of risk of unsuccessful contract performance.</li> <li>- Strengths outweigh weaknesses.</li> </ul>
<b>Marginal</b>	<ul style="list-style-type: none"> <li>- The candidate shows a limited understanding of the requirements.</li> <li>- Candidate meets some or most of the position requirements but presents a significant overall degree of risk of unsuccessful contract performance.</li> <li>- Weaknesses equal or outweigh any strengths that exist.</li> </ul>
<b>Unsatisfactory</b>	<ul style="list-style-type: none"> <li>- The candidate does not meet the position requirements.</li> <li>- Presents an unacceptable degree of risk of unsuccessful contract performance.</li> <li>- Deficiencies and significant weaknesses demonstrate a lack of understanding of the Government’s needs.</li> <li>- Weaknesses and or deficiencies significantly outweigh any strengths that exist.</li> </ul>
<b>Neutral</b>	Not applicable.

Applicants meeting the above required qualifications for the position will be evaluated based on information presented in the application and obtained through 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. USAID/Honduras reserves the right to conduct interviews with the most highly ranked applicants and make the interview a deciding factor in selection.

**IV. SUBMITTING AN OFFER**

Applicants must follow these instructions when applying to USAID/Honduras' vacant positions.

1. Eligible Offerors are required to complete and submit the following, all included in one single PDF file:
  - a) Cover Letter
  - b) A current resume or curriculum vitae in English;
  - c) Any other documentation such as diplomas or proof of the education requirement listed on **Section II** of this solicitation.
2. Offers must be received by the closing date and time specified in **Section I, Item 3**, and submitted to: [TEGUCIGALPAHR@usaid.gov](mailto:TEGUCIGALPAHR@usaid.gov)
3. Offeror submissions must clearly reference in the e-mail *Subject Line* the following: **“Computer Management Specialist – SOL No. 772052223R100022”**.

The US Mission in Tegucigalpa, Honduras provides Equal Opportunity Employment (EEO) and fair and equitable treatment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not 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.

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See <https://www.usaid.gov/honduras> for additional information on USAID's work and programs.

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

Once the CO, or his/her/their designee, informs the successful Offeror about being selected for a contract award, instructions will be provided about how to complete and submit the following forms after an offeror is selected for the contract award:

1. Completed DS-174 – Employment Application for LE Staff or Family Member form;
2. Copy of the Honduran ID card;
3. Copy of the Driver's License if available;
4. Croquis of the current home address;
5. An original and current "Constancia de Antecedentes Policiales" from the División Policial de Investigaciones (DPI);
6. An original and current "Constancia de Antecedentes Penales" from the Honduran Court System;
7. Copy of Passport if available;
8. Copy of latest Education Degree (as applicable);
9. Two residential bills to verify current home address;
10. Credit Report from EQUIFAX;
11. Security Questionnaire For Locally Engaged Staff (English or Spanish);
12. Passport size photo; and
13. FSN Medical History and Examination form

All candidates for employment with the US Mission must pass a background/security investigation and a medical certification. Any employment offer with the US Mission is contingent upon a candidate's ability to secure the necessary certifications.

Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors - Please be advised that, upon award, the contractor will be required to follow the Mission policies and/or directives from the U.S. Department of State regarding COVID-19 requirements.

**BENEFITS AND ALLOWANCES**

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

- **Bonuses:** Christmas Bonus, Vacation Bonus, and 14<sup>th</sup> Month Bonus.
- **Medical, Optical, Dental, and Life Insurance.** The Mission will contribute with a percentage of premiums for employee’s life and medical insurance and a percentage of the premiums of the medical insurance for dependents. Percentages will be determined based on the employee's grade and number of dependents as stated under the Local Compensation Plan (LCP).
- **Local Retirement Plan.** The Mission contributes 10% from the employee’s Basic Annual Salary and the employee a minimum of 5% of the Basic Annual Salary. Age eligibility requirement to be enrolled in the plan: Minimum entry age: 18; Maximum entry age: 55.
- **Annual Leave according to the following:**

Completion of 1 year	112 Hours (14 working days)
Completion of 2 years	120 Hours (15 working days)
Completion of 3 years	136 Hours (17 working days)
Completion of 4 years or more	184 Hours (23 working days)
- **1040 hours of Sick Leave per calendar year.**
- **Entitlement of American and Local Holidays.**

**VI. TAXES**

Employees are expected to pay each just financial obligation in a proper and timely manner, especially one imposed by law, such as local taxes. In this context, "in a proper and timely manner" means in a manner which does not, under the circumstances, reflect adversely on the U.S. Government as the employer. If an employee refuses or fails to pay his/her financial obligations, this will constitute valid grounds for separation, without liability for severance or notice on behalf of the U.S. Government.

U.S. Citizens/U.S. Residents under Cooperating Country National Personal Services Contracts (CCN PSC) are subject to U.S. tax withholding (federal income taxes, OASDI, and Medicare). U.S. taxes are deducted in lempira equivalent.

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

USAID regulations and policies governing CCN 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”**
2. [Contract Cover Page form AID 309-1](#). 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	<b>Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b> - Award Type: Cost - Product Service Code: R497 - Accounting Info: Funding Type: OE Appropriation: 72231000 Template: Mission OE Funds Resource Category: 1130007, 1210601, 1150957	1	LOT	\$ TBD	\$TBD at Award after negotiations with Contractor

3. All applicable Acquisition & Assistance Policy Directives/Contract Information Bulletins ([AAPDs/CIBs](#)) for PSCs with Individuals.
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**.
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 the [Personal Services Contracts Ombudsman](#) webpage for additional information. The PSC Ombudsman may also be contacted via email at: [PSCOmbudsman@usaid.gov](mailto:PSCOmbudsman@usaid.gov)

**Suggested Checklist for proper submission of information  
and application requirements**

1. Complete Solicitation has been read.
2. Cover Letter
3. Curriculum Vitae in English.
4. Proof of diplomas to support the Education Requirement are included.
5. Application Package converted in **one single** PDF. format.
6. Naming convention for Application Package in **one single** PDF. file is:  
“*First Name, Middle Name, Last Name*”, i.e. “John Allan Doe Smith”.
7. The *Subject Line* on the email reads as follows:  
**“Computer Management Specialist – SOL No. 72052223R100022”**
8. The application package is sent to the email addresses: [TEGUCIGALPAHR@usaid.gov](mailto:TEGUCIGALPAHR@usaid.gov)
9. The full application package must be submitted by **October 12, 2023 (Midnight Local Time - Tegucigalpa, Honduras)**. Application packages submitted after this Closing Date/Time will **not** be accepted.