



USAID
FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72068824R10001
ISSUANCE DATE: October 10, 2023
CLOSING DATE/TIME: November 10, 2023/5PM

SUBJECT: Solicitation for a Cooperating Country National Personal Services 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** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors 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 Attached 1.

Sincerely,

Douglas Quiggle
Supervisory Executive Officer (Contracting Officer)

I. GENERAL INFORMATION

- 1. SOLICITATION NO.: 72068824R10001**
- 2. ISSUANCE DATE: October 10, 2023**
- 3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS: November 10, 2023/17:00 Bamako local time (GMT)**
- 4. POINT OF CONTACT: Human Resources Section, at bamakohrmvacancies@usaid.gov.**
- 5. POSITION TITLE: Computer Management Specialist**
- 6. MARKET VALUE: 19,085,529 - 29,582,577 FCFA equivalent to FSN-10**
In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Mali. Final compensation will be negotiated within the listed market value.
- 7. PERIOD OF PERFORMANCE: CCNPSCs contracts duration are of a continuing nature based on the availability of funds, continued need for the requirement and employee performance, and expected to be part of a series of sequential contracts, each not to exceed the five-year limitation.**
- 8. PLACE OF PERFORMANCE: Bamako, Mali with possible travel as stated in the Statement of Duties.**
- 9. ELIGIBLE OFFERORS: Cooperating country national (CCN) – 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: *Security certificate (Certification)***
- 11. STATEMENT OF DUTIES**

1. General Statement of Purpose of the Contract

Within the Executive Office, the Information Technology (IT) Division is responsible for providing data and telecommunication services for USAID Mali.

The Computer Management Specialist (CMS) reports to the Computer Management Specialist (Systems Manager) and may receive technical guidance from USAID M/CIO. The CMS shall serve as the second principal person responsible for the overall operation of the Mission IT and telecommunications systems.

S/he will serve as the second systems and network administrator of the Mission and will be responsible for the operation, management and maintenance of mission servers, messaging,

internet links including mission and residential internet, approved wireless networks, telecommunications hardware, video teleconferencing equipment, and end-user support. The incumbent will work with the Systems Manager to ensure highest availability status of the systems and network infrastructure and ensure most efficient customer service delivery and support. S/he is also co-responsible for the whole IT and telecommunication system security and the contingency plan.

S/he will assume the Systems Manager responsibilities during his/her absence.

2. Statement of Duties to be Performed:

Users/applications support and training 50%

Brief and update mission's users upon entry and continuously as needed on USAID IT regulations and policies, in-house services, improvements including available new technologies.

Provide support for USAID corporate applications (ASIST, E2, GLAAS, SharePoint, Websites, FACTS, etc.) and other approved applications and software packages. Coordinate troubleshooting and support with M/CIO teams when necessary.

Responsible for setup (including imaging) of Windows and Apple desktops and laptops. Provision mobile devices (AirWatch MDM enrollment, e-mail setup, WhatsApp installation, USAID Wifi enrollment, Soft Token setup, etc.),

Setup radios (PTL and Sat phones) and train users on how to use them.

Ensure IT and telecommunication equipment that is assigned to Mission incoming users is ready and operational upon their arrival at post.

Manage creation, disabling and transfer of Mission users' accounts through Active Directory and Service Central, in coordination with M/CIO. Manage users' group membership (Security groups and Distribution Lists) to grant them access to needed network resources, setup access restrictions to some resources.

Prepare audio-visual equipment for presentations and setup video teleconferencing equipment as needed.

Assist with designing training materials and/or provide training to Mission users on the use of IT equipment (desktops, laptops, MacBooks, iPhones, iPads, etc.)

LAN and WAN Operation and Management 30%

Install, monitor and maintain Mission systems and network infrastructure.

Ensure high availability status of all components including MS Windows servers (Domain controllers, file and print servers, corporate applications servers, storage servers, etc.), Google Apps/messaging, remote access/SBC environment, mobile devices (Gmail provisioned iPhones and iPads), radios, approved wireless links, VDI, Windows and Apple

desktops and laptops, network printing devices, telecommunications and security devices, VOIP/IVG/Telephones and video teleconferencing services.

Provide end user support for network resource uses.

Work with M/CIO for LAN equipment (switches, routers, firewalls) replacement, re-configuration, disposal or/and network system migration.

Collaborate with ISPs to maintain high quality Internet for both Aidnet and Wireless networks.

IT Security and Contingency Planning/Compliance **10%**

Assist the Computer Management Specialist (Systems Manager) with preparing and updating mission standard policies, guidelines and procedures pertaining to the Management of Information Resources (ADS 541, 545, 548, NIST, etc.). This includes mission orders, mission notices, and other relevant information technology guidelines relation to Information Systems operations.

Prepare, update and enforce System Security and Contingency plans.

Assist the Systems Manager with implementation and testing of Disaster Recovery and Business Continuity Planning procedures. Ensure mission data is safeguarded and prevent accidental loss of data.

Assist with immediately correcting vulnerabilities reported in ISSO scanning reports to ensure best security/grading results for the mission.

Provide Information System Security Awareness Orientation training/refresher to mission users as instructed.

IT Equipment Maintenance and Procurement **10%**

Update, upgrade and maintain USAID Mali's hardware and software in compliance with Agency's standards requirements and regulations, as directed by the Systems Manager.

Assist with managing and tracking all USAID IT equipment continuously. Maintain and repair IT equipment whether in-house or through a service contract mechanism. Liaise with vendors as necessary.

Assist with planning mission IT procurement including the identification and evaluation of qualified sources of equipment and services, and oversea vendors as necessary.

Place equipment orders either through USAID acquisition channel (Countertrade) or ILSM/ARIBA and follow the acquisition procedure until delivery to Mali Mission.

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.

3. Supervisory Relationship

Work is performed under the general supervision of the Computer Management Specialist, who outlines objectives and reviews accomplishments for conformance with policy and goals of the mission.

4. Supervisory Controls

None.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

To be considered for this position, applicants must meet the minimum qualifications.

a. Education: University Bachelor's degree in Information Technologies (or host country academic equivalent) and/or experience in technically related field is required.

b. Prior Work Experience:

- A minimum of 5 years in IT network administration and customers support.
- Experience with networking in windows environment is required: Windows Servers, Active Directory services, Domain Controllers, files and printer servers, configuration of network interfaces.
- Experience with computer/network systems (PCs, MacBooks, Network Racks, routers, firewalls and switches) and Operating Systems (Windows, MacOS, iOS, Unix-Linux).
- Experience with software and web content development.
- Experience in cloud computing is desirable.

c. Language Proficiency: Level IV (fluent) oral and writing ability in English and French is required.

d. Job Knowledge:

- Extensive knowledge of network equipment, management and security: protocols, architecture (LAN/WAN/VPN/VLSM), cabling, routing and security tools.
- Extensive knowledge of computer system hardware/software use and maintenance: PC, MacBook, network printers, UPS, Microsoft Windows, MacOS, Unix-Linux.
- Knowledge of programming languages and Web content development tools.
- Basic knowledge of cloud computing technologies.

e. Skills and Abilities:

- Senior level competence in computer diagnosis, troubleshooting and repair.
- Good skills in managing a diversified group of operational personnel.
- Superior adeptness in computer system logic and testing.

- Strong analytical, problem solving, design and coding skills are required for this position as well as the ability to communicate in written and verbal forms.
- Exceptional interpersonal skills 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 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>.

The technical evaluation committee (TEC) may conduct reference checks, including references from individuals who have not been specifically identified by the offeror, and may do so before or after a candidate is interviewed. To be considered for this position, applicants must meet the minimum qualifications noted above. For applicants meeting the minimum qualifications, further consideration and selection will be based on panel assessment of the selection factors listed below.

- | | |
|--------------------------|-----------|
| 1. Prior Work Experience | 35 points |
| 2. Job Knowledge | 35 points |
| 3. Skills and Abilities | 30 points |

Applicants may address each of the selection factors on a separate sheet or directly in the cover letter.

How the selection will be made: The successful candidate will be selected based upon:

1. Preliminary review of the applications package submitted to establish that minimum requirements are met.
2. English and French language proficiency test.
3. Other Tests: Candidates may be (pre) tested on Microsoft Office skills, critical thinking and writing skills, or any technical or practical skills test that might be deemed appropriate.
4. Interviews.
5. Professional Reference checks.
6. Security & Police Background check.
7. Responsibility Determination.

USAID/Mali Human Resources Section will perform the preliminary review (Step 1) to eliminate those applications that do NOT meet the minimum requirements. Applications which meet the minimum qualifications will be contacted (Step 2) for English language testing.

Applicants passing the language test by obtaining the required scores will be forwarded (Step 3) to the Technical Evaluation Committee (TEC) for further reviews against the established evaluation criteria to develop a shortlist of applicants to be tested (technical) and/or interviewed. Following the interviews (Step 4) during which the applicant will be evaluated against the established criteria herein, the TEC will make the preliminary determination of candidates to be considered for employment (Step 5) and forward that list as a recommendation memorandum to the Supervisory Executive Officer (Contracting Officer), through the HR Specialist. EXO/HR or the TEC will conduct reference checks (Step 6) on the best suitable candidate (s) as decided by the TEC. References may be solicited from current as well as former supervisors in addition to the references provided in the application package. The HR section will contact the selected candidate to confirm their interest and for contract negotiations (Step 7).

Note:

Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.

Current employees serving a probationary period are not eligible to apply unless duly justified by the Supervisor to the EXO(CO). Current employees with an "Overall Summary Rating of Needs Improvement" or "Unsatisfactory" on their most recent Employee Performance Report are not eligible to apply.

IV. SUBMITTING AN OFFER

Qualified candidates for this position should submit the following documents to be considered. Failure to do so may result in a determination that the application is not qualified. **Only shortlisted applicants will be contacted** and provided with guidance for the next step of the process.

1. Eligible Offerors are required to complete, sign and submit the offer form [AID 309-2](https://www.usaid.gov/forms/aid-309-2) (Offeror Information for Personal Services Contracts with Individuals): <https://www.usaid.gov/forms/aid-309-2>
2. **Resume or curriculum vitae (CV)** relevant to the position for which the applicant is applying.
3. **Cover letter** of not more than two (2) pages describing how the incumbent's skills and experience fit the requirements of the subject position and meet the evaluation factors set in this solicitation.
4. Applicants are required to provide five (5) Professional References with complete contact information including email address and telephone number(s). References should have knowledge of the candidate's ability to perform the duties set forth in the solicitation and **must not be family members or relatives.**
5. Copy of Degrees/Diploma, or any relevant Certificates, or Recommendation Letters submitted in a simple searchable **PDF file.**

6. Applicants must provide their **full mailing address with telephone numbers, email address** and should retain for their records copies of all enclosures that accompany their submissions.
7. 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, item 4**.
8. Applicant submissions must clearly reference the Solicitation number on all documents to ensure consideration of the application package. Email subject line must be: [Solicitation number **72068824R10001**] – [CANDIDATE NAME]

All CV/Resumes and cover letters must be in English, otherwise the application package is incomplete and will be rejected.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the Executive Office/CO informs the successful Applicant about being selected for a contract award, the EXO/CO will provide the successful Applicant instructions about how to complete the following:

1. Conditional Selection Letter
2. Medical Examination/Statements
3. Security Eligibility for Certification
4. Offeror Information for Personal Services Contracts with Individuals (AID 309-2)
5. Employee Biographical Data Sheet (Form AID 1420)
6. Responsibility Determination

VI. BENEFITS AND ALLOWANCES

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

1. Basic salary,
2. Miscellaneous allowances,
3. Holiday bonus, and
4. Comprehensive medical insurance subsidy.

The incumbent will be compensated in accordance with the U.S. Mission to Mali's Local Compensation Plan (LCP). Final compensation will be based on the position grade and negotiated within the corresponding market value.

VII. TAXES

The successful Applicant will be subject to host country (Mali) tax laws.

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

USAID regulations and policies governing CCNPSC 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/ads/policy/300/aidar>
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 – FSN-10 Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>R497</i> - Accounting Info: <i>688-MOD-OEFE-FY20-25-SALARY</i>	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.

~ End of Solicitation~