



SOLICITATION NUMBER: CCN25/2023

ISSUANCE DATE: 10/31/2023

CLOSING DATE/TIME: 11/30/2023

SUBJECT: Solicitation for a Cooperating Country National or Third Country National Personal Service Contractor (CCN/TCN 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 attachment I.

Sincerely,

Shelby P. Hunt
Executive Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** CCN25/2023
2. **ISSUANCE DATE:** 10/31/2023
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** 11/30/2023 at 4:30 pm Cairo time.
4. **POINT OF CONTACT:** USAID Human Resources Office, e-mail at usaidhr@usaid.gov
5. **POSITION TITLE:** Information Management Assistant – Executive Office (4 Positions)
6. **MARKET VALUE:** USD 17,406.00 – USD 27,846.00. This is the Gross Annual salary before deducting taxes equivalent to FSN-9.
"Per a special and temporary authorization, the salary is currently denominated in US dollars and paid in EGP at the applicable rate of exchange according to the State Department Payroll Office’s official international currency exchange rate. When the conditions are met that the special and temporary authorization should be removed, the salary scale will revert to denomination and payment in EGP, as previously authorized."

In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Egypt. Final compensation will be negotiated within the listed market value. Please check in AIDAR and ADS.

7. **PERIOD OF PERFORMANCE:** One year with option to renew estimated to start on May 2024. “The base period will be from the estimated start date till **December 31, 2024**”. Based on Agency need, the Contracting Officer may exercise (an) additional **option period(s)** for 4 additional years for the date(s) estimated as follows:”

| | |
|-------------------------|--|
| Base Period | May 1, 2024 – December 31, 2024 |
| Option Period 1: | January 1, 2025 – December 31, 2025 |
| Option Period 2: | January 1, 2026 – December 31, 2026 |
| Option Period 3: | January 1, 2027 – December 31, 2027 |
| Option Period 4: | January 1, 2028 – December 31, 2028 |

8. **PLACE OF PERFORMANCE:** Cairo, Egypt
with possible travel as stated in the Statement of Duties.
9. **ELIGIBLE OFFERORS:** Egyptian Citizens or non-Egyptians lawfully admitted for permanent residence in Egypt.
10. **SECURITY LEVEL REQUIRED:** Employment Authorization

11. STATEMENT OF DUTIES

1. General statement of purpose of the contract

BASIC FUNCTION OF POSITION

The United States Agency for International Development (USAID) mission to Egypt (USAID/Egypt) is one of the Agency's largest and most complex missions outside USAID Washington. The Data Management Services (DMS) office within the Executive Office (EXO) provides data and telecommunications services and overall management of USAID/Egypt's computer system. The Data Management Services office (EXO/DMS) provides support to over 200 clients using a complex IT infrastructure consisting of Cisco switches and routers, Riverbed servers, IP telephony and video conferencing (USAID building incl. RSO, NAMRU and other tenants), as well as iPhone and iPad activation and support.

USAID Mission operations are supported by an information technology (IT) infrastructure whose confidentiality, integrity, and availability are dependent upon routine support functions by Mission IT, M/CIO and other service providers. The USAID/Egypt Information Technology Management Assistant (ITMA) positions engage in the full range of IT and program support activities in the context of their organizational unit. The ITMA positions provide support to the Information Management Specialists, Supervisory Information Management Specialist, or the Deputy Executive Officer (also the Information Systems Security Officer, ISSO), at USAID/Egypt to ensure that objectives are achieved in accordance with agency and mission policies. Such duties often entail coordination with multiple stakeholders to execute direction and tasks in a fully effective manner.

2. Statement of Duties to be Performed

MAJOR DUTIES AND RESPONSIBILITIES

100% OF TIME

Technical Support

55%

1. Information Technology Asset Management

1.1. Hardware Asset Management: Supports all phases of the IT asset lifecycle. This includes researching and recommending technology acquisitions, adhering to policy requirements for procurement, asset provisioning, inventory control, and disposal of technology assets in accordance with Agency policies.

1.2. 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.

2. Network Infrastructure and Services Support

2.1. Network Infrastructure Support: Coordinates with M/CIO and supervisor directs subordinate staff in managing the operational life cycle of the Local Area Network

(LAN) infrastructure, including switches, routers, IP phones, virtual desktop infrastructure, and network security devices.

2.2. Network Services Support: Actively monitors and manages network activity to minimize downtime. Coordinates with M/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 USAID's use of the OpenNet system.

3. Cybersecurity and Incident Response Operation

3.1. Security Control Implementation and Continuous Monitoring: Supports the overall information security posture of the Mission, and the confidentiality, integrity and availability of critical infrastructure. Implements security and privacy controls, provides information assurance support, and executes continuous monitoring activities of information systems.

3.2. Vulnerability Resolution, Incident Response, Awareness and Training: Monitors and remediates endpoint device and network infrastructure vulnerabilities independently, and in coordination with M/CIO staff and as delegated by Mission Information Technology Specialists. Performs the orientation and training of users on agency policies, procedures, and practices for information security.

4. Business Operations and Application Support

4.1. Business Process 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.

4.2. Application Training: Provide training and guidance to users on how to utilize USAID business applications to maximize productivity and improve business process performance.

5. Program and Implementing Partner Support

5.1. 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.

5.2. 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.

6. Information Technology Service Management

6.1. Service Desk and Client Support Operations: Responds and proactively engages as the primary point of contact for IT service support. Maintains an active dialogue with Mission staff to ensure they receive technical support for Agency business applications, Mission events, and IT hardware issues.

6.2. Digital Workflow Management: Initiates service requests, tracks, responds to, and resolves assigned tickets in ServiceNow. Utilizes ServiceNow to collect and organize data on workloads, contribute to M/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. Reports on customer service issues to ensure Mission-wide IT issues and challenges are addressed and customers receive quality support.

POSITION ELEMENTS

Supervision Received: The job holder is supervised by one of the two Information Management Specialists (FSN-11).

Supervision Exercised: Full supervision of other USAID staff is not contemplated.

Available Guidelines: The Automated Directives System (ADS) chapters under Information Resources Management (IRM) will be the principal policy resource for the ITMA. ADS and other policies range in depth and scope, covering subjects such as Information Management, Information Systems Security, Acquisition of Federal Information Technology (IT) Resources, and other key elements of the Mission’s Information Management program. The ITMA will also have access to the M/CIO developed Systems Manager (SM) handbook, SM web portal, ISSO handbook, as well as other internal Agency resources. Other resources include, but are not limited to: Foreign Affairs Manuals and Handbooks (FAM/FAH), National Institute of Standards and Technology (NIST) Special Publications (SP), the NIST Cybersecurity Framework (CSF) and Risk Management Framework (RMF), Mission Orders/Notices, and Agency Notices.

Exercise of Judgment: The job holder will have substantial latitude to exercise judgment in carrying out daily activities and planning projects given their technical expertise. High levels of initiative, resourcefulness and dependability are critical to success in this position. Situations that call for discretion and patience in dealing with clients to resolve challenges for which there may not be an immediate or clear solution, and where contact with the supervisor is not possible, may arise. Sound judgment will need to be exercised in providing information and/or technical assistance to end-users/clients.

Authority to Make Commitments: Based on sound knowledge of local software applications and hardware, has the authority to make commitments for the repair of hardware and the interruption of system use. Decides what supplies, software, peripherals, and hardware

replacements must be procured, schedules all (ADP) system installation and downtime. The job holder is not authorized to independently commit the U.S. Government (USG) to the expenditure of funds.

Nature, Level, and Purpose of Contacts: The job holder is required to establish and maintain excellent working relationships with all categories of U.S. Embassy personnel, at all levels. As required, the job holder will work with M/CIO staff to ensure timely, effective, and efficient delivery of M/CIO provided services, and resolution of issues as they arise.

Time Expected to Reach Full Performance Level: 12 months.

CCN PSCs may participate in temporary duty (TDY) travel to USAID/Washington and other Missions in order to participate in the Foreign Service National Fellowship Program described in ADS 495maa.

3. Supervisory relationship: The job holder is supervised by one of the two Information Management Specialists (FSN-11).
4. Supervisory controls: Full supervision of other USAID staff is not contemplated.

12. PHYSICAL DEMANDS: The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

All candidates must meet the Minimum Qualifications. Applications will be screened accordingly, and only those who meet the below, required criteria, will be moved forward in the recruitment process.

Education: A Minimum two years of College or University studies in computer science, computer/electrical engineering, network/information systems, information technology, or related field is required.

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.

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 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.

Education: A Minimum two years of College or University studies in computer science, computer/electrical engineering, network/information systems, information technology, or related field is required.

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.

Post Entry Training: On the job training, Agency specific courses, and commercial training that develop and maintain relevant knowledge, skills, and abilities, will be provided. Training will be prioritized as it supports the maintenance of the Mission's IT operations like A+, Network +, Cisco and Microsoft certifications. Opportunities for the development of professional expertise and broadening of skills will focus on the areas of information technology, business applications, project management, information assurance, and information technology services delivery.

CCN PSCs may participate in temporary duty (TDY) travel to USAID/Washington and other Missions in order to participate in the Foreign Service National Fellowship Program described in ADS 495maa.

Language Proficiency: Fluency in both written and spoken English (Level IV) and Arabic (Level IV) is required.

Job Knowledge: A thorough knowledge of computer hardware components, assembly and installation, current technology and software capabilities and limitations, is required. Expert "hands-on" knowledge 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 job holder must also be able to understand and apply Agency policies, USG regulations, and consistently follow through on routine procedures for information systems management.

Skills and Abilities: Customer service skills are paramount to the success of the position's function. The job holder 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. The job holder will be responsible for the provision and physical relocation of a diversity of hardware equipment, which eventually will include heavy equipment weighing up to than 10 Kilograms per unit.

| Selection Factors | Scoring Percentage |
|--------------------------------|--------------------|
| Education/academic requirement | 10 |
| Experience | 30 |
| Language Proficiency | 20 |
| Knowledge | 20 |
| Skills & Abilities | 20 |
| TOTAL | 100% |

* As per details reflected under Qualifications above.

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to:

Submit the following to USAID Human Resources Office email usaidhr@usaid.gov, no later than COB of the vacancy deadline noted above:

- a. Submit **an up-to-date** Resume/CV that includes the **month, year,** and **company name** of employment for all experience.
If company name and work dates are not stated clearly, the experience cannot be considered.
- b. **Names of family members working in the Mission** must be included in the application.
- c. **Submit and attach a cover letter** detailing how they are qualified for the position.
- d. Quoting the **vacancy number in the email subject line**.

Please note that:

- The **CV and cover letter attachment must not exceed five pages.**
- The USAID HR Office will **disregard any submissions not quoting the vacancy number in the email subject line** and/or **exceeding five pages** and/or **those received after the deadline.**
- **Submissions made in any way other than the indicated clearly in the solicitation will be disregarded.**

2. 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**.

3. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.

Employees new to a position must serve in the new position for a minimum of 6 (six) months before they can be considered eligible for another position within the mission, this includes moves between agencies. The Mission mandatory retirement age is 60 years.

The evaluation and selection process usually takes two to three months after the deadline. Shortlisted applicants are invited for tests and/or interviews during this time frame. Due to the high volume of resumes, only candidates who are seriously being considered for a position are contacted for an interview. Please do not contact HR for a status report on your resume once you receive an automatic acknowledgment of receipt from the system. Interviewed candidates will normally be advised of the outcome of the selection process after a period of about four weeks.

In determining the appropriate salary, no salary adjustments will be made for fringe benefits such as uniforms, free airline tickets, free medicine or company products, life/medical/accident insurance policies, transportation, meal allowance, or other similar company benefits provided by former employers. Applicants with prior U.S. Government service may receive salary adjustments at the grade level of the position, to match the highest previous USG salary levels in a relevant field. The USAID Human Resources and Contracting Officers determine the appropriate salary rate.

It is the U.S. Government policy to prohibit discrimination on the basis of race, color, religion, national origin, handicap, or gender.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

The CO will provide instructions about how to complete and submit the hiring forms after an offeror is selected for the contract award.

VI. BENEFITS AND ALLOWANCES

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

a. BENEFITS:

The Mission currently provides:

- 1) Health Insurance Services.
- 2) Life/accident/disability insurance.
- 3) Semi-annual bonus.

b. ALLOWANCES (as applicable): N/A

VII. TAXES

LES employees of the mission became liable for payment of income taxes on their salaries with the implementation of the new tax law effective July 1st, 2005. Payment of taxes is on biweekly basis.

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

USAID regulations and policies governing CCN and 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>. 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: <i>[e.g. R497]</i> - Accounting Info: <i>[insert one or more citation(s) from Phoenix/GLAAS]</i> | 1 | LOT | \$ _TBD | \$ _TBD at Award after negotiations with Contractor_ |
| 1001 | Option Period 1 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g. R497]</i> - Accounting Info: <i>[insert from Phoenix/GLAAS]</i> | 1 | LOT | \$ _TBD | \$ _TBD at Award |
| 2001 | Option Period 2 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g. R497]</i> - Accounting Info: <i>[insert from Phoenix/GLAAS]</i> | 1 | LOT | \$ _TBD | \$ _TBD at Award |
| | | | | | |
| 3001 | Option Period 3 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g. R497]</i> - Accounting Info: <i>[insert from Phoenix/GLAAS]</i> | 1 | LOT | \$ _TBD | \$ _TBD at Award |

| | | | | | |
|------|---|---|-----|---------|---------|
| 4001 | Option Period 4 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: [e.g. R497] - Accounting Info: [insert from Phoenix/GLAAS] | 1 | LOT | \$ _TBD | \$ _TBD |
|------|---|---|-----|---------|---------|

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

| | | |
|-----------|--|---------|
| 52.204-27 | PROHIBITION ON A BYTEDANCE COVERED APPLICATION | Jun 202 |
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