SUBJECT: Solicitation for a USAID Computer Management Assistant FSN-09
Cooperating Country National Personal Services Contract (CCN/PSC)
(Niger 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.

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,

Anne Martin
Executive Officer

I. GENERAL INFORMATION

1. **SOLICITATION NUMBER:** 72068324R10002

2. **ISSUANCE DATE:** March 18, 2024

3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** April 1, 2024 – 11:59 p.m. (GMT+1)

4. **POINT OF CONTACT:** Recruitment team, email at usaidniamey-hr@usaid.gov

5. **POSITION TITLE:** USAID Computer Management Assistant

6. **MARKET VALUE:** From Step 1: FCFA 16,094,163 to Step 12: FCFA 22,531,836 equivalent to grade FSN-9 (no relocation benefits; see page 8 for benefits). In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Niger. Final compensation will be negotiated within the listed market value.

7. **PERIOD OF PERFORMANCE:** The services provided under this contract are expected to be of a continuing nature that will be executed by USAID through a series of sequential contracts, subject to the availability of funds, the need for services and performance. The base period will be for one year, estimated to start on o/a June 1, 2024. Based on Agency need, the Contracting Officer may exercise an additional option period for four years for the dates estimated as follows:

| Base Period: | o/a June 1, 2024 to May 31, 2025 |
| Option Period 1: | o/a June 1, 2025 to May 31, 2029 |

8. **PLACE OF PERFORMANCE:** US Embassy/USAID compound in Niamey, Niger, with possible travel as stated in the Statement of Duties.

9. **ELIGIBLE OFFERORS:** USAID policy is that a Cooperating Country National (CCN), meaning an individual who is a cooperating country (Niger) citizen or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country (including citizens of ECOWAS member states) may apply. A CCN is preferred over a local-hire Third Country National (TCN) in order to integrate the foreign assistance effort into the community, enhance the skills of the cooperating country's population, and contribute to the local economy. A local-hire TCN must only be used when qualified CCNs are not available. Therefore, CCN applications will be screened first. If qualified CCNs are not available, USAID will consider applicants from TCNs.

10. **SECURITY LEVEL REQUIRED:** Facility Access

11. **STATEMENT OF DUTIES**

BASIC FUNCTION OF POSITION

As a unit of the Executive Office, USAID/Niger, the Management of Information Systems (MIS) provides computer support services to USAID/Niger staff and operations.

The MIS is responsible for day-to-day operations, installation, modification, and maintenance of the Mission's local area network (LAN) system and for providing support to users and other related duties. Specifically, the division manages Mission Servers (3) with over 75 workstations, 5 Data Switches, 5 CISCO Routers, Remote Leased Line Connections (2). The MIS performs LAN/WAN Management, MS Windows Server Management, Computer Helpdesk management, Information Security Management including data backups, Voice Communication (satellite phones, cell phones & iPhones), Video or PowerPoint equipment & Public Address system management and training users on the Mission's Information Security Policies. The MIS also administers the Mission's computer system by providing optimal use of existing and new computer technology resources through a local area network (LAN) system.

The primary purpose of the position is to provide information technology support services to the Mission staff. The contractor reports to the Computer Management Specialist under the overall supervision of the Supervisory Executive Officer.

MAJOR DUTIES AND RESPONSIBILITIES

Management of Computer Help Desk – 50%

• Must make sure all workstations are in good working condition and configured according to the CIO standards.

• Install any available additional programs needed by specific users.

• Provide application assistance to users that need help in different Microsoft Office packages and other programs.

• Support users who call for help when their PCs or Printers are not functioning well.

• Advise users on simple troubleshooting steps.

• Should rectify any problems reported by users and refer major ones to the supervisor.

• Install, configure, and upgrade new equipment to CIO standards before being issued to users.

• Replace older equipment with new ones when need arises.

• Record the relocation of equipment from the ADP store and keep an up-to-date inventory.

• Take faulty equipment for repair to the vendor and make follow ups or pickups when rectified.

• Must make sure laptops are in good working condition when checked out to users and have software programs installed.

• Configure new laptops and ensure that users are familiar with the usage and provide additional assistance to new laptop

• Configure IPhones and IPADs plus train users on how to use them, including making them aware of the terms and conditions while in possession of these devices.

2.   Communication - 20%

• Responsible for configuring and deploying all the WAN equipment (Routers, Switches, Datacryptors etc.) as instructed by CIO Washington and continuously monitoring their performance.

• Maintain remote data links (ISDN, ADSL, Leased lines, VSAT) both in all office locations and at the residences at first level support.

• Responsible for the Cell phone and IPhone issuance and keeps an up-to-date inventory.

• Set-up the PA system for meetings and functions as the need arises.

• Make sure the PA system is in good working condition, stored and handled properly.

• Responsible for setting up for presentations i.e. VTC and/or Power Point equipment

3.   Data Management – 15%

Ensure that USAID/Niger Users are supported in regard to the Mission's Information system requirements. The incumbent must check the LAN and make sure the link is up and that only authorized users can access the main domain. He/she will troubleshoot and rectify network disconnections, referring critical cases to the supervisor.

• Make sure the Mission's information is secure, available and does not lose its integrity at any time.

• Ensure that sufficient data backup is carried out Daily and Monthly.

• Ensure that restoration of data is done in a timely manner whenever it's required and that the backed-up data is properly stored, tapes labeled and available when needed.

• Keep and update the movement of backup tapes from different locations in the logbooks monthly.

4.   Server Management – 15%

• MS Windows server administration, installation, configuration, and troubleshooting.

• Grant routine network user access and TDYs to temporary network user access as required in Agency policies.

• Terminate and/or deactivate user passwords and IDs in a timely manner when no longer needed.

• Properly document and maintain a file for the justification and authorization for granting users remote access.

• Properly monitor remote access logs, security logs and event logs and report abnormal activities to the supervisor for further investigations.

• Maintain records of the monthly audit trail reviews and ensure that security violations are monitored as required and reported.

• Review access authorizations to determine if individual access rights are still required and adhere to procedures to deactivate or terminate user IDs and passwords of departed employees in a timely manner.

• Manage IT resources like printers, scanners, and cameras.

• Maintain and update USAID'S different Databases.

• Perform the daily monitoring of servers, the virus software and virus logs to ensure that no problems are going unseen and work on the deployment of Security Patches on all servers and workstations.

• Perform deployment of USAID software like ASIST, eFORMS, WinTA, WebILMS, E-2, and i-services

• Ensure all automated information systems under their cognizance are operated, on a day-to-day basis, in compliance with the Agency's information systems security policy and guidelines as promulgated in the ADS handbook.

• Coordinate with the system staff implementation of information systems security standards for automated information systems.

• Provide the site Information Systems Security Officer (ISSO) with technical support and expertise in the implementation of Agency information systems security policies.

• Maintain an inventory of all hardware, operating system software, application software, peripheral devices and communication links that are part of the system(s) within their purview and report all incidents of lost or stolen equipment to the appropriate security office.

• Disseminate the Agency system security policies, procedures, and guidelines to all users of the system under their purview. Abide by Agency information system security policies and guidelines as promulgated in the ADS handbook.

• Report system or application irregularities or suspected security violations to the Program Manager, Mission Director/Representative, site ISSO, or System Administrator.

• Work with the supervisor to offer IT consultation services to the Program Areas for their various programs/projects which may include the ADS 548 process, and field assessments for IT requirements.

Supervision Received: Reports directly to the Computer Management Specialist. The contractor is expected to virtually work independently with minimum direct supervision.

Supervision Exercised: Continuing supervision of USAID/Niger staff is not contemplated. However, the contractor shall supervise local contractors while carrying out preventive maintenance exercises on Mission Computer equipment and peripherals.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

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

   a. **Education:** University Degree in computer science and possession of at least 2 or more IT industry certifications e.g. MCSA, ITIL, CISCO, CISA, CompTIA Sec+ are required.

   b. **Prior Work Experience:** Minimum of three years working in a recognized Computer department. Familiarity with the Computer Help Desk functions and Information systems security practices is highly required.

   c. **Post Entry Training**: Training will include training in use of equipment at post, self-study in the use of AID approved software, and familiarization with Mission and AID/W software packages.

   d. **Language Proficiency:** Level IV English ability. French is required.

   e. **Job Knowledge**: Good knowledge of systems analysis and design techniques, computer equipment and software capabilities/limitations, Departmental ADP policies, standard business work processes and management principles, fact-finding techniques, programming techniques.

   f. **Skills and Abilities:** Skill in maintaining operational capability and reliability of computer systems.

   Good interpersonal relations with ability to explain computer and IT concepts to staff who are technically not familiar with systems in the USAID environment: Google Apps, E2, GLAAS etc.

   Ability to effectively manage, operate, repair and maintain the PC LAN, hardware and software applications. Familiarity with the latest MS Windows server environments, and Google Apps for messaging and application usage. Ability to work with Laptops, MacBooks, iPADs, iPhones & Satellite phones. Willingness to work outside regular office hours including weekends.

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.

Selection Process
After the closing date for receipt of application, a Selection Committee will convene to review applications that meet the minimum requirements and evaluate them in accordance with the evaluation criteria. Incomplete applications from applicants who do not meet the minimum requirements will not be scored. As part of the selection process, only shortlisted applicants will be invited to participate in an oral interview. Required reference checks will be conducted only for shortlisted applicants who meet the specified requirements. The applicant's references must be able to provide substantive information about his/her performance and abilities.

The following technical evaluation criteria will be used to evaluate the applications:

Minimum qualifications (Yes/No)

Education: At least two (2) years of post-secondary schooling.

Prior Work Experience: A minimum of three (3) years of work experience in a recognized computer department.

Language Proficiency: Level 4 (advanced professional proficiency) English and French (both oral and written), is required.

Knowledge, Skills and Abilities: Maximum Evaluation Score: 100 points

Job-Related Knowledge (35 Points):

Demonstrated knowledge of:

- Computer equipment and software capabilities/limitations
- Systems analysis and design techniques
- Programming techniques.
- Technology-based approaches to improve office efficiency

Skills and Abilities (65 points):

- Strong oral and written communication; ability to explain IT concepts for customers
- Maintaining operational, capability and reliability of computer systems.
- Ability to effectively manage, operate, repair and maintain the PC LAN Hardware and software applications
- Proficiency with the Google Suite of applications (gmail, calendar, docs, sheets, presentations) and other software applications
- Proficiency with social media platforms, such as Facebook, Twitter, Whatsapp
- Knowledge of Microsoft Office suite of applications
- Skill in maintaining operational capability and reliability of computer systems
- Work under minimal supervision and self-direct
- Willing to work outside of regulate office hours including weekends
- Resolve problems in an appropriate and efficient manner
- Demonstrated strong interpersonal skills
- Effectively perform in a team environment
- Exercise outstanding judgment and discretion

USAID policy specifies that a cooperating country national (CCN) is preferred over a third country national (TCN.) Therefore, CCN and TCN offers will not be evaluated together. USAID will evaluate CCN offers first and if the CO determines that there are no qualified CCNs, only then will USAID evaluate TCN offers.

IV.   SUBMITTING AN OFFER

To ensure consideration of applications for the intended position, Offers must be received by the closing date and time specified in Section I, item 3 and submitted electronically to: usaidniamey-hr@usaid.gov **with the following email subject line: [name of applicant] SOLICITATION 72068324R10002, Computer Management Assistant.**

Qualified applicants are required to submit the following five (5) items in separate email attachments in one email submission, **All attachment must be in PDF format to be accepted**:

1. **Cover letter:** The cover letter should contain an overview of the applicant's qualifications and **must state how the applicant meets the technical evaluation criteria: 1) minimum education, language proficiency, years of prior work experience requirements, and 2) knowledge, skills and ability, listed above in the section entitled Evaluation and Selection Factors.** The filename should be: **Cover letter [name of applicant] SOLICITATION 72068324R10002.**

2. **Current résumé/curriculum vitae (CV)**. The CV/résumé must contain sufficient relevant information to evaluate the application in accordance with the stated technical evaluation criteria, listed above. The title of the file should be: **Resume/CV [name of applicant] SOLICITATION 72068324R10002.**

3. Applicants are required to provide **no less than five (5) references** who are not family members or relatives. References should include not less than three (3) from current or former supervisors (from both paid or volunteer work) who can provide information regarding applicant job knowledge and professional work experience. Applicants must provide accurate e-mail addresses for all references. The filename should be: **References [name of applicant] SOLICITATION 72068324R10002** .

4. Offeror Information for Personal Services Contracts **form AID 309-2** which can be found at http://www.usaid.gov/forms/. Offerors are required to **complete and sign the form**.

5. Copies of relevant **academic degrees/diplomas, certificates, and other documents (such as short writing samples) supporting the application** should be submitted in a single searchable PDF file. The filename must be: **Supporting documents [name of applicant] SOLICITATION 72068324R10002.**

Offers must be received by **April 1, 2024** and submitted to usaidniamey-hr@usaid.gov
To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number in the offer submission and as the subject line in any cover letter. The highest-ranking applicants may be selected for an interview.

ALL DOCUMENTS MUST BE SUBMITTED IN ENGLISH except for supporting documents.

V.   LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the Contracting Officer (CO) informs the successful Offeror about being selected for a contract award, the CO will provide the successful Offeror instructions about how to complete all the pre-award forms and clearances necessary (medical and security).

VI.   BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a PSC is normally authorized to the benefits and allowances in accordance with Mission policy and Local labor laws in Niger.

Benefits: Annual bonus and Medical insurance.
Allowances: Transportation, Housing, Education and Seniority.

VII.   TAXES

In accordance with Mission policy and local labor laws.

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 .

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.

Please note that only shortlisted applicants will be contacted to participate in the oral interview process.