SOLICITATION NUMBER: 72016924R10004
ISSUANCE DATE: 5/10/2024
CLOSING DATE/TIME: 5/24/2024

SUBJECT: Solicitation for a **Cooperating Country National Personal Service Contractor (CCNPSC - *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 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 solicitation.

Sincerely,

_____
Signature

David Smale
Contracting Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72016924R10004

2. **ISSUANCE DATE:** 5/10/2024

3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** 5/24/2024

4. **POINT OF CONTACT:** **belgrade_jobs@usaid.gov**

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

6. **MARKET VALUE:** From EUR 45,716 to EUR 63,998 equivalent to **FSN-11**
   In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID Serbia.
   Final compensation will be negotiated within the listed market value.

7. **PERIOD OF PERFORMANCE:** Five-Year Period of Performance with possibility to
   renew in accordance with ADS 309: - Personal services contracts are subject to the five-year
   limitation in accordance with FAR Part 17. In accordance with AIDAR Appendix J,
   CCNPSCs are of a continuing nature and expected to be part of a series of sequential
   contracts, each not to exceed the five-year limitation in the FAR. Start date is pending
   security and medical clearance approval.

8. **PLACE OF PERFORMANCE:** Belgrade, Serbia with possible travel as stated in the
   Statement of Duties.

9. **ELIGIBLE OFFERORS:** Solicitation is available for Cooperating Country National
   (CCN). In regard to this solicitation, a CCN is considered any individual who is a Serbian
   country citizen, or a non-Serbian country citizen lawfully admitted for permanent residence
   in the cooperating country.
   Under current law, non-Serbian and American citizens must possess a valid Serbian
   residence and work permit in compliance with host government laws and regulations prior to
   application.
   The Embassy cannot sponsor applicants for either permit. Laws regarding residency are
   subject to change.

10. **SECURITY LEVEL REQUIRED:** Facility access approved by the U.S. Embassy RSO at
    post.

11. **STATEMENT OF DUTIES**

    1. General Statement of Purpose of the Contract

    Full management responsibility for providing a technological vision through Information
    Systems Administration, Technology, and Information Services Support. Core duties are in
    the areas of Systems administration, account management, budgeting and procurement, asset
    management, network operations, security operations, and technology adoption and

application support. Is the subject matter expert for the Mission and its AIDNet Network, in charge of the technical oversight of all information technology and related activities, which may include, but are not limited to hardware/software installation and maintenance, application testing, installation, updating, and support, mobile devices configuration and support, client/helpdesk services, and system backup/recovery. Primary implementer of computer systems policies regarding information systems security and computer systems usage.

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

   A. Information Systems Administration and Management

   a) System Administration:

   USAID Mission operations are supported by an IT infrastructure of systems whose integrity, confidentiality, and availability are dependent upon routine support functions by Mission IT, M/CIO and other service providers. Maintaining the backend process engines, planning future technology projects, and in coordination with M/CIO, maintaining a seamless infrastructure that supports the attainment of Mission strategic objectives. Specific functions and tasks performed under system administration are but not limited to: Server support, Desktop and Peripherals support, Mobile device support, VDI (virtual desktop interface) support, and troubleshooting and service desk application support. Developing mission specific, notices, policies and procedures that comply with the ADS series to guide the use of IT related assets. Responsible for the maintenance and repair of hardware and software to include interaction with CIO, vendors, and other USG agencies. Highly skilled in troubleshooting technical problems and exercising independent judgment to determine whether contracts with vendors should be invoked to effect contractual maintenance. Scheduling maintenance, including preventive maintenance, with vendors if required, and advises management on maintenance needs to ensuring minimal disruption to Missions' operations. Implementing, deployment and supporting all aspects of centralized software and patch distribution to mission's end devices through Microsoft Endpoint Configuration Manager (MECM). This complex task starts with imaging of desktops and laptops with agency provided Windows OS image. Installing; troubleshooting and maintaining the Client MECM policies and services on end devices and closely monitoring and troubleshooting software distribution through MECM Console.

   b) Account Management:

   Managing Active Directory components in the Mission OU (Organizational Unit): Mission staff user accounts and computer accounts to all non-core systems at the Mission such as the file and print server; Mission application server; laptop computers, iPads and iPhones. Specific functions and tasks performed are: creating/disabling/deleting user accounts, transferring user accounts, creating distribution lists, implementing two factor authentication through PIV (personal identification verification), and user onboarding and training.

   c) Budgeting and Procurement of IT Equipment and Asset Management:

   Primary Manager for all technology assets (hardware/software) at the Mission. Responsible for the full IT asset lifecycle, from planning to disposition. This includes

recommending and budgeting IT acquisitions, adhering to policy requirements for procurement, asset provisioning, inventory control, and disposal of technology assets in accordance with government and Agency policies. Establishing controls to plan for scheduled replacements of IT equipment, servicing, repairs etc. Responsible for creation of annual IT budget needed to support mission IT operations.

Maintaining the ServiceNow inventory and database of all assets, and document all equipment issued for assets signed out to staff, as well as those under their direct oversight, to ensure timely accountability for annual inventory inspections. Responsible for annual inventory of all Mission IT Assets in ServiceNow.

B. Technical Operations and Information Services:
   a) Network Operations:
Management of the Local Area Network (LAN) site which consists of the Missions servers, client work stations, network peripherals printers/scanners/copiers, routers, firewalls, riverbeds, and other security devices. Configuration and Maintenance of Mission Access switches. Contracting and managing the services of multiple local Internet Service Provider (ISP) connections. Ensuring optimal operation of network systems through continuous monitoring, adjusting, configuration optimization and/or performing routine maintenance, and minimizing downtime for repairs. Evaluating network equipment options and in coordination with CIO, determining the most appropriate configuration considering compatibility with site specific factors. Coordinating with CIO to ensure continuous connection with AIDNet systems and business applications and working with State Dept on troubleshooting OpenNet issues.

   b) Information Security:

Maintaining the three principles of network security: confidentiality, integrity, and availability of Mission critical infrastructure. Supporting organizational efficiencies and ensure compliance with USG-mandated IT reforms and policies. Implementing all ISSO procedures and projects for minimizing risks and weaknesses and strengthening the systems against common threats. Specific functions and tasks performed in the area are, but not limited to securing information systems (implementing physical and logical access controls), information assurance support (serving as the technical subject matter expert and advisor to the Supervisory Executive Officer, who serves as the ISSO), security equipment installation and troubleshooting, contingency planning and disaster recovery, and audit log management. Ensuring Anti-Virus software and tools are installed and updated on all end devices. Deployment of Network Access Control (NAC) on mission laptops and access switches, deployment of VPN on mission laptops and deployment of MDM solution on mission mobile devices (iPhones, iPads, MacBooks). Responding to vulnerability findings for the mission systems, to minimize their impact in a timely manner. Implementing all solutions provided by ISSO to keep the network secure. Primary SAFE admin for USAID as part of the Embassy family, responsible for maintaining and administering the user database.

   c) Technology Adoption and Application Support:

Active engagement with M/CIO on Agency IT initiatives and seeking out opportunities to participate in pilot programs, early adapter activities, serving as SME on CIO training sessions and test studies that advance Agency goals in IT. These activities put the

Mission at the forefront of IT initiatives globally and improve delivery of information services worldwide. Providing application support by developing and/or coordinating in-house training on general business software, core Agency business applications (Google Workspace; MS Office; ASIST; E2; DIS; Phoenix; GLAAS; SE-ICAM (Okta); SAFE; GoMBC; ServiceNow; EXO Services Portal, for use on mobile devices and data analysis and productivity tools. Developing training materials and organizing trainings for mission users/customers, or wider Agency audience, to promote awareness of the most current technology tools and information management practices. Participates in developing and maintaining mission Intranet site to store the mission critical information, for easy access by mission employees.

d) Client Services Support:

Maintaining an active dialogue with Mission staff to ensure they receive technical support for Agency approved business applications and IT hardware management issues. Providing guidance to users on how to best utilize applications to maximize productivity. Troubleshooting and resolving hardware and software issues in the most efficient and effective manner possible. This includes maintenance of all client-issued devices and shared/network peripheral components (printer/scanners/copier). Ensuring the Mission's adherence to Post and Agency Telework policies by assisting users with navigating and adapting to the telework environment by using the available tools needed for continuous uninterrupted mission operations when required. Troubleshooting and resolving issues concerning Teleconferencing needs between USAID employees and external partners, including Embassy. Use of Google Meet, Webex, Zoom, CISCO VTC, MS Teams, to provide continuous operation but adhering to Agency policy and standards.

e) Program Support and Direct Engagement:

Providing IT analysis and advice, on request, to technical offices and partners, primarily in support of projects. Consulting with Technical Offices regarding the use of modern IT technologies. Participating in technical evaluation teams. Advising staff about the administration and management of Information Technology (IT) projects. Monitoring the use, disposition, and security of IT equipment and software in ongoing projects managed by local USAID partners. Provides advice on US Government regulations/USAID-specific directives to ensure project IT requirements are in alinement.

C. SUPERVISORY DUTIES:

The Computer Management Specialist supervises one Computer Management Assistant. The incumbent sets targets and work objectives for the Assistant and prepares annual performance evaluations. The incumbent is responsible for strategic planning of Mission IT requirements, to keep up with a changing work environment. Identifies training requirements, to ensure staff has the necessary skills to meet Mission IT requirements.

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**
The incumbent operates with a high degree of independence and reports directly to the

Supervisory Executive Specialist (S/EXO) and Deputy Executive Officer who, in consultation, establish basic parameters of work and determine priorities and deadlines in terms of policy, priorities, results to be achieved, and basic approaches. Assignments are made orally and in writing. Routine and reoccurring work is reviewed on a periodic test basis, while task-oriented work is reviewed as completed.

4. Supervisory Controls
Supervises one Computer Management Assistant within the IT Section. In addition, supervises external technicians, consultants, engineers, and programmers, when required.

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

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

a) **Education:** Minimum of bachelor's degree, or the host country academic equivalent, in the fields of computer science, information systems management, electronics engineering, or equivalent, is required.
b) **Prior Work Experience:** Minimum of six of progressively responsible work of a program, technical, or administrative nature, with emphasis on analytical, judgmental, and expository abilities regarding the operation, management, and utilization of computer systems is required.
c) **Language Proficiency:** Level IV English and Serbian ability (fluent) is required - (Language skills will be evaluated during the selection process.)

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.

a. **Education:** Maximum number of points 15. All candidates meeting only the minimum requirement will receive a maximum of 10 points. Additional points, up to maximum 15 points will be assigned if the candidate holds advanced studies/training in a field of computer science, information systems management.

b. **Prior Work Experience:** Maximum number of points: 15. All candidates meeting only the minimum requirement will receive the maximum of 10 points. Additional points, up to a maximum total of 15 points, will be assigned if a candidate possesses more than six years of experience in a program, technical, or administrative capacity, with a focus on analytical, judgmental, and expository abilities related to the operation, management, and utilization of computer systems.

c. **Language Proficiency:** Maximum number of points is 10. Level IV English and Serbian ability (fluent) is required

   Short listed applicants will be evaluated through a written test in addition to the in-person or virtual interview.

d. **Job Knowledge:** Maximum number of points is 25. Thorough knowledge of USG policies, procedures, internal controls and reporting requirements. Thorough knowledge of computer equipment operations; hardware and software technology; technical aspects of analysis, computer application programming, telecommunications and management advisory services; comprehensive knowledge of systems analysis and design techniques; and mission/agency automation policies. Knowledge of at least two computer-programming languages. Working knowledge of Microsoft Office suite.

   Short listed applicants will be evaluated through a written test in addition to the in-person or virtual interview.

e. **Skills and Abilities:** Maximum number of points is 35. Advanced technical skills to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the USAID/Serbia computer resources. Strong understanding of priorities of key managers to ensure that the computer and automation organization is responsive to those needs. Good interpersonal skills 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. Ability to relate proposed projects and priorities to the capabilities and limitations of the computer system and components, to determine capability to meet support requirements. Ability to articulate significance of management decisions with computer systems and system requirements to managers, to obtain support for actions that will enhance automation and/or effective management of computer resources. Ability to balance workload demands between central system and individual user requirements. Ability to relate USAID/Serbia organization, functions, and mission to computer system's terms of reference, e.g. priorities for automation, an interrelationship of different applications programs to USAID/Serbia operations, etc. Ability to manage and supervise multiple sites and to coordinate support services from variety of contractors. Ability to design, implement, and maintain LAN and PC configurations. Ability to teach software programs to USAID staff. Supervisory skills exercised through professional experience are required.

   Short listed applicants will be evaluated through a written test in addition to the in-person or virtual interview.

f. **Reference check - may be requested from the top ranked applicants.** (pass/fail)

4. **SUBMITTING AN OFFER**

   1. Eligible Offerors are required to complete and submit the **Offer Form 309-2**, **Cover Letter** and **detailed current resume** or curriculum vitae providing email address and a daytime telephone number; plus
   2. Offers must complete **Google Form** – link
   3. Offerors must submit **a list of three references** who are not friends or family members, along with their contract information in a separate document.
   4. Offerors 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. (**belgrade_jobs@usaid.gov**)
   5. Offeror submissions must clearly **reference the Solicitation number** on all offeror submitted documents.
   6. Incomplete applications will not be considered.

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

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

- Background investigation forms
- Medical clearance forms

6. **BENEFITS AND ALLOWANCES**

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

1. **BENEFITS:**

   a) Local Social Security System (LSSS) – All compensation payments made by the USG to enrolled employees are subject to LSSS employer contributions and employee deductions.

   b) Annual Leave – PSC is entitled to 20 workdays (160 hours) for the first three years of employment and 26 workdays (208 hours) for more than three years of employment.

   c) Sick Leave – Sick Leave is granted as needed.

   d) All Locally Employed Staff who are working full time under personal services contracts are eligible for Supplemental Health Insurance.

   e) All Locally Employed Staff who are working full time under personal services contracts are eligible for Life Insurance.

2. **ALLOWANCES (as applicable):**
   No allowances are applicable.

7. **TAXES**

The PSC is personally liable to pay any yearly income tax (tax for the employees whose total annual income exceeds 3 times the average annual salaries in Serbia).

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

USAID regulations and policies governing **CCNPSC and TCNPSC** 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	**Compensation, Fringe Benefits and Other Direct Costs (ODCs)** - Award Type: Cost - Product Service Code: *[e.g., R497]* - Accounting Info: *[insert one or more citation(s) from Phoenix/GLAAS]*	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/resources_standards-of-conduct.

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 2023