SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC) – Computer Management Assistant  
(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, Sections I through VII 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,

U.S. Agency for International Development  
US Embassy  
Entoto Road  
P. O. Box 1014  
Addis Ababa, Ethiopia  
Tel.: 251-11-306002  
Fax: 251-11-242438  
Website: www.usaidethiopia.org  
USA Address:  
2030 Addis Ababa Place  
Washington, DC 20521-2030
I. **GENERAL INFORMATION**

1. **SOLICITATION NO.:** 72066319R100 09

2. **ISSUANCE DATE:** 5/24/2019

3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** 6/7/2019 *before and/or on 5:00PM Ethiopian local time (close of business).*

4. **POSITION TITLE:** Computer Management Assistant

5. **MARKET VALUE:** FSN-08, $12,133 to $21,829.
   
   In accordance with **AIDAR Appendix J** and the Local Compensation Plan of **USAID/Ethiopia**. Final compensation will be negotiated within the listed market value.

6. **PERIOD OF PERFORMANCE:** Five (5) years. The services provided under this contract are expected to be a continuing nature that will be executed by USAID through series of sequential contracts, subject to the availability of funds.

7. **PLACE OF PERFORMANCE:** US Embassy, Entoto Road, Addis Ababa with possible travel as stated in the Statement of Work.

8. **SECURITY LEVEL REQUIRED:** Regional Security Office certification.

9. **STATEMENT OF DUTIES**

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

   Within the Executive Office of USAID/Ethiopia, and two associated offices of USAID/USAU and USAID/Djibouti, the Executive Office’s Information Technology (IT) team is responsible for providing computer network operations and support for Mission’s approximately 250 staff. The position assists with the oversight and daily customer support of 250 staff using 20 network multi-function printers, 20 desktop printers, over 250 personal computers, mobile devices, including but not limited to, iPhones, iPads, temporary duty phones, laptops, personal recovery devices, a server room with 10 servers, network switches, firewalls, a tape backup system, routers and 200+ Server-Based Computing (SBC) hard and soft tokens. Equipment is managed in the Embassy compound with several kilometers of fiber optic and unshielded twisted pair cabling covering multiple floors and buildings connecting to AIDNet through a local internet service provider and a backup link through a State Department managed satellite.

   The IT Assistant will ensure EXO/IT support for the full life cycle of the Mission’s information technology needs. The IT Assistant will identify concerns and inconsistencies, support analysis and problem solving to resolve IT issues to improve
IT practices, ensure improved consistency support for all offices, escalating any unresolved issues to the Supervisory Systems Manager, as appropriate. As a partner in the IT function, the IT Assistant will provide guidance and interpretation to all offices and ensure best practices within the EXO/IT team. The IT Assistant will both develop and maintain in-depth knowledge of Agency and Mission requirements, ensure personal organization and time management at work, collaborate with team and offices in all IT areas, and the efficiently track and maintain assigned work processes from start to completion. The IT Assistant will ensure that information technology issues within team(s)/offices are facilitated to resolution and will maintain accurate and complete IT documentation and tracking records, providing regularly audits to both paper and electronic files, as appropriate.

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

**IT Customer Support, Assistance, and Evaluation (40%)**:

- Responsible for first level problem determination, problem/incident recording, problem resolution and problem escalation to other IT personnel as necessary;
- Assists in the setup of desktop applications and mobile devices, e.g. iPhones, iPads, TDY phones, laptops, and personnel recovery devices;
- Monitors use of shared peripherals and installs new equipment, such as multifunction printers;
- Obtains and conveys concise problem information to other IT personnel;
- Manages the usage and disposal of RSA Server Based Computing (SBC) of hard and soft tokens;
- Assists in setup of projector presentation and or VTC equipment for teleconferences; and
- Works with the Supervisory Systems Manager to develop user-friendly tips based on most common problem areas reported in the problem tickets.
- Demonstrate organization in work activities and time management in order to ensure customer inquiries are responded to in a timely, knowledgeable, and professional manner and, where requests and/or questions must be passed to another team or department for action or inquiry, provide follow up, as needed, until the action has been completed.
- Demonstrate excellence in customer service (i.e. active listening, patience, attentiveness to customer needs, responsiveness, timeliness, and tracking until issues are fully resolved.
- Ensure proactive and complete communication when working with team members and customers/clients in response to inquiries, ensuring professional communication in all requests.
- Ensure attention to detail in maintaining customer databases, information, intranet, etc. and ensure adequate documentation and communications are maintained for tracking purposes.
- Take initiative to regularly track, assess, and conduct regular audits of data and activities in order to ensure that process areas are followed, maximized in efficiency, and that responses meet or exceed customer service standards.
User Account Management (30%):

- Sets up users accounts and ensures users have access to Agency resources;
- Performs new user orientation and periodically provides training to Mission staff on new innovations and correct usage of IT equipment, resources and software;
- Provides users with network IDs, creates user directories on the network, and sets up the correct access rights to network files and directories;
- Designs and supports all USAID corporate applications including, but not limited to, WinTA, e2, applications, forms, templates, maps, databases for specific desired purposes;
- Provides input to the USAID/Ethiopia intranet site, and updates as needed or requested;
- Ensures only authorized software is installed on computers; and
- Sets up access rights for users, sets file and directory attributes to protect shared files.

Local Area Network (LAN) Operations, Installation, Modification and Maintenance (30%):

- Monitors LAN activity to determine adequacy of disk space on the file servers;
- Performs diagnostic checks and troubleshoots LAN hardware and software;
- Installs and maintains off-the-shelf and local PC applications on both the file server and local hard disks;
- Regularly analyses circle vulnerability scans and implements recommended mitigation;
- Monitors network telecommunications circuitry and resolves problems;
- Performs required incremental periodic system backup procedures with a minimum disruption to users;
- Assigns logical user groups and queue priorities, and monitors print servers and user queues for effectiveness;
- Uses network applications to track file server resources (memory and disk space) and data packet activity;
- Monitors use of network applications to determine need for additional hardware and software;
- Advises users about virtual security or "virus" problems and their prevention;
- Ensures adherence to system security procedures, including password protection and physical security;
- Maintains directory trustee assignments, log-on identifiers, and file and directory attributes to protect privacy and data integrity on a shared system; and
- Creates network user groups and develops systems and user log-on scripts as well as user-friendly menus.

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

The Computer Management Assistant will work under the direct supervision of the Supervisory Systems Manager.

4. **Supervisory Controls:**

None

10. **AREA OF CONSIDERATION:** All interested applicants. Cooperating Country National Personal Service Contractor (CCNPSC). Cooperating country national means an individual who is a cooperating country citizen or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.

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

12. **POINT OF CONTACT:** addisusaidjobs@usaid.gov; Fekadu Tamirate.

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

a. **EDUCATION:** Degree in Computer Science, Information Science, Computer/Electronics Engineering, or other related subject.

b. **PRIOR EXPERIENCE:** At least three years of work experience in providing application and hardware support in Networked Computer systems environment that includes maintaining and troubleshooting of Windows 2003 based servers, desktop computers, printers, UPSs, telephone systems as well LAN and Wan systems.

c. **LANGUAGE:** Level IV English and Amharic Language skill, required.

III. **EVALUATION AND SELECTION FACTORS**

The following evaluation factors for evaluating applications are established. The Technical Evaluation Committee will establish the competitive range/cut-off points per the evaluation factors listed below. Applicants are encouraged to provide a narrative for each selection criteria listed below in this section. This information will be used for evaluating and scoring each criterion. The TEC will conduct interviews with all offerors in the competitive range and provide the final rating and ranking of the offerors based on the interview. The CO will consider findings from the reference checks as part of the responsibility determination. Be sure to include your name and the solicitation number at the top of each page.

**EDUCATION (35 points):**

Degree in Computer Science, Information Science, Computer/Electronics Engineering, or other related subject. Additional evaluation points will be given to offerors who
exceed the minimum requirement such as CISCO, Microsoft and IT Security certifications.

EXPERIENCE (30 points):
At least three years of work experience in providing application and hardware support in Networked Computer systems environment that includes maintaining and troubleshooting of Windows 2012 based servers, desktop computers, printers, UPSs, telephone systems as well LAN and WAN systems.

KNOWLEDGE, SKILLS, and ABILITIES (35 points):
This position also requires knowledge of computer systems management sufficient to assure the continued effective operation of a computer installation designed to provide automation support to the USAID Mission. The position requires knowledge to ensure adherence to system security procedures, including password protection, and physical security. The incumbent must have 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. The incumbent must have ability to articulate system requirements to managers in order to secure support of computer and automation program and to maximize opportunities for automation. Ability to balance workload demands between the central system and individual user requirements.

IV. PRESENTING AN OFFER

1. Eligible Offerors are required to complete and submit the offer form DS-174 Application for U.S. Federal employment along with a cover letter and resume written in English. The DS-174 Application form can be found in the U.S. embassy website https://et.usembassy.gov/embassy/jobs/;

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, item 12.

3. Copies of credential documents (i.e., degree, training certificates, etc.);

4. Application must be submitted ONLY via addisusaidjobs@usaid.gov and the email subject must say– solicitation 72066319R0009, Computer Management Assistant

5. Please submit the application only once; and

6. Late and incomplete applications will not be considered; the application must be submitted before or on the date of filing at 5 p.m. (Close of Business).

7. To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number in the offer submission.
V. LIST OF REQUIRED FORMS FOR PSC HIRES

Once the Contracting Officer informs the successful Offeror about being selected for a contract award, the CO will provide the successful Offeror instructions about how to complete and submit the following forms.

1. Medical History and Examination Form (Department of State Forms)
2. Questionnaire for Non-Sensitive Positions (SF-85)
3. Finger Print Card (FD-258)

VI. BENEFITS/ALLOWANCES

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

1. BENEFITS:
   Group life insurance, medical coverage, annual leave and sick leave.

2. ALLOWANCES:
   Meal allowance and miscellaneous benefit allowance.

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

USAID regulations and policies governing CCN/TCN PSC awards are available at these sources:


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.rsfs/OGF%20Regulations
EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission in Ethiopia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. USAID/Ethiopia also strives to achieve equal employment opportunity in all personnel operations.

The EEO complaint procedure is 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.