SOLICITATION NUMBER: 72038620R10014

ISSUANCE DATE: May 08, 2020

CLOSING DATE/TIME: May 21, 2020 Indian Standard Time (IST)

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCN PSC - Local Compensation Plan) – Information Management Specialist

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 Attachment 1.

Sincerely,

Armando Espinosa  
Contracting Officer
I. GENERAL INFORMATION

1. SOLICITATION NO.: 72038620R10014

2. ISSUANCE DATE: May 08, 2020

3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS: May 21, 2020, Indian Standard Time (IST)

4. POINT OF CONTACT: Ms. Vandana Sharma, Human Resources Specialist, e-mail at indiaper@usaid.gov

5. POSITION TITLE: Information Management Specialist

6. MARKET VALUE: INR 1,973,681 – INR 3,017,536 equivalent to FSN-11. In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/India. Final compensation will be negotiated within the listed market value.

7. PERIOD OF PERFORMANCE: Initially, five years Cooperating Country National Personal Services Contract will be issued, with the possibility of extension depending on the need, satisfactory performance, and funds availability. Employment under any contract issued under this solicitation is of a continuing nature. Its duration is expected to be part of series of sequential contract; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of the contract shall apply.

8. PLACE OF PERFORMANCE: New Delhi (with possible travel, if applicable, as per the Statement of Duties). 40 hours per week, Monday to Friday, 8:30 A.M. to 5:00 P.M.

9. ELIGIBLE OFFERORS: Cooperating Country Nationals - The position is open to Cooperating Country Nationals, which means an individual who is an Indian citizen, or a non-cooperating country citizen lawfully admitted for permanent residence in India.

10. SECURITY LEVEL REQUIRED: Security Clearance from the Embassy’s Regional Security Office

11. STATEMENT OF DUTIES

a) General Statement of Purpose of Contract

The Information Management Specialist of the USAID/India Executive Office is a senior-level professional Cooperating Country National Personal Services Contractor (CCNPSC) position with responsibility for providing support and guidance on computer systems, software application systems, repair and maintenance of hardware, network connectivity, systems development, support for telecommunications and networking operations. Mission operations are totally dependent on the availability and efficiency of the Information
Technology (IT) operations. Incumbent is a seasoned CCNPSC with strong leadership, technical/management abilities and interpersonal skills.

The incumbent works with USAID/India Mission staff at multiple locations, USAID/Washington / Chief Information Officer (CIO/W), State Information Management Officer (IMO), and non-USAID organizations and local vendors on IT matters. S/he serves as an advisor to the Supervisory Executive Officer (EXO) for all IT-related procurements and is responsible for identifying/recommending/budgeting IT equipment, and provides advisory services on projects, which have IT-related design components. Incumbent provides continuous innovation services for the IT systems and process enhancements to improve Mission performance and efficiency by collaborating with CIO/W. Innovations conducted which have regional and/or global ramifications.

The incumbent works under the general supervision of the USAID/India Supervisory Executive Officer and directly supervises one Computer System Analyst and two Computer Assistants in the Information Management (IM) Division.

b) **Statement of Duties to be performed**

i. **IT Operations – 60%**

The incumbent oversees the day-to-day management of the Mission’s IT operations and information resources.

**Server Management:** The incumbent maintains software and hardware security and functionality for optimum performance and in accordance with Agency IT policies. S/he ensures software hotfixes and patches are up-to-date. Together with the IT staff, manages user accounts and access privileges. S/he maintains back-up systems programs, schedules, and data files. S/he troubleshoots server security and performance issues as required.

**Network Management:** Through monitoring, analyzing and correcting network performance, and potential security shortfalls; the incumbent ensures security and performance of Mission network infrastructure (e.g. Wi-Fi, LAN (Local Area Network), WAN (Wide Area Network)), communication network systems, mobile devices (e.g. firewall, routers, switches and monitoring sensors), desktop and server environments). The incumbent is responsible for oversight of the hardware structure and performance of equipment and systems such as desktop computers, Video Teleconferencing (VTC) equipment and protocols, electronic identity and certification components, IT security devices, configuration, repair; backup procedures and monitoring all computer, telecommunication and operating environment operations at the Mission and Information Resource Management (IRM) hardware links.
The incumbent creates a variety of surveys aimed at gauging morale in the Mission and employee feedback in multiple areas. S/he performs diagnostics on the survey results and uses the data and information to support decision making with senior management.

ii. Management Functions – 20%
(Procurement Planning, Project Management, Personnel Management, and other Administrative Functions)

The incumbent directly supervises three IT staff on a day-to-day basis. S/he delegates responsibilities and assigns priorities. S/he initiates personnel actions, conducts performance evaluations, and sets work objectives. S/he oversees and coaches IT staff and develops career development and training plans. S/he backstops all IT staff on all duties and responsibilities.

The incumbent provides expert advice to the EXO in the preparation of the Mission IT procurement plan. S/he oversees the preparation of the statements of work, system specification, evaluation criteria, and recommendations for all IT-related equipment, installations, initiates administrative acquisition, reviews and clears all Mission IT-related procurement actions.

S/he serves as the Contracting Officer's Representative (COR) for the on-going licenses and maintenance contracts. Based on Agency standards, S/he estimates useful life of Mission’s hardware, recommends replacement schedules, and advises the EXO on IT property disposal plan.

The incumbent ensures Mission compliance with Agency IT policies and strategy including Automated Directive System (ADS) and Agency Notices. S/he leads the deployment of Bureau for Management, Office of the Chief Information Officer (M/CIO) initiatives and pilots for local and global replication. Coordinates and liaises with M/CIO and Department of State Information Resources Management (IRM) on intersecting IT-related issues as needed. Together with the EXO, incumbent develops, implements, enforces, and updates the Standard Operating Procedures, Mission Orders and training guidance. S/he establishes and implements internal procedures and best practices.

The incumbent supports technical offices special IT needs. S/he serves as an advisor to Development Objective Teams when projects they are designing or managing have IT components where the Job Holder has expertise and can add value.

iii. Corporate Application Management and Training – 20%

Corporate Application Systems: The incumbent provides subject-matter-expert (SME) level application management and support services for USAID corporate applications including Geographic Information Systems (GIS) and Cloud technology-based applications. S/he oversees the local administration of Agency business applications, including user administration and serving as local liaison with enterprise-level administrators.
The incumbent provides user assistance and training as needed. S/he interfaces with other USAID Missions and CIO/W to develop and incorporate best practices. S/he is responsible for preparing training plans for the Mission to address new innovations in Information Technology and new standard software provided by Washington.

The incumbent conducts orientation and training to newly hired employees on commonly used hardware and software used in the Mission. S/he ensures newly on-boarded staff are familiar with system policies, especially in the area of security.

c) **Supervisory Relationship:** The Information Management Specialist works under the general supervision of the USAID/India Executive Officer.

d) **Supervisory Controls:** The Supervisor provides the overall objectives of the assignment, suggests approaches to consider, and reviews completed work, reports, and other assignments. The incumbent performs assignments independently and work is reviewed in terms of overall computer performance, installation quality and timeliness, repair and maintenance response, and user feedback. The Supervisor establishes the basic parameters of work and determines major priorities. Routine and/or recurring work is reviewed on a periodic basis, while task-oriented work is reviewed as completed.

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

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

a. **Education:** Bachelor’s Degree or equivalent in Computer Science or related discipline is required.

b. **Prior Work Experience:** At least five years of responsible work of a program, technical, or administrative nature, where emphasis is placed on analytical and judgmental abilities with respect to the operation, management, and utilization of computer systems of substantial size and complexity is required. Experience in working in a Cloud/distributed environment is required.

c. **Language Proficiency:** Level IV (fluent) English and Hindi language proficiency, speaking and writing, is required.

d. **Job Knowledge:** The Information Management Specialist requires a thorough knowledge of IT systems, policies, IT operation concepts, analysis, and management. SME knowledge of corporate applications and application suites to provide and develop training and delivery systems.

e. **Skills and Abilities:** Strong interpersonal skills are required in order to resolve operation-related issues and to develop and maintain two-way communications and promote improved computer services. The incumbent should have sound judgment, priorities/goal settings and
the ability to translate technical details to non-technical staff. S/he should have advanced analytical skills for troubleshooting and diagnosis of issues. S/he must be an innovator, early adopter of new technology, and possesses skills in change management to successfully deploy and gain acceptance of users on new processes.

IV. 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.

Candidates will be evaluated and ranked on the following criteria to a maximum score of 100 points:

- Job Knowledge and Skills (30 points)
- Education (10 points)
- Work Experience (20 points)
- Communication Skills (20 points)
- Writing Skills (20 points)

V. SUBMITTING AN OFFER

1. Offerors interested in applying for this position MUST submit the following materials:

   Complete resume. To fully evaluate your offer, your resume must include:
   a. Paid and non-paid experience, job title, locations(s), dates held (month/year), and hours worked per week for each position. Any experience that does not include dates, locations, and hours per week will not be counted toward meeting the solicitation requirements. Ordering list of previous jobs in reverse chronological order, beginning with the most recent position and working its way backward to the earliest job.
   b. Specific duties performed that fully detail the level and complexity of the work.
   c. Names and contact information (phone/email) of your current and/or previous supervisor(s). Current and/or previous supervisor(s) may be contacted for a reference.
   d. Education and any other qualifications including job-related training courses, job-related skills, or job-related honors, awards, or accomplishments.

Your resume should contain enough information to make a determination that you fully meet the experience requirements as stated in this solicitation. This information should be clearly identified in your resume. Failure to provide information enough to determine your qualifications for the position may result in the elimination of your offer.
2. Application for Employment as a Locally Employed Staff or Family Member DS – 174. Offerors are required to complete this form. Please note: Must answer all the questions in DS-174 application form. You may also click the link below to access the above form: http://www.usaid.gov/sites/default/files/documents/1861/Application%20for%20Employment%20Form%20DS-174_0.doc.

Submit electronic copies of applications to: indiaper@usaid.gov (preferred)

Or

Print copies of application can be sent to:

Human Resources
United States Agency for International Development
U.S. Embassy
Shantipath, Chanakyapuri
New Delhi – 110 021

(Note: Print copies can be received only within normal working hours – see page 2)

3. Applicants must specify the position title in Box No. 1 and solicitation number in Box No. 3 of the Application Form (DS-174). Applications without reference to a specific solicitation number will not be accepted.

4. Please also indicate in Box No. 3 of Application Form (DS-174) as to where you heard about this vacancy announcement. Please choose one of the options:

● USAID Website ● Internal Circulation

5. 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.

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

VI. 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:

1. Instructions and forms related to mandatory security clearance.
2. Instructions and forms related to mandatory pre-employment medical examination and clearance.
Note: The selected candidate must obtain a U.S. Government security and medical clearances (as indicated above). If such clearances are not obtained within a reasonable time or negative suitability issues are involved, any offer made may be rescinded. Details on how to obtain Medical clearance and Security Clearance will be provided once a job offer is made and accepted. You must be available to start work within 30 days as soon as valid medical and security clearance are obtained.

VII. BENEFITS AND ALLOWANCES

The successful candidate will be explained in detail about the benefits and allowances for Cooperating Country National employees as per the Mission Policy.

VIII. TAXES:

The Mission does not assume any obligation or responsibility to withhold local income taxes from LE Staff salaries. LE Staff are fully responsible for accurately reporting taxable income to tax authorities and paying income taxes.

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

USAID regulations and policies governing CCN and 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.nsf/OGE%20Regulations

NOTES:

Probationary Period: This is the initial period of employment with the U.S. Mission during which Locally Employed Staff (including Cooperating Country National) demonstrate their
qualifications for continued employment. The probationary period for Mission India is one year. Staff may be separated without notice or with appropriate notice, during or at the end of the probationary period, with or without specific cause.

The internal employees currently serving their probationary period are not eligible to apply. The internal employees who have moved to a new position (any time after completing their initial probationary period) are required to be in their present position for not less than one year before applying for another USG position.

**Compensation:** The selected individual will be compensated in accordance with the Local Compensation Plan for Cooperating Country National employees.

Applicants living outside New Delhi / NCR should note that if selected for the position, no resettlement travel or housing is associated with the position. It would be the candidate’s responsibility to travel to New Delhi in a timely manner for the pre-employment clearances.

**Age Requirement:** As per the Mission policy, the mandatory retirement age for Cooperating Country National employees is 60 years.

**Equal Employment Opportunity:** It is the policy of the United States Government to ensure equal employment to all persons without regard to race, color, religion, caste, sex, national origin, age, disability, or sexual orientation.

Due to a high volume of anticipated applications, only short-listed candidates will be notified.