USAID | UKRAINE
FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: USAID-06-2018

ISSUANCE DATE: 08/02/2018
CLOSING DATE/TIME: 08/16/2018

SUBJECT: Solicitation for a **Cooperating Country National Personal Service Contractor (CCN PSC)**

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 V** 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,

Corwin Edwards
Acting Contracting Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO.: USAID-06-2018**

2. **ISSUANCE DATE:** 08/02/2018

3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS: 08/16/2018 at 6:00 p.m. Kyiv Time**

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

5. **MARKET VALUE: Equivalent to FSN-9** in accordance with **AIDAR Appendix J** and the Local Compensation Plan of the US Embassy in Kyiv. Final compensation will be negotiated within the market value.

6. **PERIOD OF PERFORMANCE: Two years with a possible extension**

7. **PLACE OF PERFORMANCE: Kyiv, Ukraine**

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

9. **STATEMENT OF DUTIES:**

The position is one of the two Computer Management Assistants within USAID/Ukraine Executive Office, IS section.

The incumbent reports to the Systems Manager but may receive specific guidance from the Executive Officer. This employee assists the Systems Manager with management of Mission information systems. The incumbent functions as administrator of all Windows systems and ensures maximum system performance is achieved and backup of data is accomplished regularly. During absence of the Systems Manager he/she will serve as the network administrator and will be responsible for the maintenance of the system.

The incumbent with the Systems Manager advises USAID/Ukraine management in the selection, procurement, and distribution of equipment and software for USAID/Ukraine. The employee will, as needed, interface with local vendors, AID/W and other non USAID organizations. The incumbent also provides end-users with assistance and training which include the support of Windows based workstations, software installation and troubleshooting, application support and development, and management of network device and telecommunication.

This position requires a broad and comprehensive knowledge of server operating systems and PC based hardware and software. The incumbent must have strong technical and communications skills.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Systems Management **35%**

The incumbent assists the Systems Manager in managing computer operations as follows: establishes security controls for protection of records and files not for general information/use located on servers; responsible for initial installation and configuration of server based computer systems and maintaining both hardware and software; responsible for integrity of computer systems; backs up system programs and data files as well as provides continuing hardware and software operational support to computer users. Interfaces with service engineers and maintenance personnel to ensure equipment is properly operating.
The incumbent is charged with the responsibility of performing the data security and disaster recovery procedures by conducting the scheduled backups (daily, weekly and monthly) of data and system files on servers.
The incumbent shares responsibilities with the Systems Manager in supporting all aspects of Microsoft Windows Server operating system, file server, backup server, Microsoft Windows workstations and Mac OSX workstations or laptops, network devices (printers, copiers, scanners, digital scanner, etc.)
The incumbent is also responsible for managing Agency computer user accounts for desktops PCs, Windows or MacBook laptops including encryption, updating virus definitions and operating systems in accordance with Agency requirements. The incumbent will ensure the computer user account establishment meets the Agency user account management standard procedure.

2. User Support and training **25 %**

The incumbent provides technological support and user training by demonstrating high level functional use of applications Microsoft Word, Excel, Access, PowerPoint, Publisher, Outlook, Google Chrome, Internet Explorer and other Agency standard applications. He/she supports the Agency Gmail system and Google software platform, Internet and other PC application packages. The incumbent assists mission users on various Agency corporate applications, troubleshoots and coordinates with Washington D.C. team to mitigate application errors or configuration changes when needed.
The incumbent provides users support and training on mission approved software applications including Microsoft Office suite and other approved software. This includes developing macros, scripts and performing other support tasks as required.
He/she is responsible for the technical and multimedia setup of meeting rooms or training rooms in the mission.

3. Equipment Installation, Support and Maintenance **20%**

The incumbent is responsible for installation of operating system and applications on all end user workstations and notebooks used in USAID/Ukraine. The employee is responsible for developing of operating system image, which meets
USAID/Ukraine user's business needs and USAID standards.
This responsibility includes periodic update/upgrade/redesign of the content and programs installed on USAID/Ukraine end users systems, installation of printers and scanners.

The incumbent is responsible, as assigned by the Systems Manager, for the maintenance and repair of hardware and software to include interaction with AID/W, local vendors, other USG agencies. The incumbent investigates and corrects any reported hardware problems when possible and informs the Systems Manager of corrective measure taken. In this endeavor, the incumbent must be

highly skilled in trouble shooting technical problems and exercising independent judgment to determine whether contracts with vendors should be invoked to effect contractual maintenance. The incumbent independently schedules maintenance, including preventive maintenance, with local vendors, and advises management on maintenance needs to ensure that USAID/Ukraine computer operations are not disrupted.
The incumbent assists the Systems Manager in maintaining equipment inventory of all IT hardware and software and for submitting periodic reports to AID/W about all hardware installed at USAID/Ukraine. The incumbent ensures proper registration of all the hardware and software. The incumbent periodically assists Systems Manager in turning-in obsolete and /or redundant equipment for storage or disposal. The incumbent is mandated with the responsibility of receiving and inspecting all non-expendable and expendable IT equipment.

4. Information Technology Security **20%**

The incumbent assists the Systems Manager with addressing security issues using available tools, applications and systems. The incumbent is responsible for downloading system security reports for USAID/Ukraine, recommending and applying fixes and submitting results to the Systems Manager. The incumbent coordinates with USAID/Washington D.C. CIO office to validate the appropriate fixes used to mitigate the vulnerabilities found in the USAID computer networks. The incumbent assists the Systems Manager to setup the mitigation plan to remedy vulnerabilities, coordinates with mission staffs to deploy fixes and patches to the computer system to ensure the host is secure and comply with USAID IT standards.

SUPERVISORY RELATIONSHIP: Reports directly to the Systems Manager, who in consultation with the Executive Officer establishes basic parameters of work and determines priorities. Routine reoccurring work is reviewed on a periodic test basis while task oriented work is reviewed and completed.

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10. AREA OF CONSIDERATION: Open to All Interested CCN (Cooperating Country National).

AIDAR, Appendix J, 1. (b) Definitions:

(6) "Cooperating country" means the country in which the employing USAID Mission is located.
(7) "Cooperating country national" ("CCN") means an individual who is a cooperating country citizen or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.

NOTE: ALL CCNs MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. THE MISSION DOES NOT SPONSOR WORK PERMITS.

11. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

12. POINT OF CONTACT: USAID/HR, email at kyivvacancies@usaid.gov .

13. SUBMIT APPLICATIONS TO:
Human Resources Office
KyivHR@state.gov Include vacancy number and position title in the subject line of your email and on your application.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Education: Bachelor's degree in the fields of computer science, information systems management, or software engineering is required.

Prior Work Experience A minimum of four (4) years of responsible experience in operating network, computers, PC support, and programming. Experience on MS Windows Servers/Network administration as well as Printers and Scanners.

Language Proficiency: Level III (good working knowledge) English, Level IV (fluent) Ukrainian, and Russian proficiency is required.

Skills and Abilities: High technical skills to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the USAID/Ukraine computer resources; excellent understanding of priorities of key managers to ensure that computer systems are responsive to those needs is required. Good interpersonal skills are required 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.

III. EVALUATION AND SELECTION FACTORS

After an initial application screening, the best qualified applicants may be invited for a written examination and to an oral interview.

Quality Ranking Factors (QRFs):

1. Education: 5 points
2. Experience: 25 points
3. Knowledge, Skills and Ability: 35 points
4. Interview Performance (including Language Proficiency): 25 points
5. References: 10 points

TOTAL POSSIBLE POINTS: 100 points

The successful candidate will be selected based on a review of his/her qualifications, work experience, skills, and abilities; an interview; and the results of reference checks. The hiring panel may check references that have not been specifically identified by applicants and may check references before or after a candidate is interviewed.

The candidate with the highest overall score will be selected based on the criteria above.
The final phase of the selection process is the probationary period. The probationary period is three months.

NOTE: Due to the high volume of applications received, we will only contact applicants who are being considered. Thank you for your understanding.

IV. PRESENTING AN OFFER

1. Eligible Offerors are required to complete and submit the signed offer form **DS-174 form(s) in English, standard resumes and a cover letter(s).**
   DS-174 in English is available on USAID/Ukraine website:
   https://www.usaid.gov/forms/ds-174/pdf

   - Applicants are required to submit the proof of the required education level.
   - Copies of all documentation that confirms your legal eligibility to work in this country
   - Any other documentation (e.g., essays, certificates, awards, driver license) that addresses the qualification requirements of the position as listed above
   - Applicants must address each required qualification listed below with specific information supporting each item. Failure to do so may result in a determination that the applicant is not qualified

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. To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number in the offer submission.

4. **LIST OF REQUIRED FORMS FOR PSC HIRES**

Once the (CO) 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, needed to obtain medical and security clearances.

1. AID 1382-1, Medical History & Examination for Foreign Applicants
2. Questionnaire for Employment Authorization (US Embassy Kyiv form)
3. Authorization for Release of Information (US Embassy Kyiv's form)
4. Certificate of Criminal Records (obtained from the pertinent court)

5. BENEFITS/ALLOWANCES

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

1. BENEFITS:
Health and Life Insurance coverage
Defined Contribution Fund 12%

2. ALLOWANCES (as applicable):
   1. Meal Allowances: The annual amount is $853 for employees working on a full time basis.
   2. Family Allowances: The mission provides a child allowance. Grants amounts are subject to change as determined by the Ukrainian State Budget Law.

6. TAXES

Local Employee Staff is responsible for paying local income taxes. The U.S. Mission does withhold yearend local income tax payments.

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

USAID regulations and policies governing **CCN/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.

   - AAPD 16-03 Expanded Incentive Awards for Personal Services Contracts with Individuals
   - AAPD 06-08 AIDAR, Appendices D and J: Using the Optional Schedule to Incrementally Fund Contracts

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.

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission 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. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not 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.