



USAID | WEST AFRICA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72062422R100004

ISSUANCE DATE: November 12, 2021.

CLOSING DATE/TIME: November 26, 2021. 11:59 p.m. Accra time

SUBJECT: Solicitation for a **Cooperating Country/Third Country National Personal Service Contractor (CCN/TCN PSC) – Information Management Specialist**

(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 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,

Keisha Effiom
Contracting Officer

U.S. Agency for International Development
No. 24 Fourth Circular Rd.
P. O. Box 1630, Accra-Ghana

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www.usaid.gov/west-africa-regional

I. GENERAL INFORMATION

- 1. SOLICITATION NO: 72062422R100004**
- 2. ISSUANCE DATE: November 12, 2021.**
- 3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: November 26, 2021. 11:59 p.m. Accra time.**
- 4. POINT OF CONTACT: acpersonnel@usaid.gov**
- 5. POSITION TITLE: Information Management Specialist**
- 6. MARKET VALUE: GHS 108,292 – GHS 162,445** equivalent to **FSN-10**
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Accra. Final compensation will be negotiated within the market value.
- 7. PERIOD OF PERFORMANCE:** The period of performance is five (5) years, estimated to start about **January 2022**. The services provided under this contract are expected to be of continuing nature executed by USAID through a series of sequential contracts, subject to availability of funds, satisfactory job performance and need for continued services.
- 8. PLACE OF PERFORMANCE: Accra, Ghana** with possible travel as stated in the Statement of Work.
- 9. ELIGIBLE OFFERORS:** All interested candidates eligible to work in Ghana. Cooperating Country National (CCN) is defined as an individual who is a cooperating country citizen, or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.
- 10. SECURITY LEVEL REQUIRED:** Regional Security Office Clearance.

11. STATEMENT OF DUTIES

1. General Statement of Purpose of the Contract

This position is a full-time member of the Information Technology (IT) Section of the Executive Office of USAID/West Africa and reports directly to the Senior IT Advisor. This position has responsibilities associated with design of website and application development, maintenance, database development and systems support for various web and laptop applications for USAID/West Africa and USAID/Ghana. S/he will perform a wide range of activities related to laptop administration and maintenance under the direction of the Systems Manager and Senior IT Advisor.

The incumbent is a Computer Management Specialist responsible for design, development, maintenance and administration of USAID/Accra Intranet, USAID/Ghana and West Africa public Internet websites, support all Agency Web applications being used in the Mission, software support and training, as well as provide support for hardware and networking operations for over 300 workstations and over 300 users in Mission offices in Ghana, Cote D'Ivoire, Benin, Togo and Cameroon. The work requires a good working knowledge of google suite tools, video-conferencing systems, Local Area Network (LAN), Wide Area Network (WAN), and computer hardware and software operation and management.

2. *Statement of Duties to be Performed.*

A. Services, Operation and User Support :

50%

Performs a wide range of activities related to laptop administration and maintenance under the direction of the Systems Manager. Tests and installs laptop operating systems/images in accordance with Agency and mission standards. Directs and/or personally installs, upgrades, and configures laptop software based on Agency standards. Tests software installations and recommends to Systems Manager the set of installation procedures and the configurations which would ensure optimum laptop performance. Provides help desk support to Mission users on all laptop related issues and fix hardware problems (monitors, printers, scanners, etc). Recommends and implements procedures to improve laptop performance with the direction or concurrence of the Systems Manager. This may include compressing or deleting unused files, reorganizing disk space, installing hardware upgrades, etc. Manages and troubleshoots technical problems of laptop software applications and ensure timely, responsive and quality services are provided to all Mission Users. Coordinates with other team members to resolve common software technical problems. Assists clients to combine data and files from various software applications including MS Office and other laptop software packages to meet office and Mission information management needs.

S/he installs, configures and tests new/upgraded client's PCs and peripherals, ensuring optimum performance and compatibility with existing systems and peripherals. S/he creates, tests and manages independently the deployment of new PC software images to ensure standardization of all PC and peripherals attached to the network. Directs and/or modifies PC configuration, and reallocation of hardware resources. Keeps track of, and diagnoses laptop problems, and recommends and/or takes the necessary action to solve problems, including machine operating problems which may require deviations from set programmed instructions. Troubleshoots laptop application problems including electronic mail, access rights, hardware performance, and laptop software. Reports serious laptop application problems to the Systems Manager. Makes recommendations for long-term resolution of recurring problems. Develops and maintains an on-going set of weekly reports on the performance of mission laptops. Develops reports for recommended solutions for common laptop problems.

Manages the resolution of technical laptop hardware problems for clients and ensure timely, responsive and quality services are provided to all clients. Ensures optimum performance and efficiency of clients' laptop hardware, including disk space and response time. Assists in providing technical assistance to users to accelerate and improve individual productivity; and to help users identify, them, and apply existing and new laptop hardware technology to complete their work. Assists the Systems Manager and participates in updating the Mission's Disaster Recovery Plan by maintaining up-to-date records and emergency procedures necessary to safeguard all PCs and

peripherals.

The incumbent will assist in troubleshooting all computer cabling, Local Area Network (LAN) and Wide Area Network (WAN) issues. He/she identifies the problem and organizes for such problems to be resolved by either M/CIO staff, Embassy Accra ISC, ICASS GSO Staff or contract personnel responsible for equipment maintenance. Supervises and monitors the performance of the mission UPS systems. Advises the Systems Manager on the procurement of new UPS units or related parts/materials to ensure high availability of power to Mission IT equipment. Provide advisory services to IT Office on all IT laptop hardware policies, procurement, installation of operating systems and software of Mission laptops.

B. System and Web Development 30%

35%

The Computer Management Specialist will be responsible for supporting the existing infrastructure as well as develop new technologies. This involves extending and developing applications within the Mission's Intranet content management system (CMS) and developing front-end solutions that meet the Agency requirements and enhance the user experience of the website. This position is primarily responsible for design, development, maintenance and administration of USAID/Accra Intranet, USAID/Ghana and West Africa public internet websites and internal intranet sites. S/he will conceive, design and test logical instructions for solving post-specific computer requirements and use appropriate programming language or tools to automate much of the coding process. Update, modify and expand existing post-specific web programs and database applications as may be required.

S/he will create and redesign and support a Mission-wide Intranet, allowing data manipulation for each internal user. Develop new Web/Client applications as identified by supervisor and management through database-driven Web/Client interfaces for rapid, real-time information sharing. S/he will be updating and working with the Development Outreach and Communication personnel of both Missions (Ghana and West Africa) towards redevelopment of their respective Mission's public Internet websites which represents a significant realignment of organization.

C. Supply and Inventory Related Duties 20%

15%

Performs a full range of supply duties, such as maintain adequate levels of supplies by checking and updating stock levels of IT supplies such as toners, printer parts, UPS, Flash drives, etc. Serves as primary IT inventory POC for recording, updating and maintaining all IT equipment including laptops, peripherals, UPS, printers, network equipment, cell phones, radio equipment, RSA remote access tokens, laptops, mobiles devices (smart phones, iPads), etc. Serves as backup and performs the duties and responsibilities of the Deputy Systems Manager when s/he is not available. In this capacity, S/he will undertake all the daily tasks of the Deputy Systems Manager. Performs any other duties assigned by the Systems Manager or Senior IT Advisor.

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. **Supervision Received:** The incumbent receives general guidance and supervision from the Deputy Systems Manager and Senior IT Advisor, who discusses with the incumbent Systems Office automation objectives and needs, particularly regarding the computer programming. The incumbent plans, prioritizes, and carries out the responsibilities of his/her position independently

4. **Supervision Exercised:** None

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

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

In order to be considered for the position, a candidate must meet the Minimum Qualifications. Applications will be pre-screened and only those that meet the Minimum Qualifications will be considered. These are the minimum qualifications necessary to be considered for the position:

- a. **Education:** Bachelor's degree in Computer Science, Information Systems, Computer Engineering or in a related field is required.
- b. **Prior Work Experience:** Minimum of five (5) years of professional work experience in information technology operations and management, including two years of web development, at a large, complex, multinational company or organization is required. At least (two) 2 years of this experience should involve hardware and network operations and end user support.
- c. **Language Proficiency:** Fluency in English is required. **Language proficiency may be tested.**

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 evaluation and selection criteria of the selected candidate will be based on a review of his/her qualifications, work experience, knowledge, skills and abilities, and level of language required. The applicants who obtain the highest score based on the criteria defined will be interviewed and may also be required to pass a written test (depending on the TEC Chairperson's decision). The security clearance and medical clearance is required for the top-ranking candidate, after conducting and receiving the positive reference checks.

a Work experience (30%):

Demonstrated experience working in information technology operations and management, including two years of web development, at a large, complex, multinational company or organization is required. Demonstrated experience working in hardware and network operations and end user support.

b Job Knowledge (35%):

Must have an extensive knowledge of Google Workspace (formerly Google Suite); extensive knowledge of Google Apps Script; general knowledge of HTML, JavaScript, CSS, PHP; general knowledge of MySQL, SQL Server; Dreamweaver or other similar development environments. Must be experienced with Content Management Systems (Drupal or Microsoft SharePoint preferred). Expertise with Adobe Photoshop is required. A thorough technical knowledge of laptop operations, production processing procedures, and network and LAN architecture and system design methodologies and procedures is required. Must demonstrate knowledge of standard business practices, project leadership and management principles. Knowledge of Microsoft windows 10/2012 Server and higher is required. Experience with developing dynamic database driven web applications is required. Should be knowledgeable of web standards and general understanding of the components of a content management system.

c Skills and Abilities (35%):

Must have excellent analytical ability to analyze various factors and conditions in computer programming design and coding. Must have proven competence in developing web-based solutions using a combination of HTML, CSS, XML, JavaScript and server-side technologies. Must have an ability to analyze various factors and conditions in hardware and software to be tested, inter-system relationships and communications to determine appropriate steps for installing laptop hardware/software; to determine the cause of an operational problem and implement timely solutions or recommend solutions; and to understand mission priorities and needs of key managers. Well-developed oral, written and excellent interpersonal teamwork and customer service skills including the ability to document procedures is required.

Total Possible Points: 100 points

After the closing date for receipt of applications, all applications will initially be screened for conformity with minimum requirements and a shortlist of applicants developed. Applications from candidates which do not meet the required selection criteria will not be scored.

A committee will be convened to review the shortlisted applications and evaluate them in accordance with the evaluation criteria. Only shortlisted applicants will be contacted. No response will be sent to unsuccessful applicants.

USAID reserves the right to interview only the highest ranked applicants in person or by phone OR not to interview any candidate.

The Agency retains the right to cancel or amend the solicitation and associated actions at any stage of the recruitment process.

Reference checks will be conducted by Human Resources only for the successful candidate. If a candidate does not wish USAID to contact a current employer for a reference check, this should be stated in the application Letter.

IV. SUBMITTING AN OFFER

The US Mission will not accept emails, faxed or paper applications for this position. All interested applicants who meet the minimum requirements must submit applications via Electronic Recruitment Application (ERA) on the U.S Embassy website <https://gh.usembassy.gov/embassy/jobs/>

To ensure consideration of offers for the intended position, Offerors must create an account in ERA to apply for this position

1. Eligible Offerors are required to complete and sign the offer from AID 309-2 (OFFEROR INFORMATION FOR PERSONAL SERVICES CONTRACTS WITH INDIVIDUALS) which is available at the following link: <https://www.usaid.gov/documents/offeror-information-personal-services-contracts-individuals-aid-309-2> or <https://www.google.com/search?q=usaid+aid+309-2> and upload it during the application process.
2. Offerors must also upload a signed cover letter and a resume or CV.
3. Offers must include a minimum of three (3) and a maximum of five (5) professional references with telephone and e-mail contacts, who are not family members or relatives. The applicant's references must be able to provide substantive information about his/her past performance and abilities. At least one reference provided should be a current or former supervisor.
4. Offerors must attach a two-page supplementary document with written responses to the Evaluation Factors listed under Section III.
5. Submit relevant educational certificate(s) and work permit or residency permit.
6. Offers must be received by the closing date and time on the first page of this solicitation and submitted via Electronic Recruitment Application (ERA) on the U.S Embassy website via this link: <https://gh.usembassy.gov/embassy/jobs/>
7. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

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

1. Medical History and Examination Form (Department of State Forms)
2. Security Clearance
3. Finger Print Card (FD-258)

VI. BENEFITS/ALLOWANCES

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

1. BENEFITS:
 - a. Health Insurance
 - b. Annual Salary Increase (if applicable)
 - c. Annual and Sick leave
 - d. Annual Bonus
 - e. Salary Advance (0% interest)
 - f. Social Security Contributions
 - g. Local and American Holidays
 - h. Social Security Contribution
2. ALLOWANCES (as applicable):
 - a. Meal Allowance
 - b. Miscellaneous Allowance

VII. TAXES

The Mission emphasize to its employees of the fact that they are obliged to observe Ghanaian Laws, including those concerning income and related tax obligations. Payment of such taxes is a matter between the individual employee and the Ghanaian Government. In the absence of a specific international agreement, the U.S. Government will not withhold local taxes from an employee's salary.

In accordance with Mission policy and local labor laws.

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

USAID regulations and policies governing CCNPSC 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>. Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTIT Y (C)	UNI T (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: PSC-CCN - Product Service Code: R497 - Accounting Info: 624M21OE021	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/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.

END OF SOLICITATION