



USAID | **NORTH MACEDONIA**

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72016522R10004

ISSUANCE DATE: May 6, 2022

CLOSING DATE/TIME: May 20, 2022 at 5:00 pm (UTC+2)

SUBJECT: Solicitation for a Cooperating Country National Service Contractor (CCN PSC - Local Compensation Plan) – Computer 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 Attached 1.

Sincerely,

Diego Marquez
Contracting Officer

I GENERAL INFORMATION

1. SOLICITATION NO.: 72016522R10004

2. ISSUANCE DATE: May 6, 2022

3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS: May 20, 2022, 5 pm, Skopje time.

4. POINT OF CONTACT: Human Resources Office, email at: mmacedonia@usaid.gov

5. POSITION TITLE: USAID Computer Management Specialist

6. MARKET VALUE: EUR 35,383 – EUR 49,533 equivalent to FSN-11

In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/North Macedonia, final compensation will be negotiated within the listed market value.

7. PERIOD OF PERFORMANCE: Five years estimated to start on o/a July, 2022, or earlier if required clearances are obtained. CCNPSCs are contracts 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, based on agency need, availability of funds and satisfactory performance.

8. PLACE OF PERFORMANCE: Skopje, North Macedonia, with possible travel as stated in the Statement of Duties.

9. ELIGIBLE OFFERORS: Open to All Interested CCN (Cooperating Country National) Candidates

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

(6) “Cooperating country” means the country in which the 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.

10. SECURITY LEVEL REQUIRED: Employment Authorization issued by the U.S. Embassy Regional Security Office.

11. STATEMENT OF DUTIES

1. General Statement of Purpose of the Contract

The Computer Management Specialist has full responsibility for planning, managing, directing and providing a vision for the Information Systems Administration, Technology, and Information Services Support for USAID/North Macedonia. Core duties include areas of Systems administration, account management, budgeting and procurement, asset management, network operations, security operations, and technology adoption and application support. Incumbent serves as an advisor to Mission leadership and staff on all IT related issues. S/He serves as the subject matter expert for the Mission and its AIDNet Network and is responsible for 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 and support, client/helpdesk services, and system backup/recovery. S/He is the primary implementer of computer systems policies regarding information systems security and computer systems usage. The incumbent has direct and close lines of communication with the office of the Chief Information Officer (CIO).

2. Statement of Duties to be Performed

A. Information Systems Administration and Management (55%)

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 back-end 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 are in compliance 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 ensure minimal disruption to Missions' operations. Implementing, deployment and supporting all aspects of centralized software and patch distribution to mission's end devices through SCCM Server. This complex task starts with imaging desktops and laptops with agency provided Windows 10 OS image. Installing; troubleshooting and maintaining the Client SCCM policies and services on end devices and closely monitoring and troubleshooting software distribution through SCCM Console.

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; desktop and laptop computers. 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.

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 the annual IT budget needed to support mission IT operations. Maintaining the ServiceNow inventory and database of all assets, and documenting 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 ILMS required by ICASS.

B. Technical Operations and Information Services: 45%

Network Operations:

Management of the Local Area Network (LAN) site which consists of the Missions servers, client workstations (laptops and desktops) 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 Central AIDNet systems and business applications and working with State Dept. IMO on any issues concerning backup communication channel DTSP0 support. Supporting Mission Guest wi-fi network: Planning the infrastructure; writing all necessary documentation and obtaining Embassy's RSO approvals for wifi implementation. Deploying, maintaining, and troubleshooting the Wifi network.

Information Security:

Maintaining the three principles of network security: confidentiality, integrity, and availability of Mission critical infrastructure. Supporting organizational efficiencies and ensuring 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 Executive Officer, who serves as the ISSO), security equipment installation and troubleshooting, contingency planning and disaster recovery, and audit log management. Ensuring Ant-Virus software and tools are installed and updated on all end devices. Deployment of Forescout Network Access Control (NAC) on mission desktops/laptops and VPN and AirWatch on mission iPhones. Timely Responding to vulnerability findings for the mission systems, to minimize their impact. 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 user database, and installing SAFE mobile application on client end devices.

Technology Adoption and Application Support:

Active engagement with M/CIO on Agency IT initiatives and seeking out opportunities to participate in pilot programs, early adopter activities, and test studies that advance Agency goals in IT, put the Mission at the forefront of IT initiatives, and improve delivery of information services. Providing application support by developing and/or coordinating in-house training on general business software, core Agency business applications (G-suite; ASIST; e2; DIS; Phoenix; GLAAS; SAFE), and data analysis and productivity tools. Developing training materials and organizing training for mission users/customers to promote awareness of the most current technology tools and information management practices. Developing and maintaining mission Intranet site to store the mission critical information, for easy access by mission employees.

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). Teleworking environment adaptation for all users. Using available tools necessary for continuous uninterrupted mission operations. Troubleshooting and resolving issues concerning Teleconferencing needs between USAID employees and external partners, including Embassy. Use of Google Meet, Webex, CISCO VTC, MS Teams, to provide continuous operation but adhering to Agency policy and standards.

Program Support and Direct Engagement:

Providing IT analysis and advice, on request, to technical offices and partners, primarily in support of projects.

Consulting Technical Offices regarding 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.

Providing technical assistance to local partners and clients that use IT products financed by USAID.

3. Supervisory Relationship

The Specialist reports directly to the Regional Executive Officer or their delegate.

4. Supervisory Controls

The Specialist receives broad general direction from the Regional Executive Officer but sets work schedules, and essentially operates the Mission IT systems with a great deal of independence. Instructions are provided both orally and in writing. The supervisor may review certain reports and correspondence. The supervisor will, on occasion, set priorities and fix deadlines, but the employee is expected to prioritize duties and to plan and carry out major assignments independently.

12 PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a. **Education:** A university degree in the fields of computer science, information systems management or related discipline is required.
- b. **Prior Work Experience:** At least five years of responsible experience in computer systems management is required. At least two years of this experience should have been with a USG Agency, or other complex organization is required.
- d. **Language Proficiency:** Level 4 English proficiency (fluent) is required. Level 4 proficiency (fluent) speaking, reading and writing is required in (1) Macedonian; and/or (2) Albanian.
- e. **Job Knowledge:** A thorough knowledge of computer equipment operations management; hardware and software technology; system integrity (safety and security) measures; post, mission, and agency objectives, relationships, and management practices; technical aspects of analysis, computer application programming, telecommunications, and management advisory services; and acquisition policies and procedures relative to computer hardware and software; and an expert knowledge of systems analysis and design techniques; Mission, post and agency automation policies, procedures, and standards; and relevant computer languages. Knowledge of the IT sector in North Macedonia to advise technical offices on programs related to the development of the North Macedonian IT sector.
- f. **Skills and Abilities:** Excellent technical skills to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the USAID/North Macedonia computer resources are required, along with strong 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. The ability

to present software programs and new systems or applications to USAID staff; to relate proposed projects and priorities to the capabilities and limitations of the computer system and components to determine capability to meet support requirements; to articulate significance of management decisions with computer systems and system requirements to managers in order to obtain support for actions that will enhance automation and/or effective management of computer resources; to balance workload demands between central system and individual user requirements; to relate USAID/North Macedonia organization, functions, and mission to computer system's terms of reference, e.g., priorities for automation, an interrelationship of different applications programs to USAID/Macedonia operations, etc; and, to write and debug complex computer programs using at least two programming languages. Expert's ability to design and maintain LAN, and PC configurations.

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>.

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

The following factors will be the basis for the TEC (Technical Evaluation Committee) evaluation of applications that meet minimum requirements:

Education: 10 points

Experience: 30 points

Knowledge, Skills and Ability: 30 points

Interview Performance: 30 points

Total Possible QRF Points: 70

Total Possible Interview Points: 30 points

Satisfactory Professional Reference Checks: Pass/Fail

Total Possible Points: 100

The successful candidate will be selected based on a review of his/her qualifications, work experience, skills, and abilities; possible interview and/or written examination; 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.

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

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete and submit the offer form visit the U.S. Embassy Skopje website, and follow the instructions at the following page: <https://mk.usembassy.gov/embassy/jobs/> and, on the Electronic Recruitment Application (ERA) link search for Computer Management Specialist (USAID).

Eligible Offerors are required to submit the documents listed below along with the ERA application:

- o Proof of the required education level
 - o Proof of the required experience (CV or Letter of References)
 - o List of at least three reference contacts
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.
3. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.

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

VI. BENEFITS AND ALLOWANCES

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

1. BENEFITS:

The Mission participates in the Local Social Security System (LSSS) of North Macedonia, and all eligible LE Staff are required to participate.

All compensation payments made by the USG to enrolled employees, up to the ceiling stated below, are subject to payroll deductions for mandatory employee contributions to the LSSS at the applicable rate under the above-referenced local law.

Employee LSSS contribution/payroll deduction rates are as follows:

Compulsory pension and disability insurance: 18.8%

Compulsory health insurance: 7.5%

Supplemental compulsory health insurance covering risks of occupational disease or injury: 0.5%

Compulsory unemployment insurance contribution: 1.2%

There are no employer LSSS contributions.

In addition, the Mission provides Supplemental Medical Insurance Plan for employees and eligible dependents. This Plan provides up to €10.000 maximum annual benefit per person.

2. ALLOWANCES (as applicable): Transportation Allowance/Benefits, Meal Allowance/Benefits, Miscellaneous Allowances/Benefits. Allowances are not exempt from benefit and tax payment.

VII. 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.

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

USAID regulations and policies governing CCN and 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. PART 52—SOLICITATION PROVISIONS AND CONTRACT CLAUSES

52.223-99 Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors, Alternate 70.

ENSURING ADEQUATE COVID-19 SAFETY PROTOCOLS FOR FEDERAL CONTRACTORS (OCT 2021)-Alternate 70 (OCT 2021) (M/OAA-DEV-FAR-22-01c)

(a) *Definition.* As used in this clause - *United States or its outlying areas* means—

- (1) The fifty States;
- (2) The District of Columbia;
- (3) The commonwealths of Puerto Rico and the Northern Mariana Islands;

(4) The territories of American Samoa, Guam, and the United States Virgin Islands; and
 (5) The minor outlying islands of Baker Island, Howland Island, Jarvis Island, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, Palmyra Atoll, and Wake Atoll.

(b) *Authority*. This clause implements Executive Order 14042, Ensuring Adequate COVID Safety Protocols for Federal Contractors, dated September 9, 2021 (published in the Federal Register on September 14, 2021, 86 FR 50985).

(c) *Personal Services Contracts with individuals*. As a matter of policy, the contractor must comply with the USAID’s guidance applicable to direct-hire federal employees.

(End of clause)

Notice Regarding Any Court Order Affecting the Implementation of E.O. 14042

USAID will take no action to enforce the clause (FAR 52.223-99) implementing the requirements of Executive Order 14042, absent further written notice from USAID, where the place of performance identified in the contract is in a U.S. state or outlying area subject to a court order prohibiting the application of requirements pursuant to the Executive Order (hereinafter, “Excluded State or Outlying Area”). In all other circumstances, USAID will enforce the clause, except for contractor employees who perform substantial work on or in connection with a covered contract in an Excluded State or Outlying Area, or in a covered contractor workplace located in an Excluded State or Outlying Area. A current list of such Excluded States and Outlying Areas is maintained at <https://www.saferfederalworkforce.gov/contractors/>.

3. Contract Cover Page form AID 309-1 available a <https://www.usaid.gov/forms>.

Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

<u>Item No</u>	<u>Services</u>	<u>Quantity</u>	<u>Amount</u>
0001	Base Period - Compensation, Fringe Benefits, and Other Direct Costs (ODCs) Award Type: Cost Product Service Code: R497 Accounting Info: TBD	1	TBD at award
10001	Option Period 1 - Compensation, Fringe Benefits, and Other Direct Costs (ODCs) Award Type: Cost Product Service Code: R497 Accounting Info: TBD	1	TBD at award
20001	Option Period 2 - Compensation, Fringe Benefits, and Other Direct Costs (ODCs) Award Type: Cost Product Service Code: R497 Accounting Info: TBD	1	TBD at award
30001	Option Period 3 - Compensation, Fringe Benefits, and Other Direct Costs (ODCs) Award Type: Cost Product Service Code: R497 Accounting Info: TBD	1	TBD at award
40001	Option Period 4 - Compensation, Fringe Benefits, and Other Direct Costs (ODCs) Award Type: Cost Product Service Code: R497 Accounting Info: TBD	1	TBD at award

4. 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>.

5. **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>.

6. **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.

SUBJECT TO FUNDS AVAILABILITY