| SOLICITATION NUMBER: | 72012120R15 |
| ISSUANCE DATE: | 09/21/2020 |
| CLOSING DATE/TIME: | 10/21/2020 at 11:59 p.m. Kyiv Time |

SUBJECT: **Solicitation for a Computer Management Specialist (System Manager), Cooperating Country National Personal Services Contractor (CCN PSC) on the 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,

Daniel Harter
Contracting Officer

## I.  GENERAL INFORMATION

1.  **SOLICITATION NO.: 72012120R15**

2.  **ISSUANCE DATE:** 09/21/2020

3.  **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** 10/21/2020 at 11:59 p.m. Kyiv Time

4.  **POSITION TITLE: Computer Management Specialist (System Manager)**

5.  **MARKET VALUE:** Basic Annual rate (in U.S. Dollars): $53,055-68,966

    In accordance with AIDAR Appendix J and ADS 309, the Local Compensation Plan (in effect at the time) of the U.S. Embassy to Ukraine forms the basis of compensation. The LCP consists of the salary schedule, which includes salary rates, authorized fringe benefits, and other pertinent facets of compensation. Final basic compensation will be negotiated within the listed market value. Salaries over and above the top of the pay range will not be entertained or negotiated. This salary range is not inclusive of other benefits and allowances.

6.  **PERIOD OF PERFORMANCE:**

    Employment under any contract issued under this solicitation is of a continuing nature. Its duration is expected to be part of a series of sequential contracts; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of the contract shall apply. The initial CCNPSC contract will be for five years, with the possibility of renewing. The renewal may be exercised based upon satisfactory contractor performance, mutual agreement between the Contractor and USG, continued Mission requirements and the continued availability of funds.

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

8.  **SECURITY LEVEL REQUIRED:** Foreign Service National Security Certification

**9. STATEMENT OF DUTIES:**

The Computer Management Specialist, hereafter referred to as Regional R/SM (R/SM), is the USAID/Ukraine Regional Mission's senior leading expert in information systems, responsible for supervising a team of three in the Information Technology section, within the Executive Office of USAID/Ukraine. The R/SM is delegated responsibility to provide leadership, direction, guidance, and management oversight to the Information Technology team and has full management responsibility for providing a technological vision through Information Systems Administration, Technology and Information Services Support for the Ukraine Regional Mission and Belarus Country Office, which together comprise approximately with 135 staff.

Reporting to the Regional Supervisory Executive Officer, the R/SM is directly responsible and accountable for the management and administration of the IT, human, and financial resources, systems analysis, programming, installation, testing, evaluation, monitoring capacity and performance on all platforms, maintaining security, operating systems and application programs. He/she oversees all day-to-day operations and maintenance of the computer and telecommunication systems and equipment, including the management of IT staff who provide support services, software development, and web design to effectively install, operate, troubleshoot and safeguard Local Area Network (LAN) components, which include, but are not limited to, Microsoft Windows network operating systems, various in-house and web-based applications, software and hardware components, telephone systems, and mobile devices. The R/SM is also the primary implementer of computer systems policies regarding information systems security and computer systems usage and recommends procurement of IT equipment and software. The R/SM provides back-up support and coaching to the USAID/Moldova Computer Management Specialist, as well as oversees IT Business Process Development projects for Ukraine/Belarus. The Job Holder may be expected to perform work-related travel. The R/SM Must be available "on-call" after-hours in case of urgent or emergency situations with the IT infrastructure/network.

## MAJOR DUTIES AND RESPONSIBILITIES:

**IT System Management for USAID/Ukraine and Belarus**

USAID Mission operations are supported by an IT infrastructure of systems whose security, integrity, confidentiality, and availability is dependent upon support functions by Mission IT, M/CIO and other service providers. The R/SM is responsible for the accountability, operation, and maintenance of all Mission IT equipment/supplies totaling well over $500,000; maintains the backend processes; plans future technology projects; and in coordination with M/CIO, maintains 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 support; mobile device support; virtual desktop interface support; overseeing IT Business Process Development as well as providing backup support when needed; and troubleshooting and service desk application support. Serves as Contracting Officer's Representative (COR) for IT related service Contracts when needed.

The R/SM provides expert technical guidance and mentoring to the IT team to ensure successful troubleshooting when providing end user support on all hardware and software platforms;

network connectivity problems; performing systems administration functions on all platforms supported (Cisco, Windows Operating Systems, Google Suite/Cloud). These functions include adding, deleting, and modifying user profiles, managing passwords and controlling access rights to directories and files; monitoring network capacity and performance; managing system configuration; installing and upgrading hardware/software; performing/ensuring information system backups to Amazon Web Services (amazon cloud storage) and file restoration procedures; inventorying all software and hardware equipment; prepares reports to AID/W (IRM) and Mission Management as requested/required. Provides first-hand hardware maintenance support for all IT equipment and peripherals by performing diagnostics to determine faulty components, and replaces defective components if they cannot be repaired by the IT staff.

Facilitates the above tasks where possible by designing and implementing programs/scripts to automate systems administrative functions across all platforms. Another systems support emphasis area is the support for USAID Developed Applications and Financial Management Systems where the position works closely with the designated Application Coordinators or other staff within the respective user offices to assist in the implementation and operation of the various USAID-developed IT applications (WebTA, Phoenix, E2, GLAAS, GHSMA, AIDConnect, etc.)

Provides technical support/supervision and management of all aspects of the Mission Agency Secure Image and Storage Tracking (ASIST) and systems, which involves creating new users, disabling users, granting user access to ASIST folders and Cabinets performs any ASIST administration tasks as requested by the Controller / Contracting Office.
Maintains constant liaison with the Office of Information Management (IRM) in AID/W and Dept. of State relative to developments in Agency automation strategy and their potential impact on the Mission's automation program. Coordinates Mission information resources management requirements and initiatives with IRM, FM, EXO and other pertinent offices.

## 2. Information System Security

Manages and ensures adequate network security by coordinating with the Agency ISSO, Mission ISSO and IRM LAN Security Operations Team. This involves resolving system vulnerabilities which are scanned and reported weekly or on-demand by the Agency ISSO Scanning portal (Nessus). Implementing password change procedures, tracking and managing user accounts, researching virus issues, and more. Provides technical guidance and mentoring to the mission users to ensure users adhere to mission Information Systems Security Awareness and Code of Conduct.

## 3. Information and Communication Systems Strategic and Change Management

Provides technical guidance to the IT team to successfully develop new configurations to accommodate changes in the network due to Mission staff sizing changes, physical office moves, or other changes in the business/operating environment. This work is done in conjunction with CIO staff, using standard AID-wide hardware/software/network configurations and involves designing the layout of networking equipment and wiring to support LAN connections. The R/SM may be required to interface with vendors when the mission procures new hardware/software, and to deal with shipping, warranty, and maintenance issues.

Responsible for the Change Management process to plan for, implement, and document major changes to the IT infrastructure/network. A Change Management process should be in place to cover technical work that could have a serious impact on the network (i.e., addition of new servers, upgrades to the operating systems, etc) in terms of availability of services or performance. This process ensures that the end users and Mission management are aware of technical work to be done ahead of time and that adequate resources to perform the work are available. A change management plan should also outline the expected results, and include a detailed "back-up plan" in the event the work fails. Participates in and advises Mission working groups that aim to improve business processes and adaptability/learning.

Maintains system documentation defining overall network structure and connectivity; prepare reports documenting the process for resolving specific problems. Prepares reports to client management, as requested, on the status of the computer network weekly, monthly, or quarterly as required; prepares Information Technology budget for Ukraine and Belarus in conjunction with the Regional Supervisory Executive Officer and the Controller. Formulates and establishes policies for IT equipment and servicer use and maintenance in accordance with Agency guidelines.

**4. Supervision**

Supervises the Information Technology team and provides appropriate orientation to USAID-structured on-the-job training, familiarity with system configuration practices and policies and establishing work procedures and processes that support the Agency and Mission standards, procedures and strategic directives. Actively participates in the monitoring of work performance of employees to ensure employees have the appropriate training on current CIO IT policies and industry-best practices and other resources to perform their jobs and to both respond to and resolve employee relations issues expressed by team members. Mentors and develops staff in their work providing appropriate coaching, counseling, direction and resolution, writing and administering performance reviews for skill improvement and recommending relevant training to correct or enhance performance of individual team members. Promptly addresses disciplinary and/or performance problems according to organizational policy. Develops a monitoring system for IT work, and oversees the time and equitable distribution of responsibilities to IT professionals. Ensures sufficient coverage of IT staff during leave or out for training opportunities. Provides primary back-up support and coaching to the USAID/Moldova Computer Management Specialist, requiring periodic TDYs to Chisinau to support significant IT projects or cover during absences.

**SUPERVISORY RELATIONSHIP:** General guidance, advice, and direction is received from the Regional Supervisory Executive Officer (or designee) who provides general direction and guidance, but the incumbent operates largely independently. Work is reviewed on a periodic basis.

**SUPERVISION EXERCISED**: The incumbent supervises two Foreign Service National (FSN) staff - one FSN-10 Computer Management Specialist and one FSN-09 Computer Management Assistant. Provides coaching and work guidance when needed to one FSN-10 Computer Management Specialist at USAID/Moldova.

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

"Cooperating country" means the country in which the employing USAID Mission is located.

"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:** Completed offers (including all required documents - see section IV below) must be submitted electronically to: [kyivvacancies@usaid.gov](mailto:kyivvacancies@usaid.gov). When submitting an application, the solicitation number and the title of the position are to be mentioned in the subject line of the email.

## II.  MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

**Education:** Minimum of Bachelor degree (or U.S. equivalent) or higher in Computer or Electronic Engineering, Network\Information Systems Management, Computer Science, or a field relevant to the duties and responsibilities, is required. At least one vendor certification, such as Microsoft Systems Certified Engineer (MCSE), Microsoft Certified Professional (MCP), Cisco Certified Network Associate (CCNA), Hewlett-Packard Accredited Installation Specialist (HP AIS), etc, is required.

**Prior Work Experience:** A minimum of seven years of progressively responsible relevant work experience in computer operations, development and programming, utilization of systems, and IT management of a technical or administrative nature, is required.

**Language Proficiency:** Level IV (Fluent) of English-language speaking/reading capability. Fluency in both Ukrainian and Russian languages (speaking, writing, and reading) are also required.

*Only offerors clearly meeting the above minimum qualifications will be considered for further evaluation.*

**Foreign Service National Security Certification and Medical Clearances:** The ability to obtain the required foreign national security certification and medical clearances for the position is considered a minimum qualification. See section V below.

The probationary period is three months.

## III.    EVALUATION AND SELECTION FACTORS

*Selection Process and Basis of Evaluation: Offerors who clearly meet the aforementioned minimum education and work experience qualification requirements may be further evaluated through review of the offeror's submitted required documents (see section IV below) and ranked based on the below evaluation and selection factors. A competitive range may be established of the highest-ranked offerors, who may be further evaluated through technical/language tests, interviews, and reference checks to determine the most qualified/highest-ranked offeror. Reference checks may be conducted with individuals not provided by the offeror, and without prior notification to the offeror. Any offeror not receiving satisfactory reference checks will no longer be considered for the position. Negotiations may be conducted with the most qualified/ highest-ranked offeror at the conclusion of evaluations.*

**10 points – Education:** Minimum of Bachelor degree (or U.S. equivalent) or higher in Computer or Electronic Engineering, Network\Information Systems Management, Computer Science, or a field relevant to the duties and responsibilities, is required. At least one vendor certification, such as Microsoft Systems Certified Engineer (MCSE), Microsoft Certified Professional (MCP), Cisco Certified Network Associate (CCNA), Hewlett-Packard Accredited Installation Specialist (HP AIS), etc, is required. Additional education in the aforementioned areas is desired.

**20 points – Experience:** A minimum of seven years of progressively responsible relevant work experience in computer operations, development and programming, utilization of systems, and IT management of a technical or administrative nature, is required. Additional experience in the aforementioned areas is desired.

**30 points – Knowledge:** Comprehensive and expert knowledge of latest information technology industry concepts and practices; computer hardware, computer systems operations and their application, and the policies and procedures relative to equipment requirements planning, acquisition, funding, and justification. Extensive knowledge of the principles, techniques, and methodologies involving computer system analysis, programming, operations, and related aspects of telecommunications. This includes strong knowledge of LAN administration, wide area network (WAN) connectivity; with servers running Windows and CISCO systems; setting up and configuring hybrid networks, running the above mentioned network operating systems; installing and configuring LAN server hardware and software; establishing security measures and protection; familiarity with a variety of network hardware, including switches, routers, riverbeds; comprehensive knowledge of client/server environments. Knowledge of the principles of personnel, project, financial, and equipment resource management. Advanced knowledge in one or more of the aforementioned areas is desired.

**40 points – Skills and Abilities:** The following skills and abilities are essential for this position:

● Extensive technical IT skills utilizing systems and equipment, including client/server methodology and analysis; ability to trouble-shoot, diagnose, and resolve hardware and software problems; programming ability in a variety of programming languages;
● Excellent listening, writing and verbal communication skills

● Ability to analyze and synthesize complex data;

● Strong leadership, interpersonal/teamwork, and customer service skills, including the ability to work collaboratively in a multicultural/multilingual, team-based environment under tight deadlines;

● Strong learning agility and the ability to effectively adapt to new or changing situations;

● Strong organizational and time management skills.

Advanced skills/abilities in one or more of the aforementioned areas are desired

**TOTAL POSSIBLE POINTS: 100 points**

## IV.    PRESENTING AN OFFER/APPLYING FOR THIS POSITION

1. Eligible Offerors are required to complete and submit through email _all_ the below documents in English in order to be considered for the position.

   a. ***Completed DS-174*** (application for Employment as Locally Employed Staff) which can be retrieved here: https://eforms.state.gov/Forms/ds174.pdf

      Offerors must thoroughly complete the DS-174 form in English and are advised to include all of their current and previous work experience related to this position. Offerors may use continuation pages to further explain their relevant work experience, if needed.

      An Internal Offeror's experience acquired before/after joining the U.S. Government should correspond to the information provided in the Official Personnel Folder (OPF). Any discrepancy found between the current application form (DS-174) and the information provided in the OPF related to the offeror's qualifications could make the offeror ineligible for the position.

   b. ***A cover letter*** of no more than 2 pages that demonstrates how the Offeror's qualifications meet the evaluation and selection factors in section III. Excess pages (beyond 2) will not be read or considered.

   c. ***A CV or standard resume*** of no more than 4 pages.

      Offerors who do not include all above required documents in their offer submission **will not be considered** for this position.

   d. Names of **three professional references**, including at least one current/former supervisor, that have knowledge of the offeror's ability to perform the duties set forth in the solicitation. This information may be included in the cover letter or resume/CV.

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** by email with appropriate attachments. Documents/offers received through links to Google Drive, Sky Drive, and/or any other private cloud computing database/websites **will not be considered.**

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

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

## V.   LIST OF REQUIRED FORMS FOR PSC HIRES

Once the Contracting Officer (CO) informs the successful Offeror about being selected for a contract award, the HR unit will provide the successful Offeror instructions about how to complete and submit the following forms, needed to obtain medical and security/facility access.

1. Questionnaire for Employment Authorization (U.S. Embassy Kyiv form)
2. Authorization for Release of Information (U.S. Embassy Kyiv's form)
3. Certificate of Criminal Records (obtained from the pertinent authorities)

Failure of the selected offeror to accurately complete and submit required documents in a timely manner may be grounds for the CO to rescind any conditional pre-contract salary offer letter and begin negotiations with the next most qualified/highest ranked offeror.

## VI.   BENEFITS/ALLOWANCES

The local compensation plan (LCP) is the basis for all compensation payments to locally employed staff /CCNPSCs. The LCP consists of the salary schedule, which includes salary rates, authorized fringe benefits, and other pertinent facets of compensation such as health and life insurance, and retirement allowance. As a matter of policy, and as appropriate, a PSC is normally authorized the following benefits and allowances:

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

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

Additional information may be provided to the selected offeror at time of salary offer.

## VII. TAXES

Locally Employed Staff are responsible for paying local income taxes. The U.S. Mission does withhold year-end local income tax payments.

## VIII. 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 .

| ITEM NO (A) | SUPPLIES/SERVICES (DESCRIPTION) (B) | QUANTITY (C) | UNIT (D) | UNIT PRICE (E) | AMOUNT (F) |
|---|---|---|---|---|---|
| 0001 | **Year 1 – Compensation and Fringe Benefits/Other Direct Costs (ODCs)** Award Type: Cost Product Service Code: R497 Accounting Info: | 1 year | LOT | $ _TBD__ | $_TBD at Award after negotiations with Contractor |
| 1001 | **Year 2 - Compensation and Fringe Benefits/Other Direct Costs (ODCs)** Award Type: Cost Product Service Code: R497 Accounting Info: | 1 year | LOT | $ _TBD__ | $_TBD at Award after negotiations with Contractor |
| 2001 | **Year 3 – Compensation and Fringe Benefits/Other Direct Costs (ODCs)** Award Type: Cost Product Service Code: R497 Accounting Info: | 1 year | LOT | $ _TBD__ | $_TBD at Award after negotiations with Contractor |

| 3001 | **Year 4– Compensation and Fringe Benefits/Other Direct Costs (ODCs)** <br> Award Type: Cost <br> Product Service Code: R497 <br> Accounting Info: | 1 year | LOT | $ _TBD__ | $_TBD at Award after negotiations with Contractor |
|---|---|---|---|---|---|
| 4001 | **Year 5 – Compensation and Fringe Benefits/Other Direct Costs (ODCs)** <br> Award Type: Cost <br> Product Service Code: R497 <br> Accounting Info: | 1 year | 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.

   - 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 United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.