



USAID | HONDURAS

DEL PUEBLO DE LOS ESTADOS
UNIDOS DE AMÉRICA

SOLICITATION NUMBER: 72052221R10010

ISSUANCE DATE: September 27, 2021

CLOSING DATE/TIME: October 21, 2021 (Midnight Local Time - Tegucigalpa, Honduras)

SUBJECT: Solicitation for a **Computer Management Assistant** under a Cooperating Country National (CCN) Personal Service Contractor (PSC) - *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 services under a Cooperating Country National (CCN) Personal Services Contract (PSC) as described in this solicitation.

Offers must be submitted in accordance with **Section IV – Submitting and Offer** of this solicitation. Offerors should retain copies of all offer materials for their records. *Please refer to the **Suggested Checklist** shown on the last page of this solicitation to make sure all the required documentation and information for a proper submission of your application is included.* Incomplete applications or submissions received after the closing date and time specified will not be considered.

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 TEGUCIGALPAHR@usaid.gov.

Sincerely,



Alejandro Mora
Contracting Officer

I. GENERAL INFORMATION

1. SOLICITATION NO.: 72052221R10010

2. ISSUANCE DATE: September 27, 2021

3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:

October 21, 2021 (Midnight Local time, Tegucigalpa, Honduras)

4. POINT OF CONTACT:

USAID/Honduras – Human Resources Office:

E-mail: TEGUCIGALPAHR@usaid.gov

5. POSITION TITLE: Computer Management Assistant

6. MARKET VALUE: In addition to a generous benefits package, compensation will be negotiated in accordance with AIDAR Appendix J and the Local Compensation Plan (LCP) within the listed salary range for the **FSN-8** grade, which is equivalent to *L. 353,985.00 – L. 601,775.00*.

7. PERIOD OF PERFORMANCE: Employment under this contract is of a continuing nature, estimated start date will be contingent upon the successful outcome of a security and medical clearance of the selected candidate.

8. PLACE OF PERFORMANCE: USAID/Honduras, Tegucigalpa, Executive Office (EXO).

9. ELIGIBLE OFFERORS: All interested candidates. All applicants must be a citizen of the country or a non-country citizen lawfully admitted for permanent residence in the cooperating country and must have the required work permit or documentation that allows the applicant to work legally in the country in order to be eligible for consideration.

10. SECURITY LEVEL REQUIRED: CCN/FSN standard clearance.

11. STATEMENT OF DUTIES:

1. General Statement of Purpose of Contract:

The incumbent serves as Computer Management Assistant and provides technical, logistical, and administrative support to system users towards the accomplishment of USAID/Honduras' Development Objectives.

This incumbent provides support in the daily operations of the Local Area Network (LAN) and serves as help desk point of contact for all USAID/Honduras' users. The primary function of the incumbent is to provide end-user support and shall be responsible for setting up the various hardware and software components, based on excellent problem-solving skills and understanding of cloud-based systems.

In the performance of these duties, the Computer Management Assistant must acquire a good knowledge and understanding of USAID/Honduras' Information Technology (IT) operations, policies, regulations, and procedures associated with the specific tasks assigned. The incumbent of this position will be involved in the day-to-day operations, installation, repair, maintenance and support of LAN, PC hardware, software, peripherals, electronic equipment, mobile devices, and other accessories. The incumbent will also be responsible for the installation, operation, and maintenance of all desktop/ laptops and will be required to oversee the computer assets and inventory, keeping the inventory system updated while making sure that all assets are returned or disposed accordingly. The incumbent will train system users on basic system applications and computer functions.

The position is located in the Executive Office/Information Systems Division (EXO/ISD) and reports directly to the Computer Management Specialist. The incumbent will also provide administrative and logistical support to the EXO/ISD team members.

2. Statement of Duties to be Performed:

1) Customer Service (50%)

- The incumbent is responsible for providing internal support to system users on all USAID's systems and services. Duties include but are not limited to, answering questions, troubleshooting problems, training or instructing users on the correct use of software, hardware, or application functionality, as well as communicating and educating them on policy requirements.
- Briefs and updates system users upon entry, and on a continuous basis as needed, on USAID's IT regulations and internal service improvement policies including new or updated technologies.
- Resolves system users' problems with desktop/laptop, iPhone, network printers or any other electronic equipment by promptly investigating and troubleshooting the problem at hand. A technical support notice and plans to resolve the problem expeditiously will be presented to the direct supervisor in the event the issue is not promptly resolved.
- Assists system users with remote access connectivity, including but not limited to installation and login support for Soft Token, Microsoft Authenticator, Safe Alert System (ATHOC App), and any other application as applicable or needed.
- Manages the IT helpdesk system to ensure that all reported incidents are resolved in accordance with IT service standards, either resolving them directly or escalating and monitoring the resolution process. Writes concise, informative tickets and follows up on all tickets in a timely and professional manner through the problem resolution cycle. The incumbent will also be responsible for adherence to policies and procedures as well as performance expectations and is counted on to recommend and contribute to process improvements.
- Maintains and upkeep inventory of supplies and expendables for desktop/laptops, printers, keyboards, mouse, cases, headsets, LaserJet drums, transfer kits, fuser kits, roller kits for all network printers and assists users with moving or replacing this equipment or accessories.
- Assists with the submission of system user's Computer Access and Personal Identity Verification Alternative (PIVA) card request forms. Regularly keeps track of all user's PIV cards certification expiration dates.
- Provides software support services designed to maximize system utilization and to increase office productivity. These services include telephone assistance; on-site technical assistance; answers to queries; software installation and reinstallation, update, and fixes; recovery of operating and optional software; hardware or software problem isolation, identification and resolution and filing (digital and hardcopies).
- The incumbent will conduct computer training to the network users on commercial applications such as but not limited to, Windows, Microsoft Office Suite, and Google Suite applications and packages. Generally, training will be one-on-one; however, when there is a need the incumbent will organize larger or more formal classroom training.
- The incumbent will support the Records and Correspondence (C&R) division in the Executive Office by setting up multimedia equipment within the office building (conference rooms) and outside locations (hotels), as requested. This includes setting up laptops, speakers, and multimedia projectors, microphone and audio/video equipment, and other equipment as needed.
- The incumbent will support the General Services Office (GSO) in the Executive Office with the installation of standing desks amongst other type of assistance related to the computer area.

2) Local Area Network (LAN) Maintenance (30%)

- Performs LAN administration routines such as, configuring desktop/laptops, iPhones, monitors, network printers, scanners, projectors, tele videoconference equipment, data communication equipment's (server,

router, switches, LAN wiring inventory), and other equipment as necessary. Configures user's Access Rights to system files and software applications in the Windows File and Print Server. Carries out the installation of the standard operating system image. Monitors the server room temperatures, fire alarm, and air conditioner for proper optimization of the equipment located in the server room.

- Assists with the physical hardware/software inventories by keeping track of all changes in the assigned inventory system. Keeps control of all IT loan equipment and disposes all IT obsolete equipment as per required guidelines.
- Makes sure that all users are in compliance with the appropriate software installed in their iPhones and desktops/laptops.
- Keeps control of the access request forms of all visitors using the GUEST Wi-Fi network and generates all vouchers that are needed to connect to WIFI services, making sure that visitors connect to the Wi-Fi network appropriately.
- Serves as the primary contact person to inspect external storage devices and laptops brought in by visitors into the USAID/Honduras premises and scans these devices for vulnerabilities/viruses/trojan before allowing their use inside the building.
- The incumbent will be called on to install, upgrade, and maintain assortment of commercial software applications (AutoCAD, GIS, Adobe Cloud, or others as applicable) while making sure that updates and service patches are loaded prior to the approval of the Chief Information Officer (CIO). Anti-virus definitions must be kept up to date as well. The incumbent will create and maintain an orderly library of the approved software, reference material, and will keep track of these software licenses.
- Schedules maintenance visits and provides logistical support to local/international technicians who visit the USAID/Honduras facilities to provide the contracted maintenance service. Keeps track of the preventive/corrective maintenance contracts for IT equipment such as communication devices, floor switches, desktop/laptops, printers, and others communication devices as applicable.
- The incumbent will assist network users with daily problems related to applications such as, but not limited to Microsoft Office Suite, Google Suite, WebEx, and any other tool particularly used for teleworking.
- Monitors the Internet Service Providers (ISPs) connection lines are working smoothly, keeps adequate logs of computer wiring and desktop/laptops network port installation, and assists in the compliance of Federal Managers Financial Integrity Act of 1982 (FMFIA).
- In consultation with the direct supervisor, the incumbent performs periodic housekeeping activities required on PC/LAN servers that could include the removal of unnecessary files, release of unused disk space, encouraging users to delete outdated mails, archive active/inactive IT documents, and execute any other action, as appropriate, with the goal of balancing workload, minimize system degradation, improve system performance, maintain data integrity, and maximize utilization of disk space.

3) Administrative Support (20%)

- Receives, inspects, and records all automation-related deliveries, warranty claims, short shipment claims, out-of-office or out-of-country repairs, inter-office transfers, and disposal of computer equipment. Regularly updates the inventory of automation hardware, software, peripherals, and auxiliary equipment.
- Assist in maintaining and updating EXO/ISD's software templates and forms by requesting the appropriate digital signatures and/or routing them for proper distribution.
- The incumbent is the primary point of contact with Department of State's General Services Office (DoS/GSO) on all computer related actions. Assists with maintaining the database and inventory of all computer hardware (Non-Expendable and Expendable) assigned to office and users, and logs/registers all movements and activities while reporting these changes to the DoS/GSO section.
- Maintains an up-to-date listing of the automation resources and inventory of hardware, software, auxiliary equipment, manuals, schematic diagrams, and licenses, including its physical distribution and assignment, classification, condition, source of funding, related purchase orders, warranty coverage, and executes any other related action.

- Prepares purchase requisitions for any PC hardware and software required and is responsible to follow-up with Department of State/Procurement office until the equipment arrives. Keeps record of all correspondences and fillings of the Computer Center. This position also conducts requisition of office supplies for the EXO/ISD division.
- Performs other administrative requirements for the EXO/ISD division, including but not limited to preparation of reports, maintenance of several data bases, handling telephone calls, scheduling internal and external meetings and appointments, receiving and escorting visitors, preparation of vouchers, cash and procurement requests, and maintaining physical and electronic files assuring that all documents are handled appropriately according to the Records Management policies and regulations.

3. Supervisory Relationship:

This position will work under the direct supervision of the CCNPSC Computer Management Specialist or his/her designee.

4. Supervisory Controls:

Supervision of other USAID staff is not contemplated.

12. PHYSICAL DEMANDS: The incumbent may deal with significant physical demands and must be able to lift 50 lbs/23 kgs.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

EDUCATION: Two years of College or University studies in the fields of computer science, information systems or related field is required. **Applicants possessing higher level degrees are also strongly encouraged to apply.**

PRIOR WORK EXPERIENCE: A minimum of three (3) years of technical experience in the field of information technology, computer operation, and system management as well as experience with Network installation, technical support, repair, and maintenance of desktops/laptops, mobile devices, and of other electronic equipment and accessories is also required. **Those candidates with additional professional experience relevant to the position are strongly encouraged to apply.**

LANGUAGE PROFICIENCY: Level IV (Fluent) in English and Spanish is required. **This will be tested.**

JOB KNOWLEDGE: Must possess knowledge of Local Area Network (LAN) and Wide Area Network (/WAN) management and computer systems operations, hardware/software support and user support. Must have excellent knowledge on the functionality of desktops/laptops, mobile devices and other IT equipment, as well as on the proper use of software applications such as Windows, Microsoft Office, and Google Suite.

SKILLS AND ABILITIES: Must have excellent organizational skills and be able to work with others to achieve high levels of team efficiency and effectiveness. Must have excellent communication and interpersonal skills- with an emphasis on customer service and teamwork. Discretion is required to manage sensitive information of the Mission's IT infrastructure. Must be able to effectively use Microsoft Office and Google Suite, Adobe Acrobat, and of other applicable software applications for the proper performance of the assigned duties. Must have the ability for doing and understanding basic arithmetic to prepare routine vouchers, purchase orders, and procurement and cash requests for the office. Must demonstrate value for timeliness, attention to detail and quality of deliverables. Must demonstrate the ability to be a self-starter to prioritize and follow through on work assignments with minimal supervision and to manage administrative and logistical requirements within the office. The ability to work calmly and effectively under pressure is essential as well as to maintain strict confidentiality, tact, diplomacy, and high ethical standards in order to manage sensitive information. Strong proofreading skills and attention to detail to track and report status of assigned actions and tasks is also required.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with [FAR 52.215-1](#). The Contracting Officer (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 that meet the minimum requirements, as outlined in this solicitation, will be evaluated and ranked based on the following adjectival evaluation criteria and characteristics:

EVALUATION CRITERIA / ADJECTIVE DEFINITION	
Exceptional	<ul style="list-style-type: none"> – A comprehensive and thorough application of exceptional merit. – Candidate meets and fully exceeds the Government expectations and presents very low risk or no overall degree of risk of unsuccessful contract performance. – Strengths significantly outweigh any weaknesses that may exist.
Very Good	<ul style="list-style-type: none"> – A candidate demonstrating a strong grasp of the requirements of the position. – Candidate meets position requirements and presents a low overall degree of risk of unsuccessful contract performance. – Strengths significantly outweigh any weaknesses that exist.
Satisfactory	<ul style="list-style-type: none"> – A candidate demonstrating a reasonably sound application and a good grasp of the position requirements. – Candidate meets position requirements and presents a moderate overall degree of risk of unsuccessful contract performance. – Strengths outweigh weaknesses.
Marginal	<ul style="list-style-type: none"> – The candidate shows a limited understanding of the requirements. – Candidate meets some or most of the position requirements but presents a significant overall degree of risk of unsuccessful contract performance. – Weaknesses equal or outweigh any strengths that exist.
Unsatisfactory	<ul style="list-style-type: none"> – The candidate does not meet the position requirements. – Presents an unacceptable degree of risk of unsuccessful contract performance. – Deficiencies and significant weaknesses demonstrate a lack of understanding of the Government’s needs. – Weaknesses and or deficiencies significantly outweigh any strengths that exist.
Neutral	Not applicable.

Applicants meeting the above required qualifications for the position will be evaluated based on information presented in the application and obtained through 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. USAID/Honduras reserves the right to conduct interviews with the most highly ranked applicants and make the interview a deciding factor in selection.

IV. SUBMITTING AN OFFER

Applicants must follow these instructions when applying to USAID/Honduras' vacant positions.

1. Eligible Offerors are required to complete and submit the following, all included in one single PDF file:
 - a) Cover Letter;
 - b) A current resume or curriculum vitae in English;
 - c) Any other documentation such as diplomas or proof of the education requirement listed on **Section II** of this solicitation.

2. Offers must be received by the closing date and time specified in **Section I, Item 3**, and submitted to:

TEGUCIGALPAHR@usaid.gov

3. Offeror submissions must clearly reference in the e-mail *Subject Line* the following:
“Computer Management Assistant – SOL No. 72052221R10010”

The US Mission in Tegucigalpa, Honduras provides Equal Opportunity Employment (EEO) and fair and equitable treatment 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.

See <https://www.usaid.gov/honduras> for additional information on USAID's work and programs.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the CO, or his/her/their designee, informs the successful Offeror about being selected for a contract award, instructions will be provided about how to complete and submit the following forms after an offeror is selected for the contract award:

1. Completed DS-174 – Employment Application for LE Staff or Family Member form;
2. Copy of the Honduran ID card;
3. Copy of the Driver's License if available;
4. Croquis of the current home address;
5. An original and current "Constancia de Antecedentes Policiales" from the División Policial de Investigaciones (DPI);
6. An original and current "Constancia de Antecedentes Penales" from the Honduran Court System;
7. Copy of Passport if available;
8. Copy of latest Education Degree (as applicable);
9. Two residential bills to verify current home address;
10. Credit Report from EQUIFAX;
11. Security Questionnaire For Locally Engaged Staff (English or Spanish);
12. Passport size photo; and
13. FSN Medical History and Examination form

All candidates for employment with the US Mission must pass a background/security investigation and a medical certification. Any employment offer with the US Mission is contingent upon a candidate's ability to secure the necessary certifications.

VI. BENEFITS AND ALLOWANCES

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

- **Bonuses:** Christmas Bonus, Vacation Bonus, and 14th Month Bonus.
- **Medical, Optical, Dental, and Life Insurance.** The Mission pays the full premiums for employee’s life and medical insurance and pays 80% of the premiums of the medical insurance for dependents.
- **Local Retirement Plan.** The Mission contributes 10% from the employee’s Basic Annual Salary and the employee a minimum of 5% of the Basic Annual Salary. Age eligibility requirement to be enrolled in the plan: Minimum entry age: 18; Maximum entry age: 55
- **Annual Leave according to the following:**

Completion of 1 year	112 Hours (14 working days)
Completion of 2 years	120 Hours (15 working days)
Completion of 3 years	136 Hours (17 working days)
Completion of 4 years or more	184 Hours (23 working days)
- **1040 hours of Sick Leave per calendar year.**
- **Entitlement of American and Local Holidays.**

VII. TAXES

Employees are expected to pay each just financial obligation in a proper and timely manner, especially one imposed by law, such as local taxes. In this context, "in a proper and timely manner" means in a manner which does not, under the circumstances, reflect adversely on the U.S. Government as the employer. If an employee refuses or fails to pay his/her/their financial obligations, this will constitute valid grounds for separation, without liability for severance or notice on behalf of the U.S. Government.

U.S. Citizens/U.S. Residents under Cooperating Country National Personal Services Contracts (CCN PSC) are subject to U.S. tax withholding (federal income taxes, OASDI, and Medicare). U.S. taxes are deducted in lempira equivalent.

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

USAID regulations and policies governing CCN 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”**
2. [Contract Cover Page form AID 309-1](#). Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: Funding Type: OE Appropriation: 72211000 Template: Mission OE Funds Resource Category: 1130007, 1210601, 1150957	1	LOT	\$ TBD	\$TBD at Award after negotiations with Contractor

3. All applicable Acquisition & Assistance Policy Directives/Contract Information Bulletins ([AAPDs/CIBs](#)) for PSCs with Individuals.
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**.
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 the [Personal Services Contracts Ombudsman](#) webpage for additional information. The PSC Ombudsman may also be contacted via email at: PSCOmbudsman@usaid.gov.

**Suggested Checklist for proper submission of information
and application requirements**

1. Complete Solicitation has been read.
2. Cover Letter prepared.
3. Curriculum Vitae in English. Curriculum Vitae in Spanish is not required but suggested.
4. Proof of diplomas to support the Education Requirement are included.
5. Application Package converted in **one single** PDF. format.
6. Naming convention for Application Package in **one single** PDF. file is:
“*First Name, Middle Name, Last Name*”, i.e. “John Allan Doe”.
7. The *Subject Line* on the email reads as follows:
“Computer Management Assistant – SOL No. 72052221R10010”
8. The application package is sent to the email addresses: TEGUCIGALPAHR@usaid.gov
9. The full application package must be submitted by **October 21, 2021 (Midnight Local Time - Tegucigalpa, Honduras)**. Application packages submitted after this Closing Date/Time will **not** be accepted.