



# USAID | WEST AFRICA

FROM THE AMERICAN PEOPLE

**SOLICITATION NUMBER: 72062424R00008**

**ISSUANCE DATE:** June 28, 2024

**CLOSING DATE/TIME:** July 27, 2024/23:00 GMT

**SUBJECT: Solicitation for Resident Hire U.S. Personal Services Contractor (USPSC) as Senior Information Technology Advisor, USAID/West Africa**

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 this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and underrepresented groups, to respond to the solicitation.

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 any offer.

**All offers must be submitted to the Point of Contact via email: [accrapsc@usaid.gov](mailto:accrapsc@usaid.gov)**

**Only shortlisted offerors will be contacted.**

Any questions must be directed in writing to [accrapsc@usaid.gov](mailto:accrapsc@usaid.gov)

Sincerely,

Taniece Owusu  
Regional Contracting Officer  
USAID/West Africa

**I. GENERAL INFORMATION**

1. SOLICITATION NO.: **72062424R00008**
2. ISSUANCE DATE: **June 28, 2024**
3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS **July 27, 2024, 23:00 GMT.**
4. POINT OF CONTACT: **USAID/West Africa, Accra**; e-mail at [accrapsc@usaid.gov](mailto:accrapsc@usaid.gov)
5. POSITION TITLE: **Senior Information Technology Advisor, USAID/West Africa.**
6. MARKET VALUE: **\$104,604- \$135,987** equivalent to **GS-14**. Final compensation will be negotiated within the listed market value.
7. PERIOD OF PERFORMANCE: **Two (2) years**, estimated to start o/a 08/2024 with an option of three (3) one-year extensions for a maximum of five (5) years. Exercise of options will depend on continuing need of services, availability of funds, successful performance, and requisite approvals.

Based on Agency need, the Contracting Officer may exercise the additional **option periods** for up to three (3) years for the dates estimated as follows:

|                         |                        |
|-------------------------|------------------------|
| <b>Base Period:</b>     | o/a 08/2024 to 08/2026 |
| <b>Option Period 1:</b> | o/a 08/2026 to 08/2027 |
| <b>Option Period 2:</b> | o/a 08/2027 to 08/2028 |
| <b>Option Period 3:</b> | o/a 08/2028 to 08/2029 |

PLACE OF PERFORMANCE: **USAID/West Africa located in Accra, Ghana**

8. ELIGIBLE OFFERORS: **U.S. citizens/resident aliens who possess valid Ghanaian work and/or resident permit.** Proof of citizenship and/or residency must be provided with application. Citizenship, if dual, must be clearly stated.

**Resident Hire USPSC.**

A U.S. citizen or resident alien who, at the time of contract award, resides in the cooperating country for reasons other than U.S. government or non-U.S. government employment, or under any contract or other arrangement, that provides repatriation to the U.S.; or is a spouse or dependent of a U.S. citizen or resident alien who resides, or will reside, in the cooperating country for the purpose of U.S. government or non-U.S. government employment, or under any contract or other arrangement that provides repatriation to the U.S.

9. SECURITY LEVEL REQUIRED: **Secret**

**10. STATEMENT OF DUTIES**

**BACKGROUND**

This position is located in the Regional Executive Office (REXO) of USAID/West Africa and will be based in Accra with periodic travels to Benin, Cameroon, and Cote d'Ivoire. The REXO is currently responsible for providing administrative support services to the bilateral Mission, (USAID/Ghana) and the Regional Mission (USAID/West Africa). In addition, the REXO also supports staff and smaller missions in other

bilateral and limited presence countries (Benin, Côte d'Ivoire, and Cameroon), as well as assists with ad hoc questions that arise relating to special projects and initiatives. In the aggregate the REXO serves nearly two hundred and fifty (250) people. The primary services the REXO provides are: Human Resources, Travel, ICASS Support and Liaison, Administrative Operations, Information Technology, and Procurement.

### **BASIC FUNCTION OF THE POSITION**

The Senior Information Technology Advisor reports to the USAID/West Africa Regional Supervisory Executive Officer and is responsible for planning and implementing Information Technology (IT) Unit functions and reporting to senior Mission Management and USAID/W on the status of Mission and Agency efforts in the IT functional areas. The Senior Information Technology Advisor consults with and advises the Strategic Objective and Support Teams to improve operational systems and assure that systems are operating with cutting-edge technology for USAID/Accra and client Missions within West Africa.

### **STATEMENT OF DUTIES TO BE PERFORMED**

#### **A. Information Resources Management Activities (35%)**

- a. Establishes work plans, providing management and technical oversight, reviewing the work, and, when appropriate, evaluating performance of all IT personnel in USAID/Accra and regional support IT team members within client Missions. Maintain regular and consistent communication with Fellows, regional and bilateral missions, and the Office of the Coordinator.
- b. Sets IT Unit priorities in planning and implementing procedures for controlling the security of the Mission's information technology services and all related equipment in accordance with directives from USAID/Washington and the Mission's Supervisory Executive Officer. Implementing and monitoring security controls in coordination with Information Resources Management (IRM) to prevent data loss and/or unauthorized access. Work closely with Development Outreach Coordinators to identify and share success stories with various stakeholders.
- c. Monitors progress of the work of the IT Unit to ensure compliance with USAID/Washington information system standards and also to control the security of the Mission's IT services and all related equipment in accordance with directives.
- d. Liaises with other teams within USAID/Accra and West Africa client Missions including USAID/Washington's Management Bureau, Office of the Chief Information Officer (M/CIO), Department of State, and in-country internet service providers to provide all levels of IT systems support including help-desk response, user assistance and training, systems and application troubleshooting, systems administration and backups, system engineering and deployment of new systems. Provides support on software applications such as Agency Secure Image and Storage Tracking (ASIST), Phoenix/Momentum financial data processing, Global Acquisition and Assistance System (GLAAS), time and attendance systems, online web portals and collaboration tools, as well as various intranet database applications.
- e. Serves a member of the Mission's streamlining, core concepts, and monitoring and evaluation focus/working groups.

#### **B. Information Technology Manager Activities (50%)**

- a. Identifies and advises Mission management on the IT needs, and systems to meet those needs, and a procurement plan to obtain the necessary equipment and supplies needed to implement those systems.
- b. Works closely with USAID/Washington CIO to establish information resource plans, projects, and comprehensive short- and long-range strategies for Mission automation in compliance with USAID standards and, with Mission management, to develop multiple year budget estimates for acquisition of new equipment, site preparation, software procurement and/or development.
- c. Under authority of the Mission's Information Management Officer (IMO), is responsible for managing and implementing the automated information system security program to protect hardware, software, and Mission data from loss, and also ensures that the Network (AIDNet) is compliant with ISS standards.
- d. Schedules and supervises computer center site installations, including all maintenance and repair for hardware, telecommunication and power control equipment, and environmental support systems.
- e. When necessary, acquires contract support to assist in repairing computer equipment and implementing automated systems and Mission
- f. Automatic Data Processing (ADP) training by developing scopes of work, evaluating capabilities of prospective suppliers, advising on selection of contractors and supervising contractors and supervising contract staff
- g. Performs role of Local Area Network (LAN) System Administrator, responsible for providing optimal use of existing and new technology resources through a LAN. Supervises day to day network operations and maximizes system performance; provides

management advisory services, user support and training; developing, implementing, and monitoring LAN Network protection system; and other related LAN duties.

- h. Supervises the development of programs and processes to facilitate the gathering, storage and use of information.
- i. Designs, implements, and supervises Mission ADP, and other system wide training for all users, including managerial and operational personnel.
- j. Accountable for the ADP portion of the non-expendable Property Inventory System.
- k. Accountable for all Mission PC software, including ensuring compliance with 3rd party vendor copyrights laws
- l. Acts as liaison with AID/W Information Resource Management (IRM), other US Government agencies, and ADP related contractors.
- m. Establishes and enforces ADP Mission Orders laying out policy and procedures relating to use of equipment within the Mission.
- n. Assists other Mission agencies in Accra and client Missions within West Africa as requested and provides advice to Strategic Objective Teams, Team Leaders, and Strategic Objective Specialist on automation planning, sourcing, and procurement.
- o. Trains users in operating software products (Word, Excel, Access, Google, etc.) in use within the USAID/Accra and client Missions

### **C. Local Solutions Activities (15%)**

Working with all teams within the USAID/Accra and client missions within West Africa, design, develop, and implement technological solutions that support the capacity development of Implementing Partners (IPs) and USAID development initiatives.

### **POSITION ELEMENTS:**

#### **Supervision Received**

Work is performed independently under the general supervision and guidance of the Executive Officer and his/her Deputy, who outlines objectives and reviews accomplishments for conformance with relevant policies and in furtherance of Mission goals.

#### **Supervision Exercised**

Supervise one to three (1-3) professional level positions and two (2) support staff.

#### **Exercise of Judgment**

Considerable judgment is required in the analysis of hardware and software requirements, determinations as to procedures suitable for automation, advice and assistance to managers, etc. Judgment is also required to balance “must have” applications and equipment against “nice to have” equipment considering budget constraints and competing priorities.

#### **Authority to Make Commitments/Obligations**

None

### **OTHER SIGNIFICANT FACTORS**

#### **a) Guidelines:**

The incumbent is expected to be familiar with or quickly learn vendor and manufacturer hardware and software manuals; training and reference materials; and State Department and USAID Washington policies, regulations, and guidelines on information resources management.

#### **b) Exercise of Judgment:**

Considerable judgment is required in the analysis of hardware and software requirements, determinations as to procedures suitable for automation, advice and assistance to managers, etc. Judgment is also required to balance “must have” applications and equipment against “nice to have” equipment considering budget constraints and competing priorities.

#### **c) Nature, Level and Purpose of Contacts:**

Frequent and continuing contact with all levels of Mission, Embassy, and associated agency personnel, IBM and Dell representatives, and other IT representatives in Accra, local electricians, software and hardware vendors, telecommunication services providers etc., to ensure Mission requirements are met. The incumbent works closely with and builds relationships with counterparts at USAID/Washington CIO and US Embassies, as well as in-country internet service providers and IT contractors/vendors.

#### **d) Post Entry Training:**

Any available training courses which are necessary to stay current in the field as well as Contracting Officer Representative (COR) training.

#### 11. **Physical Demands**

The work requested does not involve undue physical demands.

## II. **MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION**

### A. **Education:**

Completion of education or training resulting in a Master's degree in the field of computer science, information systems management, or related field is required.

### B. **Prior Work Experience:**

At least eight (8) years of progressively responsible work of a program, technical, or administrative nature where emphasis is placed on analytical, judgmental, and expository abilities with respect to the operation, management, and utilization of computer systems. The position requires prior supervisory experience for at least two (2) years.

### C. **Language:**

Fluency (Level IV) in English Language

## III. **EVALUATION AND SELECTION FACTORS**

Offerors who meet the Minimum Qualifications will be evaluated in accordance with the Evaluation and Selection Factors. Offerors should provide a paper of not more than 3 pages (letter size) addressing the Evaluation and Selection Factors, A to C, in their application package, describing specifically and accurately what experience, training, education and/or awards they have received as it pertains to the factors. In addition, writing samples should be provided separately where specifically requested (Factor C). Failure to address the Evaluation and Selection Factors may result in not receiving credit for all pertinent experience, education, training and/or awards.

### a. **Knowledge (30%)**

Expert knowledge of computer hardware, computer programming languages, computer systems operations and their application, and the policies and the procedures relative to equipment requirements, planning, acquisition, funding, and justifications. Degree of comprehensive knowledge of strategic objectives, projects, and organizations support, to discern opportunities for increase support, and to resolve operational problems of such supported organizations. Extent of knowledge regarding principles, techniques, and methodologies involving computer system analysis, programming, operations, and related aspects of telecommunications. Knowledgeable about the principles of personnel, financial, and equipment resource management

### b. **Skills and Prior Experience (60%)**

The ability to discuss complex concepts with line managers, users, and other personnel and to relate requirements to computer system capabilities; ability to effectively deal with competing user requirements and to negotiate acceptable solutions; ability to conceptualize objectives of assignments and to translate objectives into concrete plans; ability to present issues persuasively before top management relative to system requirements and obtain needed funding and program support; and ability to advise prospective users diplomatically of system limitations or other priorities and to work out alternatives.

The relevancy of prior work experience as it relates to the statement of duties listed above will be taken into consideration; as will the number of years of experience. In addition, the number of years with substantial relevant supervisory experience will also be considered.

### c. **Interpersonal Skills (10%)**

Position requires exceptional interpersonal skills in order to gain acceptance of findings, recommendations, and decisions relative to computer system operation and support. Demonstrated skills supervising a subordinate workforce and/or coordinating support services of vendor representatives and contractors. Experience using administrative and technical reference material, and relating information therein to technical aspects of management, e.g. systems analysis, design of system architecture, development of standards for tests and evaluation, etc. Demonstrated skill in applying rules concerning systems acquisition.

**Total: 100 points**

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 technical evaluation committee may conduct reference checks, including references from individuals who have not been specifically identified by the offeror, and may do so before or after a candidate is interviewed.

#### **Reference Check**

Reference checks will be conducted for the top candidates resulting from the assessment of the evaluation factors. No score, a satisfactory or unsatisfactory rating will be applied.

Note: References may be obtained independently from other sources in addition to the ones provided by an offeror. If an offeror does not wish USAID to contact a current employer for a reference check, this should be stated in the offeror's cover letter, and USAID will delay such reference check pending communication with the offeror.

#### **IV. SUBMITTING AN OFFER**

1. Eligible offerors are required to complete and submit the offer form **AID 309-2**, "Offeror Information for Personal Services Contracts with Individuals," available at <http://www.usaid.gov/forms>.
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.
4. A Cover Letter of not more than one (1) page.
5. A current CV/resume. The CV/resume must contain sufficient relevant information to evaluate the Offers in accordance with the stated evaluation criteria. Broad general statements that are vague or lacking specificity will not be considered as effectively addressing particular selection criteria. Complete dates (month/year) are also required on CV.
6. Applicants also must address the above **Evaluation Factors**, in a Summary Statement to be included in the Offers. This Summary Statement, limited to 500 words per factor, must describe specifically and accurately what experience, training, education, and/or awards the applicant has received that are relevant to each selection factor above. The Summary Statement must include the name of the applicant and the announcement number at the top of each page.
7. Applicants must provide a minimum of three (3) professional references, one (1) of which must be a current or former supervisor. USAID reserves the right to contact previous employers to verify employment history. If the offeror had a previous position with USAID, the TEC and/or CO may obtain reference checks from the previous supervisor(s) or CO(s). Applicants must provide e-mail addresses and/or working telephone numbers for all references.
8. Copies of diplomas, certificates or relevant degrees may be included to corroborate the CV/resume.
9. Applicants must provide their full mailing address with telephone, facsimile numbers (if available) and email address and should retain for their records copies of all enclosures that accompany their submission.
10. Submit applications via email to [accrapsc@usaid.gov](mailto:accrapsc@usaid.gov)

#### **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:

Forms outlined below can found at: <http://www.usaid.gov/forms/>

1. Offeror Information for Personal Services Contracts with Individuals (AID 309-2);
2. Contractor Physical Examination (AID Form 1420-62); \*

3. Questionnaire for Sensitive Positions (for National Security) (SF-86); \* or
4. Questionnaire for Non-Sensitive Positions (SF-85); \*
5. Finger Print Card (FD-258). \*

\* Forms 2 through 5 shall be completed only upon the advice of the Contracting Officer that an applicant is the successful candidate for the job.

## VI. BENEFITS

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

### 1. BENEFITS:

- (a) Employer's FICA Contribution
- (b) Contribution toward Health & Life Insurance
- (c) Pay Comparability Adjustment
- (d) Annual Increase (pending a satisfactory performance evaluation)
- (e) Eligibility for Worker's Compensation
- (f) Annual and Sick Leave
- (g) Holidays

\*Note: A US citizen's salary will be subject to employee's FICA and Medicare contribution.

## VII. TAXES

USPSCs are required to pay Federal income taxes, FICA, Medicare and applicable State Income taxes.

## VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES

USAID regulations and policies governing USPSC awards are available at these sources:

- a. **USAID Acquisition Regulation (AIDAR), Appendix D**, "Direct USAID Contracts with a U.S. Citizen or a U.S. Resident Alien for Personal Services Abroad," including **contract clause "General Provisions,"** available at [https://www.usaid.gov/sites/default/files/documents/1868/aidar\\_0.pdf](https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf).
- b. **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:

| ITEM NO | SUPPLIES/SERVICES (DESCRIPTION)   | QTY | UNIT | UNIT PRICE | AMOUNT (F)                        |
|---------|---|-----|------|------------|-----------------------------------|
| 0001    | <b>Base Period - Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b><br>- Award Type: PSC<br>- Product Service Code: <i>R497</i><br>- Accounting Info: <i>TBD</i> | 2   | LOT  | \$ TBD     | \$TBD at Award after negotiations |
| 1001    | <b>Option 1 - Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b><br>- Award Type: PSC<br>- Product Service Code: <i>R497</i><br>- Accounting Info: <i>TBD</i>    | 1   | LOT  | \$ TBD     | \$TBD at Award after negotiations |
| 2001    | <b>Option 2 - Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b><br>- Award Type: PSC<br>- Product Service Code: <i>R497</i><br>- Accounting Info: <i>TBD</i>    | 1   | LOT  | \$ TBD     | \$TBD at Award after negotiations |

|      |  |   |     |        |                                   |
|------|--|---|-----|--------|-----------------------------------|
| 3001 | <b>Option 3 - Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b><br>- Award Type: PSC<br>- Product Service Code: <i>R497</i><br>Accounting Info: <i>TBD</i> | 1 | LOT | \$ TBD | \$TBD at Award after negotiations |
|------|--|---|-----|--------|-----------------------------------|

- c. Acquisition and Assistance Policy Directives/Contract Information Bulletins (**AAPDs/CIBs**) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>.
- d. **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> .
- e. **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/partner-with-us/acquisition-assistance-ombudsman/psc-ombudsman>.
- f. **FAR Provisions Incorporated by Reference** [52.204-27](#) PROHIBITION ON A BYTEDANCE COVERED APPLICATION (JUN 2023)

[END OF SOLICITATION]