



USAID | NIGER
FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72068325R10001
ISSUANCE DATE: November 4, 2024
CLOSING DATE/TIME: November 17, 2024 at 11:59 pm GMT +1

SUBJECT: Solicitation for a Computer Management Specialist FSN-11

Cooperating Country National Personal Service Contractor (CCN/PSC)
(Niger 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 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 under-represented 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 the offers.

Any questions must be directed in writing to the Point of Contact specified in solicitation.

Sincerely,

Signature

Anne Martin
Contracting Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72068325R10001
2. **ISSUANCE DATE:** November 4, 2024
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** November 17, 2024 at 11:59 pm GMT+1
4. **POINT OF CONTACT:** Recruitment team, e-mail at usaidniamey-hr@usaid.gov.
5. **POSITION TITLE:** Computer Management Specialist
6. **MARKET VALUE:** From Step 1: FCFA 22,222,785 to Step 12: FCFA 31,111,885 equivalent to FSN-11.
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Niger. Final compensation will be negotiated within the listed market value.
7. **PERIOD OF PERFORMANCE:** The services provided under this contract are expected to be of a continuing nature that will be executed by USAID through a series of sequential contracts, subject to the availability of funds, the need for services and performance. The base period will be for one year, estimated to start on o/a January 12, 2025. Based on Agency need, the Contracting Officer may exercise an additional option period for four years for the dates estimated as follows:

The **base** period will be for one year, estimated to start on January 12, 2025. Based on Agency need, the Contracting Officer may exercise an **option period** for four years for the dates estimated as follows:

<i>Base Period:</i>	January 12, 2025 to January 11, 2026
<i>Option Period 1:</i>	January 12, 2026 to January 11, 2030

8. **PLACE OF PERFORMANCE:** US Embassy/USAID compound in Niamey, Niger, with possible travel as stated in the Statement of Duties.
9. **ELIGIBLE OFFERORS:** USAID policy is that a Cooperating Country National (CCN), meaning an individual who is a cooperating country (Niger) citizen, or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country (including citizens of ECOWAS member states) may apply. A CCN is preferred over a local-hire Third Country National (TCN) in order to integrate the foreign assistance effort into the community, enhance the skills of the cooperating country's population, and contribute to the local economy. A local-hire TCN must only be used when qualified CCNs are not available. Therefore, CCN applications will be screened first. If qualified CCNs are not available, USAID will consider applicants from TCNs.

10. SECURITY LEVEL REQUIRED: Facility Access

11. STATEMENT OF DUTIES

1. General Statement of Purpose of the Contract

The primary function of this position is to provide technical and administrative supervision of the Management of Information Systems (MIS) in the Executive Office, USAID/Niger, that is responsible for managing the Mission's Information and Communication Systems. Reporting to the Supervisory Executive Office, a USDH, the Specialist is responsible for the 100+ computers comprising Windows 2000 desktops, servers, CD-ROM servers, private data and voice links comprising VSAT terminals, leased lines, data encryption devices, switches, and other interconnecting equipment.

The division carries out preventive maintenance of IT equipment, troubleshooting, diagnosis and resolution of hardware and software malfunctions, configuration, and deployment of new equipment. They also manage in-house training for the users, to ensure that all information systems under their cognizance are operated on a day to day, in compliance with USAID security policy and guidelines as promulgated in the ADS (ADS 545: Automated Management information Systems Security).

2. Statement of Duties to be Performed

System Support (50%)

1.1. The Specialist oversees USAID/Niger computer communication operations, supervising a team of one technical personnel that provide support to the Mission (20%)

Establish security controls for the confidentiality of computer hardware, programs, and file systems, perform backup of system programs and data files, provide continuous hardware and software support to all computer users, and ensure computer systems availability. Give particular attention to the Financial Management office data that requires a higher level of data confidentiality, integrity, and availability. Co-ordinates the upgrade of the financial systems, especially the new "Phoenix" system and the associated document management package "Documentum".

1.2 Responsible for reliable, secure computer operations in a distributed LAN and PC environment utilizing complex databases, integrated software suites and telecommunications. The Specialist provides technical oversight to staff providing, and/or participates or personally provides the following services (30%)

- Install and maintain WAN hardware in coordination with M/IRM technical offices. Evaluate, test, and install LAN & PC hardware/software, including new releases of operating systems and corporate applications.
- Develop new configurations to accommodate changes in the network due to mission staff size changes, physical office moves, or other changes in the environment. This work often requires coordination with M/IRM staff in USAID/Washington.

- Manage VSAT, wireless or dial-up circuits to connect with USAID/Washington; local loops to connect with the Embassy and/or other USAID/Niger locations.
- Manage the cell phone services for USAID.
- Interface with Embassy telecommunication staff, the local PTT and DTP/TCO analysts to analyze, troubleshoot, maintain, and monitor connectivity.
- Deploy secure RAS tools in coordination with M/IRM to allow users secure remote access from anywhere in the world.
- Manage Internet connections, to include dedicated line ISP and VSAT configurations.
- Design, implement, and troubleshoot the Mission network wiring and topology.
- Administer all Windows platforms including security, backups, etc.
- Monitor the overall Mission network performance and fine tune the network configuration by analyzing and modifying systems architecture to improve efficiency of applications software (e.g., Phoenix, AETA, WinTA, Internet, Intranet, Extranet etc.).
- Support USAID/Niger's PC and LAN based applications system including complex applications developed by AID/W and USG agencies, assigning access to users when necessary, installing new applications and subsequent updates.
- Maintenance and inventory of all mission hardware and software in close collaboration with the Property Management Team.
- Coordinate technical support issues with USAID/W, e.g., telecommunications, upgrade of operating systems.
- Liaise between the Mission and M/IRM to coordinate automatic policy and Mission activities plan.
- Maintenance of written technical documentation related to Mission applications and overall network structure and connectivity.

2. Infrastructure and information security maintenance: Function as the LAN Administrator and ensure maximum system performance and security of network data (25%)

- Provide the site information system security officer (ISSO) with technical support and expertise in the implementation of the Agency's information systems security standards.
- Report system or application irregularities or suspected security violations to the site ISSO and Mission Director.
- Ensure adherence by USAID/Niger users to overall USAID/Niger computer utilization policy as delineated in Mission Orders Notices and other guidelines.
- Control access of MIS staff and customers to mission network resources.
- Review security scan reports from the USAID ISSO, and coordinate with the ISSO's staff for resolution of issues by applying relevant patches and/or software upgrades.
- Frequently review server logs to monitor security posture.
- Direct the establishment and implementation of comprehensive system backup procedures and the maintenance of off-site storage of backup tapes.
- Oversee monitoring of network resources utilization, including dial-in (remote access) usage.
- Periodically review server content to ensure that only licensed software is in use and that virus protection software is current and universally operational.
- Direct the provision of periodic computer security awareness training, to include storage of sensitive files, email security, and document handling procedures.

- Maintain and update as necessary the IT portion of the mission security plan and contingency plans.
- Ensure that equipment that is disposed of (by sale or otherwise) is first thoroughly sanitized by erasing agency information from hardware disks and other storage media, using IRM-approved tools and procedures. Must provide assurance to the site ISSO that the procedures are followed.
- Assemble and install PC systems software as needed.
- Maintain state-of-the-art data, telephone, and electrical network cabling at USAID/Niger.

3. Management support (25%)

The Specialist is to keep up to date with IT industry developments and advise mission management on system hardware, software, and procedural updates to maintain optimal and secure system operations. Notify IRM of the maintenance and operational status of all equipment and software received at USAID/Niger. Develops, establishes, and directs the maintenance of a comprehensive users support system in an adequate and timely manner to include:

- Troubleshooting and providing end user support on all hardware and software/applications on all platforms.
- Start-up and formal training to PC and LAN users in the proper, secure use of hardware and software and develop course material.
- Design of new systems and applications by systems division staff and/of contractors including a work-order tracking system, a personal database, purchase shipping and personal tracking system, EXO applications suite
- Collaborate in the design/redesign of USAID/Niger intranet and internet pages.
- Planning and managing the development and conduct of various training programs to users.
- Establish, monitor, and review maintenance support contracts.
- Monitor and evaluate the performance of computer specialists and assistants against position requirements to ensure responsibilities are being adequately carried out. Responsible for recruitment, selection, performance, evaluation, determining technical training etc. of subordinate staff.
- Formulate and direct the implementation of strategies for improved mission automation support, including developing the overall operations plan and setting priorities taking into consideration mission requirements versus agency requirements.
- Implementation of applications plan determining system development priorities and techniques, providing guidance and recommendations to system analysts to ensure data integrity, and quality control.
- Serve as a technical resource person to the mission and present and discuss automation policies, plan, and budget with Mission senior management.
- Maintain records of procurement and receipts of hardware and software in cooperation with the property management team.

3. Supervisory Relationship

General guidance is received from the Supervisory Executive Officer who provides instructions, advice, guidance, and procedures, but the Specialist operates largely independently in response to the needs of users in the Mission offices and divisions. The Specialist will establish basic parameters of work and determine priorities. Routine recurring work is reviewed on a periodic basis while task-oriented work is reviewed on completion.

4. Supervisory Controls

Computer Management Assistant, FSN-09

5. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

a. Education:

A bachelor's degree in computer science, Engineering, Business Administration, Accounting, Data Processing, or its equivalent based on work experience in the private or public sectors is required. Additional specialized training and certification in computer systems (MCSE, ITIL, CISCO, etc.) management is required.

b. Prior Work Experience:

Minimum of Five years of progressively more responsible technical ADP experience. Experience working in a cloud-based and client/server environment is required. At least one year should have been with English-language systems and programs are required.

c. Post Entry Training:

Training will be primarily on the job. As available, formal training in USAID-unique systems software and hardware installation and maintenance will be provided.

d. Language Proficiency:

Level IV (advanced professional proficiency) English and French language proficiency, both oral and written, is required.

e. Job Knowledge:

Strong understanding of network topology, PC configurations, Windows desktop, Windows Server, Database management systems, web servers, internet protocols and network problem diagnosis and resolution.

Knowledge of at least two computer-programming languages such as java and visual basic.

Good working knowledge of data processing theory and systems.

Basic understanding of computerized accounting systems, policies, procedures, internal controls, and reporting requirements.

f. Skills and Abilities:

- Must have effective skills in cultivating and developing dialog and promoting services.
- Must be capable of performing under pressure in a mature and responsible manner.
- High levels of analytical skill and sound judgment are essential.
- Must be capable of coordinating and supporting staff in using applications.
- Must have the ability to install and maintain hardware and software; teach staff how to use software; apply systems analysis methodologies to enhance system operation; write, debug, and deploy complex programs to automate everyday tasks using computer programming languages or macros; design and maintain Local Area Network configurations; Install and work with minicomputers and their related packages on the LAN.

III. EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with FAR 52.215-1. The CO reserves the right at any point in the evaluation process to establish a competitive range of offerors with whom negotiations will be conducted pursuant to FAR 15.306(c). In accordance with FAR 52.215-1, if the CO determines that the number of offers that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

The 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.

Selection Process

After the closing date for receipt of application, a Selection Committee will convene to review applications that meet the minimum requirements and evaluate them in accordance with the evaluation criteria. Incomplete applications from applicants who do not meet the minimum requirements will not be scored. As part of the selection process, only shortlisted applicants will be invited to participate in an oral interview. Required reference checks will be conducted only for shortlisted applicants who meet the specified requirements. The applicant's references must be able to provide substantive information about his/her performance and abilities.

The following technical evaluation criteria will be used to evaluate the applications:

Minimum qualifications (Yes/No)**Education:**

A bachelor's degree in computer science, Engineering, Business Administration, Accounting, Data Processing, or its equivalent based on work experience in the private or public sectors is

required. Additional specialized training and certification in computer systems (MCSE, ITIL, CISCO, etc.) management is required.

Prior Work Experience:

Minimum of Five years of progressively more responsible technical ADP experience.

Experience working in a cloud-based and client/server environment is required.

At least one year should have been with English-language systems and programs is required.

Language Proficiency:

Level IV (advanced professional proficiency) English and French language proficiency, both oral and written, is required.

A Selection Committee will review and evaluate applicants that meet the selection criteria and will create a ranking of the qualified applicants based on the following selection criteria:

Maximum Evaluation Score: 100 points

- Prior Work Experience (25%)
- Job Knowledge (20%)
- Skills and Abilities (10%)
- Interview (45%)

USAID policy specifies that a cooperating country national (CCN) is preferred over a third country national (TCN.) Therefore, CCN and TCN offers will not be evaluated together. USAID will evaluate CCN offers first and if the CO determines that there are no qualified CCNs, only then will USAID evaluate TCN offers.

IV. SUBMITTING

Qualified applicants are required to submit the following five (5) items in separate email attachments in one email submission, **All attachment must be in PDF format to be accepted:**

ALL DOCUMENTS MUST BE SUBMITTED IN ENGLISH except for supporting documents. If documents are not in English your application will not be considered.

1. Cover letter: The cover letter should contain an overview of the applicant's qualifications and **must state how the applicant meets the technical evaluation criteria: 1) minimum education, language proficiency, years of prior work experience requirements, and 2) knowledge, skills and ability, listed above in the section entitled Evaluation and Selection Factors.** The filename should be: **Cover letter [name of applicant] SOLICITATION 72068325R10001.**

2. Current résumé/curriculum vitae (CV). The CV/résumé must contain sufficient relevant information to evaluate the application in accordance with the stated technical evaluation criteria, listed above. The title of the file should be: **Resume/CV [name of applicant] SOLICITATION 72068325R10001.**

3. Applicants are required to provide **no less than five (5) references** who are not family members or relatives. References should include not less than three (3) from current or former supervisors (from both paid or volunteer work) who can provide information regarding applicant job knowledge and professional work experience. Applicants must provide accurate e-mail addresses for all references. The filename should be: **References [name of applicant] SOLICITATION 72068325R10001**.

4. Offeror Information for Personal Services Contracts **form AID 309-2** which can be found at [HERE](#). Offerors are required to **complete and sign the form**.

5. Copies of relevant **academic degrees/diplomas, certificates, and other documents (such as short writing samples) supporting the application** should be submitted in a single searchable PDF file. The filename must be: **Supporting documents [name of applicant] SOLICITATION 72068325R10001**.

Offers must be received by **November 17, 2024** and submitted to saidniamey-hr@usaid.gov. To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number in the offer submission and as the subject line in any cover letter. The highest-ranking applicants may be selected for an interview.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

Once the Contracting Officer (CO) informs the successful Offeror about being selected for a contract award, the CO will provide the successful Offeror instructions about how to complete all the pre-award forms and clearances necessary (medical and security).

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a PSC is normally authorized to the benefits and allowances in accordance with Mission policy and Local labor laws in Niger.

1. BENEFITS:

Annual bonus and medical insurance

2. ALLOWANCES (as applicable):

Transportation, Housing, Education and Seniority

VII. TAXES

In accordance with Mission policy and local labor laws.

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

USAID regulations and policies governing **CCNPSC and TCNPSC** 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/ads/policy/300/aidar>
2. **Contract Cover Page form AID 309-1** available at <https://www.usaid.gov/forms>. Pricing by line item is to be determined upon contract award as described below:

LINE ITEMS

ITEM NO (A)	SUPPLIES/SERVICES (DESCRIPTION) (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	Base Period - Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g., R497]</i> - Accounting Info: <i>[insert one or more citation(s) from Phoenix/GLAAS]</i>	1	LOT	\$ TBD	\$_TBD at Award after negotiations with Contractor –
1001	Option Period 1 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g., R497]</i> - Accounting Info: <i>[insert from Phoenix/GLAAS]</i>	1	LOT	\$ TBD	\$_TBD at Award after negotiations with Contractor –

3. Acquisition & Assistance Policy Directives/Contract Information Bulletins (**AAPDs/CIBs**) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>
4. **Ethical Conduct.** By the acceptance of a USAID personal services contract as an individual, the contractor will be acknowledging receipt of the “**Standards of Ethical Conduct for Employees of the Executive Branch,**” available from the U.S. Office of Government Ethics, in accordance with **General Provision 2** and **5 CFR 2635**. See

https://www.oge.gov/web/oge.nsf/resources_standards-of-conduct.

5. PSC Ombudsman

The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the Agency. Please visit our page for additional information:

<https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>.

The PSC Ombudsman may be contacted via: PSCOmbudsman@usaid.gov.

6. FAR Provisions Incorporated by Reference

52.204-27	PROHIBITION ON A BYTEDANCE COVERED APPLICATION	JUN, 2023
------------------	--	-----------