



SOLICITATION NUMBER: V04-2024
ISSUANCE DATE: November 3, 2024
CLOSING DATE/TIME: November 15, 2024, at 4:00pm

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC) – Development Program Specialist (Digital Development Advisor)

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,

Natalya Komarova
Contracting Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** V04-2024
2. **ISSUANCE DATE:** November 3, 2024
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** November 15, 2024, at 4:00pm
4. **POINT OF CONTACT:** Althea Jones-Nelson, e-mail at jmjobs@usaid.gov
5. **POSITION TITLE:** Digital Development Advisor
6. **MARKET VALUE:** JA\$6,478,540 - JA\$9,717,808 equivalent to FSN-11
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Jamaica. Final compensation will be negotiated within the listed market value.
7. **PERIOD OF PERFORMANCE:** Contract of 5 years, estimated to start o/a December 16, 2024.
8. **PLACE OF PERFORMANCE:** Kingston, Jamaica with possible travel as stated in the Statement of Duties.
9. **ELIGIBLE OFFERORS:** Open to all interested CCN (Cooperating Country National). Cooperating Country Nationals (CCN) as defined in AIDAR, Appendix J, Section (1)(7) means an individual who is a cooperating country citizen. **(Non-Jamaican applicants must possess legal residence within the country and a work permit).**
10. **SECURITY LEVEL REQUIRED:** Non-sensitive, Local Security Certification or Public Trust

11. STATEMENT OF DUTIES

1. General Statement of Purpose of the Contract

In line with USAID's Digital Strategy, the **USAID Development Program Specialist (Digital Development)** [Functional Title: **Digital Development Advisor (DDA)**] will enable USAID/Jamaica to better harness the local digital ecosystem for more effective and efficient development and humanitarian assistance programming. The DDA will be responsible for implementing the Agency's Digital Strategy in support of the Mission by applying their skills and expertise to (1) guide Mission programming in the responsible use of digital tools and approaches and (2) support the growth of an open, inclusive, and secure local digital ecosystem. This requires considering the Mission's portfolio as a whole and providing broad and strategic support as well as detailed, technical support in response to Mission needs.

The U.S. Agency for International Development (USAID)'s Digital Strategy helps

ensure that digital investments are integrated into the host-country's broader digital ecosystem and contributes to the country's sustainable development. It also outlines new tools and resources that empower staff and streamline processes to accelerate development impact.

The DDA will facilitate the Mission's implementation of the Digital Strategy and serve as the Missions' technical expert in digital development. Digital Development Advisors must be able to provide technical guidance to implement Digital Strategy initiatives within the Mission, provide technical guidance and support to all Mission's technical and support offices, and work closely with Mission colleagues and leadership as well as in-country counterparts on critical digital initiatives taking place in the partner country (ex: 5G spectrum allocation, Digital ID, Digital Payments). In addition, the DDA will be expected to act as the interlocutor with headquarters.

The DDA will support all Mission offices, with responsibilities that include: conduct a Digital Ecosystem Country Assessment (DECA) and regularly update the content; provide recommendations to technical offices on areas of opportunity for the integration of digital tools and approaches for programming and areas of risk that programming will need to mitigate; inform USAID engagement on host nation digital policy and regulation; establish partnerships with the host nation, other donors, private sector, and civil society on digital development; support the Mission in inventorying and leveraging existing platforms to achieve Mission digital priorities and goals; help the Mission implement digital best practices as outlined in the Principles for Digital Development; facilitate coordination between Mission staff and digital experts in headquarters and Agency communities of practice, and strategically craft programming in conjunction with technical offices so as to fully benefit from the increased potential for impact and additional insights that digital development can offer.

The DDA will work alongside other Missions' Digital Development Advisors across geographies, other Mission staff managing digital programs across technical offices (including activity managers and COR/AORs), and fellow Mission Digital Development Advisors across the globe.

2. Statement of Duties to be Performed

Digital Strategy Implementation (40%)

- Lead the Digital Ecosystem Country Assessment (DECA) process, develop plans to implement recommendations, with support from headquarters and update the assessment annually.
- Lead the development of a Digital Development Mission Order that provides guidance to the Mission on what required steps they must take to integrate the

Agency's Digital Strategy in their work including project and activity designs, and performance management.

- Consult with Mission colleagues to offer needs-based suggestions and demonstrations of utility of the Digital Strategy initiatives for improving outcomes.
- Participate in and/or lead conferences, trainings, and other means of promoting, creating knowledge, and building capacity related to the responsible use of digital technology in Agency development and humanitarian assistance activities.
- Develop partnerships and network with local innovators, youth organizations, NGOs, cultural and religious organizations, the private sector, local media and academia to build and provide a space to nurture and share innovative ideas, develop the next generation of thought leaders, and build local capacity.
- Work with headquarters to provide basic training to Mission staff on Digital Development broadly and digital approaches specifically tailored to Mission needs.
- Facilitate technical support between headquarters and the Mission to support the initiatives of the four-track implementation plan for the Digital Strategy (adopt an ecosystem approach, help partners navigate risk and rewards, shift to digital by default, and build the USAID of tomorrow).

Technical Support and Project/Program Management (30%)

- Provide technical and organizational advice to Mission staff in integrating digital development tools and approaches to better meet strategic objectives.
- Engage a wide set of stakeholders throughout the Mission as well as from private sector, multilateral agencies, and foreign organizations, with respect to coordinating on integration of digital approaches and best practices.
- Convene and participate in technical meetings, consultations and working groups with key stakeholders to address issues such as data privacy, cybersecurity, digital payments, and digital inclusion, both internally and within the wider international development and technology communities.
- Contribute to the development of digital innovations and adaptations of digital innovations to advance Mission goals.
- Introduce and advise on digital tools for development (e.g., crowdsourcing platforms or mobile data collection tools).

- Collaborate with and support related Mission projects to ensure they are reaping the benefits of digital tools and services. Provide technical support for specific digital interventions (e.g., mobile phone-based systems for real-time data collection and digital financial services, including negotiations with mobile network companies and other service providers).
- Identify and facilitate the use of appropriate implementing mechanisms that best meet program needs, facilitating expert guidance during the design of activities employing digital tools.
- Perform and/or evaluate data-driven analyses of project success in achieving stated goals. Identify opportunities for further improvement and take steps to make appropriate changes.
- Perform AOR/COR duties for digital development mechanisms as needed.

Strategic Planning and Support (30%)

- Provide a technical perspective to ongoing Mission programming, introducing and supporting policies and processes that enable incorporation of digital tools and analytical capacity in the Mission's portfolio.
- Work closely with Mission staff across teams and across sectors to review and identify optimal entry points for digital tools and analytical support. Build digital technology into requests for proposals (RFPs) and contracting language.
- Proactively scout for new ideas and opportunities within the local technology community, among USAID partners and externally, and include them in strategic planning for the Mission. In particular, to look at approaches or technologies that can be implemented in an integrated fashion across sectors or across offices.
- Manage processes intended to identify and act upon opportunities to further define and address pressing development challenges through digital and analytical means.
- Build collaborative relationships within the Mission, the Agency, and with implementing partners, to identify and incorporate digital solutions with relevance in the local context. Keep partners apprised of progress and critical issues. As appropriate, identify additional entities capable of adding value to the project, and seek support.
- Identify opportunities for new external partnerships with the private sector, local partners and others on digital global goods, common architectures,

interoperability and public use (e.g., shared short codes) and lead proposal and partnership development efforts in close collaboration with the Mission, and with support from the Innovation, Technology, and Research (ITR) Hub where applicable.

- Prepare and present concept papers, background analyses, and briefings to build support for the use of digital tools throughout the Mission.

The contractor is eligible for temporary duty (TDY) travel to the United States, or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

3. **Supervisory Relationship**

This position will report to the Office Director in the Caribbean Inclusivity Citizen Security Office.

4. **Supervisory Controls**

The supervision of other staff is not contemplated.

12. **PHYSICAL DEMANDS**

The work requested does not involve undue physical demands.

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

- **Education:** Bachelor's degree in public policy or administration, international relations, political science, information and communication technology, computer science, or other related degree supported by certification in information and communication technology or digital development. A master's degree in IT related programs would be preferred.
- **Prior Work Experience:** At least five years of progressive experience providing support and technical expertise around a variety of digital development initiatives for stakeholders in International Development, Donor Agency or Private Sector Organization. Experience working alongside government counterparts and other key stakeholders such as private sector and non-profit sector on designing and implementing digital development initiatives or developing policy to support open, secure, and interoperable digital infrastructure.
- **Post Entry Training:** Introduction to Program Cycle (IPC), Project Development (PD), Collaborating, Learning and Adapting (CLA), AOR/COR Training and Certification, and Digital Development Training.
- **Language Proficiency** English and local language Level 4 (Fluent) is required. Excellent Oral and communication skills. Ability to provide comprehensive reports.

- Job Knowledge:** The DDA will have tact, good judgment, and the ability to work with minimal supervision. Strong interpersonal and intercultural skills to ensure effective team relations and to cultivate and manage complex, multi-stakeholder partnerships. S/He will have the ability to work with a diverse set of individuals who have varying degrees of familiarity with the potential applications for digital tools. Ability to effectively communicate with diverse audiences including the technology community, development practitioners and civil society with a deep understanding of current and emerging internet technology solutions as well as related policy considerations. Excellent written and oral communication skills including preparing communications materials, training and support resources, presentations, and reports for diverse audiences ranging from beneficiaries in developing countries to executive-level decision-makers. Ability to obtain, evaluate, and analyze data, and to prepare precise, accurate, and complete reports; as well as recognize significant developments and trends reflected from collected data and bring it to the attention of colleagues and superiors. Ability to effectively advocate for USG and USAID policy positions to relevant government officials and regulators in support of USAID development goals to advance the growth of digital development.
- Skills and Abilities:** The DDA will have the ability to respond positively to shifting priorities and project timelines. S/He will lead, supervise and respond to change in a high pace environment and will have the ability to maintain strong working relationships with colleagues. Excellent presentation and documentation skills. S/He must be able to support the design and supervise the implementation of digital systems and approaches and take advantage of opportunities to work collaboratively with local governments, private sector partners, NGOs, innovators, tech communities, and others to institutionalize the use of digital technology across Mission offices. S/He will assist in the writing and review of various types of solicitations that request sustainably designed and principled proposals and that surface the most appropriate technical solutions for a given problem. This DDA will demonstrate strong capabilities in the following technical areas of expertise:

 - Advising organizations on how to incorporate digital solutions into their programming to support the achievement of development objectives including working with mobile devices, internet connectivity, digital financial services, and solutions for data collection, analysis, and sharing, preferably in international development, including a comprehensive understanding of solutions for Short Message Service (SMS), Interactive Voice Response (IVR), smartphones, tablets, social media, websites, and messaging apps.
 - Experience managing projects in line with the internationally recognized Principles for Digital Development and U.S. policies related to open data and internet freedom.
 - Supporting, using, or working with Digital Payment providers and/or applications with a particular focus on improving financial inclusion

- Supporting, using, or working with GIS software to include providing data analysis and data visualization products.
- Working with Internet Service Providers (ISP), local governments, and communities to support digital inclusion and reduce the digital divide.
- Building, facilitating, coordinating, and maintaining large-scale collaborative efforts between numerous donors, NGOs, private industry partners, and other stakeholders.
- Working in start-up companies/organizations. Entrepreneurial failures are considered as valuable learning experience.

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.

Evaluation Criteria

Job Knowledge	30 points
Work Experience	20 points
Skills & Abilities	30 points
Written test	20 points

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete and submit the offer form [Universal Application for Employment \(UAE\) \(Form DS-174\)](#)

Candidates who do not submit an application form will be automatically disqualified.

Required Documents: Please provide the required documentation listed below with your application:

- Cover Letter
 - Current Resume
 - Qualification(s)
 - Contact information for three (3) references
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**.

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

Via E-mail: Application forms may be emailed in PDF form to jmjobs@usaid.gov using the subject **“Application V04-2024: Your Name”**.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

1. The CO will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award:
- Conditional Selection Letter
 - US Embassy Kingston Security Clearance Package Request
 - Medical Clearance Request
 - USAID Ethics of Conduct

VI. BENEFITS AND ALLOWANCES

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

1. BENEFITS:
- a. Life & Health Insurance
 - b. Pension Plan
 - c. Christmas Bonus
2. ALLOWANCES (as applicable):
- a. Meal Allowance
 - b. Miscellaneous Benefits Allowance

VII. TAXES

Employees are responsible to make payments for all relevant taxes.

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	Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: [e.g., R497] - Accounting Info: [insert one or more citation(s) from Phoenix/GLAAS]	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
------------------	--	----------