



SOLICITATION NUMBER: 72061324R10013
ISSUANCE DATE: April 25, 2024
CLOSING DATE/TIME: May 16, 2024, at 1700 hours
local time

**SUBJECT: Solicitation for a USAID Computer Management Assistant, FSN-1805
Cooperating Country National Personal Service Contractor (CCNPSC - Local
Compensation Plan)**

Dear Prospective Offerors:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers from qualified persons to provide personal services under contract as described in this solicitation.

Offers must be in accordance with **Attachment 1** of 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 Attachment 1.

Sincerely,

Priscilla Sampil
Contracting Officer

I. GENERAL INFORMATION

- 1. SOLICITATION NO.:** 72061324R10013
- 2. ISSUANCE DATE:** April 25, 2024, 2024
- 3. CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** May 16, 2024, at 1700 hours local time.
- 4. POINT OF CONTACT:** Tendai Sirewu, email at tsirewu@usaid.gov.
- 5. POSITION TITLE:** **USAID Computer Management Assistant, FSN-1805**
- 6. MARKET VALUE:** \$31,377 - \$45,497 US\$ equivalent to **FSN-07**. In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Harare. Final compensation will be negotiated within the listed market value.
- 7. PERIOD OF PERFORMANCE:** The base period will be one year, estimated to start on/about September 2024. Based on Agency need, the Contracting Officer may exercise an additional four 1-year option period (s) for the date(s) estimated as follows.

<i>Base Period:</i>	September 1, 2024, to August 31, 2025
<i>Option Period 1:</i>	September 1, 2025, to August 31, 2026
<i>Option Period 2:</i>	September 1, 2026, to August 31, 2027
<i>Option Period 3:</i>	September 1, 2027, to August 31, 2028
<i>Option Period 4:</i>	September 1, 2028, to August 31, 2029

- 8. PLACE OF PERFORMANCE:** *Harare, Zimbabwe*, with possible travel as stated in the Statement of Duties.
- 9. ELIGIBLE OFFERORS:** Cooperating Country Nationals. Cooperating Country National (CCN) means an individual who is a cooperating country citizen, or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.
- 10. SECURITY LEVEL REQUIRED:** Facility Access or CCN Security Certification issued by the US Embassy Regional Security Office.

11. STATEMENT OF DUTIES1. *General Statement of Purpose of the Contract*

The primary function of the Computer Management Assistant is to provide end-user support and shall be responsible for setting up the various hardware and software components, based on excellent problem-solving ability and an understanding of cloud-based systems, LAN and WAN technologies. S/he assists the other IT staff to ensure secure and effective operation of all computer systems, related applications, hardware and software that is used within the mission. S/he will be responsible for first line support to mission users, hardware and software applications, including

managing M/CIO ServiceNow Helpdesk system, hardware and software inventory tools. S/he will train system users on basic system, applications and computer functions. This position also takes primary responsibility and ownership for several applications and participates in Mission LAN/WAN operations and maintenance.

2. *Statement of Duties to be Performed.*

Customer Service 50%

The incumbent is responsible for providing internal support for mission system users on all USAID's systems and services. Duties include answering questions, troubleshooting problems, teaching or instructing users regarding software, hardware or application functionality, communicating, and educating them on policy requirements. Develops support systems to ensure most efficient customer service. Briefs and updates mission users upon entry and continuously as needed on USAID IT regulations and policies inhouse services improvements including available new technologies.

Provides end-user support for USAID corporate applications (ASIST, E2, GLAAS, Phoenix, FactsInfo, DIS, etc), and other approved applications and software packages. Coordinates troubleshooting and supports with M/CIO when necessary.

Responsible for setup, including imaging of Windows and Apple desktops and laptops, provision of mobile devices (Air Watch, Email Setup, MOBILE Device Management, WIFI enrollment, soft token setup, etc). Prepares audio-visual equipment for presentations and setup video teleconferencing equipment as needed. Assists with designing materials and provides training to Mission users on the use of IT equipment (Desktops, Laptops, MAcBooks, iPhones, iPads, etc).

Assists Mission users with remote access connectivity, submitting requests for new access, maintaining inventory of all Mission token users, providing token login support. Submits software and hardware requests for Mission staff, reviews the software and hardware approval catalogue to ensure staff do not violate Agency policies on software usage. Manages the mission's IT helpdesk system (ServiceNow) 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 professional manner throughout the problem resolution cycle. This position is responsible for adherence to policies and procedures as well as performance expectations and is counted on to recommend and contribute to process improvements. Adheres to USAID's core Information Technology policies and all safety and quality requirements including, but not limited to: USAID's policies and operating procedures, and other regulatory requirements; uses time and IT resources efficiently and effectively; engages M/CIO Helpdesk resources or appropriate service resources to resolve incidents that are beyond the scope of their ability or responsibility. Documents resolutions and updates self-help and staff knowledge bases. Creates a positive customer support experience and builds strong relationships through deep problem analysis and understanding, ensuring timely resolution or escalation, communicating promptly on progress, and handling customers in a professional manner. Uses standard methods and policies created at Mission that are in line with M/CIO policies and the Automated Directives System (ADS). Drafts, edits, and revises operational procedures, training manuals for new and updated systems, and hardware. Resolves problems with networks and other computer systems to ensure minimal downtime for all IT resources. Diagnoses system errors and other issues to contain them before they become too big to manage. Reviews the Mission's ServiceNow profile on a monthly basis and validates accuracy of Mission asset information, contact information and LAN information in consultation with the Systems Manager. Coordinates with the S/EXO and M/CIO PIV team to ensure that access to AIDNET is maintained for authorized users, including reviewing the M/CIO provided PIV/A expiry list and burning new cards for affected users, and new users.

IT equipment maintenance and procurement 30%

Updates, upgrades and maintains USAID Zimbabwe's hardware and software inventory in compliance with the Agency's standard requirements and regulations, including the annual M/CIO wall to wall inventory. Assists with managing and tracking all USAID Zimbabwe IT equipment continuously. Maintains and repairs IT equipment internally or through contractors. Liaises with vendors as necessary. Assists with planning Mission IT procurement including the identification and evaluation of qualified sources of the equipment and services and oversees vendors as necessary. Places equipment orders through USAID approved acquisition channels (CounterTrade) or ILMS and follows the acquisition procedures until the final delivery to the Mission. Maintains the mission's IT inventory for all equipment, software, licenses, PC's, mobile devices, printers, servers, and related equipment (monitors, keyboards, mouse, hard drives, and other IT consumables).

Plans for biannual printer maintenance for all Mission printers and coordinates with vendors for onsite printer repairs whilst ensuring that all USAID security procedures are observed.

Systems Management 10%

Manages network servers and technology tools in a Windows Servers 2012 environment. Acts as a backstop and assists the System Analyst. Provides on and off-boarding and setting up user accounts and workstations. Deploys new hardware for users in accordance with USAID guidelines. Interfaces with System Manager and M/CIO Helpdesk in changes needed for application upgrades or problem resolution. Monitors and deals with system performance issues of the operating environment. Performs daily system checks and maintenance functions as required to ensure system health. Provides end-user support for printing services, antivirus, monitoring tools, Active Directory (AD), DHCP (Dynamic Host Configuration Protocol), remote server management tools, SCCM, and Agency applications. Develops the expertise to train staff on new technologies. Enforces standard procedures, and policies guided by the ADS. Develops and maintains tools for managing IT resources.

Telephone, Communication Support 10%

Coordinates with the U.S. Embassy's telecommunications personnel to configure and install new telephone extensions, to repair any faulty lines, and to provide any extra services for the extensions. Coordinates with the mobile service providers to resolve any issues related to mobile voice and data connectivity, including working with FMO to ensure monthly bills are paid, unused lines are terminated, data upgrades / downgrades are processed, and managing the TDY lines pool. Troubleshoots any issues with VOIP (Voice over Internet Protocol) systems and applications in coordination with M/CIO and State department, including providing training and manuals to users on VoIP systems and their usage. Coordinates with Embassy staff to load post specific configurations on security radios for USAID staff including the allocation of Sel Call IDs. Coordinates with USAID/SEC and Embassy to order replacement security radios for USAID and dispose of old security radios according to USAID standards. Manages the Mission's PREEMPT program, including setting up and testing satellite phones, PTLs, and all the PREEMPT accessories. Coordinates with USAID/SEC to do quarterly reporting for all PREEMPT kits. Manages the check in and check out process for PREEMPT kits, including training users on how to use the equipment and ensuring all kits are tracked. Ensures telecommunication equipment assigned to mission incoming users is ready and operational upon their arrival at post.

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.

Supervisory Relationship: The incumbent works with minimal guidance and receives supervision from the Computer Management Specialist. Receives guidance from M/CIO and S/EXO as necessary.

Supervisory Controls: Continuing supervision of other Mission staff is not contemplated.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

a. Education: At least two years of full-time post-secondary study (or the equivalent hours spread across a part-time study period) at college or university (Diploma in Computer Science or Information Systems) is required.

b. Prior Work Experience: One year of work experience required. Candidates will be expected to have and will be tested for a working understanding of common end-user support techniques as related to computer networks, mobile devices and other tech products.

III. c. Language Proficiency: Level IV (Fluent) Shona/Ndebele and English language proficiency, speaking and writing required.

IV. 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.

Offerors who meet the minimum qualifications listed above will be evaluated and ranked according to the following job-related criteria. Top-ranking candidates will be invited for a written test and an oral interview.

Job Knowledge: (60%)

Professional certifications in Hardware maintenance, Information Security and/or Network Administration is required. Knowledge of inventory management, Helpdesk, and customer support systems is required. Must have knowledge of cloud-based systems, internet security, data privacy principles, understanding of diverse computer systems, network hardware and software tools, operations and information security tools.

Skills and Abilities: (40%)

Strong diagnostic and problem-solving skills are required. Must be familiar with both PC and Mac Hardware and Software, Experience with Network Repairs and Analysis, Good Customer Service Skills, Ability to Communicate Effectively to help customers fix their issues and feel satisfied with the experience. Skills in computer systems, desktop applications, Microsoft windows-based systems, management, communication, and documentation are required. Must have excellent communication and interpersonal skills in order to successfully interact with multiple levels in a multicultural environment and explain/discuss complex computer concepts to non-technical and technical staff. The ability to work well under pressure, attention to detail, teamwork and time management skills are required. Ongoing certifications in the IT field are required.

V. SUBMITTING AN OFFER

1. Eligible offerors are required to complete and submit this google form [here](#) and,
2. Eligible offerors are required to complete and submit the application package via email to zimrecruit@usaid.gov to the attention of the Human Resources Office and must include:
 - a) USAID Form [AID 309-2](#) PSC Application Form (Offeror Information for Personal Services Contracts) with handwritten signature (available at the USAID website, <http://www.usaid.gov/forms/>).
 - b) A signed application (cover) letter, detailing how the applicant meets the above minimum qualifications and evaluation criteria. Please type in the letter your response to each item, e.g., education, experience, job knowledge, etc. and state how you meet the targeted minimum qualifications and evaluation criteria. Failure to do this will result in you not being shortlisted.
 - c) A current resume relevant to the position (no more than 2 pages).
 - d) Names of three professional references, including at least one current/former supervisor, that have knowledge of the offeror's ability to perform the duties set forth in the solicitation. This information may be included in the cover letter or resume/CV.
 - e) Any other documentation that addresses the qualification requirements of the position listed above. Offerors who do not include all above required documents in their offer submission **will not** be considered for this position.
3. Offers must be received by the closing date and time specified in Section I, item 3, and submitted to zimrecruit@usaid.gov to the attention of the Human Resources Office.
4. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents

VI. 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:

- a. Security Eligibility/Facility Access Forms
- b. Medical Clearance Forms
- c. Forms for use of government furnished equipment and remote access as applicable.
- d. Financial Disclosure, as appropriate

VII. BENEFITS AND ALLOWANCES

Benefits and allowances are in accordance with the U.S. Mission Zimbabwe Local Compensation Plan and will be communicated to the successful candidate.

VIII. TAXES

Locally Employed Staff are responsible for paying local income taxes. The U.S. Mission does not withhold year-end local income tax payments.

IX. 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: [e.g., R497] - Accounting Info: [insert one or more citation(s) from Phoenix/GLAAS]	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: [e.g., R497] - Accounting Info: [insert from Phoenix/GLAAS]	1	LOT	\$ _TBD_	\$ _TBD_ at Award after negotiations with Contractor_
2001	Option Period 2 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: [e.g., R497] - Accounting Info: [insert from Phoenix/GLAAS]	1	LOT	\$ _TBD_	\$ _TBD_ at Award after negotiations with Contractor_
3001	Option Period 3 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: [e.g., R497]	1	LOT	\$ _TBD_	\$ _TBD_ at Award after negotiations with Contractor_

	- Accounting Info: <i>[insert from Phoenix/GLAAS]</i>				
4001	Option Period 4 – 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	<i>JUN 2023</i>
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