



USAID | UGANDA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72061720R10013

ISSUANCE DATE: June 8, 2020

CLOSING DATE/TIME: June 19, 2020, 4:45:00 PM Uganda Time

SUBJECT: Solicitation for a Cooperating Country National Personal Services 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.

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 the Attached 1.

Sincerely,

Admir Serifovic
Acting Supvy. Contracting Officer

I. GENERAL INFORMATION

- 1. SOLICITATION NUMBER:** 72061720R10013
- 2. ISSUANCE DATE:** June 8, 2020
- 3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** June 19, 2020, 4:45:00 PM Uganda Time
- 4. POINT OF CONTACT:** Grace Nakaddu, EXO Specialist, gnakaddu@usaid.gov or 0414-306-001.
- 5. POSITION TITLE:** Information Management Assistant
- 6. MARKET VALUE:** UGX 80,301,804 – 117,612,946 per annum, equivalent to FSN-09. In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Uganda. Final Compensation will be negotiated within the listed market value.
- 7. PERIOD OF PERFORMANCE:** Employment under this contract is of a continuing nature. Its duration is expected to be part of a series of sequential contracts; all contract provisions and clauses and regulatory requirements concerning availability of funds and the specific duration of this contract shall apply; always subject to the right of early termination.

The initial term of the contract will be five years, which shall include a probationary period of six months. Employees who do not meet the required standards for their position during this six months period may be reassigned to another position or terminated at the convenience of the U.S. Government. Employees are expected to demonstrate qualifications and general suitability for continued employment during the probationary period. If with written justification, the probationary period may be extended for another period not exceeding six months.

- 8. PLACE OF PERFORMANCE:** Kampala, Uganda with possible travel as described in the Statement of Work.
- 9. ELIGIBLE OFFERORS:** “Cooperating Country National” shall mean the individual engaged to serve in the Cooperating Country under this contract.

10. SECURITY LEVEL REQUIRED: Employment Authorization

11. STATEMENT OF DUTIES:

(1) General Statement of Purpose of the Contract

USAID/Uganda is seeking for a qualified individual to fill the Information Management Assistant position.

As a unit of the Executive Office, USAID/Uganda, the Information Systems Division (ISD) provides computer support services to USAID/Uganda staff and operations.

The ISD is responsible for day-to-day operations, installation, modification and maintenance of the Mission’s local area network (LAN) system and for providing support to users and other related duties. Specifically, the division manages Mission Servers in two different locations (Remote Office and South Wing at the Chancery) with over 180 Desktops, 20 Data Switches, CISCO Routers, Remote Leased Line

Connections, and VSAT Equipment. The ISD performs LAN/WAN Management, MS Windows Server Management, Computer Helpdesk management, Information Security Management including data backups, Voice Communication (satellite phones, cell phones & iPhones), Video or power point equipment & Public Address system management and training users on the Mission's Information Security Policies. The ISD also administers the Mission's computer system by providing optimal use of existing and new computer technology resources through a local area network (LAN) system.

The primary purpose of the position is to provide information technology support services to the Mission staff. The contractor reports to the Computer Management Specialist under the overall supervision of the Supervisory Executive Officer.

(2) Statement of Duties to be performed.

1. Management of Computer Help Desk – 50%

- Must make sure all workstations are in good working condition and configured according to the CIO standards.
- Install any available additional programs needed by specific users.
- Provide application assistance to users that need help in different Microsoft Office packages and other programs.
- Support users who call for help when their PCs or Printers are not functioning well.
- Advise users on simple troubleshooting steps.
- Should rectify any problems reported by users and refer major ones to the supervisor.
- Install, configure and upgrade new equipment to CIO standards before being issued to users.
- Replace older equipment with new ones when need arises.
- Record the relocation of equipment from the ADP store and keep an up-to-date inventory.
- Take faulty equipment for repair to the vendor and make follow ups or pickups when rectified.
- Must make sure laptops are in good working condition when checked out to users and have software programs installed.
- Configure new laptops and ensure that users are familiar with the usage and provide additional assistance to new laptop
- Configure iPhones and iPads plus train users on how to use them, including making them aware of the terms and conditions while in possession of these devices.

2. Communication - 20%

- Responsible for configuring and deploying all the WAN equipment (Routers, Switches, Datacryptors etc) as instructed by CIO Washington and continuously monitoring their performance.
- Maintain remote data links (ISDN, ADSL, Leased lines, VSAT) both in all office locations and at the residences at first level support.
- Responsible for the Cell phone and iPhone issuance and keeps an up-to-date inventory.
- Set-up the PA system for meetings and functions as the need arises.
- Make sure the PA system is in good working condition, stored and handled properly.
- Responsible for setting up for presentations i.e. VTC and/or Power Point equipment

3. Data Management – 15%

Ensure that USAID/Uganda Users are supported in regards to the Mission's Information system requirements. The incumbent must check the LAN and make sure the link is up and that only authorized users can access the main domain. He/she will troubleshoot and rectify network disconnections, referring critical cases to the supervisor.

- Make sure the Mission's information is secure, available and does not lose its integrity at any time.
- Ensure that sufficient data backup is carried out Daily and Monthly.
- Ensure that restoration of data is done in a timely manner whenever it's required and that the backed-up data is properly stored, tapes labeled and available when needed.
- Keep and update the movement of backup tapes from different locations in the log books monthly.

4. Server Management – 15%

- MS Windows server administration, installation, configuration and troubleshooting.
- Grant routine network user access and TDYs to temporary network user access as required in Agency policies.
- Terminate and/or deactivate user passwords and IDs in a timely manner when no longer needed.
- Properly document and maintain a file for the justification and authorization for granting users remote access.
- Properly monitor remote access logs, security logs and event logs and report abnormal activities to the supervisor for further investigations.
- Maintain records of the monthly audit trail reviews and ensure that security violations are monitored as required and reported.
- Review access authorizations to determine if individual access rights are still required, and adhere to procedures to deactivate or terminate user IDs and passwords of departed employees in a timely manner.
- Manage IT resources like printers, scanners, and cameras.
- Maintain and update USAID'S different Databases;
- Perform the daily monitoring of servers, the virus software and virus logs to ensure that no problems are going unseen and work on the deployment of Security Patches on all servers and workstations;
- Perform deployment of USAID software like ASIST, eFORMS, WinTA, WebILMS, E-2, and i-services
- Ensure all automated information systems under their cognizance are operated, on a day-to-day basis, in compliance with the Agency's information systems security policy and guidelines as promulgated in the ADS handbook.
- Coordinate with the system staff implementation of information systems security standards for automated information systems.
- Provide the site Information Systems Security Officer (ISSO) with technical support and expertise in the implementation of Agency information systems security policies.
- Maintain an inventory of all hardware, operating system software, application software, peripheral devices and communication links that are part of the system(s) within their purview, and reporting all incidents of lost or stolen equipment to the appropriate security office.
- Disseminate the Agency system security policies, procedures and guidelines to all users of the system under their purview. Abide by Agency information system security policies and guidelines as promulgated in the ADS handbook.
- Report system or application irregularities or suspected security violations to the Program Manager, Mission Director/Representative, site ISSO, or System Administrator.
- Work with the supervisor to offer IT consultation services to the Program Areas for their various program/projects which may include the ADS 548 process, and field assessments for IT requirements. The contractor is eligible for temporary duty (TDY) travel to the U.S., or to other Missions abroad, to participate in the "Foreign Service National" Fellowship Program, in accordance with USAID policy.

(3) Supervisory Relationship:

Reports directly to the Computer Management Specialist. The contractor is expected to virtually work independently with minimum direct supervision.

(4) Supervisory Controls:

Continuing supervision of USAID/Uganda staff is not contemplated. However, the contractor shall supervise local contractors while carrying out preventive maintenance exercises on Mission Computer equipment and peripherals.

12. PHYSICAL DEMANDS: The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Offers will be initially screened for compliance with application instructions and eligibility in accordance with the minimum qualification criteria listed below. Applicants who do not meet all of the education and experience requirements or who provide incomplete, unsigned applications that are not in compliance with the application instructions will not be evaluated or considered for award.

Education:

Completion of Secondary Schooling (advanced level), and an additional two years of post-secondary study is required.

Possession of at least 2 or more IT industry certifications e.g MCSA, ITIL, CISCO, CISA, CompTIA Sec+ are required.

Prior Work Experience:

Minimum of three years working in a recognized computer department.

Familiarity with the Computer Help Desk functions and Information systems security practices is highly required.

Language Proficiency:

Level IV English ability. Fluent English (written and spoken) is required.

Job Knowledge:

- Good knowledge of:
- systems analysis and design techniques,
 - computer equipment and software capabilities/limitations,
 - Departmental ADP policies,
 - standard business work processes and management principles,
 - fact-finding techniques,
 - programming techniques.

Skills and Abilities:

Skill in maintaining operational capability and reliability of computer systems.

Good interpersonal relations with ability to explain computer and IT concepts to staff who are technically not familiar with systems in the USAID environment: Google Apps, E2, GLAAS etc.

Ability to effectively manage, operate, repair and maintain the PC LAN, hardware and software applications.

Familiarity with the latest MS Windows server environments, and Google Apps for messaging and application usage.

Ability to work with Laptops, MacBooks, iPADS, iPhones & Satellite phones.

Willingness to work outside regular office hours including weekends.

II. 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©](#). 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>.

Offerors will be evaluated and ranked based on the information provided for the four Quality Ranking Factors (QRFs) that must be addressed as required in the supplemental document – Item IV – Presenting an Offer 2 (iv).

Offerors must, therefore, address each of the five Quality Ranking Factors (QRFs) in their application in order to meet the minimum qualifications for this position. Top-ranked Offerors who meet the minimum qualification will be invited for an interview and given a written evaluation.

Offers will be initially screened for compliance with application instructions and eligibility in accordance with the qualification criteria above. Incomplete, unsigned applications that are not in compliance with the instructions will not be evaluated or considered for award.

Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.

Current employees serving a probationary period are not eligible to apply. Current employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

The four Quality Ranking Factors (QRFs) that must be addressed as required in the supplemental document – Item IV – Presenting an Offer 2 (iv) are:

1. Prior Work Experience (points):

Minimum of three years working in a recognized computer department.

Familiarity with the Computer Help Desk functions and Information systems security practices is highly required.

2. Job Knowledge (____ points):

Good knowledge of:

- systems analysis and design techniques,
- computer equipment and software capabilities/limitations,
- Departmental ADP policies,
- standard business work processes and management principles,
- fact-finding techniques,
- programming techniques.

3. Skills and Abilities (____ points):

Skill in maintaining operational capability and reliability of computer systems.

Good interpersonal relations with ability to explain computer and IT concepts to staff who are technically not familiar with systems in the USAID environment: Google Apps, E2, GLAAS etc.

Ability to effectively manage, operate, repair and maintain the PC LAN, hardware and software applications.

Familiarity with the latest MS Windows server environments, and Google Apps for messaging and application usage.

Ability to work with Laptops, MacBooks, iPADs, iPhones & Satellite phones.

Willingness to work outside regular office hours including weekends.

4. Education (pass/fail): Offerors will be given a passing score if they have a relevant level of education. Offerors without a relevant level of education will not be considered for award or proceed forward in the evaluation process.

Completion of Secondary Schooling (advanced level), and an additional two years of post-secondary study is required.

Possession of at least 2 or more IT industry certifications e.g MCSA, ITIL, CISCO, CISA, CompTIA Sec+ are required.

Evaluation Factors have been assigned the following points:

- Job Knowledge - ____ points
- Skills and Abilities - ____ points
- Work Experience - ____ points

Education – **Pass/Fail**

Language Proficiency - **Pass/Fail**

Satisfactory Professional Reference Checks– **Pass/Fail**

Evaluation Factor Total – 100 points, and Pass for Education, Language Proficiency and Reference Checks.

Offerors invited to an interview and written test will be evaluated based upon the same criteria described above. In addition, offerors determined to be competitively ranked may also be evaluated on interview performance, written evaluations and/or satisfactory professional reference checks.

IV. PRESENTING AN OFFER

1. Eligible Offerors are required to complete and submit (**Requirements (i) - (v) below are critical for compliance of the offer. Therefore, candidates should pay due attention to these:**

(i) A typed and **hand signed** (around Section 6 – Declaration) DS-174 Employment Application for Locally Employed Staff or Family Member (<https://eforms.state.gov/Forms/ds174.pdf>; Version Exp. 06/2022). Offerors are required to complete sections 1 through 6. (Make sure to use **additional Work Experience pages (Section 4)**, if needed, to provide complete work history).

(ii) Cover letter (addressed to the USAID Supervisory Executive Officer) clearly indicating the position for which you are applying and describing how you meet the minimum requirements.

(iii) Complete curriculum vitae/resume. In order to fully evaluate your application, the resume must include:

(a) Paid and non-paid experience, job title, dates held (month/year). **Please specify unpaid or part time work. Any experience that does not include dates (month/year) will not be counted towards meeting the solicitation requirements. (NOTE: Resume and DS-174 work experience should match.)**

(b) Specific duties performed that fully detail the level and complexity of the work.

(c) Education and any other qualifications including job-related training courses, job-related skills, or job-related honors, awards or accomplishments.

(d) Name and contact information (phone and email) of three (3) professional references. At least one of the references must be a prior or current direct supervisor.

(iv) Supplemental [separate] document specifically addressing each QRF as outlined in the solicitation.

(v) Copies of Academic Transcripts

(vi) Offers should be in a standard file type such as Microsoft Word (.doc) or Adobe Acrobat (.pdf). All should be in one document which should not exceed 10MB.

(vii) Submitted offers and documents become the property of USAID and will not be returned.

2. Offers must be received by the closing date and time specified in **Section I, item 3**, and submitted to the Point of Contact at KampalaHR@state.gov. Incomplete or late applications will not be considered.

All qualified Offerors will be considered regardless of age, race, color, sex, creed, national or tribal origin, lawful political affiliation, non-disqualifying handicap, marital status, sexual orientation, affiliation with an employee organization or other non-merit factor.

3. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.

V. LIST OF REQUIRED FORMS FOR PSC HIRES

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

VI. BENEFITS/ALLOWANCES

As a matter of policy and as appropriate, a PSC is normally authorized the following benefits and allowances - in accordance with the U.S. Mission to Uganda's Local Compensation Plan (LCP). The plan includes basic salary, miscellaneous allowance, retirement plan, and medical insurance subsidy. Final compensation for Offerors will be negotiated within the listed market value.

VII. TAXES

Successful Offeror will be subject to Ugandan tax laws.

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

USAID regulations and policies governing CCNPSC awards are available at the below sources:

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 contractual General Provisions (https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf)

2. Contract Cover Page form AID 309-1 available at <https://www.usaid.gov/forms>

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: BBFY Fund: OE/2020 APPRO: 72201000	1	LOT	UGX TBD	UGX TBD at Award after negotiations with Contractor

3. Acquisition & Assistance Policy Directives and Contract Information Bulletins (AAPDs/CIBs) for Personal Services Contracts (<https://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/OGES%20Regulations>.

[END SOLICITATION]