



SOLICITATION NUMBER/VACANCY ANNOUNCEMENT: 72069621R100001

ISSUANCE DATE: June 07, 2021

CLOSING DATE/TIME: June 25, 2021/12:00 p.m. (CAT)

SUBJECT: Solicitation for a **Cooperating Country National Personal Services Contractor (CCNPSC), Computer Systems Manager**

Dear Prospective Offerors/Applicants:

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 a contract as described in this solicitation.

USAID/Rwanda is an Equal Employment Opportunity employer and does not discriminate based on race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability or genetic information. **Persons with disabilities are encouraged to apply.**

Offers must be in accordance with **Attachment 1, Sections I through V** 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 personal services 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 information.

Sincerely,

David Hallengren
Contracting and Supervisory Executive Officer

I. GENERAL INFORMATION

- 1. SOLICITATION NO.:** 72069621R100001
- 2. ISSUANCE DATE:** June 07, 2021
- 3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** June 25, 2021, 12:00 p.m. noon African Central Time
- 4. POINT OF CONTACT:** Human Resource Office, e-mail kigalihr@usaid.gov.
- 5. POSITION TITLE:** Computer Systems Manager
- 6. MARKET VALUE:** 34,681,317 to 56,638,330 Rwandan Francs equivalent to FSN-11 in accordance with AIDAR Appendix J and the Local Compensation Plan for the U.S. government agencies present in Rwanda. Final compensation will be negotiated within the listed market value.
- 7. PERIOD OF PERFORMANCE:** The base period will be 2 years, estimated to start on o/a August 02, 2021 to August 01, 2023. Based on Agency need the Contracting Officer may exercise additional 3 option periods of 1-year for the dates estimated as follows:

Base period	August 02, 2021 to August 01, 2023
Option 1	August 02, 2023 to August 01, 2024
Option 2	August 02, 2024 to August 01, 2025
Option 3	August 02, 2025 to August 01, 2026

- 8. PLACE OF PERFORMANCE:** Kigali, Rwanda with possible travel as outlined in the Statement of Duties.
- 9. ELIGIBLE OFFERORS:** Open to All Interested CCN (Cooperating Country National) Candidates. Cooperating Country Nationals as defined in AIDAR, Appendix J, Section (1)(7) "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 / Employment Authorization

11. STATEMENT OF DUTIES**1. Basic Functions of Position**

Located under the Executive Office in USAID/Rwanda, Kigali, the primary purpose of this position is to manage the Mission's Information Systems. These new information

systems stress extensive user involvement and are designed to increase USAID staff productivity and efficiency. The operation and maintenance of these systems are part of the principal responsibilities of the Mission's Executive Office and its Computer Systems Management Unit.

This Unit services more than 90 users at the Mission as well as Burundi Office which includes USDH, CCN, and contract staff. The CSM will manage the operation and maintenance of the Mission's current information technologies; oversee and/or participate in the installation and management of hardware/software required for the operation of Agency's new management systems; assist with automation planning and acquisition; provide user support and training; manage data security; and manage the operations of the Mission's VTC system. Since the USAID Mission in Rwanda has oversight responsibility for the USAID Office in Burundi, the Computer Systems Manager is also responsible for the IT services for the Burundi Office.

2. Major Duties and Responsibilities

1. System Support for USAID/Rwanda and USAID Burundi 70%

- The incumbent is in charge of computer operation, facilitates workflow and establishes priorities when conflicts occur.
- Establish security controls for protection of records and files not for general information use. Responsible for the integrity of computer systems, backup system programs and data files as well as providing continuing hardware and software operational support to all computer users. Interface with other personnel in the Unit to ensure equipment is properly operating.
- Manage Mission Video Conference through 14 Mbps optic fiber connection Internet protocol (IP) and 2Mbps DTSP0 connectivity serving as backup.
- Responsible for ongoing computer operations in a LAN and PC environment utilizing complex databases, integrated software suites and telecommunications. Included in these responsibilities are: powering up/down of all equipment; system backups; initiating telecommunications as required; ensuring the effective operation of central system hardware, software, and peripheral devices throughout the Mission; distribution of computer-produced reports and ensuring adherence by USAID/Rwanda and Burundi office users to overall USAID Computer Utilization Policy as delineated in Mission Orders, Notices and other documentation.
- Function as the LAN Administrator and ensure maximum system performance and regular backup of network data.

- Incumbent is responsible for the maintenance of state-of-the-art equipment. Execute and maintain all required reports and system logs.

2. **Management Support for USAID/Rwanda and USAID Burundi** **30%**

- Incumbent is to keep up-to-date with IT industry developments and advise mission management on system hardware, software and procedural updates in order to maintain optimal and secure system operation.
- Participate in the selection, procurement and utilization of automation hardware and software.
- Maintain records of procurement and receipt of hardware and software.
- Assemble and install PC systems and software as needed.
- Notify the Chief Information Officer (CIO) of the maintenance and operational status of all equipment and software received at USAID/Rwanda.
- Provide start-up and formal training to PC and LAN users in the proper use of hardware and software, rules of behavior, and security practices, as well as training/develop training course materials for employees.

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:** Incumbent directly reports to the Supervisory Executive Specialist.
4. **Supervisory Controls:** Supervises one Foreign Service National (FSN) staff, currently at the FSN-10 grade level and indirectly, supervises third party technical contractors who provides training, engineering enhancements, technical support, and systems development for the Mission.

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

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

Education and work experience requirements must be met at time of application.

- a. **Education:** BS/BA degree in Computer Science or other closely related field is required

- b. **Prior Work Experience:** Work requires a minimum of four years progressively responsible professional experience, preferably in an international development agency, public or private foundation or policy institute, private consulting agency and/or international NGO with responsibilities for development, implementation and management of Local Area Network. Must be familiar with Windows servers. Must be available to “on-call” at all times in case of emergency situations with the communications/information system.
- c. **Post Entry Training:** N/A
- d. **Language Proficiency:** Level IV English written and spoken. English Proficiency is tested.
- e. **Job Knowledge:** Comprehensive and expert knowledge of latest information technology industry concepts and practices; computer hardware, computer systems operations and their application, and the policies and procedures relative to equipment requirements planning, acquisition, funding, and justification. Must possess comprehensive knowledge of programs, projects, and organizations supported by the computer and automation support function to ensure adequacy of support, to discern opportunities for increased support, and to resolve operational problems of such supported organizations. Must possess extensive knowledge of the principles, techniques, and methodologies involving computer system analysis, programming, operations, and related aspects of telecommunications. Must possess knowledge of the principles of personnel, financial, and equipment resource management
- f. **Skills and Abilities:** Excellent oral and written presentation skills: Excellent technical and administrative skills to effectively supervise a subordinate workforce and coordinate support services of vendor representatives and contractors. Exceptional skills to achieve user acceptance of findings, recommendations, and decisions pertinent to computer systems management and support. Outstanding abilities in discussing most complex information technology computer systems capabilities; ability to effectively manage competing user requirements and to negotiate acceptable solutions; ability to present issues persuasively before top management relative to system requirements to obtain needed funding and program support; and ability to advise prospective users diplomatically of system limitations or other priorities and to work out alternatives

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 procedure for evaluating and ranking applications is outlined below. Applicants will be scored based on the documentation provided with the application. The best-qualified among those applicants who meet the minimum qualifications will be invited to take an English proficiency test. Only the highest-ranked applicants will be interviewed.

1. BASIC ELIGIBILITY

The basic eligibility requirements for this position are:

- Authorized to work in Rwanda;
- Complete application submitted as outlined in the section IV;
- Eligible to obtain security clearance for Facility Access;
- Cleared medically to work at USAID/Rwanda;
- Available and willing to work additional hours beyond the established 40-hour workweek, including weekends, as may be required or necessary;
- Willing to travel to work sites and other offices as/when requested;
- All internal candidates who meet the minimum qualifications, language and skills tests will be interviewed.

2. SELECTION PROCESS AND EVALUATION FACTORS

After the closing date for receipt of applications, those that meet the minimum qualification requirements will be invited to take an English Proficiency Test. Applications from candidates who do not meet the minimum requirements for education and experience will not be reviewed. Applications of those who meet the Level IV English proficiency requirements will be forwarded to the Technical Evaluation Committee (TEC) for review. The TEC will review and score the application and skills test based on the evaluation factors as described below. Candidates with the best scores based on their application and skills test will be invited for an interview.

English Proficiency Test (EPT) Pass/Fail (Level IV)

Application: 25 Points

Extent to which the applicant has the education or training required to satisfy position elements, and quality of experience or skills necessary to successfully perform the work. The application review will be weighted as follows: Experience (10 points), Job Knowledge and Skills (15 points). (*See II. b, e, f.*) Candidates with superior scores from the application review will be invited to complete a skills test and participate in an interview.

Skills Test: 25 Points

Interview: 50 Points

Interview questions will revolve around the candidate's :

- *Knowledge of the principles, techniques and methodologies involving computer systems analysis, programming, operations and related aspects of telecommunications.*
- *Knowledge of the principles of personnel, financial, and equipment resource management*
- *Handle multiple, competing tasks simultaneously*

Total Possible Score: 100 Points

References: Pass/Fail

References of the finalists will be checked prior to offering the position. Applicant references must be able to provide substantive information about past performance and abilities. USAID/Rwanda reserves the right to seek references from anyone who may be able to provide information about a candidate; reference checks are not limited to the names provided. A preponderance of negative references will likely disqualify a candidate from consideration.

IV. SUBMITTING AN OFFER (APPLYING)

1. Eligible Offerors are required to complete and submit the offer form:
 - US Federal Employment, Form DS-174 (available on-line)
 - Cover letter no longer than one page in length.
 - Current résumé or curriculum vitae that includes at least three references.
 - Any other documentation (e.g., essays, certificates, awards, and copies of degrees earned) that addresses the qualification requirements of the position as listed above.
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.

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:

1. Pre-employment Medical Examination
2. Employee Biographical Data sheet
3. Employee Contact form
4. Employee Dependency Report

VI. BENEFITS/ALLOWANCES

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

1. BENEFITS (in accordance with the U.S. Embassy Kigali Local Compensation Plan):
 - a. Health Insurance
 - b. Social Security insurance
 - c. Annual and Sick leave
 - d. Annual Bonus
 - e. Maternity Leave
2. ALLOWANCES (in accordance with the U.S. Embassy Kigali Local Compensation Plan):
 - a. Meal/Beverage Allowance
 - b. Miscellaneous Allowance
 - c. Housing Allowance
 - d. Transport Allowance
 - e. Family Allowance

VII. TAXES

The Mission emphasizes to its employees that they are obliged to observe all Rwandan laws, including those concerning income and related tax obligations. By international agreement, payment of taxes is a matter between the individual employee and the Rwandan government.

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

USAID regulations and policies governing **CCN and TCN PSC** 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/sites/default/files/documents/1868/aidar_0.pdf
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)	QUANTIT Y (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_
2001	Option Period 2 – 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/OGE%20Regulations>.
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.