SOLICITATION NUMBER: 72062422R100014
ISSUANCE DATE: June 6, 2022
CLOSING DATE/TIME: June 20, 2022, 11:59 p.m. Accra time

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCN PSC) – Computer Management Assistant (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, 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 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 information.

Sincerely,
Taniece Owusu
Contracting Officer

U.S. Agency for International Development
No. 24 Fourth Circular Rd.
P. O. Box 1630, Accra-Ghana
Tel: 233-302-741-200
Fax: 233-302-741-365
www.usaid.gov/west-africa-regional
I. GENERAL INFORMATION

1. SOLICITATION NO: 72062422R100014

2. ISSUANCE DATE: June 6, 2022

3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: June 20, 2022, 11:59 p.m. Accra time.

4. POINT OF CONTACT: acpersonnel@usaid.gov

5. POSITION TITLE: Computer Management Assistant

6. MARKET VALUE: GHS 101,168.00 - GHS 156,812.00 equivalent to FSN-09. In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Accra. Final compensation will be negotiated within the market value.

7. PERIOD OF PERFORMANCE: The period of performance is five (5) years, estimated to start about September 2022. The services provided under this contract are expected to be of continuing nature executed by USAID through a series of sequential contracts, subject to availability of funds, satisfactory job performance and need for continued services.

8. PLACE OF PERFORMANCE: Accra, Ghana with possible travel as stated in the Statement of Work.

9. ELIGIBLE OFFERORS: All interested candidates eligible to work in Ghana. Cooperating Country National (CCN) is defined as an individual who is a cooperating country citizen, or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.


11. STATEMENT OF DUTIES

   1. General

   The incumbent serves as the IT Helpdesk Assistant in the IT Section of the Executive Office of USAID/WEST AFRICA Mission.

   The Helpdesk Assistant provides first-line computer support to Mission users, assisting them with hardware and software problems in person, via phone, and email, to ensure the delivery of computer related customer service support services essential to the efficiency of the Mission’s IT systems.

   The primary duties and responsibilities include coordinating, assisting and resolving end-user related technical software and hardware problems in accordance with established policies and procedures. The incumbent escalates the more complex IT problems to the Information Systems Manager or designee as appropriate.
2. Statement of Duties to be Performed

1. End-User Support and Call Management 40%
   - Provide first line end-user support in the use of computer systems by providing necessary guidance and advice and perform basic troubleshooting for hardware and software problems
   - Respond to requests for technical assistance in person, via phone, and through Remote Desktop Assistance
   - Diagnose and resolve technical hardware and software issues and maintain a high degree of customer service for all support queries and adhere to standard Helpdesk procedures.
   - Analyze and provide feedback on problematic trends and patterns to the Information Systems Manager.
   - Refer complex problem tickets to second-level IT personnel as defined in the Help Desk business processes
   - Ensure asset information and problem/resolution databases are accurate, that all work performed is logged in the Helpdesk tracking system and tickets are closed after work is performed in an accurate and timely manner
   - Provide weekly reports of incidents to the Information Systems Manager.
   - Provide assistance and support to Temporary Duty users regarding their login to the network and access to network resources.
   - Assist Mission users on the use of the Agency’s remote access systems.
   - Provide input and help design and deliver short training sessions introducing software applications functionality.

2. Hardware and Software Installation 40%
   - Install, configure and test desktop computers and related hardware and peripheral devices including: local, networked and multi-function printers, scanners, digital senders, etc.
   - Assist in mission hardware upgrade and replacement. Install desktop Agency image on desktops and setup additional Mission applications and configuration in accordance with Agency standards.
   - Provide assistance with commercial off-the-shelf software such as Microsoft Office products (Word, Excel, PowerPoint), and other software applications used in the Mission.
   - Test Mission-issued laptops upon check-out and check-in to ensure that laptop is in good operational status, anti-virus and Operating System updates are applied
   - Supervise contractors performing maintenance work to ensure all repairs are properly completed.
   - Provide technical assistance and setup equipment for regional trainings, conferences, presentations and other events.
3. **Computing Resource Inventory and File Management** 10%

- Maintain a filing structure that contains computer resource requests and other security updates on each network user.
- Maintain an accurate inventory of installed users’ software and hardware including desktops, monitors, printers, laptops, scanners, data shows, etc and track issuance as appropriate.
- Prepare equipment for disposal in accordance with the Agency computer equipment disposal policies.
- Ensure that equipment storage areas and equipment is organized in an orderly and secure manner.

4. **IT Security** 10%

- Assist and collaborate with IT staff to ensure the security, availability and integrity of the network by ensuring that USAID security controls are rigorously applied and followed.
- Ensure that only Agency approved software is installed and running on Mission desktops and configured in compliance with Agency procedures and guidance.
- Apply approved patches on desktops as directed by the Information Systems Manager and in accordance with Agency procedures.
- Assist Information Systems Manager in maintaining an A+ nCircle score on the network.

*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:** The incumbent reports to and works under the supervision of the Information Systems Manager who establishes parameters of work and determines priorities.

4. **Supervisory Controls:** This is a non-supervisory position.

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

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

In order to be considered for the position, a candidate must meet the Minimum Qualifications. Applications will be pre-screened and only those that meet the Minimum Qualifications will be considered. These are the minimum qualifications necessary to be considered for the position:

A. **Education:** University degree in Computer Science or Engineering.

B. **Prior Work Experience:** Minimum of three years of responsible experience in a computer center at a large site with working experience as IT Helpdesk is required. Working technical knowledge of the installation, implementation and maintenance of desktop hardware and software is required.
C. Language Proficiency: Level IV (Fluency) writing and speaking in English is required.

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 evaluation and selection criteria of the selected candidate will be based on a review of his/her qualifications, work experience, knowledge, skills and abilities, and level of language required. The applicants who obtain the highest score based on the criteria defined will be interviewed and may also be required to pass a written. A security clearance and medical clearance is required for the top-ranking candidate, after conducting and receiving positive reference checks.

a. Prior Work Experience (20 points)

Applicant must demonstrate strong degree and complexity of relevant work experience in IT Helpdesk support, computer system operations and programming responsibilities.

b. Job Knowledge (40 points)

Applicant must demonstrate a thorough IT knowledge of end-user support and call management, IT security, hardware and software installation, computing resource inventory and file management, automation operation concepts and systems monitoring.

He or she must also possess a very strong working knowledge of google suite tools, video-conferencing systems, and computer hardware and software operation and management. Also, the applicant must have a strong working knowledge of inventory systems and processes.

c. Skills and Abilities (40 points)

Applicant must demonstrate, with examples, very strong customer service knowledge and experience.

He/she must possess strong interpersonal, IT support and technical skills to troubleshoot, diagnose, and resolve hardware and software problems, and to maximize the capabilities of computer resources; and the ability to quickly gain a good knowledge of the capabilities and limitations of USAID computer equipment and hardware, automation policies, standard business practices and management principles.

Total Possible Points: 100 points
After the closing date for receipt of applications, all applications will initially be screened for conformity with minimum requirements and a shortlist of applicants developed. Applications from candidates which do not meet the required selection criteria will not be scored.

A committee will be convened to review the shortlisted applications and evaluate them in accordance with the evaluation criteria. Only shortlisted applicants will be contacted. No response will be sent to unsuccessful applicants.

USAID reserves the right to interview only the highest ranked applicants in person or by phone OR not to interview any candidate.

The Agency retains the right to cancel or amend the solicitation and associated actions at any stage of the recruitment process.

Reference checks will be conducted by Human Resources only for the successful candidate. If a candidate does not wish USAID to contact a current employer for a reference check, this should be stated in the application Letter.

**IV. SUBMITTING AN OFFER**

1. Eligible Offerors are required to **complete and sign** the offer from AID 309-2 (OFFEROR INFORMATION FOR PERSONAL SERVICES CONTRACTS WITH INDIVIDUALS) which is available at the following link: [https://www.usaid.gov/documents/offeror-information-personal-services-contracts-individuals-aid-309-2](https://www.usaid.gov/documents/offeror-information-personal-services-contracts-individuals-aid-309-2) or [https://www.google.com/search?q=usaid+aid+309-2](https://www.google.com/search?q=usaid+aid+309-2) and upload it during the application process.

2. Offerors must also upload a signed cover letter and a resume or CV.

3. Offers must include a minimum of three (3) and a maximum of five (5) professional references with telephone and e-mail contacts, who are not family members or relatives. The applicant's references must be able to provide substantive information about his/her past performance and abilities. At least one reference provided should be a current or former supervisor.

4. Offerors must attach a two-page supplementary document with written responses to the Evaluation Factors listed under Section III.

5. Submit relevant educational certificate(s) and work permit or residency permit.

6. Offers must be received by the closing date and time of June 20, 2022, at 11:59 p.m. and submitted via email to acpersonnel@usaid.gov.

7. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents which must be in English.
V. LIST OF REQUIRED FORMS PRIOR TO AWARD

The Contracting Officer (CO) will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award:

1. Medical History and Examination Form (Department of State Forms)
2. Security Clearance
3. Fingerprint Card (FD-258)

VI. BENEFITS/ALLOWANCES

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

1. BENEFITS:
   a. Health Insurance
   b. Annual Salary Increase (if applicable)
   c. Annual and Sick leave
   d. Annual Bonus
   e. Salary Advance (0% interest)
   f. Social Security Contributions
   g. Local and American Holidays

2. ALLOWANCES (as applicable):
   a. Meal Allowance
   b. Miscellaneous Allowance

VII. TAXES

The Mission emphasize to its employees of the fact that they are obliged to observe Ghanaian Laws, including those concerning income and related tax obligations. Payment of such taxes is a matter between the individual employee and the Ghanaian Government. In the absence of a specific international agreement, the U.S. Government will not withhold local taxes from an employee’s salary.

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 awards are available at these sources:


Pricing by line item is to be determined upon contract award as described below:

**LINE ITEMS**

<table>
<thead>
<tr>
<th>ITEM NO (A)</th>
<th>SUPPLIES/SERVICES (DESCRIPTION) (B)</th>
<th>QUANTITY (C)</th>
<th>UNIT (D)</th>
<th>UNIT PRICE (E)</th>
<th>AMOUNT (F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: PSC-CCN/TCN - Product Service Code: R497 - Accounting Info: 624M21OE021</td>
<td>1</td>
<td>LOT</td>
<td>$<em>TBD</em>__</td>
<td>$ _TBD at Award after negotiation with Contractor</td>
</tr>
</tbody>
</table>


2. **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](https://www.oge.gov/web/oge.nsf/OGE%20Regulations);

3. **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](https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman).

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

[END OF SOLICITATION]