



**USAID**  
FROM THE AMERICAN PEOPLE

**WEST AFRICA**

**SOLICITATION NUMBER: 72062420R100028**

**ISSUANCE DATE:** September 22, 2020

**CLOSING DATE:** October 9, 2020

**SUBJECT: Solicitation for a Cooperating Country/Third Country National Personal Service Contractor (CCN/TCN PSC) – Information Management Specialist (*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 [acperssonel@usaid.gov](mailto:acperssonel@usaid.gov)

Sincerely,

**Amy Larsen**

Digitally signed by Amy  
Larsen  
Date: 2020.09.18  
13:58:28 Z

Regional Contracting Officer  
**Amy H. Larsen**

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## **I. GENERAL INFORMATION**

- 1. SOLICITATION NO: 72062420R100028**
- 2. ISSUANCE DATE: September 22, 2020**
- 3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: October 9, 2020 at 11:59 pm local time.**
- 4. POINT OF CONTACT: [acpersonnel@usaid.gov](mailto:acpersonnel@usaid.gov)**
- 5. POSITION TITLE: Information Management Specialist**
- 6. MARKET VALUE: GHS 131,716.00– GHS 197,595.00** equivalent to **FSN-11**  
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Ghana. Final compensation will be negotiated within the market value.
- 7. PERIOD OF PERFORMANCE:** The period of performance is five (5) years, estimated to start **December 2020**. 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.
- 10. SECURITY LEVEL REQUIRED:** Regional Security Office Clearance.

### **11. STATEMENT OF DUTIES**

#### *1. General Statement of Purpose of the Contract*

The Information Management Specialist position is a member of the Information Technology (IT) Section of USAID/West Africa's Executive Office with the responsibility for providing support and guidance on computer systems, software application systems, repair and maintenance of hardware, network connectivity, systems development, and support for telecommunications and networking operations for over 300 workstations and over 300 users in Mission offices in Ghana, Cote D'Ivoire, Benin, Togo and Cameroon.

The work requires a broad and comprehensive knowledge of Local Area Network (LAN), Wide Area Network (WAN), and Laptop/PC-based hardware and software. The Information Management Specialist performs and supervises the day-to-day operation, installation, repair, maintenance, support, and management of the Windows Server Family, Laptop, PC/LAN, and PC hardware, software, peripherals, data communication equipment,

telephone systems, accessories, auxiliary equipment, automation facilities, and video-conferencing facilities, and is the point of contact for maintenance contracts for the Internet connections with ISPs, computer equipment, and peripherals (printers, scanners, UPS, PIV cards, etc.)

As needed, the Information Management Specialist coordinates with local vendors, USAID West African and Ghana Mission staff, M/CIO, IRM, State ISC and non-USAID organizations on IT and automation matters. The incumbent provides the full range of training to users and conducts troubleshooting as needs required. The Information Management Specialist serves as an advisor to the Supervisory Executive Officer and Deputy Executive Officers for all IT related procurements and is responsible for purchase of all IT equipment including Laptops, PCs, peripherals, UPS, printers, network equipment, cell phones, radio equipment, RSA remote access tokens, laptops, mobiles devices (smart phones, iPads), and other IT related equipment which might be helpful in performing day-to-day USAID business.

The Information Management Specialist reports directly to the USAID/WESTAFRICA Senior IT Advisor.

## *2. Statement of Duties to be Performed*

### **a. Data Communications and Networking – 30%**

The Information Management Specialist is responsible for all IT-related data, audio, and visual communications installation and implementation in the Mission; coordinates the installation, repair, maintenance, and inventory of communications hardware, software, and accessories owned by the Mission and installed by the Embassy for other sites; coordinates the installation, maintenance, and replacement of power outlets and extensions, communication lines, and network wiring in support of the data communications, networking and the inter-connectivity of Mission IT hardware, peripherals, and auxiliary equipment, monitoring communications and networking activities to and from USAID/Washington, USAID regional offices, the US Embassy, and other Missions, coordinating with designated technical personnel to resolve issues on connections, line conditions, transmission traffic, down time, etc., recommending data communications and networking system changes and improvements whenever necessary.

The Information Management Specialist performs error testing procedures to determine sources of problems, and the detection of potential communications and networking malfunctions, and develops a log for recording communication and networking malfunctions and solutions for analysis purposes and provides and monitors Remote access for Mission staff.

### **b. Computer Operations, Installation, Repair, and Maintenance – 30%**

The Information Management Specialist serves as the IT Expert in charge of day-to-day operations and support of personal computer hardware, software applications, peripherals (workstations, terminals, printers, plotters, scanners, etc.), data communication equipment (radios, modems, data encryption equipment, servers, virtual desktop services, routers, bridges, PIV-A and PIV cards, network wiring cable, switches, racks, etc.), accessories (buffers, sharers, data switches, computer mice, etc.), and auxiliary equipment

(small to medium UPSs, AVRS, Computer room air conditioning, power, temperature and humidity monitoring systems, and integrated online temperature and humidity alarm and control systems). The Information Management Specialist is responsible for providing first-line end-user support over 300 users on the use, operation, features, and capabilities of the Windows Desktop, PC/LAN and Laptop/PC hardware; conversion of data, word, graphics and images to various format and storage media; archiving and retrieval of data, text, graphics, and image files; use of corporate applications such as Google Suite, E2, GLAAS, Phoenix, WinTA, WebTA, ASIST, WebPASS/OPS, etc., and PC software packages such as Team Mate, AutoCAD, ArcGIS, etc. ), office automation software, and referring to the Executive Officers any errors, bugs, deficiencies, usage, or improvements to the software or application, and provides technical advice and recommendations for an immediate resolution. The Information Management Specialist is responsible for configuration of USAID Gmail and calendar on smartphones.

The Information Management Specialist performs periodic and scheduled backups of information systems, application programs, data, text, graphics, and image files. The Information Management Specialist develops and maintains standard operating procedure (SOP) documentation and log files of all system backup, verification, disaster, program dumps, and reorganization; regularly reviews and enhances backup procedures and strategies to meet the ever-changing configuration of Mission IT hardware and software programs, while providing technical assistance; and coordinates with the Executive Officers to ensure that an adequate, safe, secure, and fire-proof area is available to secure core network equipment/devices and data. The Information Management Specialist is responsible for installation, monitoring, testing, and network management of Windows Desktop, Windows Server, CISCO Network devices, PC/LAN, and Laptop/PC hardware, software, peripherals, data communications equipment, accessories, and auxiliary equipment, recommending and performing systems programming, fine-tuning, upgrade enhancements, and reconfiguration to attain optimum system efficiency and performance.

The Information Management Specialist provides prompt repair and maintenance services to IT equipment by utilizing contractor's engineers, working under various repair and maintenance contract agreements with the Mission for repair and maintenance of CISCO network devices, PC/LAN and Laptop/PC hardware, software, applications, peripherals, =[data communication equipment, accessories, auxiliary equipment, and testers (VOM, oscilloscope, etc.). The Information Management Specialist responds to program instructions and unscheduled program halts on Windows desktop and Windows Server, PC/LAN and Laptop/PC systems caused by machine failure, program bugs, or invalid data, and decide on whether to shut down particular systems in the event of equipment or systems failure, based on a thorough analysis of the problem. The Information Management Specialist indicates and advises on recovery procedures, including verification and reconstruction of data after failure; coordinates with appropriate US Embassy technicians for the best course of action for unusual operational concerns and issues, like extended power outages, breach in facility security, accessibility, improper equipment grounding, relocation of various automation peripherals, re-wiring, etc.; performs periodic housekeeping activities required for PC/LAN servers to remove unnecessary files, release unused disk space, reorganize databases, archive inactive documents, etc., with the ultimate goal of balancing workload, data integrity, and maximum utilization of disk space; and, schedules and oversees preventive maintenance for CISCO network devices, PC/LAN and Laptop/PC hardware, software, applications, data communication equipment, accessories

and auxiliary equipment.

**c. Systems Security Management – 15%**

The Information Management Specialist assists the Senior IT Advisor in developing, maintaining, and testing the Mission security plans, contingency plans, and provides immediate advice on disaster recovery plans; ensures physical and system security of the Information Management System; ensures all network and standalone equipment are configured according to Agency guidelines; reports security incidents to M/CIO and with their coordination tackles problems; ensures all software are approved by the Information Systems Security Officer (ISSO); obtains new software installation permissions from the Policy Management Office (PMO) in Washington; and installs M/CIO-approved security patches, and ensures Antivirus software engines and definitions are updated. The Information Management Specialist is required to monitor information systems through the network security scanning service, and provide guidance on findings/vulnerabilities, installation of required patches, upgrade of operation system in peripheral hardware (e.g. printers, scanners, Cisco Switches, Cisco Routers and other network connected devices). The Information Management Specialist provides guidance and advice on the safe use of computer systems and provides mandatory computer security training to staff. The Information Management Specialist provides required training and occasionally provides training to grantees before using any Agency specific software. The Information Management Specialist is also responsible for monitoring and addressing vulnerabilities detected in computer security scanning performed by M/CIO. The Information Management Specialist is responsible for setting up Google Apps for USAID/GMAIL, mission to mission account transfer, mission to headquarter account transfer and Gmail apps on Agency approved smartphones, tablets, and laptops. The Information Management Specialist is responsible for management of Remote Access Tokens. This includes assigning new tokens and token transfers. The Information Management Specialist provides guidance on ADS 547 to the contracting office for implementing partners on information security of software developed by implementing partners and helps implementing partners to obtain certification for new IT Systems from IRM Washington DC.

**d. Procurement Planning and Project Management – 15%**

Together with the Senior IT Advisor, the Information Management Specialist plans annual fiscal year IT budgets and advises the Executive Officers on IT-related procurements; forecasts IT requirements on a fiscal year basis, and plans ahead before any project starts; keeps logs of IT supplies and plans future IT supply requirements; provides technical assistance to the EXO Procurement Information Management Specialist during procurement of IT equipment/supplies; plans, undertakes, and monitors IT projects in the Mission, keeping in view current and future requirements; prepares and presents feasibility reports before the launch of IT projects and recommends the best possible way to achieve results.

**e. Telephone Support and Other Administrative Functions – 10%**

The Information Management Specialist receives, inspects, and records automation-related deliveries, warranty claims, short shipment claims, out-of-office or out-of-country repairs, inter-office transfers, and disposal; regularly updates the inventory of automation hardware, software, peripherals, and auxiliary equipment; manages automation facilities, implementing physical security, cleanliness, non-smoking, and other administrative

policies as applicable. The Information Management Specialist maintains the Mission's Intranetsite; keeps track of documents available on the intranet site; makes certain information available is up to date and current; and ensures mandatory standards are implemented during updates.

The Information Management Specialist coordinates with US Embassy telecommunications personnel to install new telephone extensions, to repair faulty lines, and to provide extra services to certain extensions. The Information Management Specialist provides required training to the staff and advises staff on cell phone usage; troubleshoots cell phone problems; coordinates with the cellular company to resolve issues; provides the link of agency VOIP telephone systems and troubleshoots problems in the VOIP system.

The Information Management Specialist performs critical tasks such as preventive maintenance, operation system upgrades, IPL starts and recoveries, special processing, working outside normal duty hours when required to keep system down time and inaccessibility to a minimum. The Information Management Specialist maintains and updates the Operating Procedures of PC/LAN and PC hardware, software, applications, peripherals, data communication equipment, accessories, and auxiliary equipment; and provides short and informal one-on-one start-up training on basic operation of computers, printers, and networks, file management, and backup strategies.

**3. Supervision Received:** The Senior Information Technology Advisor provides general supervision and provides the overall objectives of the assignment, suggests approaches to consider, and reviews completed work, reports, and other assignments. Assignments are made orally and in writing. The Information Management Specialist performs assignments independently and work is reviewed in terms of overall computer performance, installation quality and timeliness, repair and maintenance response, and user feedback. The Supervisor establishes the basic parameters of work and determines major priorities. Routine and/or recurring work is reviewed on a periodic basis, while task-oriented work is reviewed as completed.

**4. Supervision Exercised:** None.

**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:** Successful completion of a university education resulting in a Bachelor's in Information Technology, Computer Science or the equivalent is required.

**b. Prior Work Experience:** At least five years of professional work experience of a program, technical, or administrative nature, where emphasis is placed on analytical, judgmental, and expository abilities with respect to the operation, management, and utilization of IT systems of substantial size and complexity is required. At least one year must have been in the operation

of computer systems, providing PC support, and performing work of an entry level programming nature is required.

Experience in working in a cloud-based and client/server environment is required.

1 - 3 years IT networking experience installing and managing, routers, switches, firewalls, etc. is required.

1 – 3 years LAN and WAN management experience is required.

**c. Language Proficiency:** Level IV (Fluent) reading, writing, and speaking ability in English is required. **Language proficiency may be tested.**

### **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 test (depending on the TEC Chairperson's decision). The security clearance and medical clearance is required for the top-ranking candidate, after conducting and receiving the positive reference checks.

#### **1. Prior work experience (30 points)**

Evidence of at least five years of professional work experience of a program - technical or administrative nature, where emphasis is placed on analytical, judgmental, and expository abilities with respect to the operation, management, and utilization of IT systems of substantial size and complexity. At least one year must have been in the operation of computer systems, providing PC support, and performing work of an entry-level programming nature.

#### **2. Knowledge (40 points)**

Demonstrate a thorough knowledge of automation operation concepts, analysis, and management; systems monitoring, performance, and fine tuning methodologies; program and data file integrity and backup strategies; disaster and recovery planning methods; communications and networking concepts and operations; diagnosis, troubleshooting,

repair and maintenance procedures and techniques; operating and maintenance concepts for UPS; relevant computer languages; operations research concepts and applications.

### **3. Skills and abilities (30 points)**

Possess strong interpersonal, IT support and customer service skills, as well as strong 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; USAID automation policies; standard business practices and management principles.

Ability to effectively manage, operate, repair, and maintain Mission PC/LAN and Laptop/PC hardware, software, and applications; use MS Windows Desktop and Server Family, network operating systems, ethernet connectivity and LAN protocol

### **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 submit 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/forms/aid-309-2>.
2. Offeror must also submit a signed cover letter and a resume.
3. 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. A two page supplemental document with written responses to the Evaluation Factors listed under Section III.
5. Relevant educational certificate (s) and work permit or residency permit.
6. Offers must be received by the closing date and time of October 9, 2020 at 11:59 p.m. and submitted via email to [acpersonnel@usaid.gov](mailto:acpersonnel@usaid.gov).
7. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.

**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. Finger Print Card (FD-258)

**VI. BENEFITS/ALLOWANCES**

As a matter of policy, and as appropriate, a CCNPSC 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 Salary Advance (0% interest)
  - e. Social Security Contributions
  - f. Local and American Holidays
  - g. Social Security Contribution
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:

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](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)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
0001	<b>Compensation, Fringe Benefits and Other Direct Costs (ODCs)</b> - Award Type: PSC-CCN - Product Service Code: R497 - Accounting Info: 624M20OEV21	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>

END OF SOLICITATION