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,

Jesse Gutierrez
Contracting Officer

I. GENERAL INFORMATION

1. SOLICITATION NUMBER: 72061721R10014

2. ISSUANCE DATE: July 21, 2021

3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: August 20, 2021, 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 Specialist

6. MARKET VALUE: UGX 219,900,268 to 324,611,127 per annum, equivalent to FSN-12. 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 to a year. Employees who do not meet the required standards for their position during this probation 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 qualified individuals to fill the Information Management Specialist position.

As a unit of the Executive Office, USAID/Uganda, the Information Systems Division (EXO/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 continuous systems, application, telecommunications, and operational functionality.

The Information Management Specialist (IMS) provides technical and administrative supervision of the Information Systems Division (ISD) in the Executive Office, USAID/Uganda. The IMS reports to the Supervisory Executive Officer (S/EXO) and is responsible for the USAID/Uganda computer communications operations plus supervising a team of three technical staff that provide support to the Mission. Provides all levels of IT systems management and support for USAID Uganda's enterprise architecture, to include Systems administration, systems engineering and coordination of deployment, user assistance and training, management of help-desk operations, systems, and application troubleshooting. USAID also maintains a wide array of enterprise software applications. These include: ASIST/Documentum document management and archiving, online web portals and collaboration tools and security tokens for remote access. The IMS develops the Mission's information strategy and coordinates with CIO/Washington on the Agency's technology strategy and provides necessary guidelines to ISD staff. The IMS manages activities of 3 Computer Management Assistants and provides expertise in the areas of information resources management and administration, research, design, development, and implementation.

The IMS establishes security controls for the confidentiality of computer programs, and file systems, ensures the back up of system programs and data files, ensures the provision of continuous hardware and software support to all computer users, plus ensuring computer systems availability. The IMS is responsible for reliable, secure computer operations in a distributed LAN and PC environment utilizing complex databases, integrated software suites and telecommunications and provides the site Information System Security Officer (ISSO) with technical support and expert in the implementation of the Agency's information systems security standards. The IMS leads in management support by keeping up to date with IT industry developments and advises Mission management on system hardware, software, and procedural updates in order to maintain optimal and secure system operations. The IMS leads the planning, budgeting, and procurement of all ICT services and products while providing the appropriate recommended specifications as per the Agency's approved standards. The IMS is the interlocutor between the mission and USAID CIO of the maintenance and operational status of all equipment and software received at USAID/Uganda. The IMS, a certified COR/AOR, serves as COR/AOR for ICT services contracts for the Mission. The IMS also works with the technical offices to ensure proper and secure integration of the approved IT system standards in their projects with the various Implementing Partners – which involves participation in Programmatic TECs and various IT system pre-award assessments.

(2) Statement of Duties to be performed.

1. Management Support – 30%

The IMS is current with IT industry developments and advises mission management on system hardware, software, and security updates in order to maintain optimal and secure system operations. Notify M/CIO of the maintenance and operational status of all equipment and software received at USAID/Uganda. Develops, establishes, and directs the maintenance of a comprehensive users support system in an adequate and timely manner to include:

--Planning and managing the development and conduct of various training programs for users.

--Establish, monitor, and review maintenance support contracts for all IT services, involving critical coordination and working with the ICASS procurement for the establishment of the contracts and ICASS FMC for the review and approval of all due invoices; The IMS, a may serve as COR/AOR once certified, plays the lead role for all ICT services contracts for the Mission.

--Monitor and evaluate the performance of computer specialists and assistants against position requirements to ensure responsibilities are being adequately carried out.

--Mentor and train all ISD Computer Assistants to operate efficiently to a level of independence and ability to effectively support the Mission's IT systems.

--Responsible for recruitment, selection, performance, evaluation, determining technical training etc. of subordinate staff.

--Formulate and direct the implementation of strategies for improved mission automation support, including developing the overall operations plan and setting priorities taking into consideration mission requirements versus agency requirements.

--Implementation of applications plan determining system development priorities and techniques, providing guidance and recommendations to system analysts to ensure data integrity, and quality control.

--Serve as a technical resource person to the mission to present and discuss automation policies, plan, and budget with Mission senior management.

--Maintain records of procurement and receipts of hardware and software in corroboration with the property management team.

--Ensure that USAID/Uganda Users are supported in regard to the Mission's Information system requirements. The IMS must check the LAN and make sure the link is up and that only authorized users can access the main domain.

--Overseeing of the Computer Helpdesk management system

--IT inventory management and coordination issuance of all IT equipment: Laptops, iPhones, iPads, Printers, desktops, Remote Access tokens. Including proper IT stock management of all the equipment to always ensure adequate supply of devices when the need arises.

--POC for all Inter-Agency IT systems coordination due to the nature of USAID/Uganda that is co-located. Including managing the Cellphone contract and develop a system to ensure proper billing of telephone calls for all users.

The IMS works with the technical offices to ensure proper and secure integration of the approved IT system standards in their projects with the various Implementing Partners – which involves participation in Programmatic TECs and various IT system pre-award assessments. This also involves working on developing the Digital Development Integration program within the various Technical teams. Acts as an in-house consultant for application and integration of ICT tools, software, and security as it relates to the mission's development objectives.

The IMS manages and provides support to all Mission staff on applications, such as: e-mail usage (including the sharing of calendars), spreadsheets, word processing, photo management, graphics, financial management, procurement, project administration, timekeeping, travel management and personnel records. The IMS also develops and implements and conducts in-house training courses on the above-mentioned software. The IMS issues IT equipment as approved by the S/EXO and maintains inventories. The IMS provides advanced support of existing software applications including customization and further development of software applications, scripts, macros, and queries.

The IMS mentors staff in the Mission in the areas of IT operations. This will include skills unique to USAID, new techniques/developments, other areas that staff members need to be familiar with, over and above their job skills, to achieve optimal performance of staff and USAID's assistance. The IMS provides

hands on instruction, ensuring that workers not only know current technologies but are also prepared for the emerging ones. The IMS is expected to provide expert training, mentoring, coaching, and guidance to the EXO/ISD staff.

2. Infrastructure and information security maintenance - 25%

The IMS plans and implements procedures for controlling the security of the Mission's information technology services and all related equipment in accordance with directives from USAID/Washington and the Mission's S/EXO. Implement and monitor security controls in coordination with Information Resources Management (IRM) to prevent data loss and/or unauthorized access. The IMS ensures that computer hardware systems and peripheral equipment are operated in accordance with Agency computer security policies, standards, and guidelines.

The IMS completes and implements the Mission's computer system disaster recovery/contingency plan procedures, to minimize loss of data and/or systems and ensure quick recovery from such disasters by implementing workable contingent system operation plan(s). The IMS works with the Network Operations Center (NOC) in Washington to maintain the Mission critical Information Communication Technologies such as VPN over ISP, DTSPO and VSAT connectivity which feeds the Voice over Internet Protocol (VoIP) telephone trunks and Mission hardware platform.

The IMS is responsible for the LAN and WAN including management of a medium sized virtual "server farm" and a complex collection of LAN devices and equipment that supports nearly 100% availability. The IMS is responsible for almost $1,000,000 worth of computer equipment. The IMS manages installation and maintenance of additional servers, network software and clients (PCs), upgrade new software releases, patch operating systems, optimize network performance, upgrade client software, and maintain backed up copies of server data to prevent accidental loss. The IMS also monitors the network and perform traffic analysis; and test and evaluate computer operating systems. Further, the IMS will determine LAN and WAN effectiveness relative to systems in use and their support capability and compatibility with program applications.

The IMS will also carry out the following activities:

--Function as the LAN and WAN Administrator and ensure maximum system performance and security of network data.

--Effectively manage the ISP circuits to include redundancy functionality to ensure Internet Access availability at all times and maintain 99.9% system uptime.

--Provide the site ISSO with technical support and expertise in the implementation of the Agency's information systems security policies.

--Report system or application irregularities or suspected security violations to the site ISSO and Mission Director.

--Ensure adherence by USAID/Uganda users to overall USAID/Uganda computer utilization policy as delineated in Mission Orders Notices and Federal and Agency guidelines.

--Control access of ISD staff and customers to mission network resources.

--Review security scan reports from the USAID ISSO, and coordinate with the ISSO's staff for resolution of issues by applying relevant patches and/or software upgrade.

--Frequently review server logs to monitor security posture.

--Directs the establishment and implementation of comprehensive system back up procedures and Cloud computing file system.

--Oversee monitoring of network resources utilization, including dial-in (remote access) usage.

--Periodically review server content to ensure that only licensed software is in use and that virus protection software is current and universally operational.

--Direct the provision of periodic computer security awareness training, to include storage of sensitive files, email security, and document handling procedures.

--Maintain and update as necessary the IT portion of the mission security plan and contingency plans.

--Ensure that equipment that is disposed of (by sale or otherwise) is first thoroughly sanitized by erasing agency information from hardware disks and other storage media, using IRM-approved tools and procedures. Must provide assurance to the site ISSO that the procedures are followed.

--Assemble and install PC systems software as needed;

--Maintain state-of-the-art data, telephone, electrical and network cabling at USAID/Uganda.

--Perform deployment of USAID software like ASIST, Google Apps, WebTA, WebILMS, E-2, and myservices.

--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.

--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 Manager/Administrator.

--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.

3. System Support – 25%

The IMS keeps the computer services in a high availability status, LAN and WAN operation and administration includes troubleshooting of servers, PCs, and LAN devices by replacing broken parts and

performing preventive maintenance as required; maintaining system images and antivirus software on both servers' and users' side; and controlling access to Mission devices by maintaining positive control of network devices.

The IMS performs LAN and WAN Operations and Administration; all networked devices must be monitored daily. The IMS is responsible to detect vulnerabilities and take corrective action, such as monitoring and deploying security patches and anti-virus updates and updating e-mail filtering tools to maintain USAID's high standard of Information Systems Security. Information security is taken very seriously and assisting users to successfully navigate information security policy is also an important part of the job.

The IMS is responsible for reliable, secure computer operations in a distributed LAN and PC environment utilizing complex databases, integrated software suites and telecommunications. The IMS provides technical oversight to staff providing, and/or participates or personally provides the following services:

--Install and maintain WAN hardware in coordination with M/CIO technical offices.

--Evaluate, test, and install LAN & PC hardware/software, including new releases of operating system and corporate applications.

--Develop new configurations to accommodate changes in the network due to mission staff size changes, physical office moves, or other changes in the environment. This work often requires coordination with M/IRM staff in USAID/Washington.

--Manage VSAT, wireless or dial-up circuits to connect with USAID/Washington; local loops to connect with the Embassy and/or other USAID/Uganda locations.

--Interface with Embassy telecommunication staff, the local Phone Telecommunications and IRM/TCO analysts to analyze, troubleshoot, maintain, and monitor connectivity.

--Deploy secure Remote Access Security (RAS) tools in coordination with M/CIO to allow users secure remote access from anywhere in the world.

--Manage Internet connections, to include dedicated primary and secondary ISP lines and VSAT configurations.

--Design, implement, and trouble shoot of the Mission network wiring and topology.

--Administer all Windows platform including security, backups, etc.

--Monitor the overall Mission network performance and the fine tune the network configuration by analyzing and modifying systems architecture to improve efficiency of applications software (e.g., Phoenix, WebTA, GLAAS, E2, Internet, Intranet, Extranet etc.).

--Support USAID/Uganda's PC and LAN based applications system including complex applications developed by AID/W and USG agencies, assigning access to users when necessary, installing new applications and subsequent updates.

--Maintenance and inventory of all mission hardware and software in close collaboration with Property Management Team.

--Coordinate technical support issues with USAID/W, e.g., telecommunications, upgrade of operating systems.

--Liaise between the Mission and M/IRM to coordinate automatic policy and Mission activities plan.

--Maintenance of written technical documentation related to Mission applications and overall network structure and connectivity.

4. Server Management – 20%

The system architecture is a virtualized MS Windows platform and consists of the following basic elements: Domain Controllers, System Center Configuration Manager (SCCM) Servers, Firewalls, Intrusion Detection Systems, File and Print Servers. The virtual environment is supported by VMware vSphere. Contingency planning, its implementation and regular testing is vital for business continuity of the Mission. In addition, there are many peripherals and multi-functional devices supporting office operations.

The IMS must be familiar with a virtual infrastructure environment and perform the following duties:

--MS Windows server administration, installation, configuration, and troubleshooting.

--In coordination with the ISSO, grant routine network user access and TDYs to temporary network user access as required in Agency policies.

--Manage all users accounts via secured Identity Guard, Submit approved request to M/CIO and coordinate team to deploy secured log on.

--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 Systems Manager 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.

--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.

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:

General guidance is received from the Supervisory Executive Officer who provides instructions, advice, guidance, and procedures, but the IMS operates largely independently in response to the needs of users in the Mission offices and divisions. The IMS will establish basic parameters of work and determine priorities. Routine recurring work is reviewed on a periodic basis while task-oriented work is reviewed on completion.

(4) Supervisory Controls:

The IMS supervises three (3) CCNPSCs. The IMS is responsible for providing expert training, mentoring, coaching, and guidance to EXO/ISD.

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.

To ensure compliance with the entire set of this solicitation instructions (please see page 6 to 9 – III. EVALUATION AND SELECTION FACTORS and IV. PRESENTING AN OFFER sections), **the offer package must be completed and signed–where indicated - and offerors must include in their offers information to demonstrate that they:**

(1) have attained the required education level; and
(2) meet the experience requirements, etc.

Education:

--Master's degree in computer science, information systems, or electronics engineering is required.

--Additional specialized training and certification in computer systems management is required.

--Possession of at least 2 or more IT management industry certifications e.g., MCSA, ITIL, PMP, CISA, CISM are required.

Prior Work Experience:

--Minimum of seven (7) years of relevant work experience of which, at least five (5) years is with International Organizations, is required.

--A minimum of Two (2) years' experience with English-language systems and programs, is required.

--Proven experience working with VMware vSphere, Windows 2012 Servers, is required.

--Demonstrated experience including significant analytical and judgmental responsibilities and the overall management and logistical operation in support of complex computer systems and data-centers is required.

Language Proficiency:

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

Job Knowledge:

--Strong understanding of network topology, virtual infrastructure management, PC configurations, Windows desktop, Windows Server, Database management systems, Google Apps environment and network problem diagnosis and resolution.

--Good working knowledge of data processing theory and systems.

--Advanced understanding of computerized accounting systems, policies, procedures, internal controls, and reporting requirements.

--Demonstrate advanced 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 and advanced problem solving skills.

Skills and Abilities:

--Must possess advanced leadership, organizational, coordination skills coupled with good computer infrastructure technical skills.

--Must have effective leadership and communication skills with the ability to make complex concepts understandable to a wide audience.

--Must be capable of performing under pressure while maintaining a high degree of diplomacy and tact.

--Must demonstrate ability to lead customer service teams with a high level of success.

--High levels of analytical skill and sound judgment are essential.

--Must be capable of coordinating and supporting staff in the performance of the office's core function with proven leadership abilities.

--Must have the ability to install and maintain hardware and software; teach staff how to use software; apply systems analysis methodologies to enhance system operation; write, debug and deploy complex programs to automate everyday tasks using computer programming languages or macros; design and maintain Local Area Network configurations; Install and work with minicomputers and their related packages on the LAN 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.
--The IMS works with the technical offices to ensure proper and secure integration of the approved IT system standards in their projects with various Implementing Partners – which involves participation in Programmatic TECs and various IT system pre-award assessments.

With the Agency Digital Strategy now in place to promote integration of Digital Development along with the field programs, the IMS will also need to demonstrate capabilities in the following technical areas of expertise:

--Ability to advise organizations on how to incorporate digital solutions into their programming to support the achievement of development objectives including working with mobile devices, internet connectivity, digital financial services, and solutions for data collection, analysis, and sharing, preferably in international development, including a comprehensive understanding of solutions for Short Message Service (SMS), Interactive Voice Response (IVR), smartphones, tablets, social media, websites, and messaging apps.

--Ability to support the using or working with Digital Development and/or applications with a particular focus on improving inclusion.

--Ability to work with Internet Service Providers (ISP), local governments, and communities to support digital inclusion and reduce the digital divide.

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.

Offers will be initially screened for compliance with the solicitation instructions and eligibility in accordance with the qualification criteria below.

To ensure compliance with the entire set of this solicitation instructions (please see page 8 – 9, IV. PRESENTING AN OFFER section), **the offer package must be complete and hand signed–where indicated - and offerors must include in their offers information to demonstrate that they** have attained the required education level and meet the experience requirements, etc.

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 1 (iv).

Offerors **must,** therefore, **address each of the four Quality Ranking Factors (QRFs) in their offer.** Top-ranked Offerors who meet the minimum qualification will be invited for an interview and given a written evaluation.

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 1 (iv) are:

1. Prior Work Experience (35 points):

--Minimum of seven (7) years of relevant work experience of which, at least five (5) years is with International Organizations, is required.

--A minimum of Two (2) years' experience with English-language systems and programs, is required.

--Proven experience working with VMware vSphere, Windows 2012 Servers, is required.

--Demonstrated experience including significant analytical and judgmental responsibilities and the overall management and logistical operation in support of complex computer systems and data-centers is required.

2. Skills and Abilities (35 points):

--Must possess advanced leadership, organizational, coordination skills coupled with good computer infrastructure technical skills.

--Must have effective leadership and communication skills with the ability to make complex concepts understandable to a wide audience.

--Must be capable of performing under pressure while maintaining a high degree of diplomacy and tact.

-- Must demonstrate ability to lead customer service teams with a high level of success.

--High levels of analytical skill and sound judgment are essential.

--Must be capable of coordinating and supporting staff in the performance of the office's core function with proven leadership abilities.

--Must have the ability to install and maintain hardware and software; teach staff how to use software; apply systems analysis methodologies to enhance system operation; write, debug and deploy complex programs to automate everyday tasks using computer programming languages or macros; design and maintain Local Area Network configurations; Install and work with minicomputers and their related packages on the LAN 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.
--The IMS works with the technical offices to ensure proper and secure integration of the approved IT system standards in their projects with various Implementing Partners – which involves participation in Programmatic TECs and various IT system pre-award assessments.

With the Agency Digital Strategy now in place to promote integration of Digital Development along with the field programs, the IMS will also need to demonstrate capabilities in the following technical areas of expertise:

--Ability to advise organizations on how to incorporate digital solutions into their programming to support the achievement of development objectives including working with mobile devices, internet connectivity, digital financial services, and solutions for data collection, analysis, and sharing, preferably in international development, including a comprehensive understanding of solutions for Short Message Service (SMS), Interactive Voice Response (IVR), smartphones, tablets, social media, websites, and messaging apps.

--Ability to support the using or working with Digital Development and/or applications with a particular focus on improving inclusion.

--Ability to work with Internet Service Providers (ISP), local governments, and communities to support digital inclusion and reduce the digital divide.

3. Job Knowledge (30 points):

--Strong understanding of network topology, virtual infrastructure management, PC configurations, Windows desktop, Windows Server, Database management systems, Google Apps environment and network problem diagnosis and resolution.

--Good working knowledge of data processing theory and systems.

--Advanced understanding of computerized accounting systems, policies, procedures, internal controls, and reporting requirements.

--Demonstrate advanced 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 and advanced problem solving skills.

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.

Master's degree in computer science, information systems, or electronics engineering is required. Additional specialized training and certification in computer systems management is required. Possession of at least 2 or more IT management industry certifications e.g., MCSA, ITIL, PMP, CISA, CISM are required.

Evaluation Factors have been assigned the following points:

Work Experience - 35 points
Skills and Abilities - 35 points
Job Knowledge - 30 points

Education – **Pass/Fail**
Language Proficiency - **Pass/Fail**
Satisfactory Professional Reference Checks– **Pass/Fail**

Evaluation Factor Total – <u>100 points</u>, 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. SUBMITTING AN OFFER

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

(i) A typed and **<u>hand signed</u>** (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 **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)	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: APPRO: 72211000 BBFY: OE/2021 617-MO-2021-FSN-SALARIES-OE	1	LOT	UGX **TBD**	UGX **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.

[END SOLICITATION]