SOLICITATION NUMBER: 72011722R17

ISSUANCE DATE: 08/26/2022

CLOSING DATE/TIME: 9/25/2022 at 11:59 p.m. Chisinau Time

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

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

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,

Mark Gray
Contracting Officer
I. GENERAL INFORMATION

1. SOLICITATION NO.: 72011722R17

2. ISSUANCE DATE: 8/26/2022

3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: 9/25/2022 at 11:59 p.m. Chisinau Time

4. POSITION TITLE: Computer Management Assistant

5. MARKET VALUE: Basic Annual rate (in U.S. Dollars): $22,491-33,733

   In accordance with AIDAR Appendix J and ADS 309, the Local Compensation Plan (in effect at the time) of the U.S. Embassy to Moldova forms the basis of compensation. The LCP consists of the local salary schedule, which includes salary rates, authorized fringe benefits, and other pertinent facets of compensation. Final basic compensation will be negotiated within the listed market value. This salary range is not inclusive of other benefits and allowances.

6. PERIOD OF PERFORMANCE: Employment under any contract issued under this solicitation is of a continuing nature. Its duration is expected to be part of a series of sequential contracts; all contract clauses, provisions, and regulatory requirements concerning availability of funds and the specific duration of the contract shall apply. The initial CCNPSC contract will be for an initial five-year period, with possible renewal pending continued need for the position, contractor performance, and funds availability.

7. PLACE OF PERFORMANCE: Chisinau, Moldova.

8. SECURITY LEVEL REQUIRED: Foreign Service National Security Certification

9. STATEMENT OF DUTIES:

The Computer Management Assistant is located within the USAID/Moldova Executive Office. USAID/Moldova mission operations are supported by an IT infrastructure of systems whose security, integrity, confidentiality, and availability are dependent upon support functions by Mission IT, M/CIO and other service providers. The Computer Management Assistant position is part of Mission IT group. The incumbent reports directly to the Systems Manager and may receive specific guidance from the Executive Officer. S/he will be responsible for first line IT support to mission users and is responsible for setting up the various hardware and software components, including managing the M/CIO ServiceNow Helpdesk system. In the absence of the System Manager, the incumbent will perform basic network administration. S/he must have problem-solving ability and an understanding of Cloud-based systems, LAN, and WAN technologies. The incumbent functions as administrator of all systems and ensures maximum system performance is achieved and backup of data is accomplished regularly. In conjunction with the Systems Manager, the incumbent advises senior management in the selection, procurement, and distribution of equipment and software used in the Mission. The incumbent maintains an IT inventory and interface with M/CIO, local vendors, and other non-USAID organizations. This position requires a broad and comprehensive knowledge of LAN and WAN systems, Servers operating systems and PC/Laptop based hardware and software. S/he will also
train the users on basic system, applications, and computer functions. The incumbent must have strong technical and communications skills. The incumbent must be available “on-call” after-hours for emergency situations with the IT systems.

**MAJOR DUTIES AND RESPONSIBILITIES:**

1. **User Support and Training**

   The incumbent provides technological support and user training by demonstrating high level functional use of Microsoft and Google suite of applications and other Agency standard applications. S/he receives field calls for assistance and provides end-user support, that includes but not limited to:

   1) Troubleshoot software and hardware problems.
   2) Reset passwords.
   3) Coordinate the issuance of new PIV-A cards.
   4) Resolve PIV-A card issues.
   5) Assist users with Microsoft, Google and USAID corporate applications.
   6) Configure computer access and telecommunication equipment for new mission users and TDY-ers.
   7) Maintenance of printers.
   8) Open tickets to M/CIO when needed.
   9) Prepare DVC equipment for presentations.
   10) Assist users with remote access connectivity and Wi-Fi access. The incumbent provides user-support and training on mission approved software and applies a high degree of discretion and judgment, regularly troubleshooting and resolving problems, coordinating with the appropriate USAID and/or DoS offices.

2. **Systems Management**

   The incumbent assists the Systems Manager in managing computer operations that include:

   1) Establish security controls for protection of records and files located on servers.
   2) Responsible for initial installation and configuration of server-based computer systems and maintaining both hardware and software.
   3) Responsible for integrity of computer systems.
   4) Work with back-up system programs and data files.
   5) Provide continuing hardware and software operational support to computer users. The incumbent interfaces with service engineers and maintenance personnel to ensure equipment is properly operating. The incumbent is assigned various responsibilities for ongoing computer operations in a Server and PC/Laptop environment utilizing complex databases, integrated software, and telecommunications. Included in these responsibilities are:

   1) Interface with service engineers and maintenance personnel to ensure equipment is properly operating.
   2) Monitor system capacity and system performance.
3) Implement systems security and computer usage policies.
4) Monitors system to ensure management in accordance with ADS 545 – Information Systems Security.
5) Conduct daily reviews of system logs as delineated in ADS and System Manager (SM) handbook.

3. Equipment Installation, Support and Maintenance

The incumbent is responsible for the installation of operating systems and applications on end user laptops used in USAID/Moldova, configuring and issuing various equipment and Apple devices to mission users and TDY-ers. S/he is responsible, as assigned by the Systems Manager, for the maintenance and repair of hardware and software issues, to include interaction with CIO, local vendors, and other USG agencies. The incumbent investigates and corrects any reported hardware or software problems and informs the Systems Manager of corrective measures taken. In this endeavor, the incumbent must be highly skilled in troubleshooting technical problems and exercising independent judgment to determine whether contracts with vendors should be invoked to effect contractual maintenance. S/he is responsible to install, configure and maintain different hardware and peripheral devices, such as PBX, printers, LAN devices, DVC equipment, servers, laptops, Apple devices or other telecommunication equipment. The incumbent independently schedules maintenance, including preventive maintenance, with local vendors, and advises management on maintenance needs to ensure that USAID/Moldova computer operations are not disrupted. The incumbent maintains the mission’s IT Asset Management inventory system for all equipment in the USAID/Moldova mission and maintains the supply of computer NXP.

4. Information Technology Security

The incumbent assists the Systems Manager with security issues using available tools, applications, and systems. The incumbent is responsible for reviewing the system security reports received from CIO and periodically checks logs for USAID/Moldova systems based on ADS 545 and SM handbook, recommends and applies fixes and submits results to the Systems Manager. The incumbent coordinates with the USAID/Washington M/CIO office to validate the appropriate fixes used to mitigate the vulnerabilities found in USAID computer networks. The incumbent assists the Systems Manager to setup the mitigation plan to remedy vulnerabilities, coordinates with mission staff to deploy fixes and patches to the computer system to ensure the systems are secure and comply with USAID IT standards. The incumbent is responsible for the following:

1) Back-up system programs and Server data files.
2) Move back-ups to an off-site location, if needed.
3) Monitor system capacity and system performance.
4) Implement systems security and computer usage policies.
5) Ensure the security, integrity, confidentiality, and availability of systems and data in accordance with ADS 545 – Information Systems Security.
SUPERVISORY RELATIONSHIP: Reports directly to the Systems Manager, who in consultation with the Executive Officer establishes basic parameters of work and determines day by day priorities. Routine reoccurring work is reviewed on a periodic test basis while task-oriented work is reviewed and completed.

Supervision Exercised: None.

10. AREA OF CONSIDERATION: Open to All Interested CCN (Cooperating Country National) Candidates.

“Cooperating country” means the country in which the employing USAID Mission is located.

“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.

NOTE: ALL CCNs MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION. THE MISSION DOES NOT SPONSOR WORK PERMITS.

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

12. POINT OF CONTACT: Completed offers (including all required documents - see section IV below) must be submitted electronically to: chisinauhr@usaid.gov. When submitting an application, the solicitation number and the title of the position are to be mentioned in the subject line of the email.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Education: Minimum of College/University studies in the fields of computer science, information systems management, or software engineering is required.

Prior Work Experience: A minimum of four (4) years of responsible experience in operating network environment, computers, PC support, and programming. Experience on MS Windows Servers/Network administration as well as Cisco network devices configuration, LAN Printers and Scanners is required.

Language Proficiency: Level III of English, Level IV Romanian languages speaking/reading capability is required.

Only offerors clearly meeting the above minimum qualifications will be considered for further evaluation.

FOREIGN SERVICE NATIONAL SECURITY CERTIFICATION AND MEDICAL CLEARANCES:
The ability to obtain the required foreign national security certification and medical clearances for the position is considered a minimum qualification. See section V below.

The probationary period is three months.
III. EVALUATION AND SELECTION FACTORS

Selection Process and Basis of Evaluation: Offerors who clearly meet the aforementioned minimum education and work experience qualification requirements may be further evaluated through review of the offeror’s submitted required documents (see section IV below) and ranked based on the below evaluation and selection factors. A competitive range may be established of the highest-ranked offerors, who may be further evaluated through technical/language tests, interviews, and reference checks to determine the most qualified/highest-ranked offeror. Reference checks may be conducted with individuals not provided by the offeror, and without prior notification to the offeror. Any offeror not receiving satisfactory reference checks will no longer be considered for the position. Negotiations may be conducted with the most qualified/ highest-ranked offeror at the conclusion of evaluations.

10 points – Education: Minimum of College/University studies in the fields of computer science, information systems management, or software engineering is required. Additional education in the aforementioned areas is desired.

30 points – Experience: A minimum of four (4) years of responsible experience in operating network environment, computers, PC support, and programming. Experience on MS Windows Servers/Network administration as well as Cisco network devices configuration, LAN Printers and Scanners is required. Additional experience in the aforementioned areas, especially with the USG, is desired.

30 points – Knowledge: Incumbent should have advanced knowledge in IT administration and software including MS Windows Servers management, MS Active Directory, and MS Windows network configuration, Cisco network equipment, Mac OS, network security software, Google apps and Microsoft Office software. Must have advanced knowledge of hardware management including servers, personal computers, and peripherals such as wireless network devices, printers and audiovisual devices. Advanced knowledge in one or more of the aforementioned areas is desired.

30 points – Skills and Abilities: High technical skills to troubleshoot, diagnose, and resolve hardware and software problems to maximize the capabilities of the USAID/Moldova computer resources; excellent understanding of priorities of key managers to ensure that computer systems are responsive to those needs is required. Good interpersonal skills are required to resolve priority issues, system limitations, downtime, etc., with key officials, and to develop and maintain two-way communications and promote computer and automation services. Good communication skills with the ability to explain IT processes in layman terms to non-IT staff to teach them how to access and use USAID systems. Additional skills and abilities are desired.

TOTAL POSSIBLE POINTS: 100 points

IV. PRESENTING AN OFFER/APPLYING FOR THIS POSITION

1. Eligible Offerors are required to complete and submit through email all the below documents in order to be considered for the position.
a. **Completed DS-174** (application for Employment as Locally Employed Staff) which can be retrieved here: [https://eforms.state.gov/Forms/ds174.pdf](https://eforms.state.gov/Forms/ds174.pdf)

Offerors must complete the DS-174 form in English, and are advised to include all of their current and previous work experience related to this position. Offerors may use continuation pages to further explain their relevant work experience, if needed.

An Internal Offeror’s experience acquired before/after joining U.S. Government should correspond to the information provided in the Official Personnel Folder (OPF). Any discrepancy found between the current application form (DS-174) and the information provided in the OPF related to offeror’s qualifications could make the offeror ineligible for the position.

b. **A cover letter** of no more than 2 pages that demonstrates how the Offeror’s qualifications meet the evaluation and selection factors in section III. Excess pages (beyond 2) will not be read or considered.

c. **A CV or standard resume** of no more than 4 pages.

d. Names of three professional references, including at least one current/former supervisor, that have knowledge of the offeror’s ability to perform the duties set forth in the solicitation. This information may be included in the cover letter or resume/CV.

Offerors who do not include all above required documents in their offer submission will not be considered for this position.

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, item 12** by email with appropriate attachments. Documents/offers received through links to Google Drive, Sky Drive, and/or any other private cloud computing database/websites will not be considered.

To ensure consideration of offers for the intended position, Offerors are to prominently reference the Solicitation number in the offer submission.

**NOTE:** We may only contact applicants who are being considered. Thank you for your understanding.

**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 HR unit will provide the successful Offeror instructions about how to complete and submit the following forms, needed to obtain medical and security/facility access.

1. Questionnaire for Employment Authorization (U.S. Embassy Moldova form)
3. Certificate of Criminal Records (obtained from the pertinent authorities)
Failure of the selected offeror to accurately complete and submit required documents in a timely manner may be grounds for the CO to rescind any conditional pre-contract salary offer letter and begin negotiations with the next most qualified/highest ranked offeror.

VI. BENEFITS/ALLOWANCES

The local compensation plan (LCP) is the basis for all compensation payments to locally employed staff/CCNPsCs. The LCP consists of the local salary schedule, which includes salary rates, authorized fringe benefits, and other pertinent facets of compensation such as health and life insurance, and retirement allowance. As a matter of policy, and as appropriate, a PSC is normally authorized the following benefits and allowances:

1. BENEFITS:
   Health Insurance coverage
   Defined Contribution Fund 12%

2. ALLOWANCES (as applicable):
   The Mission provides meal allowance in accordance with the Moldova Local Compensation Plan, in amount of $770.

Additional information may be provided to the selected offeror at time of salary offer.

VII. TAXES

Local Employed Staff are responsible for paying local income taxes. The U.S. Mission does withhold year-end local income tax payments.

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

USAID regulations and policies governing CCN/TCN PSC awards are available at these sources:


   - AAPD 16-03 Expanded Incentive Awards for Personal Services Contracts with Individuals
   - AAPD 06-08 AIDAR, Appendices D and J: Using the Optional Schedule to Incrementally Fund Contracts
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](https://www.oge.gov/web/oge.nsf/OGE%20Regulations).

**EQUAL EMPLOYMENT OPPORTUNITY:** The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.