SOLICITATION NUMBER: 72016722R10002
ISSUANCE DATE: October 14, 2021
CLOSING DATE/TIME: October 28, 2021/5:00pm

SUBJECT: Solicitation for a **Cooperating Country National Personal Service Contractor (CCN PSC)** *(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,

Diego Marquez
Executive Officer/Contracting Officer

ATTACHMENT 1

I. GENERAL INFORMATION

1. SOLICITATION NO.: 72016722R10002

2. ISSUANCE DATE: October 14, 2021

3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: October 28, 2021 at 5:00 p.m. Pristina Time

4. POINT OF CONTACT: Human Resources Office, USAID/Kosovo via **pristinausaidhr@usaid.gov.**

5. POSITION TITLE: Computer Management Specialist

6. MARKET VALUE: FSN-11 equivalent (Euro 34,235 – Euro 47,925 per annum)
In accordance with **AIDAR Appendix J** and the Local Compensation Plan of the US Embassy in Pristina. Final compensation will be negotiated within the listed market value.

7. PERIOD OF PERFORMANCE: CCNPSCs are contracts of a continuing nature depending on funds availability and Mission needs.

8. PLACE OF PERFORMANCE: Pristina, Kosovo

9. ELIGIBLE OFFERORS: Open to All Interested CCN (Cooperating Country National) Candidates

AIDAR, Appendix J, 1. (b) Definitions:

(6) "Cooperating country" means the country in which the USAID Mission is located. (7) "Cooperating country national" ("CCN") means an individual who is a cooperating country citizen or a non-cooperating country citizen lawfully admitted for permanent residence in the cooperating country.

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

10. SECURITY LEVEL REQUIRED: Employment Authorization

11. STATEMENT OF DUTIES:

Within the Executive Office, the IT office is responsible for computer equipment functioning, telecommunication equipment and services functioning, Information Security, consulting Technical offices in projects where there is a recognized need for modern IT solutions, USAID Kosovo Intranet site design and maintenance, providing data analysis, user support & training, application development, Budgeting & Procurement planning for both IT expendable and non-expendable property, inventory of all IT and telecommunications equipment.

The Computer Management Specialist assumes the overall regional technical and managerial responsibilities for the Information Technology operations for the USAID/Kosovo – and its client missions.

In coordination with M/CIO, the incumbent determines how to improve the efficiency, accuracy, and effectiveness of the Mission's use of information technology. He/she is responsible for improving Mission staff use of M/CIO tools and services. S/he, in coordination with M/CIO, is responsible for ensuring the security of all Mission Information Systems, in coordination with M/CIO, are responsible for ensuring Mission infrastructure supporting all technology services is reliable, efficient, and meets service level agreements.

MAJOR DUTIES AND RESPONSIBILITIES: **% OF TIME**

IT SYSTEMS MANAGEMENT   **35%**

Serves as the Mission Computer Systems Manager, with responsibility for all computer support to USAID/Kosovo. Provides the Mission with a state-of-the-art Local Area Network (LAN), consisting of 12 servers, around 100 workstations and laptops running Windows, 20 network printers, 6Scanners, communication equipment consisting of Cisco routers and switches, tablets, smartphones, data projectors etc. Incumbent performs analysis of mission operations with a view to adopt Information Technology approaches to improve on their performance, simplicity, and cost effectiveness in the execution of USAID programs in the region. These approaches could be in the form of utilization of modern technologies, software development, operations and management advisory services. In consultation with the Executive Officer, develops mission specific, notices, policies and procedures that are in compliance with the ADS series to guide the use of IT related facilities, formulates computer budget and recommends IT related procurement, performs all tasks related to IT security, provides advice to help program managers make decisions on IT related components in their programs. The incumbent is responsible for all information technology, mobile telecommunications aspects for USAID Kosovo and the client missions.

INSTALLATION AND MAINTENANCE OF IT HARDWARE AND SOFTWARE

The incumbent is responsible for both hardware and software installations and maintenance of all USAID Kosovo IT equipment in accordance with M/CIO recommendations and

guidelines. All software installations must be in accordance with the approved software list that is provided by M/CIO Washington.

The incumbent also has the responsibility for installing and configuring all shared network hardware components such as switches, scanners, printers and other devices on the network. The incumbent is responsible for the maintenance and repair of hardware and software to include interaction with CIO/W, vendors, and other USG agencies. 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. The incumbent independently schedules maintenance, including preventive maintenance, with vendors if required, and advises management on maintenance needs to ensure that USAID/Kosovo computer operations are not disrupted. The incumbent is responsible for maintaining logs and records of all maintenance activities of all hardware installed at USAID/Kosovo.

PROBLEM TROUBLESHOOTING AND REPORTING

The incumbent is responsible for troubleshooting of all IT related problems and timely resolution. In case of problems beyond the incumbent's control he/she is responsible for reporting problems to CIO HelpDesk for tracking and resolution. S/he must work together with the CIO office and assist with troubleshooting in order to restore faulty services as soon as possible.

APPLICATIONS

S/he is responsible for the overall support of USAID computer-based applications systems, including complex applications developed by AID/W, and other USG agencies. Such support includes assistance to users when necessary, the installation of new applications and subsequent updates, performance tuning of software and hardware to ensure maximum efficiency of systems throughput, disk storage utilization, and user response time. Maintaining data import and export processes to ensure Mission information systems are compatible with those of USAID/Washington, State Department, and other donor and host country systems.

USER SUPPORT & IT TRAININGS

The incumbent must train and support mission users on how to most effectively and efficiently use Mission IT equipment, both office and mobile. S/he is responsible for providing start-up and formal training to USAID Kosovo users in properly using hardware and software. The incumbent is responsible for ensuring that training course programs and materials are developed. The IT office will be required to provide training assistance to various TDY-ers who have a need to use hardware and software installed at USAID/Kosovo; IT training for new USAID Kosovo users, and refreshment software training courses for all users, as needed.

REMOTE ACCESS

The incumbent is responsible for support of Kosovo users with enabled remote access. S/he must assist users to remotely access GMail or Telework Desktop from mobile devices, troubleshoot their problems and provide overall support. USAID Kosovo IT office creates requests for Remote Access Support Team through use of a ticketing system for all actions needed to be done on Remote Access accounts.

It is in Agency IT strategy to be ready to deliver and receive digital information and services anytime, anywhere and on almost any device. It must be done safely, securely, and with fewer resources. To build for the future, USAID/Kosovo has developed a Mobility Strategy in-line with current Federal and Agency initiatives that embraces the opportunity to use modern tools and technologies. The incumbent is responsible for overall operation regarding use of mobile technology.

• Together with Supervisory EXO plans and executes mission Mobile Technology strategy.
• Device ordering, configuration, inventory and technical support
• Training of users on use of Mobile Technology

TECHNICAL OFFICES ASSISTANCE: **25%**

PROGRAM AND PROJECT SUPPORT

The Computer Management Specialist's responsibilities regarding Program and Project support include but are not limited to:

• Consulting Technical Offices and USAID Kosovo projects regarding use of modern IT technologies
• Participating in technical evaluation teams
• Advising staff about the administration and management of Information Technology (IT) projects
• Overseeing review, analysis, and recommendation of awards
• Advising Contracting Officer Representatives (CORs) in coordination with M/CIO on what IT equipment to procure
• Monitoring the use, disposition, and security of IT equipment and software in ongoing projects managed by local USAID partners.
• Drafting statements of work for IT assistance provided by contractors. Providing technical assistance to local partners and clients that use IT products financed by USAID.

INFORMATION SECURITY   **25%**

One of the top M/CIO priorities for the period 2013-2016 is Information Security Mission IT accreditation. IG audit report findings included: Ineffective implementation of security controls, policies and procedures, Ineffective organization-wide Risk Management Program,

Decentralized management of information systems prevents effective security management, Ineffective security risk management and continuous monitoring activities. Improving USAID Information Security is a major task in front of systems managers during the next few years.

S/he must work with the Information Security Assessment Team in order to correct all mission findings and come up with a plan for future activities in order to keep Information Security at a high level. He/she is responsible for overall information security which includes controlling the physical security of Mission equipment and sites to prevent use by unauthorized personnel or use of unauthorized software or equipment.

SECURITY PLANS

The Incumbent is directly responsible for creation, updates and implementation of IT Security plan, Disaster Recovery Plan and Continuity of Operations Plan. All plans must be tested once a year and the IT team is responsible for testing and documenting all test results. USAID Kosovo defined USAID Mission Director's residence as Alternate Office in case of emergency. For that purpose a small network with Internet access is designed to enable basic USAID IT system functions in case when the U.S. Embassy office is inaccessible.

DATA BACKUPS

S/he is responsible for mission data backups as scheduled and specified by Mission System Manager Handbook and USAID Systems Manager Administration Guide. The incumbent must ensure a copy of data backups to be kept at an office off-site location (Mission Director's residence). At the request of users the incumbent must restore data from the backup tapes in case of accidental deletion or unwanted alteration of user data.

ACCESS RIGHTS

In coordination with other mission offices s/he establishes security controls for protection of records and files that are not for general information use. All mission users must have access rights to files, folders, applications on a need-to-know basis. The incumbent must review access rights at least on an annual basis and document all the changes. At specific user requests, approved by Mission ISSO, the incumbent changes access rights on files and folders.

VULNERABILITY SCANS

Washington ISSO team performs periodical scans of USAID Kosovo IT systems and finds potential vulnerabilities. It is the incumbent's duty to ensure that all USAID Kosovo systems are properly patched and protected. If automated installation of security updates fails the incumbent must install the missing updates manually. S/he also must check scan results weekly and verify that all mission systems are safe.

MANGEMENT DUTIES: 15 %

SUPERVISION

S/he acts as supervisor of the Computer Management Specialist. S/he sets targets and work objectives for his/her annual performance evaluations. S/he will be responsible for strategic planning of the mission's IT requirements with changing working environment. Incumbent will identify training requirements for IT staff to ensure availability of necessary skills to meet IT requirements.

REGULATORY

The incumbent advises USAID Mission ISSO and mission management on the application of all USAID computer policies and regulations in the Mission.

BUDGETING AND PROCUREMENT OF IT EQUIPMENT

The incumbent is responsible for careful planning of procurement of IT equipment. IT equipment procurement must be done in accordance with USAID regulations, M/CIO Washington office specifications and recommendations. All of the procured equipment must be inspected, installed and configured by IT office members. S/he must establish controls to plan for scheduled replacements of IT equipment, servicing, repairs etc. Therefore s/he is responsible for creation of the annual IT budget needed to support mission IT operations.

IT EQUIPMENT INVENTORY

The incumbent is responsible for mission IT equipment inventory and submission of data to M/CIO Washington on annual basis and on any ad-hoc requests. S/he is responsible for assuring that record of Mission assets in ILMS and the local IT database is accurate and updated.

DISPOSING

When disposing of mission IT equipment, the incumbent must ensure to remove the vital parts from disposed equipment (Hard Disk Drive (HDD) and Random-Access Memory (RAM)) from all disposed IT devices. S/he must ensure that all disposed devices are removed from IT inventory lists.

REPORTING

The incumbent ensures that all required reporting to USAID/Washington on computer equipment is properly prepared and submitted.

SUPERVISORY RELATIONSHIP:

Supervision Received: This position is directly supervised by the Supervisory Executive Officer, but the Computer Management Specialist is required to operate with a high degree of independence. The Supervisory Executive Officer provides assignments in terms of general guidance only in regard to policies, objectives, priorities, and suggestions on timeframe and approach to completing assigned responsibilities. Routing reoccurring work is reviewed on a periodic test basis while task-oriented work is reviewed and completed.

Supervision Exercised: The incumbent supervises one Computer Management Specialist, FSN 10.

12. PHYSICAL DEMANDS

The work requested does not involve undue physical demands.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Education: A Bachelor's degree in the fields of computer science, computer engineering, information systems management, or equivalent is required.

Prior Work Experience: A minimum of five years of progressively responsible work 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 computer systems is required.

Language Proficiency: Level 4 (fluent) of English. Level 4 Albanian and/or Serbian is required.

Job Knowledge: Incumbents should have an expert knowledge of computer hardware, computer programming languages, computer systems operations and their application, and the policies and the procedures relative to equipment requirements planning, acquisition, funding, and justification. Must possess comprehensive knowledge of strategic objectives, projects, and organizations support, to discern opportunities for increased support, and to resolve operational problems of such supported organizations. Must possess extensive knowledge of the principles, techniques, and methodologies involving computer system analysis, programming, operations, and related aspects of telecommunications. S/he must possess:

Excellent knowledge of the principles of personnel, financial, and equipment resource management;

- Broad and comprehensive knowledge of newest IT technologies (Microsoft, Mobile, Cloud, Web etc…)

- Analytical skills to recognize IT needs and recommend viable technical solution for both USAID Kosovo Mission and projects;
- Excellent knowledge of Local Area Networks;
- Excellent knowledge of server, personal computer, tablets, smartphones hardware;
- Excellent knowledge of operating systems (MS Windows, iOS, Android etc…) and applications software;
- Excellent knowledge of telecommunications, Internet protocols;
- In depth knowledge of software for Web page design.

Skills and Abilities: Position requires the ability to discuss complex concepts with line managers, users, and other personnel and to related requirements to computer system capabilities; ability to effectively deal with competing user requirements and to negotiate acceptable solutions; ability to conceptualize objectives of assignments and to translate objectives into concrete plans; ability to present issues persuasively before top management relative to system requirements and obtain needed funding and program support; and ability to advise prospective users diplomatically of system limitations or other priorities and to work out alternatives. Excellent supervisory, analytical, interpersonal, communication, negotiation, influence/persuasion, and conflict management skills are required, along with a high level of tact and diplomacy. The incumbent should also have a high level of leadership and managerial skills. Must have ability to forecast needs for resources, plan, assess problems, and develop realistic solutions; ability to train FSN personnel, and to tactfully and efficiently work with American officers and FSN personnel, so that the Executive Office provides the highest quality administrative support to the Mission; ability to create and maintain a good working climate, in order to ensure maximum productivity and customer orientation; ability to negotiate effectively with Embassy service providers, and host-country government and business officials on USAID operations and resources, once on board Excellent PC operation skills (MS Windows, MS Office, Internet, etc.) are required, along with an in-depth understanding of the principles and operational requirements of Local Area Network (LAN) management and Information Systems security.

• Ability to recognize IT needs and recommend viable technical solutions for both USAID Kosovo mission and projects.
• Ability to relate proposed projects and priorities to the capabilities and limitations of the computer system and components to determine capability to meet support requirements.
• Ability to articulate significance of management decisions with computer systems and system requirements to managers in order to obtain support for actions that will enhance automation and/or effective management of computer resources.
• Ability to balance workload demands between central system and individual user requirements. Ability to relate USAID/Kosovo organization, functions, and mission to computer system's terms of reference, e.g., priorities for automation, an interrelationship of different applications programs to USAID/Kosovo operations, etc.
• Ability to manage and supervise multiple sites and to coordinate support services from a variety of contractors.
• Ability to write and debug complex computer programs.

• Ability to teach software programs to USAID Kosovo staff.
• Ability to work in moderate working conditions with regular exposure to hazards from heat, electrical shocks, lifting heavy equipment etc.

EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with FAR 52.215-1. The Contracting Officer (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. FAR provisions of this solicitation are available at https://www.acquisition.gov/browse/index/far.

In order to be considered for the position, an offeror must meet the Minimum Qualifications listed under Section II. After an initial application screening, the best qualified offerors will be invited for an English written examination and/or to an oral interview.

The successful offeror will be selected based on a review of:

- ▪ Offeror's qualifications
- ▪ Relevant work experience
- ▪ General skills and abilities (communication, interpersonal, etc.)
- ▪ Written examination results
- ▪ Interview and
- ▪ Results of reference checks

The hiring panel may check references that have not been specifically identified by applicants and may check references before or after a candidate is interviewed.

Other information regarding position:

Post Entry Training: Successful candidates will be offered the opportunity to take necessary training, including on the job training, related to requirements of the position.

PRESENTING AN OFFER

Interested individuals meeting the Minimum Qualifications above are required to submit the following:

1. Eligible Offerors are required to complete and submit the offer form **AID 309-2** available at https://www.usaid.gov/forms and documents listed below:

- Cover letter and current résumé/curriculum vitae (CV) limited to two pages each. The CV/résumé must contain sufficient relevant information to evaluate the application in accordance with the stated evaluation criteria. Broad general statements that are vague or lacking specificity will not be considered as effectively addressing.

- Offeror must provide a minimum of three name references within the last ten years from the applicant's professional life, namely individuals who are not family members or relatives. References should be from direct supervisors who can provide information regarding the applicant's work knowledge and professional experience. Applicants must provide e-mail addresses and/or working telephone numbers for all references. **Do not send reference letters.**

- Proof of the required education level (copy of certificate or diploma)

2. Offers must be received by the closing date and time specified in **Section I, item 3,** and submitted to **PristinaRecruitment@usaid.gov**

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

   Any attachments provided via email shall be formatted in one single PDF document in the following order: (1) signed cover letter, (2) signed resume/CV (with list of recent references), and (3) signed AID 309-2.

   NOTE: This position requires the submission of complete forms and/or supplemental materials as described herein above. Application packages with incomplete and/or unsigned forms or related documents will not be considered for further processing. The solicitation will be posted at the U.S. Embassy Pristina website at https://xk.usembassy.gov/embassy/jobs/.

III.   LIST OF REQUIRED FORMS FOR PSC HIRES

Once the Contracting Officer (CO) informs the successful Offeror about being selected for a contract award, the successful Offeror will be provided instructions about how to complete and submit forms for the onboarding process.

IV.   BENEFITS/ALLOWANCES

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

BENEFITS:

The Mission participates in the Kosovo Local Social Security System (LSSS) and all eligible Locally Employed Staff are required to participate. The LSSS requires contributions by both the employee and the employer.

The Mission provides medical coverage for employees and their immediate dependents.

ALLOWANCES:

The Mission does not provide any allowances.

V.   TAXES

The U.S. Mission withholds local income tax payments for all employees subject to local taxation laws and transmits the taxes withheld to the Tax Administration of Kosovo on behalf of employees.

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

USAID regulations and policies governing **CCN/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

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.

   o AAPD 16-03 Expanded Incentive Awards for Personal Services Contracts with Individuals
   o 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.

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.

EQUAL EMPLOYMENT OPPORTUNITY:

USAID PROVIDES EQUAL OPPORTUNITY AND FAIR AND EQUITABLE
TREATMENT IN EMPLOYMENT TO ALL PEOPLE WITHOUT REGARD TO RACE,
COLOR, RELIGION, SEX, NATIONAL ORIGIN, AGE, DISABILITY, POLITICAL
AFFILIATION, MARITAL STATUS,
OR SEXUAL ORIENTATION.

SUBJECT TO FUNDS AVAILABILITY