



USAID | TANZANIA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72062120R10013

ISSUANCE DATE: June 17, 2020

CLOSING DATE/TIME: July 01, 2020

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC) – Supervisory Information Management Specialist

Dear Prospective Offerors/Applicants:

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers/applications from qualified persons to provide personal services under contract as described in this solicitation.

Offers/Applications must be in accordance with **Attachment 1** of this solicitation. Incomplete or unsigned offers/applications will not be considered. Offerors/Applicants should retain copies of all offer/application 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/applications.

Any questions must be directed in writing to the Point of Contact specified in the Attached 1.

Sincerely,

Timothy Pruett
Contracting Officer

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72062120R10013
2. **ISSUANCE DATE:** June 17, 2020
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** July 01, 2020, 5:00 P.M.
4. **POINT OF CONTACT:** Hussein Tuwa, email at htuwa@usaid.gov
5. **POSITION TITLE:** Supervisory Information Management Specialist
6. **MARKET VALUE:** Step 1 - TShs. 118,719,632 through step 14 - TShs. 184,015,421 per annum equivalent to **FSN-12**. In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Tanzania. Final compensation will be negotiated within the listed market value.
7. **PERIOD OF PERFORMANCE:** One Year with four option years, estimated to start on January 03, 2021.

The **base period** will be January 3, 2021 to January 1, 2022, estimated to start on January 3, 2021. Based on Agency need, the Contracting Officer may exercise additional option periods for four years - for the dates estimated as follows:

Base Period:	01/03/2021 to 01/01/2022
Option Period 1:	01/02/2022 to 12/31/2022
Option Period 2:	01/01/2023 to 12/30/2023
Option Period 3:	12/31/2023 to 12/28/2024
Option Period 4:	12/29/2024 to 12/27/2025

8. **PLACE OF PERFORMANCE:** Dar es salaam, Tanzania, with possible travel as stated in the Statement of Duties.
9. **ELIGIBLE OFFERORS:** Offerors/Applicants must be Tanzanian citizens
10. **SECURITY LEVEL REQUIRED:** Facility Access

11. STATEMENT OF DUTIES**1. General Statement of Purpose of the Contract**

The Supervisory Information Management Specialist is under the general direction of Supervisory Executive Officer (S/EXO) and provides overall management of USAID/Tanzania computer systems as well as the organization and integration of the Mission's digital information. The

incumbent is responsible for the full range of management, technical administration, and direction of information technology functions within the Mission, with a user community of about 175 professional staff. These services include, but are not limited to, the following; general systems administration, information security and organization of all data and electronic vital records, computer advisory services, and system integration between USAID systems and programmatic information with other US agencies, implementing partners, and the Government of Tanzania. As the in-house information technology technical expert, the incumbent provides the technical expertise and knowledge necessary to preserve the integrity of the Mission's information systems. In Support of this complex installation, the incumbent is responsible for all phases of system operations, management, maintenance, troubleshooting, procurement, installation, ICT hardware and software inventory, user support and training. The Supervisory Information Management Specialist reports to the Supervisory Executive Specialist and supervises three staff.

2. Statement of Duties to be performed

A. Information Resources Management & Administration LAN & WAN - 50% of time

The primary objective of IT support work is ensuring the highest day-to-day network security and availability. The Local Area Network (LAN) and Wide Area Network (WAN) responsibilities will also include management of a medium sized “server farm” and complex series of LAN devices and equipment at high availability status. The Supervisory Information Management Specialist is responsible for installation and maintaining 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 Supervisory Information Management Specialist will also monitor network and perform traffic analysis, test and evaluate computer operating systems. Further, the Supervisory Computer Specialist will determine LAN and WAN effectiveness relative to systems in use and their support capability and compatibility with program applications.

Develops specifications in coordination with CIO/W for information technology (IT) contracts and programs involving hardware, software, components, systems, subsystems, and/or services. Prepares statements of work (SOWs), requests for Information (RFIs), and requests for proposals (RFPs). Evaluates computer requirements. Develops evaluation plans. Participates on proposal evaluation teams. Evaluates vendor proposals for adequacy in terms of vendor ability to perform desired actions and produce achievable results. Serves as Contracting Officer's Representative (COR) technical expert in monitoring vendor/contractor performance.

Ensure that computer hardware systems and peripheral equipment are operated in accordance with Agency computer security policies, standards, and guidelines.

Plan and implement procedures for controlling the physical security of the Mission's information technology services and all related equipment in accordance with directives from USAID/CIO/Washington and the Mission's ISSO and S/EXO. Implement and monitor security controls in coordination with CIO/W to prevent data loss or unauthorized access.

Complete and implement the Mission's computer system disaster recovery/contingency plan procedures, which minimize loss of data and/or systems and ensure quick recovery from such disasters by implementing workable contingent system operation plan(s).

Work with S/EXO and CIO/W and takes the lead on information technology procurement actions. May perform and/or direct record keeping for receipt and verification against purchase orders of new hardware, software, and documentation.

Performs the administrative and human resource management functions relative to the IT staff supervised. Plans, schedules, and assigns work to subordinates. Establishes guidelines and monitors performance expectations for staff members; provides feedback, recommendations and periodically and annually evaluates employee performance, approve time and attendance reports, as well as sick leave and annual leave requests. Prepare and direct individual information technology staff career development and training plans.

Serves as first-line technical support to the Mission Systems Owner and ISSO and oversees all areas of data, software and equipment security; alerts designated ISSO and/or CIO to problem areas; and takes corrective actions to minimize the chances of malicious or inadvertent destruction of information or equipment.

B. Computer/System Engineering

20% of time

Supervise the research of subordinates in assessing highly complex information and data requirements and in devising computer hardware and software configurations to support specified requirements; improve systems capacity through approved hardware and/or software changes and through operating systems configuration; oversee all areas of information processing and equipment security, alerting senior management to problem areas; and take corrective action to improve system productivity and to minimize the chances of misuse or destruction of information and equipment.

Oversee the telecommunications system such as Microsoft Exchange server networks, Agency WAN Link (DTSPO), Internet Access through ISP Fiber link and Wireless and troubleshoot highly complex and the most difficult data and voice communications (VOIP) problems with AID/W.

The Supervisory Information Management Specialist is responsible for the day-to-day management of the LAN/WAN installations at the Mission.

In collaboration with Mission management and information technology staff, establish Mission policies including, but not limited to, those governing computer maintenance and acquisition, installation of software, and integration of proper power protection equipment for all the Mission's systems.

Performs the analysis, testing and evaluation of computer operating systems and utilities to determine their effectiveness relative to systems in use and their support capability and compatibility with program applications being run.

Install and maintain network software to servers and clients (PCs), upgrade of new software

releases, optimize network performance, and upgrade client software. Maintain backed up copies of server data to prevent accidental loss.

Recommend as necessary equipment and software upgrades and/or new information technology equipment procurement in coordination with CIO/W to the S/ EXO. Keep servers, LAN equipment and PCs in high availability status. This includes troubleshooting of PCs, LAN equipment and servers, replacing parts that need replacement and preventive maintenance as requested by the equipment vendors. Maintain system images and antivirus software on both servers and users' side.

C. Application Support

15% of time

Work in collaboration with IT Staff members to support the day-to-day computer needs of Mission employees. This includes support for word processing, spreadsheet, graphics and all other software that are in use in Mission. Coordinate with CIO Washington and the Mission offices in the implementation of the Agency Secure Image and Storage Tracking System (ASIST), GLASS, and AID Tracker.

Manage and oversee the entire applications portfolio for the Mission, of, the most complex and sophisticated applications developed by USAID/W and the Mission for financial management, project administration, communications, and operations management. These applications may include, but are not limited to: Phoenix, Phoenix Viewer, GLAAS and WEBTA, Time and Attendance for FSN employees (Win TA), E2 system, and WEBPASS

D. Software development/User Training and Telecommunication Equipment Operation and Monitoring

(15% of time)

a. Software development/user training

Adapt modify or integrate existing systems; analyze program applications developed by AID/W or other sources to determine impact on overall system workload, compatibility with other program applications being run, and with computer operating systems being used. Carry out feasibility studies of potential applications to automate work.

Develop, implement and administer in-house training courses or tips on computer operations and use in the mission. Conduct one-on-one training sessions for Mission users on the use of Agency-wide and other commercial corporate applications. Supervise or conduct end-user training in the operation of core applications such as Google Gmail, ASIST, E2 system, MS Office suite, and VTC and other software. Keep abreast of the latest training opportunities for users/customers as well as the IT team taking into consideration the associated cost(s) of recommended training to the Mission as a whole.

b. Telecommunication equipment operation and monitoring

Monitor daily telecommunication equipment operation in the Mission [direct link to AID/W, ISP Fiber, Cisco Router, switches, and Firewall] and intervene on site by contacting the vendor support team to enable smooth and reliable telecommunication equipment operation. As required, with support from the vendor, monitor parameters of telecommunication equipment operation using vendor's monitoring programs.

3. Supervisory Relationship:

General supervision is received from the S/EXO. The incumbent is expected to work without day-to-day supervision while conducting of normal duties and responsibilities.

4. Supervisory Controls:

The incumbent supervises three (3) IT staff members. In addition, the incumbent has the ability to make day-to-day commitments as to the allocation of ICT resources; to call service companies/vendors; to accept requests for special LAN/WAN or internet functions required by system staff; to contact CIO Washington and coordinate LAN/WAN activities, and to work with DOS/IRM team.

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

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a. Education:** A bachelor's degree in computer science and relevant discipline is required with proven proficiency in IT hardware, software & telecommunication support.
- b. Prior Work Experience:** A minimum of seven years of experience performing progressively more responsible work of a primarily technical and administrative nature is required. Additionally, 6 months ears of supervision experience (preferably experience during periods of significant change) is a must. This experience should include significant analytical and judgmental responsibilities and the overall management and logistical operation support of the most complex computer systems and data-centers. The incumbent is required to be comfortable working in an environment with constantly shifting priorities and tight deadlines and preferably with a U.S. company or Government agency. Experience with providing user training and support.
- c. Post Entry Training:** Incumbent will be required to complete training requirements for obtaining COR certification. He/She is also expected maintain specialized focusing on maintaining professional expertise or improving his financial or project management skills.
- d. Language Proficiency:** Level IV English is a requirement

- e. **Job Knowledge:** The incumbent is expected to have comprehensive and expert knowledge or experience of the following: the latest information technology industry concepts and practices (a thorough background in information security); the most complex and highly technical computer hardware; operating systems software and applications; operations management and logistics in high-pressure situations; telecommunications (experience with wireless communications); advanced systems analysis, reporting and design techniques; and executive management advisory services. Extensive knowledge of the principles, techniques, and methodologies involving computer systems (and information systems security) analysis, programming, operations, and related aspects of telecommunications is essential along with the ability to communicate, explain and to some extent instruct the application of these concepts to Mission personnel

- f. **Skills and Abilities:** Ability to effectively manage, operate, repair and maintain the Mission PC/LAN and PC hardware, software and applications; use of internet, Windows 10 environments, and MS Exchange, Google Cloud, Gmail, Mobile devices. Ability to resolve issues involving LAN connectivity including the installation of systems and troubleshooting LAN/Ethernet related problems. Experience and ability to effectively communicate by phone or in person. Knowledge to work with Visual Basic Scripting, JavaScript. Required to work outside regular office hours including weekends, holidays or any other days as required. Strong interpersonal skills are required to resolve operation related issues. Ability to discuss complex concepts with vendors on major ICT equipment procurement and installation. Capable of fact gathering and analysis and in logic application, systems documentation and testing. Excellent technical skills to troubleshoot, diagnose, and resolve hardware and software problems and to maximize the capabilities of the Mission's computer resources. Exceptional interpersonal skills to develop and maintain two-way communications and promote computer and automation services and to resolve priority issues, system limitations, downtime, etc., with key officials. A good understanding of managers' key priorities to ensure that the computer and automation organization is responsive to those needs. Skill in the use of technical and administrative reference material in support of management responsibilities including system design, equipment procurement, personnel, and financial management. Not less than 20 WPM typing ability to enable computer terminal operation.

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>.

Offerors/Applicants will be required to have the minimum qualifications expressed in Section II and will be assessed based on the following factors:

- | | |
|---------------------------------------|-----------|
| 1. Work Experience | 40 points |
| 2. Job Knowledge and Technical Skills | 35 points |
| 3. Language Proficiency | 15 points |
| 4. Education | 10 points |

USAID/Tanzania reserves the right to interview only the highest ranked offerors in person or by phone or not to interview any candidate.

Consideration and selection will be based on a panel evaluation of the Evaluation Factors enumerated above. Please note that not all applicants will be interviewed or contacted. USAID will not pay for any expenses associated with the interviews unless expenses are preauthorized. Reference checks may be conducted on those candidates selected for an interview. The applicant's references must be able to provide substantive information about his/her past performance and abilities.

After the closing date for receipt of offers, a selection committee will be convened to review offers and evaluate them in accordance with the evaluation criteria. Offers from candidates who do not meet the minimum requirements will not be considered or scored.

Reference checks will be made only for offerors/applicants considered as finalists. If an offeror/applicant does not wish USAID to contact a current employer for a reference check, this should be stated in the offeror's/applicant's cover letter, and USAID will delay such reference check pending communication with the offeror/ applicant.

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete and submit (1) a current resume or curriculum vitae; (2) a cover letter, not to exceed three pages, addressing how the applicant meets the Required Qualifications {(a) education; (b) prior work experience; (c) knowledge, (d) skills and abilities}; and (3) any other documents (certificates, awards, copies of degrees earned, etc.) that address the qualification requirements of the position as listed above, and a list of three (3) to five (5) references with complete contact information, including e-mail address and telephone numbers.
2. Offers must be received by the closing date and time specified in **Section I, item 3**, and submitted only online via mailbox usaidthzlesapps@usaid.gov.
3. To ensure consideration of offers/applications for the intended position, Offerors/Applicants must prominently indicate the **position title (Supervisory Information Management Specialist)** in the subject line. Failure to do so will result in an incomplete offer/application.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

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

1. Biographical Data Form for Security (Department of State Forms)

VI. BENEFITS AND ALLOWANCES

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

1. BENEFITS:
 - a) Retirement Benefit (Defined Contributions Fund)
 - b) Medical Coverage
 - c) Life Insurance
 - d) Annual and Sick Leave
2. ALLOWANCES (as applicable):
 - a) Miscellaneous Benefit Allowance
 - b) Vacation and End-of-Year Bonuses

VII. TAXES

Local Income Taxes: Contractors/Employees are responsible for calculating and paying local income taxes.

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

USAID regulations and policies governing CCN 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	Base Period - Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g. R497]</i> - Accounting Info: <i>[insert one or more citation(s) from Phoenix/GLAAS]</i>	1	LOT	\$ _TBD_	\$ _TBD_ at Award after negotiations with Contractor –
1001	Option Period 1 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g. R497]</i> - Accounting Info: <i>[insert from Phoenix/GLAAS]</i>	1	LOT	\$ _TBD_	\$ _TBD_ at Award after negotiations with Contractor –
2001	Option Period 2 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: <i>[e.g. R497]</i> - Accounting Info: <i>[insert from Phoenix/GLAAS]</i>	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>