



USAID | TANZANIA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72062118R10008

ISSUANCE DATE: November 01, 2018

CLOSING DATE/TIME: November 15, 2018

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

Dear Prospective Offerors/Applicants:

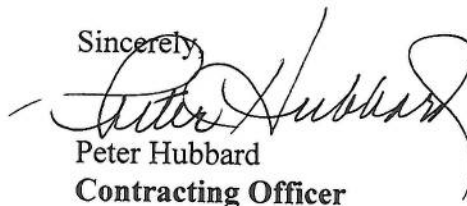
The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking offers/applications from qualified persons to provide personal services under contract as described in this solicitation.

Offers/applications must be in accordance with **Attachment 1, Sections I through V** 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.

Any questions must be directed in writing to the Point of Contact specified in the attached information.

Sincerely,



Peter Hubbard
Contracting Officer

USAID/Tanzania
686 Old Bagamoyo Road, Msasani
P.O. BOX 9130
DAR ES SALAAM

Tel: 255-22-2668503/07/08/12/13/19/20;2668490
Fax: 255-22-2668421
www.usaid.gov/Tanzania

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 72062118R10008
2. **ISSUANCE DATE:** November 01, 2018
3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** November 15, 2018, 5:00 p. m. EAT
4. **POSITION TITLE:** Information Management Assistant
5. **MARKET VALUE:** FSN- 08; (Step 1- TZS 32,212,074 through Step 14- 49,928,721 per annum). In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Tanzania, final compensation will be negotiated within the listed market value.
6. **PERIOD OF PERFORMANCE:** Five (5) Years with the possibility of extension. Extension(s) will depend upon the availability of funds, continued need for the requirement, contractor/employee performance and any future hiring freeze guidance.
7. **PLACE OF PERFORMANCE:** Dar es Salaam, Tanzania with possible travel as stated in the Statement of Work.
8. **SECURITY LEVEL REQUIRED:** Facility Access
9. **STATEMENT OF DUTIES**

1. General Statement of Purpose of the Contract

The USAID/Tanzania Computer Management Assistant (CMA) will be directly responsible to Computer Systems Manager (CSM). The incumbent will focus more on performing programming tasks which include the preparation of program specifications, logical flows, screen and report design and integration with other related systems, designing and maintaining mission web intranet as required by mission. The incumbent will be responsible on providing training to all mission computer users in systems use and access. The incumbent will assist Computer System Manager (CSM) and Assistant Computer Systems Manager (ACSM) to the daily network support.

2. Statement of Duties to be Performed**1. Systems Support and Troubleshooting****35% of time**

- Primary contact person for users with PC, Laptop, problems. Promptly investigates problem, if unable to solve the same day, writes a technical support notice, and makes a plan to solve expeditiously with the supervisor.
- Secondary contact person for all LAN questions. Assist supervisor on LAN problems.

Notes down exact nature of problem, and attempts to solve. Prepares himself as a backup person for regular LAN operations which would include bringing the system up, backing up the hard drives and maintains the system.

- The incumbent will be called on to install, upgrade, and maintain a wide assortment of commercial, locally developed, and department developed software applications. Updates and service patches must be loaded when the department approves them. Anti-virus definitions must be kept up-to-date. Unexpected problems must be diagnosed and de-bugged. The incumbent will create and maintain an orderly library of the Mission's software and reference material. Develops and maintains a systematic, preventive-oriented approach to routine network maintenance tasks.
- Provides software support services designed to maximize ICT systems utilization and increase office productivity. These services include telephone assistance; on-desk technical assistance; answers to queries; software installation and reinstallation, update and fixes; recovery of operating and optional software; hardware or software problem isolation, identification and resolution; and ICT consultations.
- The incumbent will conduct computer training to the LAN users. Generally training will be one-on-one; however, when there is a need s/he will organize larger, more formal classes. Training will include commercial applications such as Word, Excel, Access, Google suites, on the USAID computer security. The incumbent will also be called on frequently to assist users in learning department specific software.

S/he must be vigilant about security, including anti-virus software updates, network intrusion detection, and proper file security settings.

- Recommends to the supervisor the acquisition of professional engineering services from outside contractor on the following situations:
- ADP System is under warranty or maintenance contract.
- Special tools, software or documentation is necessary which is not available to the Mission.
- Critical components requiring experienced professionals or engineers services only.

2. User Support and Training

25% of time

- Interacts with end users on day-to-day basis and provides first line support on standard application software packages and other agency software installed on the various platforms.
- Contact persons for users with any sort of PC problem including: hardware, system software, application software and automated systems. Promptly investigates problems, attempts to solve immediately or makes a plan to bring to a solution.

Reports the problem to the other members of the ICT team and works on the solution as soon as possible.

- The incumbent will conduct computer training to the LAN Users. Generally training will be one-one; however, when there is a need s/he will organize larger, more formal classes. The training will include commercial applications such as MS Suites, Google Suites.
- The incumbent will also foresee customer support on Multimedia & VTC setups.

3. LAN Administration

20% of time

- Performs LAN administration routines such as adding/removing users, maintain disk directories for users, manage profiles and printer locations, sets up users' access rights to system files and software applications, carries out the installations and setup of new equipment in a PC/LAN network, installation of Agency approved software. Installs equipment at locations and configure or make wiring modifications if necessary.
- Responsible for providing user support on the use, operation, features, capabilities of windows OS, Google Apps , PC/LAN hardware, conversion of data, word, graphics and images to various format and storage medium, archive and retrieval of data, office automation software and referring to the Assistant Computer Systems Manager of any errors, bugs, deficiencies, usage or improvements to the software or applications for their attention and immediate resolution.
- Managing network resources for Windows for accessing the print services & print queues, and the various standard MS office packages installed on the system.
- The incumbent ensures that USAID ISSO Security Guidelines are being followed and patches/hotfixes are applied immediately when vulnerabilities are reported. Antivirus software is updated promptly on the LAN and the workstations and oversees that Software Copyright laws are strictly followed in the Mission.

4. Management & Administration Functions

20% of time

- Receive, inspect, and record all automation-related deliveries, warranty claims, short shipment claims, out-of-office or out-of-country repairs, inter-office transfers, and disposal. Regularly updates the Mission inventory of automation hardware, software, peripherals, and auxiliary equipment.
- Manages the automation facilities implementing time-in and time-out log, pull-out and return log, spare parts control and issuance, physical security, cleanliness, non-smoking and other administrative policies applicable.
- Maintains an up-to-date listing of the automation resources Hardware, software, auxiliary equipment, facilities, manuals, schematic diagrams and licenses) of the

Mission including its physical distribution and assignment, classification, condition, source of funding, related purchase orders, warranty coverage, etc.

- Prepares purchase requisition for any PC hardware and software necessary, keeps an updated inventory on it.
- Performs other related tasks and duties that may be assigned by the Assistant Computer Systems Manager or Computer systems Managers.
- Assists supervisors, recommends and performs engineering improvements and modifications to improve the operation, safety and/or reliability of the ADP Systems recommended by the manufacturer and approved by Computer Management Specialist.
- Assists Supervisors in monitoring the ADP systems' operating environment at the Computer Center and at users' work area to within certain power, temperature, airborne particles and humidity ranges as specified within ADP Systems specifications and shall notify the Assistant Computer Systems Manager of any required corrective actions.
- Coordinates with and assists General services Office (GSO) in maintaining a sufficient stock level of Mission computer supplies.

3. Supervisory Relationship

Generally supervision is received from the Computer Systems Manager. The incumbent is expected, for the most part, to work without direct day -to-day supervision in the conduct of normal duties.

4. Supervisory Controls

The position has no direct supervisory responsibilities

10. AREA OF CONSIDERATION: Offerors/Applicants must be Tanzanian Citizens.

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

12. POINT OF CONTACT: USAID/Tanzania Human Resources Office, email: daressalaamexohr@usaid.gov. Please DO NOT send applications to this email address. For mailbox to send applications, see section IV of this solicitation.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

- a. Education:** A University level degree in Information and Computing Systems, Computer Science or Management Information Systems is required or relevant discipline with proven

proficiency in system development – Web Design, user training and support (i.e. Windows, UNIX, SQL, Web servers)

- b. **Prior Work Experience:** Three (3) years technical professional in the field of IT is required – experience with network installation and User support along with user training
- c. **Job Knowledge, Skills and Abilities:** First-hand knowledge of MS Office Suite, MS Windows servers, basic telecommunication and computer data communication skills, and other commonly used software packages are required. Good technical skills to trouble-shoot, diagnose, and resolve software problems. Good interpersonal skills to develop and maintain two-way communications and promote computer services. Interpersonal skill is required. To balance workload demands between the systems used and individual user requirements.
- d. **Language Proficiency:** Level III English -fluent in speaking and writing

III. EVALUATION AND SELECTION FACTORS

Candidates meeting the required qualifications for the position will be evaluated based on information presented in the application and reference checks. USAID reserves the right to conduct interviews with the most highly ranked applicants.

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

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

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

In order to be considered for the position, a candidate must meet the Minimum Qualifications listed above. Consideration and selection will be based on a panel evaluation of the Evaluation Factors. Please note that not all offerors/applicants will be interviewed or contacted. USAID will not pay for any expenses associated with the interviews unless expenses are preauthorized.

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. The applicant's references must be able to provide substantive information about his/her past performance and abilities. 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. PRESENTING AN OFFER

1. Eligible Offerors are required to complete and submit (1) the offer form through the Universal Application for Employment (UAE) (Form DS-174) form which is available on the US Embassy website or by contacting the Point of Contact. (See "section 12" above); (2) a current resume or curriculum vitae; (3) 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 (4) 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 usaidthesapps@usaid.gov.
3. To ensure consideration of offers for the intended position, Offerors must prominently reference the Solicitation number in the offer submission.

V. LIST OF REQUIRED FORMS FOR PSC HIRES

Once the CO informs the successful Offeror about being selected for a contract award, the CO will provide the successful Offeror instructions about how to complete and submit the following forms.

1. Biographical Data Form for Security

VI. BENEFITS/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.

VIII. 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>
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>