SOLICITATION NUMBER: AID-19-10  
ISSUANCE DATE: April 4, 2019  
CLOSING DATE/TIME: April 25, 2019 (11:59 pm Baghdad time)

SUBJECT: Solicitation for the FSN-10, Information Management Specialist - Cooperating Country National Personal Service 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, 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,

[Signature]

Maura O’Brien  
Contracting Officer

USAID/Iraq  
US Embassy Compound  
International Zone  
Baghdad-Iraq

I. GENERAL INFORMATION
1. SOLICITATION NUMBER: AID 19-10
2. ISSUING DATE: April 4, 2019
3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: April 25, 2019 (11:59 pm Baghdad time)
4. POSITION TITLE: Information Management Specialist
5. MARKET VALUE: USD 44,478 – USD 66,714 basic salary p.a. equivalent to FSN-10 in accordance with AIDAR Appendix J and Local Compensation Plan of USAID/Iraq. In addition to the basic salary, the selected applicant will receive 35% differential and 15% other allowance.
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 this contract shall apply. The initial CCNPS contract will be for an initial one year period, with the option of renewal depending on the continued need for the position and funds availability.
7. PLACE OF PERFORMANCE: Baghdad, Iraq
8. SECURITY LEVEL REQUIRED: A Security Certification granted by US Embassy Baghdad Regional Security Officer is required.
9. STATEMENT OF DUTIES: The duties and responsibilities of the USAID Project Management Specialist will include as follows:

   a) Basic Function of Position:

   The Computer Management Specialist is the senior member of a three-position Information Management Services Team within the Executive Office of USAID/Iraq. The Computer Management Specialist has partial management responsibility for providing a technological vision through Information Systems Administration, Technology and Information Services Support. Core duties are in the areas of systems administration, network operations, secure operations, user account management, asset management, technology adoption and application support. The incumbent is in charge of the technical oversight of information technology and related activities, which may include, but are not limited to: hardware/software installation and maintenance, application testing and support, client/helpdesk services, and system backup/recovery. The incumbent is also the implementer of computer systems policies regarding information systems security and computer systems usage.

   b) Major Duties and Responsibilities:

   The duties and responsibilities of the Information Management Specialist will include, but are not limited to, the following:

   **A. Information Systems Administration and Management (40%)**

   *System Administration:*
   USAID Mission operations are supported by an IT infrastructure of systems whose integrity, confidentiality, and availability is dependent upon routine support functions by Mission IT, M/CIO, and other service providers. The Computer Management Specialist maintains the backend process
engines, plans future technology projects, and in coordination with M/CIO, maintains a seamless infrastructure that supports the attainment of Mission strategic objectives. Specific functions and tasks performed under system administration are, but not limited to: server support, desktop support, mobile device support, virtual desktop interface support, and troubleshooting and service desk application support.

**Account Management:**
The Computer Management Specialist is responsible for managing Mission staff accounts in Active Directory and accounts to all non-core systems at the Mission such as the file server, print server and, Mission application server. Specific functions and tasks performed are, but not limited to: creating/disabling user accounts, assisting the Local Registration Authority (LRA) to activate and maintain the PIV-A cards, transferring user accounts, creating distribution lists, personal identification verification, and user onboarding and training.

**Asset Management:**
The Computer Management Specialist is the primary custodian for all technology assets at the Mission. She is responsible for the full IT asset lifecycle, from planning to disposition. This includes recommending technology acquisitions, adhering to policy requirements for procurement, asset provisioning, inventory control, and disposal of technology assets in accordance with Agency policies. She will maintain an electronic inventory and database of all assets, and document all equipment issued for assets signed out to staff, as well as those under their direct oversight, to ensure timely accountability for annual inventory inspections.

**B. Technical Operations and Information Services (30%)**

**Network Operations:**
The incumbent manages the Local Area Network (LAN) site which consists of the Missions servers, client workstations, switches, routers, and security devices. The Computer Management Specialist works in coordination with the procurement team and Department of State Information Resource Management (IRM) staff in contracting and managing the services of the local Internet Service Provider (ISP) connection. She ensures optimal operation of network systems through continuous monitoring, arranging and/or performing routine maintenance, and minimizing downtime for repairs. The Computer Management Specialist evaluates network equipment options and in coordination with CIO, determines the most appropriate configuration considering compatibility with site-specific factors. The Computer Management Specialist also coordinates with CIO to ensure continuous connection with AIDNet systems/applications and works with IRM on any issues concerning backup communication channel support.

**Information Security:**
The Computer Management Specialist seeks to maintain the availability, integrity, and confidentiality of Mission critical infrastructure supporting organizational efficiencies, and ensure compliance with USG-mandated IT reforms and policies. Specific functions and tasks performed in the area are, but not limited to: securing information systems (implementing physical and logical access controls), information assurance support (serving as the technical subject matter expert and advisor to the Executive Officer, who serves as the ISSO), security equipment installation and troubleshooting, contingency planning and disaster recovery, and audit log management.

**Technology Adoption and Application Support:**
The Computer Management Specialist actively engages with M/CIO on Agency IT initiatives and seeks out opportunities to participate in pilot programs, early adopter activities, and test studies that advance Agency goals in IT, put the Mission at the forefront of IT initiatives, and improve delivery of information services. The incumbent also provides application support by developing and/or coordinating in-house training on general business software, core Agency business applications,
and data analysis and productivity tools. S/he also keeps abreast of training opportunities for users/customers to promote awareness of the most current technology tools and information management practices.

Program Support and Direct Engagement:
The incumbent will support, as needed, Agreement/Contracting Officer Representatives in monitoring the acquisition, use, disposition, and security of IT equipment and software in ongoing projects managed by local USAID partners. This support will extend to pre-award surveys and other related direct engagement activities.

C. User Support (30%)

Client Services Support:
The Computer Management Specialist maintains an active dialogue with Mission staff to ensure they receive technical support for Agency approved business applications and IT hardware management issues. In doing so, s/he will provide guidance to users on how to best utilize applications to maximize productivity and ensure that the IMS team responds quickly to ticketed service requests to resolve hardware and software issues in the most efficient and effective manner possible. This includes maintenance of all client issued devices and shared/network peripheral components.

User Technical Support
Provide IT helpdesk support; respond to user calls and emails. Provide instructions to users to resolve expressed concern. Escalate difficult software and hardware problems to the senior IT personnel and the CIO help desk. Document trouble calls and resolutions, and prepare monthly helpdesk support reports. Track unresolved concerns to resolution.

Troubleshoot technical problems with applications, network, PCs, printers, scanners, and other networked equipment. As appropriate, repair defective hardware, replace hard drives, network cards, and CD drives and recover electronic files if possible. Configure and install PCs, including remote systems authorized connectivity to the network, in accordance with agency standards and approved security templates. Train users on the operation of the PC, standard applications, and security configurations required for connectivity to the USAID network. Inform users about acceptable behaviors and share supporting computer usage regulations. Communicate with State Department IT staff to add and remove users from State mail lists, and troubleshoot connectivity between systems and shared applications. Provide other Ad-hoc user support related to the IT systems as necessary.

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.

c) Supervision Received: The incumbent reports to the Supervisory Computer Management Specialist/Systems Manager. In the absence of the direct supervisor, the incumbent reports to the designated official under that capacity.

d) Supervision Exercised: The incumbent supervises one Computer Management Assistant.

10. AREA OF CONSIDERATION: Cooperating Country Nationals / Ordinarily Resident (OR): A citizen of Iraq or a citizen of another country who has the required work and/or residency permit for employment in Iraq.
11. PHYSICAL DEMANDS: The job holder will have to lift moderately heavy weights, will perform work in the IT frame room and will deal with psychologically demanding activities.

12. POINT OF CONTACT: For specific inquiries contact Human Resources, Executive Office, USAID/Iraq, Email: iraq-jobs@usaid.gov. Please carefully review the section IV “PRESENTING AN OFFER” and application procedures before submission of the application.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

1. EDUCATION: A Bachelor Degree in one of the following fields is required: computer and electronic engineering, network/information systems management, computer science, and/or computer and electrical engineering. NB: Additional education may NOT be substituted for Experience.

2. EXPERIENCE: Five years of progressively responsible experience in all of the following: operating computers, PC support, Windows 2012 Server Web Server (IIS), managing information systems and automated data processing operations are required. Some experience in process analysis, design, analytical skills in problem-solving, and technical writing skills for documentation is also required. NB: Additional experience may NOT be substituted for Education.

3. LANGUAGE: Level IV English and Arabic ability (fluent) is required (reading, writing and speaking). Language proficiency will be tested.

4. JOB KNOWLEDGE: The incumbent must be able to acquire an in-depth understanding of USAID policies, procedures, internal controls and reporting requirements. This position requires knowledge of computer systems management sufficient to assure the continued effective operation of a computer installation designed to provide automation support to the USAID Mission. The incumbent must have demonstrated expert knowledge in the following areas: Microsoft Window, MS Back Office products including MS SCCM, MS IIS and MS SQL Server; MS Office 2010 products including Access; Cisco Routers/Switches and TCP/IP network stack; Unix/Linux OS fundamentals; VMware vSphere; NetApp storage; Web technologies; Office communication equipment and support. The incumbent must have demonstrated knowledge in system design, computer networks (LAN/WAN), analysis, computer hardware, computer system operations, application support, application development, telecommunications internet/intranet connectivity.

5. SKILLS AND ABILITIES: The incumbent must have the 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 system requirements to managers in order to secure the support of computer and automation program and to maximize opportunities for automation. Ability to balance workload demands between the central system and individual user requirements. The incumbent must have exceptional communications skills to discuss computer issues in simple terms so as to pass technical information on in a way that non-technical managers can make informed decisions, to work with others as a team leader and trainer so that knowledge is passed on with confidence, encouraging team members to try new initiatives and ensuring the correct use of computer applications. The incumbent must have demonstrated exceptional analytical and planning skills required to translate problems into cost-effective, less labor-intensive solutions. The incumbent must be innovated and creative yet follow strict security guidelines. The incumbent must be able to analyze, plan, and implement sophisticated and integrated computer hardware/software systems to ensure efficient and effective performance of the mission as well as keeping systems updated and current with changing technologies. The incumbent must have excellent analytical, judgment, planning, management, and organization and teamwork skills. The incumbent must demonstrate a high level of accuracy, attention to details, punctuality, and time management. The incumbent must demonstrate excellent analytical skills.
needed to analyze options, select best practices and perform tasks. The incumbent must maintain
good working relationship with various stakeholders; have excellent customer service standards,
demonstrate excellent interpersonal skills and the demonstrated ability to operate in a high
functioning team. The incumbent must demonstrate a high level of professionalism in attitude and
appearance as s/he will represent the United States Government when dealing and meeting with
vendors and service providers. The incumbent must have demonstrated time management skills to
ensure work objectives for a section are attained. The incumbent must have the ability to handle
stress and competing demands in order to complete work in a timely manner.

III. EVALUATION AND SELECTION FACTORS

Basis of Evaluation: Offerors who clearly meet the aforementioned minimum/required education,
experience, and language requirements may be further evaluated and ranked based on the below evaluation
and selection factors and through review of the offeror’s submitted written application materials (see section
IV below). Those highest-ranked offerors will be considered within the competitive range, and may be
further evaluated through language, technical tests and interviews to determine the most qualified/highest-
ranked offeror. Reference checks will be conducted with the highest-ranked offeror at the conclusion of
evaluations and as part of the responsibility determination process. Any offeror not receiving satisfactory
reference checks will no longer be considered for the position. Negotiations will be conducted with the most
qualified/ highest-ranked offeror who has successfully passed the responsibility determination process.

1. Education (10 points)
2. Prior Work Experience (25 points)
3. Language Proficiency (20 points)
4. Job Knowledge (20 points)
5. Skills and Abilities (25 points)

Total points = 100

IV. PRESENTING AN OFFER

1. Eligible Offerors are required to submit all of the following documents in order to be considered for the
position:
   a) AID 309-2 (Offeror Information for Personal Services Contracts with Individuals) Form, which is
      signed or it will not be accepted;
   b) Most current Curriculum vitae or resume describing all your current and previous experience;
   c) Copy of your Jinsiya (must) and passport (if available);
   d) Three professional references, which could be your current and former supervisors and be able to
      comment on your suitability for employment, with telephones and e-mail contacts to be provided on
      a separate sheet. References may not be relatives, friends or members of your household.

Applications must be forwarded only via email on the email: iraq-jobs@usaid.gov address. Only
signed applications submitted on the prescribed application form (AID 309-2) and on the given email
address will be considered. When submitting an application, the solicitation number and the title of the
position MUST be mentioned in the subject line. Incomplete applications, unsigned form and/or
applications received after the closing date will not be considered.

USAID/Iraq reserves the right to obtain from previous employers relevant information concerning the
applicant's past performance and may consider such information in its evaluation. Only short listed
candidates will be contacted for the test/interview.
Applicants should retain for their records copies of all enclosures which may accompany their applications. Do not attach original documents to your application as they will not be returned. The applicants should be able to produce original documents when required that include educational certificates, experience certificates and Jinsiya (a proof of nationality).

2. 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.

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 Contracting Officer (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 forms.

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.

VII. TAXES

The selected offeror will be responsible for payment of all taxes required by local law.

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

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


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.

USAID/IRAQ is an equal opportunity employer committed to a staff composition that reflects the social and ethnic diversity of Iraqi society. Applicants from disadvantaged and under-represented ethnic groups, women, and people living with disabilities are encouraged to apply.