



USAID | UZBEKISTAN

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 14/2021
ISSUANCE DATE: April 5, 2021
CLOSING DATE/TIME: April 26, 2021

SUBJECT: Solicitation for Cooperating Country National Personal Services Contractor (CCN PSC) Executive and Computer Management Specialist, FSN-11, USAID/Uzbekistan, Tashkent

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.

Only short-listed candidates will be contacted. No late submissions will be accepted.

Sincerely,

Michael Teske
USAID/ Central Asia Contracting Officer

ATTACHMENT TO SOLICITATION NO. 14/2021

I. GENERAL INFORMATION

- 1. SOLICITATION NO.:** 14/2021
- 2. ISSUANCE DATE:** April 5, 2021
- 3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** April 26, 2021 (6 p.m. Tashkent Time)
- 4. POSITION TITLE:** Executive and Computer Management Specialist, FSN-11
- 5. MARKET VALUE:** \$ 41,915 - \$ 54,355 gross per annum equivalent to FSN-11 (incl. allowances)
In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Uzbekistan.
Final compensation will be negotiated within the listed market value.
- 6. PERIOD OF PERFORMANCE:** Full-time: 40 hours per week
- 7. PLACE OF PERFORMANCE:** USAID/Uzbekistan, Tashkent
- 8. SECURITY LEVEL REQUIRED:** FSN SBU
- 9. STATEMENT OF DUTIES:**

BASIC FUNCTION OF POSITION:

The incumbent serves as a technical specialist and advisor to the Executive Officer (EXO) for all administrative activities. The incumbent of this position reports to the EXO and has under his/her purview the day-to-day management, technical, advisory and assistance tasks in the entire range of administrative functions. The incumbent serves as the alter ego to the Executive Officer, representing him/her on all administrative issues and, as such, is a specialist on administrative management activities including staffing, travel, procurement, Human Resources (HR) and liaising with US Embassy ICASS ((International Cooperative Administrative Support Services) service providers. His/her advice is considered authoritative and often relied upon as the basis for decision-making. The incumbent's judgment and 'inputs' have heavy significance in Mission reports and policy decisions.

The incumbent is responsible for all USAID/Uzbekistan operational computer system activities supporting the Local Area Network (LAN) composed of Virtual Microsoft Windows Servers, hosted on the Riverbed devices; Internet, Intranet and Agency Applications Access through the local ISP link; client equipment, specifically 2030+ workstations and laptops, Mission printers and Digital scanners, Video Conferencing and mobile devices. Maintains the USAID Local Area Network (LAN), including hardware and software, performs input/output and reporting, implements, and administers all Agency-specific related practices and standards to ensure their conformance with the Agency's overall information systems policies, goals and procedures. Evaluates and projects additional resource requirements to include personnel, software, equipment, and facilities, and makes appropriate recommendations to immediate supervisor and/or Mission management. S/he remains abreast of new developments in technology and makes recommendations for the training of Mission personnel/end users, as appropriate; establishes and maintains an end user reference and materials library and ensures Agency-issued security procedures are implemented and enforced. S/he takes a lead role in monitoring and maintaining security status of USAID workstation, laptops, servers, mobile devices, and maintains and troubleshoots mission VoIP link.

MAJOR DUTIES AND RESPONSIBILITIES:

Executive Management Duties:

70 %

The Executive and Computer Management Specialist is involved in program and administrative operations of Mission Management. The incumbent is an advisor to Mission Management on matters related to administration, logistics, operations, and procurement. The Job Holder participates in the development of the administrative budget and Mission OE (Operational Expenses) procurement plan. S/he is responsible for the prompt and appropriate obligation of administrative funds. The incumbent is the Mission specialist on USAID and State Department regulations, policies, and procedures. S/he interprets, explains and enforces all regulations. S/he is also responsible for reviewing all Mission management processes and instituting changes, if necessary and making recommendations to Mission Management on major policy issues.

POLICY MATTERS

Actively participates with Senior Mission Management in the determination and implementation of policy on such matters as administrative and logistical support and makes recommendations to Mission management on major administrative policy issues. Reviews and updates USAID Mission Orders and directives on all Mission administrative policies, procedures and practices, and program activities as required. As the USAID FSN specialist on local conditions and practices, provides guidance and advice to Mission Management on the implementation of policy regarding such matters as life, safety, and security requirements.

The Job Holder is the principal point of contact with ICASS service providers supporting American personnel and as such, works closely with General Services Office (GSO), customs and shipping, housing, Community Liaison office (CLO) and other management services of the US Embassy.

S/he works closely with the Regional Human Resources Specialist in Almaty on USDH (US Direct Hire) or USPSC (US Personal Service Contractor) personnel movements, specifically in communicating and coordinating the administrative support and logistics of USDH arrivals and departures with the CLO and GSO staff (e.g., leasing, customs and shipping, etc.). As the principal liaison, addresses inquiries from the incoming USDH and USPSC staff, and manages any administrative or logistical issues with the ICASS service provider at the US Embassy.

The incumbent is responsible for ensuring that appropriate management controls are in place and for assisting in the processing of administrative procurement actions executed by EXO. S/he will monitor the procurement cycle (i.e., acquisition, receipt, and distribution) and timely interface with ICASS service personnel. Resolve issues that may arise with the import/export clearance/warehousing process with the respective ICASS service providers. Monitors OE budget and establishes annual NXP (non-expendable) and IT procurement plans in coordination with EXO. Serves as a Requestor and Buyer in USAID's procurement database Global Acquisition and Assistance System (GLAAS), and an Approver in ARIBA to process procurement actions via Purchase Order, Purchase Card, or ICASS.

Computer Management Duties:

30 %

Computer Equipment Operations and Account Management: S/he is responsible for downloading the correct Windows or IOS image and installing it to all Mission owned Windows Laptops/notebook computers and Desktops; ensures that all Mission owned laptop/notebook computers are encrypted; monitors the installation of the Security patches, System and Application updates. Installs, maintains, and troubleshoots peripheral equipment, such as printers, Digital scanners, and Video Conferencing Equipment. This includes ensuring that printers, and other network devices are properly configured in accordance with M/CIO guidance to avoid security vulnerabilities. Ensures overall compliance with Agency and Federal ADP guidelines, policies, and procedures. S/he installs, configures, maintains, troubleshoots, and provides guidance in the operation of various software products including Google suite applications. 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. Monitors the use of passwords, log-in IDs, and overall computer security. Provides and/or recommends automation techniques to improve hardware and software operations.

Network Maintenance: As an Executive and Computer Management Specialist, s/he is responsible for maintaining the local area network (LAN) site, wide area (WAN) and Electrical network equipment. In coordination with M/CIO, the incumbent ensures that Mission network infrastructure is reliable, efficient, and meets service level agreements; coordinates with the Bureau for Management/ Chief Information Officer (M/CIO) Network Team and works with the local ISP to ensure continuous connection with USAID wide area network systems. S/he maintains a fully functional electrical network to provide an uninterrupted electrical power supply (UPS) to the Mission systems; works closely with the Embassy Electricians to ensure appropriate power source and cabling, and routine testing and maintenance.

Server Operations: The incumbent is responsible for the supporting and maintenance of server operations - review of event logs for possible incidents for further analysis, inspecting warning lights on server hardware, checking resource allocations such as storage space, data access users' entitlements/permissions, user account creation (with assistance of USAID Account Administration group), print server management, DHCP scope IP allocations, data recovery procedures, imaging servers, among other tasks.

Mobile Devices: The incumbent is responsible for managing Mission iPhones and iPads. This includes ordering, configuring, updating, troubleshooting and proper disposal of the devices.

Asset Management: S/he is responsible for accounting for IT equipment, conducts an annual Mission inventory to update and maintain accurate record keeping in Mission and M/CIO databases. Provides tracking of the licenses, hardware spares and consumables, initiating orders when an item reaches its "ordering level" or license needs a renewal.

Supervision Received: The Executive and Computer Management Specialist reports directly to the Mission Executive Officer or in his/her absence to the Deputy Mission Director or designee. Handles most of work independently in accordance with established policies and USAID/Washington, M/CIO administrative guidelines. The individual shares full responsibility for the independent conceptualization, formulation, planning, devising or development of methods to perform the full scope of management support services to USAID.

Supervision Exercised: The incumbent will provide no direct supervision.

10. AREA OF CONSIDERATION: All HOST COUNTRY NATIONALS

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

12. POINT OF CONTACT: USAID/Central Asia Human Resources Office, e-mail: CentralAsiaJobs@usaid.gov (with autoreply) and/or almatyhr@usaid.gov

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

a. Education: A Bachelor's Degree or the local equivalent in computer science, Business Administration, Social Sciences, or other applicable field.

b. Prior Work Experience: Minimum of five years of progressively responsible, professional-level experience in performing a variety of management support service operations including, experience in computer operations, development and programming, management of a technical or administrative nature requiring the extensive use of analytical, judgmental and

communication skills, travel, communications and records, property management, procurement/contracting, and/or similar administrative management operations.

c. Language Proficiency: Fluent (Level IV) English and Russian, Good Working Knowledge (Level III) Uzbek.

d. Job Knowledge: Ability to become knowledgeable regarding all applicable US Government (USG) regulations, laws, policies and requirements, such as the Administrative Directives System (ADS), Foreign Affairs Manual (FAM), Foreign Affairs Handbook (FAH), ICASS Directives, Guidelines and Systems, Federal Acquisition Regulation (FAR) and USAID Acquisition Regulation (AIDAR), including applicable Department of State and other Standardized Regulations and Federal Travel regulations, pertaining to administrative management. Expert knowledge and understanding of state-of-the-art management practices and principles is required. Ability to become knowledgeable regarding USAID regulations, policies and procedures bearing on project design, implementation and monitoring; methods of project financing and implementation; financial management and general administration is required. Requires familiarity with regional business and commercial practices. Extensive background in administrative management operations and practices is essential for effective performance. The position requires the individual to serve as one of the two principal specialists on USG and USAID administrative-related matters.

e. Skills and Abilities: The ability to work effectively as a team member in a diverse team environment is required. Excellent interpersonal skills, tact, and diplomacy are required. The incumbent should also have good leadership skills, and a personality that inspires confidence in FSN employees and permits the maintenance of effective working relationships with employees and supervisors. A high level of analytical skill, professional expertise, and sound judgment is required. Management analysis skills are essential.

Strong technical skills to troubleshoot, diagnose and resolve hardware and software problems and to maximize the capability of the Mission computer resources and telecommunication systems are required. Managing computer and automation issues from conceptualization and planning all the way through to implementation, operations and monitoring is required. Job holder must be sufficiently skilled to identify and evaluate new technological developments and gauge their appropriateness for use within the Mission. Must be able to interact with appropriate individual(s), departments within USAID's M/CIO in Washington and Mission personnel on a myriad of complicated technical issues; gaining acceptance of findings, recommendations and decisions relative to computer support; resolving priority issues, system limitations and downtime with appropriate Mission personnel; and coordinating vendor representatives/ contractors support services.

Strong organizational skills are required. Must be able to provide training, advice and support to U.S. Direct-Hire, U.S. Personal Services Contractor(s) and Host-Country Colleagues on administrative/operational procedural changes that impact on Mission administrative management support operations. Must be able to interact effectively with senior officials in USAID and U. S. Consulate, and the private sector in order to convey expertise in administrative management advice and direction. Must be able to make formal presentations to the Mission Director and other senior USAID officials and committees.

III. EVALUATION AND SELECTION FACTORS

Applicants will be evaluated against the following criteria:

1. Education (10 points)
2. Prior Work Experience (20 points)
3. Language Proficiency (20 points)
4. Job Knowledge (20 points)

5. Skills and Abilities (30 points)

IV. PRESENTING AN OFFER

1. Eligible Offerors must fully meet the minimum qualification requirements. Qualified individuals are requested to submit a cover letter and curriculum vitae addressing each selection criterion detailed below with specific and comprehensive information supporting each item; and names, contact numbers, and addresses of three professional references.

Packages should be received by **COB Monday, April 26, 2021** via e-mail: CentralAsiaJobs@usaid.gov and/or almatyhr@usaid.gov

Only short-listed candidates will be contacted. No late submissions will be accepted.

USAID/Uzbekistan reserves the right to obtain from previous employers relevant information concerning the applicant's past performance and may consider such information in its evaluation. If an applicant does not wish USAID to contact a current employer for a reference check, this should be stated in the applicant's cover letter, and USAID will delay such reference check pending communication with the applicant.

2. Offers must be received by the closing date and time specified above and 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 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 necessary forms.

VI. BENEFITS/ALLOWANCES

According to Local Compensation Plan.

VII. TAXES

The contractor is solely responsible for all taxation obligations in accordance with cooperating country laws. USAID reserves the right to request proof of payment of taxes by the employee.

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> .