



Ladies and Gentlemen:

**SUBJECT:** Solicitation for a Personal Services Contractor (PSC) – USAID System Manager Position  
- USAID/Benin

**Solicitation No.:** SOL-680-15-000007  
**Issuance Date:** September 22, 2015  
**Closing Date:** October 6, 2015  
**Closing Time:** 03:00 PM noon local time

*USAID/BENIN is an equal opportunity employer. We encourage all qualified candidates to apply. Persons with disabilities will be assisted and receive reasonable accommodation.*

The United States Government, represented by the U.S. Agency for International Development (USAID) Benin is seeking applications from qualified U.S. Citizen residing in Benin, interested in providing personal services as described in the attached solicitation.

Submission shall be in accordance with this solicitation and at the place and time specified. In order to be considered for the position a candidate must meet the minimum qualifications listed in the solicitation. Any questions as well as submission of applications in responses to this solicitation must be directed to:

Francine Agblo, Acquisition and Assistance Specialist  
USAID/Benin  
Office of Acquisition and Assistance  
Boulevard de la Marina,  
01 BP 2012  
Phone 97971176  
Cotonou, Republic of Benin  
Email address: [fagblo@usaid.gov](mailto:fagblo@usaid.gov)

Please cite the solicitation number and position title within the subject line of your email. Any attachment provided via email shall be in a format compatible with Microsoft Word 2003 or PDF and not zipped. Applications letters and forms a302-3 must be signed. Incomplete and unsigned applications will not be considered.

USAID/Benin anticipates awarding one (1) Resident U.S. Citizen PSC contract as a result of this solicitation, subject to availability of funds. USAID/Benin reserves the right not to award any contract as a result of this solicitation. This solicitation does not represent a commitment on behalf of USAID. The US Government is not obligated to make an award or to pay any costs associated with the preparation and submission of an application in response to this solicitation.

Sincerely,

Satish Kumar  
Sr. Acquisition & Assistance Specialist  
USAID/Benin, OAA

U.S. Agency for International Development  
01 B.P. 2012  
Cotonou, BENIN

Tel: 229 21-30-05-00  
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## SOLICITATION INFORMATION

1. SOLICITATION NUMBER: SOL-680-15-000007
2. ISSUANCE DATE: September 22, 2015
3. CLOSING DATE: October 6, 2015 at 3.00 PM Local Time.
4. POSITION TITLE: USAID Benin IT Specialist
5. MARKET VALUE: GS-12 (US \$61,115 to US \$79,936). See IX-COMPENSATION - for further information
6. PERIOD OF PERFORMANCE: 12 months with one option year extension  
(Subject to availability of funds)
7. PLACE OF PERFORMANCE: Cotonou, Republic of Benin.
8. SUPERVISION: USAID/Benin Financial Office.
9. AREA OF CONSIDERATION: Only U.S. Citizens Residing in the Cooperating Country.

***This is a USPSC Resident Hire position. Applicant must be a US Citizen residing in Benin. U.S. Resident Hire means a U.S. citizen who, at the time of hire as a PSC, resides in the Cooperating Country as a spouse or dependent of a U.S. citizen employed by a U.S. government agency or under any U.S. government-financed contract or agreement, or for reasons other than for employment with a U.S. government agency or under any U.S. government-financed contract or agreement. A U.S. citizen for purposes of this definition also includes persons who at the time of contracting are lawfully admitted permanent residents of the United States.***

### **Background:**

The Resident hired USPSC System Management (IT) will become a full time member of Information Technology team of the Benin Office. The IT team is staffed with two positions, including: the System Manager and the Deputy System Manager. The position is intended for one year with one year option period. The position is located in the Office of Financial Management (OFM) in USAID/Benin; the incumbent will work under the supervision of the ISSO of West Africa.

### **Basic Function of the Position:**

The Resident Hired USPSC System Manager is directly responsible for the day-to-day management and operation of all Information Technology resources in USAID/Benin. S/he supports all USAID/Benin Offices, in close coordination with the Deputy System Manager. The incumbent is the first responsible for all computer operations and support of applications systems; installation, maintenance, and repair of all hardware, software and telecommunications; systems development; and, USAID/Benin Internet Web site design, development, and management. He/she is responsible for material, program, and organization of the USAID/Benin computer systems, and the automation program. S/he is also responsible for writing and debugging computer programs, when required. S/he advises USAID/Benin management on the selection for procurement and distribution of equipment and/ or software within the Mission. S/he has responsibility for interfacing with USAID Regional Mission in West Africa, USAID/Washington and for assisting USAID/Benin users in all automation matters. The position requires a broad and comprehensive

knowledge of Information Technology, including LAN/WAN management, computer hardware and software a good knowledge of PC operating systems, Windows XP 7, Server 2003, 2008, Linux, Google Chrome, Apple products, telecommunications and E-mail.

### **Major Duties and Responsibilities:**

The Resident Hired USPSC System Manager is expected to supports complex computer-based applications developed by USAID/Washington, other Missions, and other USG agencies and assists users on these applications when necessary; installs or supervises the installation of new applications and subsequent updates; and provides performance tuning of software and hardware to ensure maximum efficiency of systems throughput, disk storage utilization, and user response times. The following identifies the specific work to be performed:

### **Technical Duties: 70%**

- Under authority of Mission information systems security officer (ISSO) or his/her designee and in conjunction with USAID/West Africa Information Technology Services Division, He/she will be responsible for managing and implementing the automated information system security program to protect hardware, software, and Mission data from loss, and also ensures that the Network is compliant with ISS standards;
- Schedules and supervises computer center site installations, including all maintenance and repair for hardware, telecommunication and power control equipment, and environmental support systems;
- As LAN System Administrator, responsible for providing optimal use of existing and new technology resources. Supervises day to day network operations and maximizes system performance; provides management advisory services, user support and training; developing, implementing, and monitoring LAN Network protection system; and other related LAN duties;
- Accountable for the ADP portion of the non-expendable Property Inventory System for the mission, ensuring reconciliation with the Embassy Reporting System;
- Accountable for all Mission PC software, including ensuring compliance with 3rd party vendors copyrights laws;
- Acts as liaison with AID/W, IRM, other US Government agencies and ADP related contractors (UPSs, electrical, etc.);
- Liaise with USAID/West Africa Information Technology Services Division for the establishment and enforcement of ADP Mission Orders laying out policy and procedures relating to proper use of equipment within the Mission;
- Provides Support and maintains supervisory oversight on the Deputy Systems Manager in the effective management of the IT Office of USAID/Benin.
- In conjunction with USAID/West Africa Information Technology Services Division provide IT support to other client Missions within West Africa as requested.

### **Management Duties: 30%**

- Identify information system needs of the office in consultation with USAID/Benin and USAID/West Africa and present a procurement plan to obtain the necessary equipment and supplies needed to implement and properly satisfy those information system needs;
- Works closely with USAID/West Africa and M/CIO in Washington to establish information resource plans, projects, and comprehensive short and long range strategies for Mission automation in compliance with USAID standards and, with Mission Management, to develop

multiple-year budget estimates for acquisition of new equipment, site preparation, software procurement and/or development;

- Where necessary, acquires contract support to assist in repairing computer equipment and implementing automated systems and Mission ADP training by developing scopes of work, evaluating capabilities of prospective suppliers, advising on selection of contractors and supervising contractors;
- Responsible for designing, implementing and supervising Mission ADP training for all users,

S/he performs other duties as assigned or required.

**Required Qualifications:**

- Education and Training:** Completion a Bachelor degree or equivalent in the fields of computer science, information systems management, electronics engineering, or equivalent, is required.
- Prior Work Experience:** A minimum of five years of progressively responsible work of a program, technical, or administrative nature, with emphasis on analytical, judgmental, and expository abilities regarding the operation, management, and utilization of computer systems is required.
- Post Entry Training:** Any available training courses which are necessary to stay current in the field.
- Language:** Level IV English and French fluency (verbal and written) are required for analyzing and drafting written documentation and formal communications, and to work with overseas and local vendors and computer professionals.
- Job Knowledge:** A thorough knowledge of computer equipment operations management; hardware and software technology; technical aspects of analysis, computer application programming, telecommunications, and management advisory services; an expert knowledge of systems analysis and design techniques; computer languages.
- Skills and Abilities:** The position requires the ability to discuss complex concepts related to computer systems with non-technical users, managers, and other personnel; ability to effectively manage competing user requirements and to negotiate/devise acceptable solutions; ability to conceptualize objectives of assignments and to translate objectives into concrete plans; ability to present issues persuasively to senior management relative to system security or requirements to obtain needed support and funding; must be able to work independently and in teams; must have good technical skills to troubleshoot, diagnose, and resolve complex hardware and software problems in a cost-effective manner; must be able to relate proposed projects and priorities to the capabilities and limitations of the computer system and components; must have well-developed communication/interpersonal skills to be able to understand priorities of users and to ensure that the IT system is responsive to those needs. The Resident Hired USPSC System Manager must have strong technical communication and interpersonal skills.

**Position Elements:**

- Supervision Received:** The Resident Hired USPSC System Manager operates a high degree of independence and reports directly to the ISSO in West Africa, who establishes basic parameters of work and determines priorities and deadlines in terms of policy, priorities, results to be achieved and

basic approaches. Assignments are made orally and in writing. Routine and reoccurring work is reviewed on a period test basis, while task-oriented work is reviewed as completed.

- b. **Available Guidelines:** USAID Handbooks, the ADS, FAM, Mission Orders related to USAID operations and administration, vendor and manufacturer hardware and software manuals, training and reference materials, and consultation with USAID/Washington; and computer systems operations and management literature. Guidance is often incomplete and requires interpretation and creativity to apply to specific USAID/Benin work situations.
- c. **Exercise of Judgment:** The Resident Hired USPSC Systems Manager is expected to exercise professional judgment within parameters established by the supervisor, and to apply prescribed guidelines effectively and independently to the work. Considerable judgment is required in the analysis of hardware and software requirements, in determining which procedures are suitable for automation, in providing advice and assistance to managers, etc. Significant independent judgment is also required to balance equipment needs against budget constraints and competing priorities.
- d. **Authority to Make Commitments:** The Resident Hired USPSC Systems Manager does not have authority to make commitments on behalf of the US Government. However, the advice and recommendations provided to senior management by the Systems Manager is considered authoritative and given considerable weight in reaching commitment decisions.
- e. **Nature, Level, and Purpose of Contacts:** Frequent and continuing contact with all levels of personnel in USAID/Benin, and in USAID/Washington/CIO. The Systems Manager must be able to develop effective relationships with local hardware and software service representatives, and vendors in the US to ensure quick response at minimum cost on service requests, warranty replacements, upgrades, etc.; and, must be able to communicate effectively with all users and with a variety of contractors.
- f. **Supervision Exercised:** Exercises normal range of first line supervision over the Deputy Systems Manager.

## V. EVALUATION FACTORS: QUALIFICATIONS, TECHNICAL KNOWLEDGE, SKILLS AND ABILITIES

***Education and Training:*** A minimum of a baccalaureate degree, or the host-country academic equivalent, in the fields of computer science, information systems management, electronics engineering, or equivalent, is required **15 points**

***Knowledge and prior work Experience:***

A minimum of five years of recent, progressively responsible work in a computer-systems environment with emphasis on analytical, judgmental, and expository abilities regarding the operation, management, and utilization of computer systems is required.

A minimum of Must possess extensive knowledge of the principles, techniques and methodologies of computer systems (operations, analysis and applications, programming, connectivity, user support); familiarity with Google Chrome, G-Mail, Microsoft Office, Apple computing products and personal computing devices is highly desirable. **50 points**

***Skills and abilities:***

Ability to discuss complex concepts related to computer systems with non-technical users; ability to effectively manage competing user requirements and to negotiate/devise acceptable solutions; ability to conceptualize objectives of assignments and to translate objectives into concrete plans; ability to present issues persuasively to senior management; ability to work independently and in teams; ability to relate proposed projects and priorities to the capabilities and limitations of the computer system and components; strong technical communication and interpersonal skills. Must possess excellent interpersonal skills and be able to communicate effectively with users in a multicultural environment. The candidate must demonstrate fluency in English and French, verbal and written, are required.

**35 points**

**VI. SELECTION PROCESS:**

After the closing date for receipt of applications, a committee will be convened to review applications and evaluate them in accordance with the evaluation criteria. Applications from candidates who do not meet the required selection criteria will not be scored. As part of the selection process, finalist candidates may be interviewed either in person or by telephone at USAID's discretion. Reference checks will be made only for applicants considered as finalists. 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. Only finalists will be contacted by USAID with respect to their applications. ***The final selected candidates must obtain security and medical clearances within a reasonable period of time (USAID will provide details regarding these clearances to the selected candidate).***

**VII. LOGISTIC SUPPORT:**

The logistic support provided by USAID/Benin includes office space and equipment, transportation in country for official meetings, work related travel arrangements/tickets.

**VIII. INSTRUCTION**

Interested applicants must submit:

- (i) Most recent curriculum vitae or resume with cover letter;
- (ii) Completed, hand-signed form a302-3; form can be found on the following link <http://www.usaid.gov/forms>
- (iii) Three references, who are not family members or relatives, with telephone and email contacts;
- (iv) Biographical data sheet – Form AID 1420

The CV/resume must contain sufficient relevant information to evaluate the application in accordance with stated evaluation criteria. The applicant's references must be able to provide substantive information about his/her past performance and abilities. USAID/Benin reserves the right to obtain from previous employers relevant information concerning the applicant's past performance and may

consider such information in its evaluation.

Applicants must be available to start work o/a November 1, 2015. This availability must be indicated on the a302-3, which must be signed; those submitted unsigned will be rejected. Applicants should retain, for their records, copies of all enclosures accompanying their submissions.

Mark submissions “SOL-680-15-000007”. Applications must be submitted by email by the closing date and time. Late applications will not be considered and will be handled in accordance with Federal Acquisition Regulations (FAR) 15.412. **No response will be sent to unsuccessful applicants.**

USAID/Benin anticipates awarding one (1) Personal Services Contract as a result of this solicitation. This solicitation in no way obligates USAID to award a PSC contract, nor does it commit USAID to pay any costs incurred in the preparation and submission of the application.

Application packages may be submitted via email to with a copy to [fagblo@usaid.gov](mailto:fagblo@usaid.gov) . Please quote the number and position title of this solicitation on the subject line of your email application.

## **IX. COMPENSATION**

The position has been classified at a GS-12 level. The actual salary of the successful candidate will be negotiated within that range depending on qualification and previous earning history. Salaries over and above the market value will not be entertained or negotiated. Only salaries and the benefits listed below will be paid.

AS A MATTER OF POLICY, AND AS APPROPRIATE, A RESIDENT HIRE USPSC IS AUTHORIZED THE FOLLOWING:

### **\*Benefits:**

1. Employee's FICA contribution
2. Health Insurance and
3. Life Insurance

**\*Other than the benefits listed above, no other benefits or allowances will be paid to the selected candidate.**

**Federal Taxes:** USPSCs are not exempt from payment of Federal Income Taxes.

## **X. CONTRACT INFORMATION BULLETINS (CIBs) OR ACQUISITION AND ASSISTANCE POLICY DIRECTIVES (AAPDs) PERTAINING TO PSCs.**

AAPDs/CIBs contain changes to USAID policy and General Provisions in USAID regulations and contracts. Please refer to this website:

[http://transition.usaid.gov/business/business\\_opportunities/cib/subject.html#psc](http://transition.usaid.gov/business/business_opportunities/cib/subject.html#psc) to determine which AAPDs/CIBs apply to this contract.

**XI. LIST OF REQUIRED FORMS FOR PSCs:**

1. Form a302-3 at <http://www.usaid.gov/forms>
2. Questionnaire for National Security Positions (SF-86)\*\*,
3. Authority for Release of Information (AID 610-14)\*\*
4. Foreign Residence Data (AID 6-85)\*\*
5. Fair Credit Reporting Act of 1970, As Amended\*\*
6. Notice Required by The Privacy Act of 1974(AID 500-5) \*\*
7. Fingerprint Cards (FD-258)\*\*.

\*\* The forms listed 2 through 7 shall only be completed upon the advice of the Contracting Officer that an applicant is the successful candidate for the job.