



USAID | UGANDA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: SOL-72061722R00013

ISSUANCE DATE: September 21, 2022

CLOSING DATE/TIME: October 20, 2022, 16:45 PM Kampala Time

Subject: Solicitation for **Resident Hire US Personal Service Contractor**

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 - (IV) Submitting an Offer** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and under-represented groups, to respond to the solicitation.

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 offer.

Any questions must be directed in writing to the Point of Contact specified in Attachment 1 at: kampalausaidjobs@usaid.gov

Sincerely,

Anne Martin
Deputy Executive Officer

ATTACHMENT 1

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** SOL-72061722R00013
2. **ISSUANCE DATE:** September 21, 2022
3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** October 20, 2022, 4:45 PM Kampala Time
4. **POINT OF CONTACT:** EXO and HR Specialist at: kampalausaidjobs@usaid.gov or 0414-306-001
5. **POSITION TITLE:** Governance and Communications Advisor (**Resident Hire – USPSC**)
6. **MARKET VALUE:** \$81,216 - \$105,579, equivalent to GS-13.
Final compensation will be negotiated within the listed market value.
7. **PLACE OF PERFORMANCE:** Kampala, Uganda. The contractor may be authorized to telework or remote work only from a location within the country of performance, in accordance with Mission policy. Telework or remote work from outside the country of performance may only be authorized in certain situations in accordance with the terms and conditions of the contract.
8. **PERIOD OF PERFORMANCE:** The base period will be two years, estimated to start on or about January 2023. Based on Agency need, the Contracting Officer may exercise three one-year periods for dates estimated as follows:

Base period	TBD – two year period
Option period 1	TBD – one year period
Option period 2	TBD – one year period
Option period 3	TBD – one year period

9. **PLACE OF PERFORMANCE:** Kampala, Uganda, with possible domestic travel of up to 10 percent as stated in the Statement of Duties.
10. **ELIGIBLE OFFERORS:** United States (U.S.) citizen or Resident Alien – resident in Uganda.
11. **SECURITY LEVEL REQUIRED:** The successful offeror must obtain a U.S. Government Employment Authorization/Facility Access only.
12. **STATEMENT OF DUTIES:**

General Statement of the Purpose of the Contract

USAID/Uganda is seeking for a qualified candidate to serve under a Personal Services Contract as Governance and Communications Advisor responsible for providing monitoring, oversight, strategy planning and communications activities in the Democracy, Rights, and Governance (DRG) Office.

The Advisor exercises flexibility, leadership, and professionalism in the execution of responsibilities related to program oversight and monitoring; program implementation; strategy planning; operations and management; and strategic communications.

The Advisor reports to the DRG Office Director.

Statement of Duties to be Performed

A. Program Implementation, Monitoring and Oversight - (30 percent of the time)

--**Activity Manager Duties:** Serve as an Activity Manager for DRG activities. Serve as the implementer's primary liaison at USAID responsible for oversight and management of awards according to the terms of the award document (contract, agreement, etc.). Activities may include technical DRG activities depending on the DRG office needs and expertise in the DRG sector.

--**Illustrative tasks:** Participate in work planning, review deliverables, oversee technical interventions, monitor, and evaluate programmatic progress, track spending and report on finances, and support USAID's collaboration, learning, and adapting approach to award management.

B. Communications – (45 percent of the time)

--**Outreach and Communications Strategy tasks:** Serve as the Communications Advisor to the DRG office responsible for producing high-level technical documents for external and internal stakeholder consumption.

--**Communications with Washington:** Respond to requests for information from USAID DC headquarters.

--**Illustrative tasks:** Draft success stories of the DRG activities, draft technical and analytical high level documents for the internal and external use, capacity building of the DRG staff and Implementing Partner (IP) in communications.

C. Strategy Development- (25 percent of the time)

--**USAID/Uganda Strategy Alignment:** Ensure that USAID/Uganda's DRG activities are aligned with the vision in the USAID/Uganda Country Development Cooperation Strategy (CDCS).

- **USAID/Uganda DRG office monitoring and evaluation (M&E) plans:** Monitor DRG office progress towards approved DRG M&E plans.

--**Illustrative tasks:** Participate in portfolio reviews and future CDCS revisions or drafts. Draft annual and semi-annual program progress reporting required by the USAID program office.

POSITION ELEMENTS

Post Entry Training: The shall annually complete Financial Disclosure Report (OGE 450 form) and attend mandatory annual Ethics training conducted at USAID/Uganda by the Legal Advisor. On-the-job training will be provided relating to USG specific procedures, regulations, and methods. The Advisor will be required to attend and successfully complete appropriate training courses, subject to course offerings and the availability of funds, including: Contracting/Agreement Officer Representative (C/AOR) courses leading to C/AOR certification; Project Design; Public Financial Management Risk Assessment; (A&A 104) Acquisition and Assistance Management for Contracting / Agreement Officers' Representatives, and Introduction to the Program Cycle.

Available Guidelines: USAID Automated Directives (ADS) Chapter 201; Agency Policies, USAID/Uganda Mission Orders, policy, and guidelines; USAID/USAID CDCS.

Exercise of Judgment: In instances not clearly covered by written guidelines, the Advisor will use own personal, well-informed judgment in devising innovative approaches to setting priorities and resolving technical, administrative, managerial and/or policy problems. The use of initiative, tact, diplomacy, discretion, and patience is required in dealing with colleagues at USAID, other USG government agencies, IPs, the GOU as well as representatives from donor organizations to resolve problems that arise during the course of work for which there is

often no clear or immediate solution.

Authority to Make Commitments: The Advisor has no independent authority to commit funds on behalf of the USG. However, the Advisor establishes priorities based on available guidelines and professional judgment and makes recommendations to USAID on specific activity issues or problems. As an A/COR, the Advisor shall have authority and responsibility to provide technical oversight and activities management to achieve program goals. The Advisor has the authority to represent USAID in the articulation of program objectives.

Nature, Level, and Purpose of Contacts: The Advisor shall maintain strong working relations with USAID colleagues and members of other USG agencies. The Advisor must establish and maintain a wide range of working level contacts IPs, USG agencies, donors, community members, and GOU at Ministerial and lower levels.

Support Items: The Advisor will be provided with the support services, equipment, and supplies necessary to perform the work.

Supervisory Relationship:

The Advisor works under the general supervision of the DRG Office Director. The Advisor exercises great independency to plan, prioritize, and carry out the specific activities entailed in fulfilling major duties and responsibilities including providing technical and program guidance to the DRG staff and IPs. Accomplishments are evaluated for conformance with policy and accomplishment of USAID/Uganda objectives and individual work objectives through periodic and annual evaluations.

Supervisory Controls:

This is not a supervisory position.

Sunday Pay: Sunday pay is not authorized under this contract.

Support Items: The Advisor will be provided with the support services, equipment, and supplies necessary to perform the work.

13. **PHYSICAL DEMANDS:** The work requested does not involve undue physical demands, though travel may occupy up to 10 percent of work time.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

To ensure compliance with the entire set of this solicitation instructions (please see page 6 to 9 – III. EVALUATION AND SELECTION FACTORS and IV. SUBMITTING AN OFFER sections), **the offer package must be complete and signed (hand or electronic signature) –where indicated - and offerors must include in their offers information to demonstrate that they:**

- (1) have attained the required education level; and
- (2) meet the experience requirements, etc.

USAID/Uganda expects to award a personal services contract for a United States (U.S.) Citizen or Resident Alien - offshore or resident in Uganda for a two year base period. Based on Agency need, the Contracting Officer may exercise three one-year contract extension periods.

The successful Offeror must be capable of securing a U.S. Government Employment Authorization/Facility Access only. S/he must be able to secure a medical opinion of health.

In order to be considered for the position, an offeror must meet the Minimum Qualifications listed below. Consideration and selection will be based on a panel evaluation of the Evaluation Factors. Offerors meeting the required qualifications for the position will be evaluated based on the information/ documentation presented in the offer.

Additionally, interviews and writing samples may be requested only from the top scoring offerors. Please note that not all offerors will be interviewed or contacted.

USAID reserves the right to conduct telephonic interviews with the highest-ranked offerors and make the interview a deciding factor in selection.

Reference checks will be conducted on those Offerors selected for the interview. The Offeror's references must be able to provide substantive information about the Offeror's past performance, skills, and abilities.

USAID reserves the right to obtain from previous employers and other sources - in addition to the ones provided by the offeror - relevant information concerning the Offeror's past performance, technical knowledge, required skills, including teamwork and team-building experience and may consider such information in its evaluation.

If an offeror does not wish USAID to contact a current employer for a reference check, this should be stated in the offeror's cover letter, and USAID will delay such reference check pending communication with the offeror.

USAID will not pay or reimburse for any expenses associated with the application, evaluation process (e.g., interviews, writing samples, writing tests) unless expenses are pre-authorized.

The required professional qualifications include the following and offerors must address all the elements as part of their offer in response to this PSC solicitation.

A. EDUCATION

Bachelor's degree in any professional discipline such as media, journalism, communications, international relations, marketing and/or management is required.

B. PRIOR WORK EXPERIENCE

From three (3) years of increasing experience in the development field, or program management, or program design, or communications, required.

Demonstrated experience with and understanding of development programs, preferably in the democracy, human rights, conflict, or governance space.

Demonstrated experience with USAID, USG, other multilateral or other bilateral organizations, NGOs, or IPs.

C. LANGUAGE, COMMUNICATION, AND COMPUTER SKILLS (all required)

Demonstrated Level IV (fluent) English language proficiency in speaking, reading, and writing.

Excellent written and verbal communication.

Demonstrate experience in drafting and producing high level technical documents such as reports, speeches, briefing documents, one pagers.

Ability to use standard computer programs for word processing, spreadsheets, and presentations.

TECHNICAL SKILLS AND ABILITIES: (all required)

Demonstrated ability to apply techniques for strategic planning, implementation, management, monitoring, and evaluation of DRG programs.

Demonstrated proficiency in strategy development, strategic communications, evaluation, and learning, donor coordination, and program design.

Ability to understand complex and multi-sectoral programs.

Ability to apply exception conceptual, analytical, and reasoning skills.

Ability to analyze large amounts of disparate information and use that information to target a variety of audiences.

TEAMWORK AND INTERPERSONAL SKILLS (all required)

Excellent analytical and time management skills.

Project management ability, including ability to lead and work with multicultural teams.

Demonstrated diplomacy and tact to be sensitive to USAID relationship with the GOU, other donors, and private and public organizations.

Ability to work calmly, and effectively to manage multiple tasks simultaneous or work under pressure.

Excellent organization skills to effectively coordinate multiple disciplines.

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>.

The technical evaluation committee may conduct reference checks, including references from individuals who have not been specifically identified by the offeror, and may do so before or after a candidate is interviewed.

Offers will be initially screened for compliance with the solicitation instructions and eligibility in accordance with the selection criteria below.

To ensure compliance with the entire set of this solicitation instructions (please see page 8 to 9 IV. SUBMITTING AN OFFER section), **the offer package must be complete and signed (hand or electronic signature) –where indicated –and offerors must include in their offers information to demonstrate that they** have attained the required education level and meet the experience requirements, etc.

Offerors will be evaluated and ranked based on the information provided for the five Quality Ranking Factors (ORFs) that must be addressed as required in the supplemental document – Item IV – Submitting an Offer 1 (D).

Offerors **must**, therefore, **address each of the five Quality Ranking Factors (ORFs) in their offer.** Top-ranked Offerors who meet the minimum qualification will be invited for an interview and given a written evaluation.

Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.

The five Quality Ranking Factors (ORFs) that must be addressed as required in the supplemental document – Item IV – Submitting an Offer 1 (D) are:

1. Technical Skills and Abilities (total 35 points) (all required):

Demonstrated ability to apply techniques for strategic planning, implementation, management, monitoring, and evaluation programs.

Demonstrated proficiency in strategy development, strategic communications, program management, budget cycle management, monitoring, evaluation, and learning, donor coordination, and program design.

Ability to understand complex and multi-sectoral programs.

Ability to apply exception conceptual, analytical, and reasoning skills.

Ability to analyze large amounts of disparate information and use that information to target a variety of audiences.

2. Teamwork and Interpersonal Skills (total 30 points) (all required):

Excellent analytical and time management skills.

Project management ability, including ability to lead and work with multicultural teams.

Demonstrated diplomacy and tact to be sensitive to USAID relationship with the GOU, other donors, and private and public organizations.

Ability to work calmly, and effectively to manage multiple tasks simultaneous or work under pressure.

Excellent organization skills to effectively coordinate multiple disciplines.

3. Prior Work Experience (total 25 points):

Bachelor's degree with three years substantive experience in development program management and/or DRG sector, and/or communications.

Demonstrated experience with and understanding of DRG field.

Experience with USAID, USG, other multilateral or other bilateral organizations, NGOs or implementing partners.

4. Language, Communication, and Computer Skills (total 10 points) (all required):

Demonstrated Level IV (fluent) English language proficiency in speaking, reading, and writing.

Excellent written and verbal communication skills.

Ability to use standard computer programs for word processing, spreadsheets, and presentations.

5. Education (pass/fail): Offerors will be given a passing score if they have a relevant degree.

Bachelor's degree in any professional discipline such as media, journalism, communications, international relations, marketing and/or management is required.

Evaluation Factors have been assigned the following points:

Technical Skills and Abilities - 35 points

Teamwork and Interpersonal Skills - 30 points

Prior Work Experience - 25 points

Language, Communications and Computer Skills - 10 points

Education – **Pass/Fail**

Satisfactory Professional Reference Checks – **Pass/Fail**

Total Possible Points: 100

Evaluation Factor Total – 100 points, and Pass for Education and Reference Check

IV. SUBMITTING AN OFFER

1. Eligible offerors are required to complete and submit:

A. A **signed (hand or electronic signature)** offer form AID 309-2, “Offeror Information for Personal Services Contracts with Individuals,” available at: <http://www.usaid.gov/forms>.

B. Cover letter clearly indicating the position for which you are applying.

C. Curriculum vitae/resume specifically which **MUST** include:

(i) Paid and non-paid experience, job title, location(s), dates held (month/year) and hours worked per week for each position;

-- Dates (month/year) and locations for all international field experience must also be detailed;

-- **Any experience that does not include dates (month/year), location, and hours per week will not be counted towards meeting the solicitation requirements.**

(ii) Specific duties performed that fully detail the level and complexity of the work.

(iii) Names and contact information (phone and email) of your current and/or previous supervisor(s).

(iv) Education and any other qualifications including job-related training courses, job-related skills, or job-related honors, awards, or accomplishments.

D. Supplemental [separate] document specifically addressing each QRF as outlined in the solicitation.

E. United States (U.S.) citizens or Resident Alien (currently resident in Uganda) must attach a copy of a valid work permit.

F. **Offers should be in Adobe Acrobat (.pdf). No other file types will be accepted. All documents should be scanned into one (1) document **(one (1) ATTACHMENT)** which should not exceed 10MB.**

Documents should be arranged and scanned in this order:

- (i) **Signed (hand or electronic signature)** offer form AID 309-2
- (ii) Cover Letter
- (iii) Completed Curriculum vitae/resume
- (iv) Supplemental documents
- (v) Valid work permit – if applicable

G. Submitted offers and documents become the property of USAID and will not be returned.

2. Offers must be received by the closing date and time specified in **Section I, item 3**, and submitted by email to EXO and HR Specialist at: kampalausaidjobs@usaid.gov **Incomplete or late applications will not be considered.**

No other form of submission will be permitted (e.g., courier, fax, or hand delivery). The US Government will not be responsible for incomplete/corrupted or missing information in electronic submissions and these applications may not be accepted. USAID will only confirm receipt and print out the electronic submission. USAID will not ensure quality or completeness of electronic files attached to the e-mails. The Offeror assumes all risk related to an electronic submission. Late offers or delayed electronic submissions will not be accepted.

3. Offeror submissions must clearly reference the number of this Solicitation to ensure the offer is for the position in this Solicitation.

For this position, the subject line must read: SOL NUMBER TITLE OF POSITION, LAST, FIRST CANDIDATE NAME OR 72061722R00013 Governance and Communication Advisor, Smith Jose

4. Ensuring Adequate COVID-19 Safety Protocols for Federal Contractors - The Offeror will be required to show proof that the Offeror is fully vaccinated against COVID-19 on or before the first date of onboarding, or submit an approved reasonable accommodation to the CO. If the contractor does not meet this requirement the contract may be terminated.

* See Notice Regarding Any Court Order Affecting the Implementation of E.O. 14042 in Section VIII below.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

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 forms relating to:

- 1. Security Eligibility/Employment Authorization – Facility Access only
- 2. Medical Clearances/Certifications

VI. BENEFITS/ALLOWANCES

As a matter of policy and as appropriate, the resident American and Alien contractor will be compensated in accordance with AIDAR Appendix D. Resident American and Aliens are not eligible for fringe benefits, differentials, or allowances. They are eligible for contributions to health insurance and life insurance. Benefits include sick and annual leave as described in AIDAR Appendix D

https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf

VII. TAXES

USPSCs are required to pay Federal income taxes, FICA, Medicare, and applicable State Income taxes.

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

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

1. USAID Acquisition Regulation (AIDAR), Appendix D and J including contract clause “General Provisions,” available at https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf.

2. PART 52—SOLICITATION PROVISIONS AND CONTRACT CLAUSES
Subpart 52.2—Text of Provisions and Clauses

ENSURING ADEQUATE COVID-19 SAFETY PROTOCOLS FOR FEDERAL CONTRACTORS (OCT 2021)-Alternate 70 (OCT 2021) (M/OAA-DEV-FAR-22-01c)

(a) *Definition.* As used in this clause -
United States or its outlying areas means—

- (1) The fifty States;
- (2) The District of Columbia;
- (3) The commonwealths of Puerto Rico and the Northern Mariana Islands;
- (4) The territories of American Samoa, Guam, and the United States Virgin Islands; and
- (5) The minor outlying islands of Baker Island, Howland Island, Jarvis Island, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, Palmyra Atoll, and Wake Atoll.

(b) *Authority.* This clause implements Executive Order 14042, Ensuring Adequate COVID Safety Protocols for Federal Contractors, dated September 9, 2021 (published in the Federal Register on September 14, 2021, 86 FR 50985).

(c) *Personal Services Contracts with individuals.* As a matter of policy, the contractor must comply with the USAID’s guidance applicable to direct-hire federal employees.

(End of clause)

Notice Regarding Any Court Order Affecting the Implementation of E.O. 14042

USAID will take no action to enforce the clause (FAR 52.223-99) implementing the requirements of Executive Order 14042, absent further written notice from USAID, where the place of performance identified in the contract is in a U.S. state or outlying area subject to a court order prohibiting the application of requirements pursuant to the Executive Order (hereinafter, “Excluded State or Outlying Area”). In all other circumstances, USAID will enforce the clause, except for contractor employees who perform substantial work on or in connection with a covered contract in an Excluded State or Outlying Area, or in a covered contractor workplace located in an Excluded State or Outlying Area. A current list of such Excluded States and Outlying Areas is maintained at <https://www.saferfederalworkforce.gov/contractors/>.

3. 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: R497 - Accounting Info: Appropriation: 7221/221021 BBFY Fund: DV/2021/2022 617-DO3-SYS-22-PO.2-01-CS-AO	1	LOT	USD TBD	USD 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: R497 - Accounting Info: TBD	1	LOT	USD TBD	USD 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: R497 Accounting Info: TBD	1	LOT	USD TBD	USD TBD at Award after negotiations with Contractor
3001	Option Period 3 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	1	LOT	USD TBD	USD TBD at Award after negotiations with Contractor

4. Acquisition and Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs> - as indicated and applicable to USPSC offshore or resident hires.

AAPD/CIB No.	Title/Issued Date	Subject Category
AAPD 21-04 Revision 3 (PDF 382K)	EXECUTIVE ORDER 14042 ON ENSURING ADEQUATE COVID-19 SAFETY PROTOCOLS FOR FEDERAL AWARDS (FAR Deviation No. M-OAA-DEV-FAR-22-01c) – December 14, 2012 AAPD No. 21-04, ATTACHMENT 4 - Letter for contracts with performance requiring physical access to USAID domestic facilities. [165K PDF] AAPD No. 21-04, ATTACHMENT 5 - Letter to Individuals with Personal Services Contracts [166K PDF] AAPD 21-04 ATTACHMENT 6: Overview of Applicability of FAR 52.223-99 [200K PDF]	Acquisition Management, PSCs
AAPD 21-01 (PDF 221K)	Applicability of FAR 4.21 to USAID personal services contracts with individuals under the AIDAR Appendices D and J – March 26, 2021	Acquisition Management
AAPD 10-01 (PDF 47 kb)	PERSONAL SERVICES CONTRACTS -- CHANGES IN USG REIMBURSEMENT AMOUNTS FOR	Personal Services

AAPD/CIB No.	Title/Issued Date	Subject Category
AAPD 06-08 (PDF 35 kb)	HEALTH INSURANCE AND PHYSICAL EXAMINATION COSTS – 01/08/10 AIDAR, APPENDICES D AND J: USING THE OPTIONAL SCHEDULE TO INCREMENTALLY FUND CONTRACTS – JUNE 23, 2006	Contracts Personal Services Contracts

5. **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>.

6. **PSC Ombudsman.** The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the agency. Please visit our page for additional information: <https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>

The PSC Ombudsman may be contacted via: PSCOmbudsman@usaid.gov.

[END SOLICITATION]