



USAID | UGANDA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72061722R10017

ISSUANCE DATE: May 2, 2022

CLOSING DATE/TIME: May 31, 2022, 4:45:00 PM Uganda Time

SUBJECT: Solicitation for a Cooperating Country National Personal Services 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- (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.

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 Attachment 1 at: kampalausaidjobs@usaid.gov

Sincerely,

**Anne M.
Martin**
Anne Martin
Deputy Executive Officer

Digitally signed by
Anne M. Martin
Date: 2022.04.26
08:17:17 +03'00'

I. GENERAL INFORMATION

- 1. SOLICITATION NUMBER:** 72061722R10017
- 2. ISSUANCE DATE:** May 2, 2022
- 3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** May 31, 2022, 4:45:00 PM Uganda Time
- 4. POINT OF CONTACT:** EXO and HR Specialist at: kampalausaidjobs@usaid.gov
- 5. POSITION TITLE:** Development Assistance Specialist (Mission Environment Officer (MEO))
- 6. MARKET VALUE:** UGX 157,828,400 – 232,334,711 per annum, equivalent to FSN-11. In accordance with AIDAR Appendix J and the Local Compensation Plan of USAID/Uganda. Final Compensation will be negotiated within the listed market value.
- 7. PERIOD OF PERFORMANCE:** Employment under this contract is of a continuing nature. Its duration is expected to be part of a series of sequential contracts; all contract provisions and clauses and regulatory requirements concerning availability of funds and the specific duration of this contract shall apply; always subject to the right of early termination.

The initial term of the contract will be five years, which shall include a probationary period of six months to a year. Employees who do not meet the required standards for their position during this probation period may be reassigned to another position or terminated at the convenience of the U.S. Government. Employees are expected to demonstrate qualifications and general suitability for continued employment during the probationary period. If with written justification, the probationary period may be extended for another period not exceeding six months.

- 8. PLACE OF PERFORMANCE:** Kampala, Uganda with possible travel as described in the Statement of Work.
- 9. ELIGIBLE OFFERORS:** “Cooperating Country National” shall mean the individual engaged to serve in the Cooperating Country under this contract.

10. SECURITY LEVEL REQUIRED: Employment Authorization

11. STATEMENT OF DUTIES:**(1) General Statement of Purpose of the Contract**

The USAID Development Assistance Specialist (Mission Environmental Officer (MEO)) position is located in the Environment and Natural Resources Management (ENRM) unit of USAID/Uganda’s Economic Growth (EG) Office. The EG Office includes four other units, namely, Agriculture Sector Development, Resilience and Nutrition, Private Sector and Policy Unit (PSU), and Program Support.

The Specialist is officially designated as the MEO responsible for providing technical resource in strategic planning, program and activity design, budgeting, implementation, monitoring, and evaluation of the entire Mission portfolio for environmental compliance. As MEO, the Specialist ensures all Mission programs/projects/activities are in compliance with Title 22 of the U.S. Code of Federal Regulation (22 CFR 216 or “Reg. 216”) – by providing:

- (1) Environmental compliance oversight for USAID projects throughout Uganda.
- (2) Technical and management support to the mission on environmental issues, projects, and programs.
- (3) Promoting integrated environmental awareness throughout the Mission.

The Specialist exercises extensive judgment in planning and carrying out tasks, in resolving problems and conflicts and in taking steps necessary to meet deadlines and works closely with members from USAID/Uganda technical and management offices, the USAID/East Africa Regional Environmental Officer (REO), USAID/East Africa Regional Legal Advisor (RLA), and the USAID Washington Africa Bureau Environmental Officer (BEO).

(2) Statement of Duties to be performed.

A. Advanced Technical and Legal Advice on Environmental Compliance – 50%

The Specialist serves as the Mission's Environmental Officer (MEO). The Specialist:

Serves as technical advisor to the Mission, ensuring its portfolio of programs, projects and activities are in compliance with the requirements of 22 CFR 216, USAID Environmental Procedures and with the GOU environmental and social safeguard regulations.

Provides substantive guidance to the Front Office, Technical Offices, Agreement Officer's Representatives/Contracting Officer's Representatives (AORs/CORs), and the Office of Acquisition and Assistance in the drafting of USAID environmental compliance documentation, notably the Initial Environmental Examinations (IEEs) and Requests for Categorical Exclusions.

Reviews and approves, as delegated by the Mission Director, environmental compliance documentation at the USAID/Uganda Mission for quality and completeness to ensure all USAID-funded procurement and activities implemented by the Mission and its partners conform to USAID environmental regulations (22 CFR 216), ADS 204 environmental procedures, and related environmental guidance and provisions of U.S. law in consultation with the Resident Legal Officer, the Regional Environmental Office, the Africa Bureau Environmental Officer and the Agency Environmental Coordinator.

Creates and manages the Mission's environmental compliance tracking and monitoring database; maintains electronic and paper files of all environmental compliance related documents.

Advises technical and management offices on environmental compliance requirements of 22 CFR 216 and ADS 204, including providing formal clearance of Activity Approval Memos and Activity Amendment Memos prior to Mission Director approval.

Coordinates the review of Environmental Review Checklists and Mitigation Monitoring Plans in consultation with the AOR/COR and Implementing Partners.

Develops the annual environmental compliance monitoring report as part of the Performance Plan and Report, and the perform analysis and prepare required "Environmental Compliance" section of the Operational Plan.

In consultation with the Contracting Officer, develops and maintains activity-specific environmental compliance language for use in awards and solicitations.

B. Monitoring, Technical and Management Support - 25%

The Specialist is responsible for providing backstop guidance and technical assistance as requested on procedures, rules, and regulations, as they apply to priority environmental and natural resources management issues. This includes identifying and communicating significant plans, challenges, and issues to the Technical Offices and the Program Office, advising on environmental programming best practices, Mission Orders,

Mission Director approvals, portfolio review findings, adherence to Foreign Assistance Act Section 118/119 Tropical Forest and Biodiversity Analysis, and other decisions.

Participates as a member of Technical Evaluation Committees for proposal review and staff selection and will be expected to respond regularly to specific technical guidance requests (e.g., biodiversity, water, oil, climate change, etc.) and link USG personnel with other experts in the field as necessary.

Provides technical backstop support as a COR/AOR and/or Activity Manager, as required. In this regard, the Specialist will participate on project and program designs, strategy development, evaluations, technical reviews, and monitoring closely with Program Office and AORs and CORs.

Serves as representative on relevant international donor groups in Uganda, and liaise with USAID colleagues and partners in Washington, D.C. on environmental issues to promote coordination and relationship building.

C. Capacity Building and Promoting an Environmental Mission-wide Attitude - 25%

The Specialist champions Mission environmental awareness in decision-making, promotes integration of environmental values, enhancing program design and monitoring, impact, and sustainability, ensuring unintended environmental risks are avoided, while enhancing positive outcomes and maximizing results. In this capacity, the Specialist:

Enforces, along with the USAID/East Africa Regional Legal Advisor and USAID/Uganda Contracting Officers, the application of environmental compliance procedures. This entails the implementation of CFR Reg. 216 Best Practice Reviews to enhance mission-wide environmental compliance.

Promotes incorporation of environmental provisions from 22 CFR 216 documentation into procurement instruments as appropriate, and relevant guidance to Contract Specialists and Contract/Agreement Officer Representatives.

Promotes mainstreaming of environmental compliance and management, including integrated programming by participating in core planning and design teams, in activity implementation reviews and results reporting.

Leads assessments of capacity to identify gaps in USAID/Uganda staff capacity and delivers or otherwise identifies effective and efficient training delivery approaches. Serves as the lead trainer on emerging environmental compliance issues, resources, and requirements.

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.

(3) Supervisory Relationship:

The Specialist works under general supervision of the ENRM Unit Lead. Regardless of the location of the position in the organization, the MEO is formally designated by, and accountable to, the Mission Director, consistent with ADS 204. The supervisor makes assignments in terms of overall objectives and resources available. Completed work is reviewed in terms of achievement of Mission and USG Environmental and Environmental Integration goals, effectiveness in meeting Uganda and USAID objectives, and integration with other initiatives in the Office and Mission portfolio. Some technical direction may come from other professionals in the Office; in general, however, the Specialist will be expected to exercise considerable autonomy, with support from other MEOs, the REA and BEO and best judgment in discharging the duties of the assignment.

(4) Supervisory Controls:

The direct supervision of other staff is not contemplated.

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

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

Offers will be initially screened for compliance with application instructions and eligibility in accordance with the minimum qualification criteria listed below.

To ensure compliance with the entire set of this solicitation instructions (please see page 6 to 10 – III. EVALUATION AND SELECTION FACTORS and IV. SUBMITTING AN OFFER sections), **the offer package must be completed 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.

Education:

Master's degree in a field related to Environmental Science or Engineering, Environmental Conservation, Natural Resources/Environmental Management, or Environmental Law/Policy is required.

Prior Work Experience:

--Minimum of seven (7) years of progressively responsible professional experience in environmental work is required. This should include experience in working for donor organizations, Government of Uganda organizations or private sector institutions in the application of environmental impact assessment or closely related regulations, standards, policies, and best practices.

--Experience must demonstrate the ability to prepare and/or review environmental scoping statements, social safeguards or resettlement plans, environmental impact assessments, and implementation of environmental management plans.

Language Proficiency:

Fluent written and oral proficiency (Level 4) in English is required to be able to: communicate effectively and accurately; to draft reports, correspondence, briefings, and other written products in accurate and grammatically correct English with little or no editing required, often under tight deadlines.

Job Knowledge:

--In-depth professional-level knowledge of development principles, concepts, and practices, especially as they relate environmental impact assessment, environmental policies, Uganda regulations, and environmental best practices and international standards in international development and the problems and policies of Uganda from the business, political, civil society, and social perspectives.

--Must have knowledge and understanding of the Uganda economic, political, social, and cultural characteristics and the region; development problems in the environmental sector in Uganda and the region; an understanding of the resources, resource constraints, and overall development prospects and priorities of Uganda and the region; and, knowledge of, or the potential to quickly acquire knowledge of, USG legislation, policy, and practice relating to USAID and USG Environmental and Environmental Integration activities, of

USAID programming policies, regulations, procedures, and documentation, and of the objectives, methodology, and status of assigned activities.

--Must have knowledge and understanding of the organization and respective roles of the different levels of GOU, to enhance effective communication, and to develop consensus on USAID strategy and program/project/activity implementation.

--Strong computer skills, including knowledge of Microsoft Office including PowerPoint, Excel, Outlook, and Word, are required.

Skills and Abilities:

1) Work effectively in teams. The ability to participate in and lead teams, adapt to the existing management team, and be a good listener is essential. The Specialist must be able to respond professionally to changing circumstances, and willingly take initiative to collaborate with team members during times of heightened workload to meet competing deadlines.

2) Communicate effectively. The Specialist must be able to communicate information in a transparent, accurate, concise, and meaningful oral and written form. The Specialist must be able to draft reports, correspondence, briefings, and other written products in accurate and grammatically correct English with little or no editing required, often under tight deadlines. Verbal communication skills will be used to advise and train technical offices and implementing partners on policies and procedures, as well as to participate in design team deliberations. The Specialist must use excellent communication and interpersonal skills to establish and develop sustainable working relationships with Mission technical and management office teams.

3) Achieve results. The Specialist must be able to plan, organize, manage, and evaluate important, diverse work projects efficiently, accurately and in collaboration with colleagues. Such skills are essential to meet deadlines and to ensure that competing priorities and/or time pressures are appropriately identified and communicated to senior staff.

4) Be flexible and versatile. The Specialist must possess the ability to remain calm in a fast moving work environment. The Specialist must also be able to work calmly, tactfully, and effectively under pressure and to demonstrate extreme flexibility to manage more than one activity at a time in the performance of daily duties and responsibilities.

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>.

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

To ensure compliance with the entire set of this solicitation instructions (please see page 9 to 10, 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 four Quality Ranking Factors (QRFs) that must be addressed as required in the supplemental document – Item IV – Presenting an Offer 1 (iv).

Offerors **must**, therefore, **address each of the four Quality Ranking Factors (QRFs) 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.

Current employees serving a probationary period are not eligible to apply. Current employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.

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

1. Job Knowledge (40 points):

--In-depth professional-level knowledge of development principles, concepts, and practices, especially as they relate environmental impact assessment, environmental policies, Uganda regulations, and environmental best practices and international standards in international development and the problems and policies of Uganda from the business, political, civil society, and social perspectives.

--Must have knowledge and understanding of the Uganda economic, political, social, and cultural characteristics and the region; development problems in the environmental sector in Uganda and the region; an understanding of the resources, resource constraints, and overall development prospects and priorities of Uganda and the region; and, knowledge of, or the potential to quickly acquire knowledge of, USG legislation, policy, and practice relating to USAID and USG Environmental and Environmental Integration activities, of

USAID programming policies, regulations, procedures, and documentation, and of the objectives, methodology, and status of assigned activities.

--Must have knowledge and understanding of the organization and respective roles of the different levels of GOU, to enhance effective communication, and to develop consensus on USAID strategy and program/project/activity implementation.

--Strong computer skills, including knowledge of Microsoft Office including PowerPoint, Excel, Outlook, and Word, are required.

2. Skills and Abilities (40 points):

1) Work effectively in teams. The ability to participate in and lead teams, adapt to the existing management team, and be a good listener is essential. The Specialist must be able to respond professionally to changing circumstances, and willingly take initiative to collaborate with team members during times of heightened workload to meet competing deadlines.

2) Communicate effectively. The Specialist must be able to communicate information in a transparent, accurate, concise, and meaningful oral and written form. The Specialist must be able to draft reports, correspondence, briefings, and other written products in accurate and grammatically correct English with little or no editing required, often under tight deadlines. Verbal communication skills will be used to advise and train technical offices and implementing partners on policies and procedures, as well as to participate in design team

deliberations. The Specialist must use excellent communication and interpersonal skills to establish and develop sustainable working relationships with Mission technical and management office teams.

3) Achieve results. The Specialist must be able to plan, organize, manage, and evaluate important, diverse work projects efficiently, accurately and in collaboration with colleagues. Such skills are essential to meet deadlines and to ensure that competing priorities and/or time pressures are appropriately identified and communicated to senior staff.

4) Be flexible and versatile. The Specialist must possess the ability to remain calm in a fast moving work environment. The Specialist must also be able to work calmly, tactfully, and effectively under pressure and to demonstrate extreme flexibility to manage more than one activity at a time in the performance of daily duties and responsibilities.

3. Prior Work Experience (20 points):

--Minimum of seven (7) years of progressively responsible professional experience in environmental work is required. This should include experience in working for donor organizations, Government of Uganda organizations or private sector institutions in the application of environmental impact assessment or closely related regulations, standards, policies, and best practices.

--Experience must demonstrate the ability to prepare and/or review environmental scoping statements, social safeguards or resettlement plans, environmental impact assessments, and implementation of environmental management plans.

4. Education (pass/fail):

Offerors will be given a passing score if they have a relevant level of education. Offerors without a relevant level of education will not be considered for award or proceed forward in the evaluation process.

Master's degree in a field related to Environmental Science or Engineering, Environmental Conservation, Natural Resources/Environmental Management, or Environmental Law/Policy is required.

Evaluation Factors have been assigned the following points:

Job Knowledge - 40 points

Skills and Abilities - 40 points

Work Experience - 20 points

Education – **Pass/Fail**

Language Proficiency - **Pass/Fail**

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

Evaluation Factor Total – 100 points, and Pass for Education, Language Proficiency and Reference Checks.

Offerors invited to an interview and written test will be evaluated based upon the same criteria described above. In addition, offerors determined to be competitively ranked may also be evaluated on interview performance, written evaluations and/or satisfactory professional reference checks.

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete and submit (**Requirements (i) - (v) below are critical for compliance of the offer. Therefore, candidates MUST pay due attention to these**):

(i) A typed and signed (**hand or electronic signature**) (around Section 6 – Declaration) DS-174 Employment Application for Locally Employed Staff or Family Member (<https://eforms.state.gov/Forms/ds174.pdf>; Version Exp. 06/2022). Offerors are required to complete sections 1 through 6. (Make sure to use **additional Work Experience pages (Section 4)**, if needed, to provide complete work history).

(ii) Cover letter (addressed to the USAID Supervisory Executive Officer) clearly indicating the position for which you are applying and describing how you meet the minimum requirements.

(iii) Complete curriculum vitae/resume. In order to fully evaluate your application, the resume must include:

(a) Paid and non-paid experience, job title, dates held (month/year). **Please specify unpaid or part time work. Any experience that does not include dates (month/year) will not be counted towards meeting the solicitation requirements. (NOTE: Resume and DS-174 work experience should match.)**

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

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

(d) Name and contact information (phone and email) of three (3) professional references. At least one of the references must be a prior or current direct supervisor.

(iv) Supplemental [separate] document specifically addressing each QRF as outlined in the solicitation.

(v) **Copies of Academic Transcripts.**

(vi) **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:

- (1) DS-174
- (2) Cover Letter
- (3) Complete Curriculum vitae/resume
- (4) Supplemental documents
- (5) Academic Transcripts

(vii) 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 to the Point of Contact in Section I at kampalausaidjobs@usaid.gov **Incomplete or late applications will not be considered.**

All qualified Offerors will be considered regardless of age, race, color, sex, creed, national or tribal origin, lawful political affiliation, non-disqualifying handicap, marital status, sexual orientation, affiliation with an employer organization or other non-merit factor.

3. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.

For this position, the subject line of the email MUST read:

SOL NUMBER TITLE OF POSITION, LAST, FIRST CANDIDATE NAME -
Ex: **72061722R10017_Development Assistance Specialist (MEO) 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.*

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 and how to complete and submit forms for obtaining medical and security clearances.

VI. BENEFITS/ALLOWANCES

As a matter of policy and as appropriate, a PSC is normally authorized the following benefits and allowances - in accordance with the U.S. Mission to Uganda's Local Compensation Plan (LCP). The plan includes basic salary, miscellaneous allowance, retirement plan, and medical insurance subsidy. Final compensation for Offerors will be negotiated within the listed market value.

VII. TAXES

Successful Offeror will be subject to Ugandan tax laws.

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

1. USAID regulations and policies governing CCNPSC awards are available at the below sources:

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 contractual General Provisions (https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf)

2. **RESERVED.**

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	Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: BBFY Fund: DV/2021/2022 APPRO: 7221/221021 617-MO-2021-FSN-SALARIES-ENV	1	LOT	UGX TBD	UGX TBD at Award after negotiations with Contractor

4. 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>

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) – <i>December 14, 2012</i> 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 – <i>March 26, 2021</i>	Acquisition Management

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]