SOLICITATION NUMBER: 72061722R10019
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 Martin
Deputy Executive Officer

Anne Martin
Digitally signed by Anne M. Martin
Date: 2022.04.27 13:37:27 +03'00'
1. **GENERAL INFORMATION**

1. **SOLICITATION NUMBER:** 72061722R10019

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:** USAID Development Program Specialist (Digital Development)

6. **MARKET VALUE:** UGX 118,018,022 – 173,277,435 per annum, equivalent to FSN-10. 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**

   USAID/Uganda’s Economic Growth (EG) Office works to reduce poverty and hunger in Uganda by fostering private and public investment in key growth sectors such as agriculture and energy, while supporting the sustainable use of Uganda’s natural resources. USAID is helping vulnerable people improve their resilience and nutritional status through their active participation in local and regional markets.

   In line with USAID’s sustainable development goals, the USAID Development Program Specialist (Digital Development) is responsible for enabling USAID/Uganda to better harness the local digital ecosystem for more effective and efficient development and humanitarian assistance programming. The Specialist will be responsible for implementing the Agency’s Digital Strategy in support of the Mission by applying her/his skills and expertise to (1) guide Mission programming in the responsible use of digital tools and approaches and (2) support the growth of an open, inclusive, and secure local digital ecosystem. This requires considering the Mission’s portfolio as a whole and providing broad and strategic support as well as detailed, technical support in response to Mission needs.
The Specialist facilitates the Mission’s implementation of the Digital Strategy and serve as the Missions’ technical professional in digital development across all of USAID/Uganda’s activities. The Specialist provides technical guidance to implement Digital Strategy initiatives within the Mission, provides technical guidance and support to all Mission sections, and works closely with Mission colleagues and leadership as well as in-country counterparts on critical digital initiatives taking place in the country (ex: 5G spectrum allocation, Digital ID, Digital Payments). In addition, the Specialist serves as the interlocutor with USAID/Washington programs, activities, and implementation mechanisms.

The Specialist supports all Mission offices as the Science, Technology, Innovation, and Partnerships (STIP) representative for the whole Mission. Responsibilities include, but are not limited to: conducting a Digital Ecosystem Country Assessment (DECA) and regularly updating the content; establishing a Digital Strategy for USAID/Uganda, providing recommendations to technical offices and Implementing Partners (IPs) on opportunities for the integration of digital tools and approaches; engaging with and influencing host nation digital policy and regulation; establishing partnerships with the host nation, other donors, private sector, and civil society on digital development; inventorying and leveraging existing platforms to achieve Mission digital priorities and goals; supporting digital integration for new program designs supporting the implementation of digital best practices as outlined in the Principles for Digital Development.

The Specialist works alongside other Regional Missions’ DDAs across geographies, other Mission staff managing digital programs across technical offices (including activity managers and COR/AORs), and fellow Mission Digital Development Advisors across the globe.

The Specialist reports to the Director, EG.

(2) Statement of Duties to be performed.

A. Technical Support and Project/Program Management (50 %)

--Support the implementation of recommendations from USAID/Uganda’s Digital Agriculture Ecosystem Assessment on addressing the agriculture sector bottlenecks.

--Provide technical and organizational advice to Mission staff and IPs in integrating digital development tools and approaches to better meet strategic objectives.

--Engage a wide set of stakeholders throughout the Mission as well as from private sector, multilateral agencies, and foreign organizations integrate digital approaches and best practices.

--Convene and participate in technical meetings, consultations and working groups with key stakeholders to address issues such as data privacy, cybersecurity, digital payments, and digital inclusion, both internally and within the wider international development and technology communities.

--Contribute to the development of digital innovations and adaptations of digital innovations to advance Mission goals.

--Introduce and advise on digital tools for development (e.g., crowdsourcing platforms or mobile data collection tools).

--Collaborate with and support related Mission programs to ensure the implementation of digital tools and services.

--Provide technical support for specific digital interventions (e.g., mobile phone based systems for real-time data collection and digital financial services, including negotiations with mobile network companies and other service providers).
--Identify and facilitate the use of appropriate implementing mechanisms that best meet program needs, facilitating professional guidance during the design of activities employing digital tools.

--Perform and/or evaluate data-driven analyses of project success in achieving stated goals. Identify opportunities for further improvement and take steps to make appropriate changes.

--Liaise with the Development Innovation Ventures (DIV) USAID office based in Washington DC, and perform Activity Manager duties for DIV grants.

--Perform AOR/COR duties for mechanisms with digital development and innovations as needed.

Digital Strategy Management (30 %)

--Lead the Digital Ecosystem Country Assessment (DECA) process, develop plans to implement recommendations, with support from headquarters and update the assessment annually.

--Establish a Digital Strategy for the Mission that identifies priorities and goals and methodologies for implementation.

--Lead the development of a Digital Development Mission Order that provides guidance to the Mission on what required steps they must take to integrate the Agency’s Digital Strategy in their work including project and activity designs, and performance management.

--Consult with Mission colleagues and IPs to offer needs-based suggestions on the utility of the Digital Strategy initiatives for improving outcomes.

--Participate in and/or lead conferences, trainings, and other means of promoting, creating knowledge, and building capacity related to the responsible use of digital technology in Agency development and humanitarian assistance activities.

--Develop partnerships and networks with local innovators, youth organizations, Non-Governmental Organizations (NGOs), cultural and religious organizations, the private sector, local media, and academia to build and provide community of practice to nurture and share innovative ideas, develop the next generation of thought leaders, and build local capacity.

--Work with headquarters to provide basic training to Mission staff on Digital Development broadly and digital approaches specifically tailored to Mission needs.

--Facilitate technical support between USAID/Washington and the Mission to support the initiatives of the four-track implementation plan for the Digital Strategy (adopt an ecosystem approach, help partners navigate risk and rewards, shift to digital by default, and build the USAID of tomorrow).

Strategic Planning and Support (20 %)

--Provide a technical perspective to ongoing Mission programming, introducing, and supporting policies and processes that enable incorporation of digital tools and analytical capacity in the Mission’s portfolio.

--Work closely with Mission staff across teams and across sectors to review and identify optimal entry points for digital tools and analytical support. Incorporate digital technology into requests for proposals (RFPs) and contracting language.

--Proactively scout for new ideas and opportunities within the local technology community, among USAID partners and externally, and include them in strategic planning for the Mission. In particular look at approaches or technologies that can be implemented in an integrated fashion across sectors or across offices.
--Build collaborative relationships within the Mission, the Agency, and with IPs, to identify and incorporate digital solutions with relevance in the local context. Keep partners appraised of progress and critical issues. As appropriate, identify additional entities capable of adding value to the project, and seek support.

--Identify opportunities for new external partnerships with the private sector, local partners and others on digital global goods, common architectures, interoperability, and public use (e.g., shared short-codes) and lead proposal and partnership development efforts in close collaboration with the Mission, and with support from the Lab where applicable.

--Prepare and present concept papers, background analyses, and briefings to build support for the use of digital tools throughout the Mission.

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 the general supervision of the Director, EG.

(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 7 to 11 – 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:

Bachelor's Degree in economics, statistics, geography, data science, information and communication technology, computer science, or other related degree supported by significant training in information and communication technology, or digital development is required.

Prior Work Experience:

--From five (5) years of progressive experience providing support and technical expertise around a variety of digital development initiatives for stakeholders in International Development, Donor Agency, or Private Sector Organization.
Experience working alongside Government of Uganda (GOU) counterparts and other key stakeholders such as private sector and non-profit sector on designing and implementing digital development initiatives or developing policy to support open, secure, and interoperable digital infrastructure is required.

**Language Proficiency:**

English Level 4 (Fluent) is required, and English proficiency will be tested.

**Job Knowledge:**

--Demonstrated tact, good judgment, and the ability to work with minimal supervision.

--Strong interpersonal and intercultural skills to ensure effective team relations and to cultivate and manage complex, multi-stakeholder partnerships.

--Ability to work with a diverse set of individuals who have varying degrees of familiarity with the potential applications for digital tools.

--Ability to effectively communicate with diverse audiences including the technology community, development practitioners and civil society with a deep understanding of current and emerging internet technology solutions as well as related policy considerations.

--Excellent written and oral communication skills including preparing communications materials, training and support resources, presentations, and reports for diverse audiences ranging from beneficiaries in developing countries to executive-level decision-makers.

--Ability to obtain, evaluate, and analyze data, and to prepare precise, accurate, and comprehensive reports; as well as recognize significant developments and trends reflected from collected data and bring it to the attention of colleagues and superiors.

--Ability to effectively advocate for USG and USAID policy positions to relevant government officials and regulators in support of USAID development goals to advance the growth of digital development.

**Skills and Abilities:**

--Ability to respond positively to shifting priorities and project timelines.

--Ability to lead, supervise, and respond to change in a high pace environment and the ability to maintain strong working relationships with colleagues. Excellent presentation and documentation skills.

--Ability to support the design and supervise the implementation of digital systems and approaches and take advantage of opportunities to work collaboratively with local governments, private sector partners, NGOs, innovators, tech communities, and others to institutionalize the use of digital technology across USAID/Uganda offices and teams.

--Ability to write and review of various types of solicitations that request sustainably designed and principled proposals and that surface the most appropriate technical solutions for a given problem.

Strong capabilities in the following technical areas of expertise:

(i) Advising organizations on how to incorporate digital solutions into their programming to support the achievement of development objectives including working with mobile devices, internet connectivity, digital financial services, and solutions for data collection, analysis, and sharing, preferably in international development, including a comprehensive understanding of solutions for Short Message Service, Interactive Voice Response, smartphones, tablets, social media, websites, and messaging apps.
(ii) Experience managing projects in line with the internationally recognized Principles for Digital Development and U.S. policies related to open data and internet freedom.

(iii) Supporting, using, or working with Digital Payment providers and/or applications with a particular focus on improving financial inclusion.

(iv) Supporting, using, or working with GIS software to include providing data analysis and data visualization products.

(v) Working with Internet Service Providers, local governments, and communities to support digital inclusion and reduce the digital divide.

(vi) Building, facilitating, coordinating, and maintaining large-scale collaborative efforts between numerous donors, NGOs, private industry partners, and other stakeholders.

(vii) Working in start-up companies/organizations. Entrepreneurial failures are considered as valuable learning experience.

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 10 to 11, 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 (50 points):

--Demonstrated tact, good judgment, and the ability to work with minimal supervision.

--Strong interpersonal and intercultural skills to ensure effective team relations and to cultivate and manage complex, multi-stakeholder partnerships.

--Ability to work with a diverse set of individuals who have varying degrees of familiarity with the potential applications for digital tools.

--Ability to effectively communicate with diverse audiences including the technology community, development practitioners and civil society with a deep understanding of current and emerging internet technology solutions as well as related policy considerations.

--Excellent written and oral communication skills including preparing communications materials, training and support resources, presentations, and reports for diverse audiences ranging from beneficiaries in developing countries to executive-level decision-makers.

--Ability to obtain, evaluate, and analyze data, and to prepare precise, accurate, and comprehensive reports; as well as recognize significant developments and trends reflected from collected data and bring it to the attention of colleagues and superiors.

--Ability to effectively advocate for USG and USAID policy positions to relevant government officials and regulators in support of USAID development goals to advance the growth of digital development.

2. Skills and Abilities (30 points):

--Ability to respond positively to shifting priorities and project timelines.

--Ability to lead, supervise, and respond to change in a high pace environment and the ability to maintain strong working relationships with colleagues. Excellent presentation and documentation skills.

--Ability to support the design and supervise the implementation of digital systems and approaches and take advantage of opportunities to work collaboratively with local governments, private sector partners, NGOs, innovators, tech communities, and others to institutionalize the use of digital technology across USAID/Uganda offices and teams.

--Ability to write and review of various types of solicitations that request sustainably designed and principled proposals and that surface the most appropriate technical solutions for a given problem.

Strong capabilities in the following technical areas of expertise:

(i) Advising organizations on how to incorporate digital solutions into their programming to support the achievement of development objectives including working with mobile devices, internet connectivity, digital financial services, and solutions for data collection, analysis, and sharing, preferably in international development, including a comprehensive understanding of solutions for Short Message Service, Interactive Voice Response, smartphones, tablets, social media, websites, and messaging apps.

(ii) Experience managing projects in line with the internationally recognized Principles for Digital Development and U.S. policies related to open data and internet freedom.
(iii) Supporting, using, or working with Digital Payment providers and/or applications with a particular focus on improving financial inclusion.

(iv) Supporting, using, or working with GIS software to include providing data analysis and data visualization products.

(v) Working with Internet Service Providers, local governments, and communities to support digital inclusion and reduce the digital divide.

(vi) Building, facilitating, coordinating, and maintaining large-scale collaborative efforts between numerous donors, NGOs, private industry partners, and other stakeholders.

(vii) Working in start-up companies/organizations. Entrepreneurial failures are considered as valuable learning experience.

3. Prior Work Experience (20 points):

--From five (5) years of progressive experience providing support and technical expertise around a variety of digital development initiatives for stakeholders in International Development, Donor Agency, or Private Sector Organization.

--Experience working alongside Government of Uganda (GOU) counterparts and other key stakeholders such as private sector and non-profit sector on designing and implementing digital development initiatives or developing policy to support open, secure, and interoperable digital infrastructure is required.

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.

Bachelor's Degree in economics, statistics, geography, data science, information and communication technology, computer science, or other related degree supported by significant training in information and communication technology, or digital development is required.

Evaluation Factors have been assigned the following points:

Job Knowledge - 50 points
Skills and Abilities - 30 points
Work Experience - 20 points

Education – Pass/Fail
Language Proficiency - Pass/Fail
Satisfactory Professional Reference Checks – Pass/Fail


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. SUBMITING 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 employee 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: 72061722R10019 USAID Development Program Specialist (Digital Development),
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:


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

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0001 Compensation, Fringe Benefits and Other Direct Costs (ODCs)
- Award Type: Cost
- Product Service Code: R497
- Accounting Info:
  BBFY Fund: DV-GFSI/2021/2022
  APPRO: 7221/221021
  617-MO-2021-FSN-SALARIES-FTF

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<td>AAPD 21-04</td>
<td>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</td>
<td>Acquisition Management, PSCs</td>
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<td>Revision 3</td>
<td>AAPD No. 21-04, ATTACHMENT 4 - Letter for contracts with performance requiring physical access to USAID domestic facilities. [165K PDF]</td>
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<td>AAPD No. 21-04, ATTACHMENT 5 - Letter to Individuals with Personal Services Contracts [166K PDF]</td>
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<td>AAPD 21-04 ATTACHMENT 6: Overview of Applicability of FAR 52.223-99 [200K PDF]</td>
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<td>AAPD 21-01</td>
<td>Applicability of FAR 4.21 to USAID personal services contracts with individuals under the AIDAR Appendices D and J – March 26, 2021</td>
<td>Acquisition Management</td>
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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](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](https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman).

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

[END SOLICITATION]