



USAID | UGANDA

FROM THE AMERICAN PEOPLE

SOLICITATION NUMBER: 72061722R10014

ISSUANCE DATE: March 21, 2022

CLOSING DATE/TIME: April 19, 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,

Sean
Mendoza

Digitally signed by
Sean Mendoza
Date: 2022.03.14
11:47:49 +03'00'

Sean Mendoza
Supervisory Executive Officer

I. GENERAL INFORMATION

- 1. SOLICITATION NUMBER:** 72061722R10014
- 2. ISSUANCE DATE:** March 21, 2022
- 3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** April 19, 2022, 4:45:00 PM Uganda Time
- 4. POINT OF CONTACT:** EXO and HR Specialist at: kampalausaidjobs@usaid.gov
- 5. POSITION TITLE:** Project Management Specialist (HIV/AIDS Care & Treatment) (two positions)
- 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**

USAID/Uganda is seeking for qualified individuals to fill the Project Management Specialist (HIV/AIDS Care & Treatment) position located in the USAID/Uganda’s Office of Health and HIV (OHH) – HIV and TB Unit.

The US President's Emergency Plan for AIDS Relief (PEPFAR) represents the US government response to the global HIV/AIDS epidemic and is the largest commitment by any nation to address a single disease in history. Thanks to American leadership and generosity, alongside the work of many partners, PEPFAR has saved millions of lives, averted millions of infections, and changed the course of the epidemic. As countries progress towards HIV/AIDS epidemic control, the point at which new HIV infections have

decreased and fall below the total number of deaths among HIV-infected individuals, PEPFAR is now undertaking the challenge of controlling the pandemic.

The USAID Project Management Specialist (HIV/AIDS Care and Treatment) serves as a technical leader and resource in strategic planning, program and activity design, budgeting, implementation, monitoring, and evaluation of HIV/AIDS Care and Treatment programs/projects/activities. The Specialist serves as the in-house subject matter leader on HIV/AIDS Care and Treatment, and the Mission and USG representative in policy, strategic, and technical engagements with the host-country Ministry of Health (MOH), U.S. Government (USG) interagency, international, and bilateral organizations, and donor agencies to address technical issues and coordinate efforts in implementation of HIV/AIDS Care and Treatment activities. The work includes serving as a Program/Project Manager and Contracting/Agreement Officer's Representative (COR/AOR) for significant and targeted interventions, service as an Activity Manager for centralized programs, providing technical assistance to the appropriate host-country Ministry in the development of host-country policies, and the design and management of in-country programs/projects/activities, reflecting best practices in HIV/AIDS Care and Treatment. The Specialist works with the host government and other donors to ensure a well-coordinated approach to HIV/AIDS Care and Treatment.

The Specialist reports to the HIV and TB Unit Lead and has no supervisory responsibility.

(2) Statement of Duties to be performed.

A. Technical and Strategic Leadership

The Specialist provides a high level technical guidance, including clinical HIV Care and Treatment recommendations, to the Mission and the Ministry of Health in HIV/AIDS Care and Treatment including counterparts and senior level officials; provides direction in the design, implementation, monitoring, and evaluation of HIV/AIDS Care and Treatment programs/projects/activities and interventions; and/ provides oversight to the annual HIV/AIDS Care and Treatment budget, ensuring costs remain within budget planning levels, and that efficiency is maximized. The Specialist works closely with other units within the Health Office, and across the USAID Mission, to optimize opportunities for cross-sectoral integration, and the leveraging of resources across the different program components; and works closely with the Health Systems Strengthening Team to ensure adequate planning towards uninterrupted availability of key HIV commodities, including antiretrovirals (ARVs), test kits, and essential laboratory reagents. The Specialist provides technical leadership in quality and performance improvement, working with key stakeholders to improve the quality of facility and community-level HIV Care and Treatment services, by applying evidence-based guidelines, approaches, and tools; and liaises with the other technical advisors and MOH staff to institutionalize and scale up quality improvement for HIV Care and Treatment service delivery

Through literature review, research and regular communication with local and international stakeholders, the Specialist keeps abreast of emerging developments in the national and global HIV Care and Treatment landscape, and advises accordingly on how policies, strategies, and technical guidelines can most effectively be incorporated to enable the Mission to maintain fidelity and relevance in its HIV/AIDS Care and Treatment programs. The Specialist provides advice and guidance to other Health Office and HIV/AIDS Team colleagues on matters relating to HIV/AIDS Care and Treatment, and how best the other program components could contribute to ensure an effective service cascade.

The Specialist provides oversight and guidance to USAID IPs newly emerging and highly efficacious approaches to HIV/AIDS Care and Treatment program/project/activity implementation; with the Strategic Information Team, advise on the development of tools (dash boards, league tables, etc.) that support

continuous learning and adapting to further improve and evolve the USAID knowledge base and data management capability related to HIV/AIDS Care and Treatment activities; and, advises on targeted analyses of HIV/AIDS data to inform program/project/activity planning and implementation. In addition, the Specialist provides technical assistance to USG financial teams and technical working groups in completing the PEPFAR Funding Allocation to Strategy Tool (FAST), and any other new tools that may be provided for use in the planning processes.

B. Program/Project/Activity Management

The Specialist serves as a Contracting or Agreement Officer's Representative (COR/AOR) for Mission HIV Care and Treatment programs; keeps the supervisor informed regularly of program implementation progress, results, and issues/problems on a timely basis; perceives, determines, and arranges for procurement of Short Term Technical Assistance (STTA), ensuring that objectives and outcomes of the TA are consistent with and support the furtherance of the Mission HIV/AIDS Care and Treatment portfolio; participates in and ensures the effectiveness of Site Improvement Monitoring System (SIMS) and other field visits to improve service delivery quality, including provision of clinical recommendations on HIV Care and Treatment; and, organizes site visits and prepares orientation materials for delegations from OGAC, USAID Headquarters, the Department of State, and other agencies, and plays a leading role in advising other Health Office colleagues on quality assurance/improvement methodologies and techniques in order to improve the performance of all health service providers.

C. Representation and Reporting

The Specialist represents USAID and PEPFAR at designated national, regional, and international meetings, in particular those relating to HIV/AIDS Care and Treatment, including regular participation in national-level HIV/AIDS technical working groups and related committees; represents USAID on the inter-agency USG PEPFAR Inter-Agency Technical Team, along with the Team Leader; represent USAID at meetings outside of the HIV/AIDS field, as requested by the Mission Director, Health Office Chief, or the Team Leader; responds to a wide range of work-related requirements as a member of the PEPFAR Team, including responding to requests for information from USAID Washington, OGAC, and the Congress; establishes strategic working relationships with senior host-government officials at the national and district level, donor agencies, civil society organizations, private-sector health counterparts, and Medical Associations in order to enhance the sharing of information on HIV/AIDS Care and Treatment, including changes in key policies, and legal and regulatory environments that could affect the implementation of USAID programs/projects/activities; and, serves as a USAID representative on inter-agency forums related to HIV/AIDS Care and Treatment.

The Specialist provides strategic and technical leadership in the preparation of key annual and mid-term planning and reporting documents, including the Country Operational Plan, Operational Plan, Congressional Budget Justifications, Technical Notifications, Quarterly, and Semi-Annual and Annual Progress Reports; and supports the annual PEPFAR budget preparation processes.

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 very general supervision of the Health Office Chief, and the closer but general supervision of the HIV & TB Unit Lead. The supervisor makes assignments in terms of overall objectives and resources available. Completed work is reviewed in terms of achievement of program/project/activity goals, effectiveness in meeting host-country and USAID objectives, and

integration with other initiatives in the Health 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 and best judgment in discharging the duties of the assignment.

(4) Supervisory Controls:

Continuing supervision of other Health Office and/or Mission staff is not contemplated. Oversight of short- and medium- term technical contractors and TDYers is contemplated, requiring the Specialist to prepare interim performance assessments for long-term TDYers and contractors. The Specialist provides mentoring and coaching in key areas of HIV/AIDS Care and Treatment, especially on newly emerging evidence and approaches to foster common knowledge across the portfolio.

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:

Equivalent of a US-style Master's Degree in Public Health, in a field related to HIV, Health, Social Work, International Development, Social or Behavioral Sciences, Epidemiology, Biology, Infectious Disease, Organizational Development, Political Science, Business Administration or a closely related field.

Prior Work Experience:

--A minimum of five (5) years of progressively responsible experience in the field of public health programming in developing or middle-income countries, with a focus on HIV/AIDS Care and Treatment, is required.

--This experience must demonstrate that the Specialist has strong clinical skills in HIV/AIDS Care and Treatment.

Demonstrated technical leadership in public health program management, planning, policy experience, and problem-solving skills while working on complex programs/projects/activities in a highly sensitive environment.

Language Proficiency:

Level 4 (fluent proficiency) English and local language proficiency, both oral and written, is required.

Job Knowledge:

--Must have in-depth professional-level knowledge of development principles, concepts, and practices, especially as they relate to managing HIV/AIDS care and treatment activities in the host country, and the problems and policies of the host country from the business, political, civil society, and social perspectives.

--Must have knowledge and understanding of the economic, political, social, and cultural characteristics of the host country and the region; development problems in the HIV/AIDS sector in the host country and the region; an understanding of the resources, resource constraints, and overall development prospects and priorities of the host country and the region; and, knowledge of USG legislation, policy, and practice relating to HIV/AIDS Care and Treatment activities, of USAID programming policies, regulations, procedures, and documentation, and of the objectives, methodology, and status of assigned activities.

Skills and Abilities:

--Ability to facilitate and link culturally appropriate assessments, counseling, treatment deficits, and related issues and facilitation of linkages to food security programs, including water, sanitation, and hygiene promotion; and be able to use this data for decision making.

--Ability to provide technical leadership in HIV/AIDS Care and Treatment; and apply this knowledge to advanced programming in the host country and the region.

--Ability to present information, analyses, and recommendations in clear written and oral formats.

--Ability to independently conceive, plan, organize, manage, and evaluate important, diverse and complex work projects, to drive high-level performance and outcomes of USAID HIV treatment programs is required.

--Ability to respond professionally and adjust in fluid situations in order to meet deadlines in the face of competing priorities and time pressures.

--Excellent interpersonal skills, including diplomacy and tact, to work effectively with people at all levels in a culturally diverse environment, accept divergent points of view and help find consensus to achieve team goals, is required.

--Excellent computer skills including in Microsoft Office, web-based databases, and electronic filing, including the ability to help others and to learn new programs quickly is required.

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):

--Must have in-depth professional-level knowledge of development principles, concepts, and practices, especially as they relate to managing HIV/AIDS care and treatment activities in the host country, and the problems and policies of the host country from the business, political, civil society, and social perspectives.

--Must have knowledge and understanding of the economic, political, social, and cultural characteristics of the host country and the region; development problems in the HIV/AIDS sector in the host country and the region; an understanding of the resources, resource constraints, and overall development prospects and priorities of the host country and the region; and, knowledge of USG legislation, policy, and practice relating to HIV/AIDS Care and Treatment activities, of USAID programming policies, regulations, procedures, and documentation, and of the objectives, methodology, and status of assigned activities.

2. Work Experience (35 points):

--A minimum of five (5) years of progressively responsible experience in the field of public health programming in developing or middle-income countries, with a focus on HIV/AIDS Care and Treatment, is required.

--This experience must demonstrate that the Specialist has strong clinical skills in HIV/AIDS Care and Treatment.

Demonstrated technical leadership in public health program management, planning, policy experience, and problem-solving skills while working on complex programs/projects/activities in a highly sensitive environment.

3. Skills and Abilities (25 points):

--Ability to facilitate and link culturally appropriate assessments, counseling, treatment deficits, and related issues and facilitation of linkages to food security programs, including water, sanitation, and hygiene promotion; and be able to use this data for decision making.

--Ability to provide technical leadership in HIV/AIDS Care and Treatment; and apply this knowledge to advanced programming in the host country and the region.

--Ability to present information, analyses, and recommendations in clear written and oral formats.

--Ability to independently conceive, plan, organize, manage, and evaluate important, diverse, and complex work projects, to drive high-level performance and outcomes of USAID HIV treatment programs is required.

--Ability to respond professionally and adjust in fluid situations in order to meet deadlines in the face of competing priorities and time pressures.

--Excellent interpersonal skills, including diplomacy and tact, to work effectively with people at all levels in a culturally diverse environment, accept divergent points of view and help find consensus to achieve team goals, is required.

--Excellent computer skills including in Microsoft Office, web-based databases, and electronic filing, including the ability to help others and to learn new programs quickly 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.

Equivalent of a US-style Master's Degree in Public Health, in a field related to HIV, Health, Social Work, International Development, Social or Behavioral Sciences, Epidemiology, Biology, Infectious Disease, Organizational Development, Political Science, Business Administration or a closely related field.

Evaluation Factors have been assigned the following points:

Job Knowledge - 40 points

Work Experience - 35 points

Skills and Abilities - 25 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 kampalauseidjobs@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: 72061722R10014_Project Management Specialist (HIV/AIDS Care & Treatment) 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: GH-C-AIDS/2021/2022 APPRO: 72-1921/221031 617-DO1-RES-22-PO.2-01-HIV-AO	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]