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 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 the Attached 1.

Sincerely,

Sean Mendoza
Supervisory Executive Officer
I. GENERAL INFORMATION

1. SOLICITATION NUMBER: 72061722R10008

2. ISSUANCE DATE: March 7, 2022

3. CLOSING DATE/TIME FOR RECEIPT OF OFFERS: April 5, 2022, 4:45:00 PM Uganda Time

4. POINT OF CONTACT: EXO and HR Specialist at: kampalausaidjobs@usaid.gov or 0414-306-001.

5. POSITION TITLE: Project Management Specialist (HIV/AIDS)


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) position located in the USAID/Uganda’s Office of Health and HIV (OHH) – HIV & 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 Project Management Specialist (HIV/AIDS) (the “Specialist”) will support planning, implementation, program and activity design, budgeting and monitoring of HIV/AIDS projects. The Specialist will provide programmatic and technical guidance and assist in the development and management of HIV-related programs. The Specialist will work collaboratively with other staff in the Health Office, other offices in the Mission, the Ministry of Health, and other development partners to support a coordinated, strategic approach to various HIV/AIDS-related programming. S/he will serve as a Contract Officer’s Representative/Agreement Officer’s Representative (COR/AOR) or Activity Manager. The Specialist will support the implementation of the planning of new activities design; help Project Design Teams in drafting acquisition and assistance-related documents; develop project financial documents, revisions, and/or amendments; and generate reports on the status of project activities and finances including projection of expenditures, quarterly accrual of expenditures, and status reports. The Specialist will also review project expense vouchers for completeness and accuracy. The Specialist will serve as an in-house subject matter expert on HIV/AIDS and the Mission’s representative in policy, strategic and technical engagements with the host country government, international and bilateral organizations, and donor agencies to address technical issues and coordinate efforts in implementation of HIV/AIDS activities.

The Specialist reports to the Deputy HIV & TB Unit-Prevention Sub-unit Lead and has no supervisory responsibility.

(2) Statement of Duties to be performed.

PROGRAM MANAGEMENT

Technical Guidance and Program Planning

--Provide up to date technical guidance on a broad range of HIV/AIDS-related interventions, including providing guidance in the design, implementation, monitoring and evaluations of HIV/AIDS programs.

--Provide technical guidance in quality and performance improvement, working with key stakeholders to improve the quality of HIV/AIDS-related interventions, by applying evidence-based guidelines, approaches, and tools.

--Provide guidance to the Mission and the Ministry of Health, serving as advisor for all strategic and policy issues related to HIV/AIDS programming.

--Through literature review, research, and regular communication with local and international stakeholders, stay abreast of emerging developments in the national and global HIV/AIDS landscape, and advise 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 programs.

--Provide technical guidance to other PEPFAR agencies, technical counterparts in Ministry of Health, and to other national stakeholders to advance USAID, USG and PEPFAR strategic objectives related to key HIV/AIDS interventions.

--Provide on-going technical assistance to USAID local partners to ensure that activities are evidence-based and that services are transparent, equitable, of high quality and responsive to client needs; that partners practice sound management and robust accounting; and that local partners are prepared to assume and sustain leadership. Work closely with other staff in the Health Office and across the Mission to optimize opportunities for cross-sectoral integration and leverage resources across the different program components.
--Effectively communicate and demonstrate technical leadership in interagency PEPFAR technical working groups to ensure USAID strategic priorities are represented, including participation in routine interagency technical discussions, presenting relevant sections of the quarterly PEPFAR country performance reviews, and annual PEPFAR COP strategic planning meetings.

--Ensure that the required audits, reports and evaluations and close-out actions are completed.

--Participate in technical evaluation committees, analyzing applications and evaluating offeror’s proposals to develop recommendations on the selection of applicants or institutions based on their suitability and responsiveness of their proposed technical intervention, and their ability to successfully implement a particular project. S/he will facilitate site visits, public meetings, and discussions with officials as needed and will track overall team budget progress and funding priorities.

--Support in drafting technical documentation such as performance reports, scopes of work, briefing papers, concept papers and conduct analyses to develop strategies, monitor ongoing programs, and report on project achievements and interventions.

Project Management

--Serve as an AOR/COR or Activity Manager on designated HIV/AIDS programs.

--Work with IPs to develop strategic work plans with realistic and measurable targets to support effective implementation of the Mission’s and PEPFAR HIV/AIDS programs.

--Review and approve annual work plans, monitoring and evaluation plans, quarterly reports and other key documents of assigned projects. Monitor program resources allocated for HIV/AIDS activities to ensure that they are being used rationally and that there are no cost overruns.

--Ensure quality of HIV/AIDS programs by monitoring compliance to national and international guidelines, approaches and tools and provision of supportive supervisions to IPs.

--Support country-level PEPFAR annual budget preparation process, providing technical assistance to USG financial teams and technical working groups in completing the PEPFAR budgeting tools.

--Provide oversight to the annual HIV/AIDS budget and ensure costs remain within budget planning levels and that efficiency is maximized.

--Provide technical and organizational development guidance to local organizations entailing transfer of knowledge and skills in HIV/AIDS programming, implementation, monitoring and reporting, and quality improvement.

--Lead routine meetings with implementing partners to discuss technical and programmatic direction of the HIV/AIDS program.

--Technically advise and makes recommendations on the need for short-term technical assistance (STTA) from USAID/Washington central projects and write the technical components of the scope of work for the consultants.

--Participate in each stage of project design for new activities, including drafting and obtaining approval for concept papers, writing scopes of work, evaluating applications/proposals, and starting up new projects.
Project Monitoring and Evaluation

--In collaboration with Strategic Information staff, regularly analyze and interpret HIV/AIDS data to generate key results and trends to assist the Mission maintain a highly nimble program with proven achievement across PEPFAR indicators.

--Contribute to data quality assessments to ensure the quality and reliability of program data.

--Participate in site visits to USAID supported programs to assess the quality of services, provide guidance to implementing partners on newly emerging and highly efficacious approaches to HIV/AIDS prevention, care, and treatment interventions.

--Monitor project activities and make recommendations to resolve implementation obstacles to ensure judicious use of USG funds and effective implementation of HIV/AIDS interventions.

--Contribute to and participate in HIV/AIDS-related program evaluations to document and scale up proven best practices.

--Participate in and ensure the effectiveness of Site Improvement Monitoring System (SIMS) and other field visits to improve quality of service delivery.

REPRESENTATION AND REPORTING:

--Provide 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, Semi-Annual and Annual Progress Reports, among others.

--Prepare reports and responses to a wide range of requirements including responding to requests for information from USAID/Washington, Congress and OGAC.

--Ensure that USAID successes, best practices and approaches are shared widely with partner country officials, private sector, civil society, and other donors.

--Represent USAID and PEPFAR at designated national, regional, and international meetings that relate to HIV/AIDS.

--As requested by the Mission Director, Health Office Director or Deputy Director, represent USAID at meetings outside of the HIV/AIDS field when needed.

--Organize site visits and prepare orientation materials for delegations from Office of the U.S. Global AIDS Coordinator (OGAC), USAID Headquarters, State Department, and other agencies.

--As a member of the PEPFAR Team, respond flexibly and capably to a wide range of work-related requirements including responding to requests for information from USAID/Washington, Congress and OGAC.

--Establish working relationships with government officials at the national and district level, donor agencies, civil society organizations, private sector health counterparts and medical associations to enhance regular and timely sharing of information on HIV interventions in the country, including changes in key policies, and legal and regulatory environments that could affect the implementation of USAID programs.
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:

Works under the general supervision of the Deputy HIV & TB Unit-Prevention Sub-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:

Supervision of other Health Office and/or Mission 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 8 to 11 – III. EVALUATION AND SELECTION FACTORS and IV. SUBMITTING AN OFFER sections), the offer package must be completed and signed–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 Medicine, Public Health, Health, Social Work, International Development, Social or Behavioral Sciences, Epidemiology, Biology, Infectious Disease, Organizational Development, Political Science or Business Administration is required.

Prior Work Experience:

--At least five (5) years of progressively responsible, professional experience in international development or global health programming in developing or middle-income countries, with a focus on HIV/AIDS, is required.

--Of that experience, at least one (1) year with the USG, other multi-lateral, or bi-lateral organizations, and/or NGOs is required.

--Increasingly responsible experience in the design, implementation, monitoring and evaluation of health-related initiatives in developing countries.

--Experience in analyzing epidemiological data and translating data into practice.
Language Proficiency:

Level IV fluency in English and in the appropriate host-country business language, both written and spoken, is required. Language competence may be tested.

Job Knowledge:

--Demonstrated in-depth professional understanding of HIV/AIDS interventions, PEPFAR initiatives, and the current priorities at national and global level.

--Demonstrated thorough knowledge of country’s development and HIV/AIDS program dynamics, particularly the social, economic, and cultural determinants and implications of the HIV epidemic in the country.

--Demonstrated knowledge of PEPFAR processes through which HIV/AIDS programs are planned, reviewed, approved, implemented, and evaluated.

Skills and Abilities:

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

--Outstanding 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 programs.

--Demonstrated ability to apply policy directives to activity design, implementation and monitoring and evaluation.

--Excellent analytical, technical and project management skills to review and provide substantive feedback on concept papers, proposals, program descriptions/scopes of work, performance reports, and other technical and programmatic documents.

--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, from senior officials to support staff, in a culturally diverse environment, accepting divergent points of view and help find consensus to achieve team goals.

--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.

--Ability to travel to regions and districts within the host country, up to 20 percent of the time, and regionally or internationally up to percent.
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 hand signed—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):

   --Demonstrated in-depth professional understanding of HIV/AIDS interventions, PEPFAR initiatives, and the current priorities at national and global level.

   --Demonstrated thorough knowledge of country’s development and HIV/AIDS program dynamics, particularly the social, economic, and cultural determinants and implications of the HIV epidemic in the country.

   --Demonstrated knowledge of PEPFAR processes through which HIV/AIDS programs are planned, reviewed, approved, implemented, and evaluated.
2. Work Experience (35 points):

--At least five (5) years of progressively responsible, professional experience in international development or global health programming in developing or middle-income countries, with a focus on HIV/AIDS, is required.

--Of that experience, at least one (1) year with the USG, other multi-lateral, or bi-lateral organizations, and/or NGOs is required.

--Increasingly responsible experience in the design, implementation, monitoring and evaluation of health-related initiatives in developing countries.

--Experience in analyzing epidemiological data and translating data into practice.

3. Skills and Abilities (25 points):

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

--Outstanding 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 programs.

--Demonstrated ability to apply policy directives to activity design, implementation and monitoring and evaluation.

--Excellent analytical, technical and project management skills to review and provide substantive feedback on concept papers, proposals, program descriptions/scopes of work, performance reports, and other technical and programmatic documents.

--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, from senior officials to support staff, in a culturally diverse environment, accepting divergent points of view and help find consensus to achieve team goals.

--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.

--Ability to travel to regions and districts within the host country, up to 20 percent of the time, and regionally or internationally up to percent.

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 Medicine, Public Health, Health, Social Work, International Development, Social or Behavioral Sciences, Epidemiology, Biology, Infectious Disease, Organizational Development, Political Science or Business Administration is required.
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**


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 **hand signed** (around Section 6 – Declaration) DS-174 Employment Application for Locally Employed Staff or Family Member ([https://eforms.state.gov/Forms/ds174.pdf](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:

(i) DS-174  
(ii) Cover Letter  
(iii) Complete Curriculum vitae/resume  
(iv) Supplemental documents  
(v) 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 must read: SOL NUMBER TITLE OF POSITION, LAST, FIRST CANDIDATE NAME OR (72061722R10008 Project Management Specialist (HIV/AIDS) [insert last name][insert first name].

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](https://www.usaid.gov/forms). Pricing by line item is to be determined upon contract award as described below:

**LINE ITEMS**

<table>
<thead>
<tr>
<th>ITEM NO (A)</th>
<th>SUPPLIES/SERVICES (DESCRIPTION) (B)</th>
<th>QUANTITY (C)</th>
<th>UNIT (D)</th>
<th>UNIT PRICE (E)</th>
<th>AMOUNT (F)</th>
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<tr>
<td>0001</td>
<td>Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost</td>
<td>1</td>
<td>LOT</td>
<td>UGX TBD</td>
<td>UGX TBD at Award after negotiations with Contractor</td>
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- 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


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<tr>
<th>AAPD/CIB No.</th>
<th>Title/Issued Date</th>
<th>Subject Category</th>
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<tr>
<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>(PDF 382K)</td>
<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</td>
<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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<td>(PDF 221K)</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.

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]