



SOLICITATION NUMBER: 72062423R10005

ISSUANCE DATE: January 10, 2023

CLOSING DATE/TIME: January 23, 2023, 11:59 p.m. Accra time

SUBJECT: Solicitation for a **Cooperating Country National Personal Service Contractor (CCN PSC) - Supervisory Administrative Management Specialist**
(Local Compensation Plan) – Mission Employees Only

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, Sections I through V** 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 information.

Sincerely,

James Berscheit
James Berscheit

Supervisory Regional Executive Officer

U.S. Agency for International Development
No. 24 Fourth Circular Rd.
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I. GENERAL INFORMATION

1. **SOLICITATION NO: 72062423R10005**
2. **ISSUANCE DATE: January 10, 2023**
3. **CLOSING DATE/TIME FOR RECEIPT OF OFFERS: January 23, 2023, 11:59 p.m. Accra time.**
4. **POINT OF CONTACT: acpersonnel@usaid.gov**
5. **POSITION TITLE: Supervisory Administrative Management Specialist**
6. **MARKET VALUE: CFA 25,262,860.00 – CFA 46,763,298.00** equivalent to **FSN-12** In accordance with **AIDAR Appendix J** and the Local Compensation Plan of USAID/Benin. Final compensation will be negotiated within the market value.
7. **PERIOD OF PERFORMANCE:** The period of performance is five (5) years, estimated to start about March 2023. The services provided under this contract are expected to be of continuing nature executed by USAID through a series of sequential contracts, subject to availability of funds, satisfactory job performance and need for continued services.
8. **PLACE OF PERFORMANCE: Cotonou, Benin** with possible travel as stated in the Statement of Work.
9. **ELIGIBLE OFFERORS:** Open to Mission Employees Only.
10. **SECURITY LEVEL REQUIRED:** Regional Security Office Clearance.
11. **STATEMENT OF DUTIES**

1. General Statement of Purpose of the Contract

The Supervisory Administrative Management Specialist reports directly to the USDH FE-00 Country Representative or his/her delegate. The incumbent serves as Director of the Executive Office for USAID/Benin and is responsible for coordinating the delivery of effective personnel, administrative, logistical, security and safety, and other support services to USAID/Benin and its Implementing Partners. In this capacity, the Incumbent organizes Executive Office work priorities and serves as an alter ego to the Regional Supervisory EXO (S/EXO). S/he reviews and pre-approves designated actions for S/EXO's attention (where applicable) and assigns and follows up on designated management operation tasks to ensure they are carried out properly and within appropriate time limits and customer service guidelines. Duties involve intensive professional/administrative functions of concurrent phases requiring ongoing development and problem resolution. Under the overall supervision of the Country Representative, the Supervisory Administrative Management Specialist is responsible for administration of management functions, the directing of logistics support operations and the administration of a security program to ensure adequate levels of support to USAID/Benin.

S/he serves as the principal advisor to USAID/Benin staff with full responsibility for providing leadership, advice and staff support in the following administrative management functional areas: Business Management; analysis, planning, and advice; Program Support; Operating Expense (OE) Budget; Personnel Management; Transportation and Travel (including all local and international travel such as entitlement,

Permanent Change of Station travel, training); General Services (this includes liaising with State/ICASS on Housing, Property Management, Maintenance, Warehousing, Shipping, and Motor Pool services); Staff Training; Procurement; Property Management; Policy Planning and Communication and Records Management; International Cooperative Administrative Support Services (ICASS) platform; Information Technology; Space Planning/Development, Maintenance; Emergency Preparedness and Emergency Response/Disaster Relief Operations (in coordination with USAID's Office of Foreign Disaster Assistance); Support to Institutional Contractors/Implementing Partners. The Incumbent coordinates with the Regional Security Office (RSO) and Implementing Partners on Safety and Security matters. S/he is tasked with developing innovative methods for providing improved administrative and logistical support services. S/he can also backstop the Partner Leadership Security Officer (PLSO).

2. *Statement of Duties to be Performed.*

1. **Leadership & Supervision:**

40% of time

The Senior Administrative Management Specialist provides leadership to the USAID/Benin administrative and management operations and serves as senior key advisor in planning, directing, and administering the Executive Office for USAID/Benin and provides oversight to the complex daily operations of the Executive Office. S/He provides direct supervision for Executive Office functions including Human Resources, Communications and Records, Administration, and Information Systems functions. In this capacity, the incumbent: oversees the development of short- and medium-term work plans for assigned sections, ensuring that service and quality standards are maintained; plans, assigns and reviews work; negotiates work objectives; discusses performance measures; provides feedback on performance and identifies training needs of employees supervised; makes recommendations after performance appraisals; ensures that work assigned to subordinate staff is carried out efficiently and effectively, by coordinating and supporting the efforts of the employees; provides counsel, advice or instructions to staff members as well as daily supervision; and mentors and coaches all levels of employees in USAID/Benin.

At USAID/Benin, s/he directly supervises six (6) Executive Office staff. Assigns daily tasks and reviewing the work of subordinates; planning, organizing, on-the-job training, and development of subordinates; providing technical guidance and advice on new and revised procedures and instructions pertaining to American and LE Staff HR administration; S/he supervises six (6) or more external contractors providing services under USAID/Benin Executive Office managed contracts. S/he manages the performance of their scopes of work, evaluates quality of the work performed, and recommends approval/disapproval of payment for services; S/he provides guidance and indirect supervision to outside contractors on special administrative projects as requested for travel, construction, maintenance, security, and other administrative matters.

2. **Office Management and Operations:**

35% of time

a. Human Resources Management: The Senior Administrative Management Specialist plans and directs personnel management operations for the Direct-Hire and Personnel Service Contract (PSC) employees; Collaborates with the USAID/West Africa Regional Mission S/EXO and Embassy staff, and mission officials on staffing and workforce planning issues, including ensuring adequate reporting of workload counts and recommends actions to ensure maximum effective use of personnel; oversees the recruitment and selection of new personnel; oversees the classification/reclassification of USAID/Benin positions; oversees the personnel contracting functions, executing contracting actions is delegated to a contracting officer (CO); coordinates training and staffing development opportunities for USAID/Benin, oversees the USAID/Benin Award program, and actively participates in the Mission Training committees; counsels

employees on a wide range of subjects including allowances, education, equal opportunities, career development, and onward assignments; monitors leave requests and prepares annual evaluation reports; prepares Annual Work Plans (AWPs), mid-year discussions (MYDs), and Employee Performance Reports (EPRs) for staff; makes recommendations after appraisals; monitors performance, explains new procedures and methods; and motivates subordinates in order to bring about better work performance, counsels, instills respect in subordinates, and oversees career development. Incumbent submits and gains the approval of overtime and annual leave as well as recommending disciplinary action and on-the-job mentoring and training when necessary. Ensures personnel data in HR automated systems (i.e., OPS, Trackers, etc.) is accurate and kept up to date; oversees Mission compliance with the new USDH annual performance requirements (ePerformance) procedures, processes, and deadlines.

b. Policy Planning and Communication; and Records Management: The Senior Administrative Management Specialist is responsible for the following: conducts management analyses and studies as required to recommend or evaluate improvements in management operations; assists in the planning and direction of a continuing nature to evaluate Mission organization, staffing, and services, in order to ensure maximum utilization of material and human resources; analyzes requirements and makes administrative and technical recommendations to Mission management as requested; develops and implements appropriate internal Mission management systems and policies; drafts or clears Mission Orders, Management Notices, and correspondence from the Executive Office on management policies, as needed; and serves on the Management Control Review Committee (MCRC) and the Federal Managers Financial Integrity Act committee (FMFIA), to ensure implementation of regulations. Supervises Mission record management program to ensure compliance with Agency policy.

c. Budgetary and Financial Planning: The Senior Administrative Management Specialist performs the following budget-related functions: develops OE support budgets and monitors obligations of OE and OE Supplemental funds, in coordination with the CR and RFMO; as part of the incumbent's regional role, S/he assists in developing OE budget for USAID/Benin with the S/EXO; directs and manages the administrative portion of the program support budget to ensure prompt and legal obligation of funds; advises the Program Office on the Program Support Objective budget; participates in ICASS negotiations with the U.S. Embassy, when designated; reviews ICASS invoices to assure proper allocation of workload counts; establishes good working relationships and maintains open communication with U.S. Embassy Management Sections, including applicable General Services, FMO, and Security staff, to ensure receipt of services procured under ICASS, and to resolve any outstanding issues. The Incumbent is responsible for assisting the CR and the Mission in critically evaluating ICASS services.

d. Procurement: S/he ensures appropriate management controls are in place and utilized in all areas of procurement activities; and approves requests for advance of funds through local petty cash as needed. S/he liaises and consults regularly with a wide variety of USAID/Washington offices, private-sector vendors, and contractors. S/he participates in the development of the annual procurement plan, in concert with the CR for submission to Mission management and inclusion in the annual Budget Request. Reviews and manages the processing of procurement actions undertaken in ARIBA in connection with services provided under ICASS. The incumbent serves as COR on Executive Office procurement actions in assigned areas of responsibility; Reviews and gives administrative approvals to vouchers as required, resolving problems that may arise in the payment process.

e. Support to Institutional Contractors/Implementing Partners: The incumbent provides: administrative support, guidance, and clarification to Institutional Contractors (IC) in such areas as acquiring visas, business permits, expatriate quotas, resident permits for expatriates, registration with the

host government, VAT exemptions and other related tax issues, registration of official program vehicles, aviation/airport issues, motor vehicle licenses; program vehicle insurance, and Mission and host-government policies guiding these and other issues. S/he develops close working contacts with government officials, especially with the officials handling issues affecting IC operations. The incumbent communicates with ICs on safety and security matters as requested. Providing guidance on tax and duties exonerations processes for USAID's contractors and grantees under USAID bilateral agreements in coordination with the Regional Legal Officer (RLO). Provides support to Implementing Partners for advice and processing of visas and work permits.

f. General Services: The Incumbent oversees the following GSO services: ensuring efficient delivery of services by State/ICASS with respect to Motor Pool Operations (including the CR's Chauffeur(s)), vehicle maintenance and records; customs and shipping; maintenance and repairs of the USAID office space; property management; and management of the custodial staff at the USAID office space. Other significant duties include occupational safety and space management. The Incumbent works with relevant Embassy personnel and GSO staff as needed to ensure that all systems for tracking mileage, fuel, and repair costs for motor pool operations, vehicle maintenance, and records are current, and that all required reports are completed and submitted in a timely manner. S/he approves and signs requests for customs clearance of official shipments eligible for importation under USAID and host-government regulations; coordinates with the Facilities Maintenance Supervisor to resolve complaints about substandard services under State/ICASS when needed; ensures compliance with Occupational Safety and Health Standards. Coordinates/interfaces with ICASS on small- or large-scale constructions, refurbishment, upgrades, renovation projects including maintenance/repair and security with overall responsibility for building(s) maintenance management.

g. Property Management: The incumbent oversees the property management function for non-expendable and expendable property, including office equipment and furniture inventories, as well as the residence for the Country Representative. S/he ensures that all official property procured by the Office, non-expendable and expendable, is properly received and that required receiving reports are accurately completed; that all required actions are completed for the proper establishment and maintenance of inventory records; where applicable, supervises all disposal sales, from item selection, completion of disposal authorizations, conduct of the actual sale, and adjustment of property records to comply with Agency regulations; assists State/ICASS in conducting periodic inspections of facilities (USAID office space, CR's residence) to ensure proper procedures for security, fire prevention, safety, and cleanliness are in place and in compliance with Agency regulations; and, conducts spot checks on various records throughout the year to determine their validity and to ensure that all items are accounted for and that actual accounts match records. The incumbent also ensures that the Mission's safety and security equipment, IT equipment, and mobile devices are managed according to USG regulations.

h. Maintenance: The incumbent monitors USAID-assigned residential and office building maintenance, including the status of make-readies, routine and preventive maintenance, and maintenance of sufficient supplies, equipment, and records.

i. Training Coordination: The SAMS is responsible for gathering the training plan from each section, presenting the plan to the Training Committee for approval, and then the AMS processes all approved training including all changes.

j. Transportation and Travel: The Incumbent oversees the preparation and issuance of Travel Authorizations in E2 in accordance with policy and regulations, ensuring that all legal and regulatory requirements are met. S/he is responsible for providing guidance on travel regulations to Mission staff. S/he ensures follow up on all staff travel related issues with RFMO. Additionally, s/he manages the electronic

Country Clearance System (eCC).

k. Space Planning/Development: The Incumbent provides space planning for USAID/Benin as part of any interim moves and long-term assignments in association with the increase in personnel and the expansion of office space in Cotonou. Works as a liaison with USAID Overseas Management Division throughout the design and planning process on oversight of the development of any temporary offices which may serve as overflow space (if applicable). Coordinates with both USAID and Embassy senior management as required to ensure that Mission needs are being adequately met. Occasionally contracts for structural modifications and changes and, as required, during the construction of needed facilities including developing plans, specifications, designs, cost estimates, and justifications; and obtaining cooperating government approvals. Oversees requests for additional or reconfigured office space, as needs dictate, providing various options to best meet requirements within available space; and reviews plans for office moves with the Country Representative and concerned clients to ensure manpower and materials are available at the time moves are scheduled.

3. Advisor to USAID/Benin Management and Representational Responsibilities: 25% of time

Serves as a senior key advisor to USAID/Benin Country Representative on matters pertaining to the day-to-day management of operations, providing information and guidance on a broad spectrum of policies and regulations affecting all aspects of USAID/Benin; as a member of the Senior Management Team, this position provides management advice and support to the International Cooperative Administrative Support Services (ICASS) platform and to USAID/Benin Embassy Front Office; advises on USAID/Benin ICASS service subscription levels and recommends modifications as needed; addresses ICASS issues as they arise and recommends resolutions; assists with ad hoc questions that arise relating to special projects and initiatives. Serves as a liaison between the USAID mission and USAID/Washington support offices in areas of assigned responsibility; monitors overall Executive Office operations and advises on potential or ongoing problems needing resolution; develops, drafts and implements appropriate internal Mission management systems and policies related to the functions of the Executive Office, as directed; provides support to the Program and Technical Offices as needed; contributes to the Operational Plan, Annual Report, Mission Performance Plan, Performance Monitoring Plan and other Mission documents as needed. S/he represents USAID on Post Boards and Committees including the Joint Awards Program, ICASS Budget Committee and Council, Post Employment Committee, and administrative/management groups, serves on the Management Control Review Committee (MCRC) and the Federal Managers Financial Integrity Act committee (FMFIA), serves as the USAID Unit Security Officer (USO) and administers the extensive mission security program under the guidance of the RSO and M/SEC, the Information Management Systems: USAID system for USAID/Benin and the State Department unclassified Open Net system in USAID/Benin; The Incumbent represents USAID interests and resolves issues with US Embassy (Cotonou) and Consulate General (Cotonou) management on matters of importance to USAID. S/he is a Senior key member of the West Africa Regional Mission and regularly attends West Africa Regional Mission Senior Staff meetings. S/he serves as ICASS Budget Committee Chair and oversees the coordination with the Mission Controller and ICASS services providers

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.

1. *Supervisory Relationship:* The Incumbent reports directly to the Country Representative and receives guidance from the Regional Supervisory Executive Officer. Assignments are made orally and in writing. The Supervisory Administrative Management Specialist works with a high degree of independence and provides guidance to the Country Representative on a wide range of administrative management functions. Country Representative in consultation with the incumbent,

sets priorities and deadlines in terms of policy, priority, results to be achieved, and basic approaches. The Incumbent reviews completed written work and provides clearance on external correspondence. The Country Representative provides guidance on major decisions regarding Executive Office and Mission activities, taking into account the incumbent's recommendations.

2. *Supervisory Controls:* As the Office Director for the Executive Office, the Incumbent supervises six (6) Executive Office staff: Information Management Specialist, General Services Assistant, Human Resources Specialist, Travel/Shipping Assistant, Administrative Assistant, and Roving Secretary. S/he supervises six (6) or more external contractors providing services under Executive Office managed contracts in USAID/Benin. S/he manages the performance of their scopes of work, evaluates quality of the work performed, and recommends approval/disapproval of payment for services; S/he provides guidance and indirect supervision to outside contractors on special administrative projects as requested for travel, construction, maintenance, security, and other administrative matters.

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

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

To be considered for the position, a candidate must meet the Minimum Qualifications. Applications will be pre-screened and only those that meet the Minimum Qualifications will be considered. These are the minimum qualifications necessary to be considered for the position:

- A. **Education:** Possession of a Baccalaureate Degree or the equivalent of a four-year US college/university (or equivalency accreditation if a non-US institution) in business administration, financial management, or a field related to administrative management is required.
- B. **Prior Work Experience:** At least seven (7) years of progressively responsible experience in administrative management. Functions that incumbent must be proficient in include personnel administration, management analysis and planning, general services and travel, commodity purchasing and management, procurement, budgeting, contract management or any combination thereof is required. Incumbent must have at least five years of supervisory and managerial experience.
- C. **Language (Pass/Fail)**
Written and oral English and French at the IV level are 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 exceed the number at which an efficient competition can be conducted, the CO may limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

The evaluation and selection criteria of the selected candidate will be based on a review of his/her qualifications, work experience, knowledge, skills and abilities, and level of language required. The

applicants who obtain the highest score based on the criteria defined will be interviewed and may also be required to pass a written test (depending on the Technical Evaluation Committee (TEC) Chairperson's decision). The security clearance and medical clearance is required for the top- ranking candidate, after conducting and receiving positive reference checks.

Prior Work Experience (40 points): At least seven (7) years of progressively responsible experience in administrative management. Functions that incumbent must be proficient in include personnel administration, management analysis and planning, general services and travel, commodity purchasing and management, procurement, budgeting, contract management or any combination thereof is required. Incumbent must have at least five years of supervisory and managerial experience.

Job Knowledge (30 points):

The Senior Administrative Management Specialist must have an in-depth knowledge, or the ability to quickly gain such knowledge, of a highly technical body of government laws, regulations, instructions, procedures, policies, and practices relevant to administrative management, human resources management, budget and fiscal administration, travel, building management, property management, procurement and contracting, C&R, and other administrative procedures, regulations, and requirements sufficient to provide administrative and technical supervision of Executive Office personnel..

Skills and Abilities (30 points):

Excellent supervisory, analytical, and interpersonal skills, tact, and diplomacy are required. A demonstrated ability to make decisions in difficult situations as well as strong interpersonal and management skills are required. Ability to proactively manage tasks and work accurately and efficiently with minimal supervision is required. The Senior Administrative Management Specialist should also have good leadership and managerial skills, and a personality that inspires confidence in CCN employees and permits the maintenance of effective working relationships with employees and supervisors. The following are required: ability to forecast needs for resources, to plan and assess issues/problems and develop realistic solutions; ability to train subordinate personnel, and to tactfully and efficiently work with American officers and CCN, USPSC, TCN and other personnel so that the Executive Office provides the best administrative support and customer services possible to USAID/Benin; ability to create and maintain a good working climate, in order to ensure maximum productivity in a service-oriented manner; ability to negotiate effectively with Embassy and ICASS administrative personnel, and host-country government and business officials on USAID operations and resources. Must possess superior negotiation, written and oral communication, and interpersonal skills. The ability to interpret and to put into practice Agency regulations and directions is essential. The ability to deal with sensitive matters with discretion is extremely important in cross-cultural settings. Must be able to understand budget management implications of changing priorities and be able to recommend adjustments to plan. Must have the ability to organize, manage and supervise projects and activities.

Total Possible Points: 100 points

After the closing date for receipt of applications, all applications will initially be screened for conformity with minimum requirements and a shortlist of applicants developed. Applications from candidates which do not meet the required selection criteria will not be scored.

A committee will be convened to review the shortlisted applications and evaluate them in accordance with the evaluation criteria. Only shortlisted applicants will be contacted. No response will be sent to unsuccessful applicants.

USAID reserves the right to interview only the highest ranked applicants in person or by phone or not to interview any candidate.

The Agency retains the right to cancel or amend the solicitation and associated actions at any stage of the recruitment process.

Reference checks will be conducted by Human Resources only for the successful candidate. If a candidate does not wish USAID to contact a current employer for a reference check, this should be stated in the application Letter.

IV. SUBMITTING AN OFFER

1. Eligible Offerors are required to complete and sign the offer from AID 309-2 (OFFEROR INFORMATION FOR PERSONAL SERVICES CONTRACTS WITH INDIVIDUALS) which is available at the following link: <https://www.usaid.gov/documents/offeror-information-personal-services-contracts-individuals-aid-309-2> or <https://www.google.com/search?q=usaid+aid+309-2> and upload it during the application process.
2. Offerors must also upload a resume or CV with referees.
3. Offerors must attach a two-page supplementary document with written responses to the Evaluation Factors listed under Section III.
4. Submit relevant educational certificate(s) and work permit or residency permit.
5. 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** via email
6. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents which must be in **English Language**

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

The Contracting Officer (CO) will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award:

1. Medical History and Examination Form (Department of State Forms)
2. Security Clearance
3. Fingerprint Card (FD-258)

VI. BENEFITS/ALLOWANCES

As a matter of policy, and as appropriate, a CCNPSC is normally authorized the following benefits and allowances:

1. BENEFITS:

- a) Medical Insurance
- b) Annual Leave
- c) Local and American Holidays
- d) Annual Bonus

2. ALLOWANCES (as applicable):

- a) Miscellaneous Benefits Allowance
- b) Education Allowance (If applicable)

VII. TAXES

Taxes calculation and payment are made as per the local compensation plan.

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

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

1. **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 **contract clause “General Provisions,”** available at https://www.usaid.gov/sites/default/files/documents/1868/aidar_0.pdf
2. **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: PSC-CCN - Product Service Code: R497 - Accounting Info: 624M22OE022	1	LOT	\$ _TBD_	\$_TBD at Award after negotiations with Contractor_

1. 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>.
2. 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>.

2

3. **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 OF SOLICITATION