Request for Personal Services Contractor

USAID Office of Transition Initiatives

Position Title:	OTI Office Support Team Leader – Washington, DC
Solicitation Number:	SOL-OTI-16-000023
Salary Level:	GS-12 Equivalent: $77,490 - $100,736
	GS-13 Equivalent: $92,145 - $119,794
Issuance Date:	March 14, 2016
Closing Date:	March 28, 2016
Closing Time:	5:00 P.M. Eastern Time

Dear Prospective Applicants:

The United States Government (USG), represented by the U.S. Agency for International Development (USAID), is seeking applications from qualified U.S. citizens to provide personal services as an Office Support Team Leader under a personal services contract, as described in the attached solicitation.

Submittals must be in accordance with the attached information at the place and time specified. Applicants interested in applying for this position MUST submit the following materials:

1. Complete resume. In order to fully evaluate your application, your resume must include:

(a) Paid and non-paid experience, job title, location(s), dates held (month/year), and hours worked per week for each position. Dates (month/year) and locations for all overseas field experience must also be detailed. **Any experience that does not include dates (month/year), locations, and hours per week will not be counted towards meeting the solicitation requirements.**
(b) Specific duties performed that fully detail the level and complexity of the work.
(c) Names and contact information (phone and email) of your current and/or previous supervisor(s).
(d) Education and any other qualifications including job-related training courses, job-related skills, or job-related honors, awards or accomplishments.
(e) U.S. Citizenship.

Your resume should contain explicit information to make a valid determination that you fully meet the experience requirements as stated in this solicitation for each grade level(s) for which you are applying. If you do not specify which grade level(s), your application will be considered at the lower grade level. This information should be clearly identified in your resume. Failure to provide explicit information to determine your qualifications for the position will result in loss of full consideration.

2. Supplemental document specifically addressing:
Each of the three (3) Evaluation Factors shown in the solicitation. Responses must be limited to 500 words per factor. Any additional words above the limit will neither be read nor scored.

NOTE: The Evaluation Factors are worth 60 out of 100 points. Applicants are required to address each of the Evaluation Factors in a separate document describing specifically and accurately what experience, training, education and/or awards they have received that are relevant to each factor.

Additional documents submitted will not be accepted. Incomplete or late applications will not be considered. Your complete resume and the supplemental document addressing the EFs must be mailed or emailed to:

Office of Transition Initiatives
529 14th Street, NW, Suite 300
Washington, DC 20045
E-Mail Address: OTIjobs@usaid.gov

Applicants can expect to receive a confirmation email when application materials have been received. Applicants should retain for their records copies of all enclosures which accompany their applications. Applicant resources are available at www.otijobs.net/#!guidance-for-applying/c1ggu. Any questions on this solicitation may be directed to:

OTI Recruitment Team
Telephone Number: (202) 836-7455
E-Mail Address: OTIjobs@usaid.gov
Website: www.OTIjobs.net

Sincerely,

Cristina Sylvia
Contracting Officer

Solicitation for a USPSC OTI Office Support Team Leader – Washington, DC
SOL-OTI-16-000023

ATTACHMENT 1

Solicitation for U.S. Personal Services Contractor (PSC) Office Support Team Leader – Washington, DC

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** SOL-OTI-16-000023

2. **ISSUANCE DATE**: March 14, 2016

3. **CLOSING DATE/TIME FOR RECEIPT OF APPLICATIONS**: March 28, 2016 at 5:00 pm Eastern Time

4. **POSITION TITLE**: Office Support Team Leader

5. **MARKET VALUE**: This position has been designated as a "tandem/ladder" position that, depending on the qualifications of the candidate, can be filled at either the GS-12 ($77,490 - $100,736 per annum) or GS-13 ($92,145 - $119,794 per annum) equivalent level. The highest level of this position is a GS-13. Final compensation will be negotiated within the listed market value of the GS-12 or GS-13 level depending on qualifications, previous relevant experience and work history, salary and educational background. **Salaries over and above the pay range will not be entertained or negotiated.** Candidates who live outside the Washington, D.C. area will be considered for employment but no relocation expenses will be reimbursed.

   If selected at the GS-12 equivalent grade level, following at least two years at the GS-12 grade, the candidate may have the opportunity for advancement to the GS-13 equivalent grade. In order to be advanced to the higher grade, the incumbent must meet the minimum qualifications of the higher grade and receive an excellent performance rating in their most recent annual performance evaluation. The evaluation must include a statement by the supervisor that the employee is performing successfully at the current grade and is considered ready to perform at the higher grade level. Neither advancement nor extension of the contract is guaranteed.

   Note: Applicants who submit an application for the GS-13 grade level, but do not meet the minimum qualifications as outlined in this solicitation and as reviewed by the Technical Evaluation Committee, will not be considered for the GS-12 position if they have not submitted a separate application for the GS-12 level. Similarly, applicants who apply for the GS-12 position even though they might meet the minimum qualifications for the GS-13 position will not be considered for the higher graded position if they have not submitted a separate application for the GS-13 position. Applicants who are unsure of which grade level they meet the minimum qualifications for should submit separate applications for the GS-12 and the GS-13 positions. The application will be considered for the lower grade level if the applicant does not specify the grade level in the submission.

6. **PERIOD OF PERFORMANCE:** Two years, with three one-year option periods.

   START DATE**:** Within 45 days of receiving notification that required security clearance has been obtained.

1. **PLACE OF PERFORMANCE:** Washington, D.C.

2. **SECURITY LEVEL REQUIRED:** Secret

3. **STATEMENT OF DUTIES**

POSITION DESCRIPTION

BACKGROUND

USAID's Office of Transition Initiatives (OTI) is seeking highly motivated, highly qualified individuals who want the opportunity to help support rapid international transition programs for priority conflict-prone countries. Created in 1994 as a distinct operating unit within USAID, OTI helps local partners advance peace and democracy in politically-transitioning countries. In support of U.S. foreign policy, OTI seizes emerging windows of opportunity in the political landscape to promote stability, peace, and democracy by catalyzing local initiatives through adaptive and agile programming.

Countries experiencing a significant political transition in the midst of a disaster or emerging from civil conflict have unique needs that cannot be fully addressed by traditional disaster relief. Timely and effective assistance to promote and consolidate peaceful, democratic advances can make the difference between a successful or a failed transition. OTI assists in securing peace by aiding indigenous, mostly non-governmental, civil society and media organizations. OTI uses such mechanisms as support for re-integration of ex-combatants into civilian society; development of initiatives to promote national reconciliation; identification of quick-impact community self-help projects to meet urgent economic needs; and aid to independent media outlets and community-based organizations to help promote informed debate and broaden public participation.

To respond quickly and effectively and meet its program objectives and mandate OTI retains a group of high level professionals and experts under U.S. Personal Services Contracts (USPSCs). These knowledgeable and skilled professionals make up the vast majority of the OTI work force and are at its forefront implementing and achieving the office's programmatic goals and objectives. USPSCs are considered employees of USAID for all purposes except programs administered by the Office of Personnel Management (OPM) – such as federally sponsored health insurance, life insurance, and retirement benefits. However, there are several other similar benefits that USPSCs may participate in, such as partial reimbursement for health and life insurance costs, as well as full coverage of workers' compensation, among other benefits. For more complete information on USPSC benefits, please see page 14 of this solicitation.

For more information about OTI and its country programs please see:

http://www.usaid.gov/political-transition-initiatives

INTRODUCTION

As a key member of the OTI Operations and Management Division, the Office Support Team Leader is directly responsible for the overall management, coordination, and evaluation of administrative and/or program services in support of OTI program-funded staff in Washington and the field. The Office Support Team Leader will be expected to coordinate a myriad of administrative management tasks including space coordination, unit security, emergency preparedness and administrative management services compliance.

CORE FUNCTIONAL AREAS OF RESPONSIBILITY

DUTIES AND RESPONSIBILITIES

The work of the Office Support Team Leader requires teamwork, the exercise of discretion, judgment, and personal responsibility. As a member of a highly operational office, the incumbent is willing and able to perform a wide range of administrative functions to help ensure programmatic success. The incumbent has a high level of integrity and attention to detail to ensure the use of OTI systems and procedures to maintain effective and efficient management of funds, programming, and monitoring and evaluation. The incumbent is highly flexible and willing to work under conditions of ongoing change, and remains professional and respectful of colleagues and authority in a diverse workforce. She or he places a premium on the building of positive relationships with his or her respective team both in the field and in Washington, and with key stakeholders both in and outside of USAID. The incumbent is able to prioritize and complete tasks without follow-up by the supervisor, while also filling in gaps as needed to ensure the responsiveness of the team. The Office Support Team Leader is a strategic thinker, articulates innovative ideas, presents solutions, and is a positive role model for colleagues both in and outside of OTI.

Under the direct supervision of the Washington-based Deputy Chief, Operations and Management Division, or his/her designee the Office Support Team Leader will perform the following duties:

At the GS-12 Office Support Team Leader level:

- Serve as an administrative management specialist using broad knowledge and experience in office management, and liaising with offices outside of OTI, to successfully oversee issues related to facilities management including workstation assignments and changes, telephone assignments and transfers, records management, and general office management such as supply orders and safety and emergency preparedness;

- Provide support and updated information to supervisors and employees on questions and requests related to the administrative support services provided by OTI which may include liaising with offices outside of OTI;

- Directly supervise the Office Support Team. Ensure that staff is highly qualified, trained, and mentored in all critical aspects of administrative management policies and operations. Ensure that employee performance evaluations are completed in a timely manner in accordance with OTI office policy;

- Independently manage and coordinate OTI records management program including maintenance and disposition of administrative and program files;

- Mentor other OTI Team Leaders, and mentor and train Country Representatives and Program Managers regarding Administrative Management processes;

- Coordinate requests for information and inform OTI staff and leadership of important regulatory requirements and events;

- Develop, maintain, and implement office policies and procedures related to general office management to maintain efficiency. Identify issues/problems bringing any major management issues to the attention of the Deputy Chief, Operations and Management Division;

- Coordinate and facilitate office-wide morale and well-being activities, including but not limited to multiple annual OTI events and staff care initiatives;

- Coordinate closely between OTI's three divisions (Operations and Management Division, Field Programs Division, and the Program, Learning and Innovations Division) on all issues related to the administrative management of the office;

- Serve as records liaison officer and coordinate with Office of Information and Records Division (IRD) accordingly ensuring OTI is in compliance with latest records regulations;

- Manage space and cube moves, telephone transfers, and other administrative issues; serve as a Direct Line Officer (DLO) for OTI and liaises with Bureau-level Administrative Management Services (AMS) as required;

- As needed, serve on short-term assignments with other USAID offices or bureaus in direct support of OTI programs. These placements shall not exceed three months;

- Develop, implement, and train OTI staff on administrative management tools and systems;

- Manage unit security and classified information access for OTI; oversee process and management of ClassNet requests and issues as required;

- Carry out special administrative projects identified by OTI management; with little to no supervision, independently plan, coordinate, and complete special assignments as directed;

- Perform related duties as assigned by the supervisor to ensure the successful completion of country programs and operations.

At the GS-13 Office Support Team Leader level:
Perform the same duties as the GS-12 level but with less supervision, greater decision-making authority, and greater independence of action.

- Serve as an administrative management specialist using broad knowledge and experience in office management, and liaising with offices outside of OTI, to successfully oversee issues related to facilities management including workstation assignments and changes, telephone assignments and transfers, records management, and general office management such as supply orders and safety and emergency preparedness;

- Provide support and updated information to supervisors and employees on questions and requests related to the administrative support services provided by OTI which may include liaising with offices outside of OTI;

- Directly supervise the Office Support Team. Ensure that staff is highly qualified, trained, and mentored in all critical aspects of administrative management policies and operations. Ensure that employee performance evaluations are completed in a timely manner in accordance with OTI office policy;

- Independently manage and coordinate OTI records management program including maintenance and disposition of administrative and program files;

- Mentor other OTI Team Leaders, and mentor and train Country Representatives and Program Managers regarding Administrative Management processes;

- Coordinate requests for information and inform OTI staff and leadership of important regulatory requirements and events;

- Develop, maintain, and implement office policies and procedures related to general office management to maintain efficiency. Identify issues/problems bringing any major management issues to the attention of the Deputy Chief, Operations and Management Division;

- Coordinate and facilitate office-wide morale and well-being activities, including but not limited to multiple annual OTI events and staff care initiatives;

- Coordinate closely between OTI's three divisions (Operations and Management Division, Field Programs Division, and the Program, Learning and Innovations Division) on all issues related to the administrative management of the office;

- Serve as records liaison officer and coordinate with Office of Information and Records Division (IRD) accordingly ensuring OTI is in compliance with latest records regulations;

- Manage space and cube moves, telephone transfers, and other administrative issues; serve as a Direct Line Officer (DLO) for OTI and liaises with Bureau-level Administrative Management Services (AMS) as required;

- As needed, serve on short-term assignments with other USAID offices or bureaus in direct support of OTI programs. These placements shall not exceed three months;

- Develop, implement, and train OTI staff on administrative management tools and systems;

- Manage unit security and classified information access for OTI; oversee process and management of ClassNet requests and issues as required;

- Carry out special administrative projects identified by OTI management; with little to no supervision, independently plan, coordinate, and complete special assignments as directed;

- Perform related duties as assigned by the supervisor to ensure the successful completion of country programs and operations.

SUPERVISORY RELATIONSHIP:
The Office Support Team Leader will be supervised by the OTI Deputy Chief, Operations and Management Division or his/her designee, as a member of the Human Capital Talent Management (HCTM) team within the Operations and Management Division.

SUPERVISORY CONTROLS:
The supervisor will set overall objectives and resources available, and work with the employee to develop deadlines, projects, and work to be accomplished. The employee will be responsible for planning and carrying out assignments, resolving most conflicts, coordinating with others, and interpreting policy in terms of established objectives. Keeping the supervisor informed of progress, the employee may determine the approach to be taken and the methodology to be used. The supervisor will review completed work from an overall standpoint of feasibility, compatibility with other work, or effectiveness in meeting requirements.

4. PHYSICAL DEMANDS

PHYSICAL DEMANDS:
The work is generally sedentary and does not pose undue physical demands.

WORK ENVIRONMENT:
Work is performed in an office setting. Overseas deployments are not required for this position.

5. POINT OF CONTACT:

OTI Recruitment Team
529 14th Street, NW, Suite 300
Washington, DC 20045
Telephone Number: (202) 836-7455
E-Mail Address: OTIjobs@usaid.gov

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

(Determines basic eligibility for the position. Applicants who do not meet all of the education and experience factors are considered NOT qualified for the position. **See detailed instructions for demonstrating Education/Experience under "Applying"**)

At a **minimum**, the applicant must have:

At the GS-12 Office Support Team Leader level:

(1) A Bachelor's Degree with a minimum of **six (6) years** of work experience;

OR

An Associate's Degree with a minimum of **seven (7) years** of work experience;

OR

A high school diploma with a minimum of **eight (8) years** of work experience;

AND

(2) Minimum of **two (2) years** of experience liaising with outside offices and organizations;

(3) Minimum of **one (1) year** supervisory experience;

(4) Demonstrated experience using Microsoft Office applications including Excel, Word, and PowerPoint.

At the GS-13 Office Support Team Leader level:

(1) A Bachelor's Degree with a minimum of **eight (8) years** of work experience;

OR

An Associate's Degree with a minimum of **nine (9) years** of work experience;

OR

A high school diploma with a minimum of **ten (10) years** of work experience;

AND

(2) Minimum of **three (3) years** of experience liaising with outside offices and organizations;

(3) Minimum of **two (2) years** supervisory experience;

(4) Demonstrated experience using Microsoft Office applications including Excel, Word, and PowerPoint.

SELECTION FACTORS:
(Determines basic eligibility for the position. Applicants who do not meet all of the selection factors are considered NOT qualified for the position.)

- Applicant is a U.S. Citizen;
- Complete resume submitted. See cover page for resume requirements. Experience that cannot be quantified will not be counted towards meeting the solicitation requirements;
- Supplemental document specifically addressing how the candidate meets each of the Evaluation Factors submitted;
- Ability to obtain a SECRET level security clearance **(NOTE: Dual citizens may be asked to renounce second-country citizenship)**;
- Satisfactory verification of academic credentials.

A USAID Secret level security clearance is required prior to issuance of the contract for this position.

NOTE: If a full security investigation package is not submitted by the selected within 30 days after it is requested, the offer may be rescinded. If a security clearance is not able to be obtained within four months after the selected submits the initial security clearance documentation, the offer may be rescinded.

III. EVALUATION FACTORS

EVALUATION FACTORS:
(Used to determine the competitive ranking of qualified applicants in comparison to other applicants. The factors are listed in priority order from highest to least.)

Applicants should cite specific, illustrative examples for each factor. Responses must be limited to 500 words per factor. Any additional words above the limit will neither be read nor scored.

Evaluation Factors:

Factor #1 Demonstrated experience in office management and administrative functions, and the ability to apply independent judgment in finding solutions.

Factor #2 Demonstrated ability to provide information and assistance as appropriate in a high pressure, fast changing environment.

Factor #3 Demonstrated experience in establishing and maintaining effective relationships with a variety of groups and individuals, across organizational structures.

BASIS OF RATING: Applicants who clearly meet the Education/Experience Requirements and Selection Factors will be further evaluated based on scoring of the Evaluation Factor responses. Applicants are required to address each of the Evaluation Factors in a separate document describing specifically and accurately what experience, training, education and/or awards they have received that are relevant to each factor. Be sure to include your name and the announcement number at the top of each additional page. Failure to specifically address the Selection and/or Evaluation Factors may result in your not receiving credit for all of your pertinent experience, education, training and/or awards.

The Applicant Rating System is as Follows:
Evaluation Factors have been assigned the following points:

Factor #1 – 20
Factor #2 – 20
Factor #3 – 20
Total Possible – 60 Points

Interview Performance – 40 points

Satisfactory Professional Reference Checks – Pass/Fail (no points assigned)

Total Possible Points: 100

The most qualified candidates may be interviewed, required to provide a writing sample, and demonstrate an ability to operate commonly used office applications. OTI will not pay for any expenses associated with the interviews. In addition, applications (written materials and interviews) will be evaluated based on content as well as on the applicant's writing, presentation, and communication skills. In the event that a candidate has fully demonstrated his/her qualifications and there are no other competitive applicants, OTI reserves the right to forego the interview process. Professional references and academic credentials will be evaluated for applicants being considered for selection.

IV. APPLYING

Applications must be **received** by the closing date and time at the address specified in **Section I, item 3**, and submitted to the Point of Contact in **Section I, item 11**.

Qualified applicants are **required** to submit:

1. Complete resume. In order to fully evaluate your application, your resume must include:

(a) Paid and non-paid experience, job title, location(s), dates held (month/year), and hours worked per week for each position. Dates (month/year) and locations for all overseas field experience must also be detailed. **Any experience that does not include dates (month/year), locations, and hours per week will not be counted towards meeting the solicitation requirements.**
(b) Specific duties performed that fully detail the level and complexity of the work.
(c) Names and contact information (phone and email) of your current and/or previous supervisor(s).
(d) Education and any other qualifications including job-related training courses, job-related skills, or job-related honors, awards or accomplishments.
(e) U.S. Citizenship.

Your resume should contain explicit information to make a valid determination that you fully meet the experience requirements as stated in this solicitation for each grade level(s) for which you are applying. If you do not specify which grade level(s), your application will be considered at the lower grade level. This information should be clearly identified in your resume. Failure to provide explicit information to determine your qualifications for the position will result in loss of full consideration.

2. Supplemental document specifically addressing:
Each of the three (3) Evaluation Factors shown in the solicitation. Responses must be limited to 500 words per factor. Any additional words above the limit will neither be read nor scored.

NOTE: The Evaluation Factors are worth 60 out of 100 points. Applicants are required to address each of the Evaluation Factors in a separate document describing specifically and accurately what experience, training, education and/or awards they have received that are relevant to each factor.

Additional documents submitted will not be accepted.

By submitting your application materials, you agree to allow all information on and attached to the application to be investigated. False or fraudulent information on or attached to your application may result in you being eliminated from consideration for this position, or being terminated after award, and may be punishable by fine or imprisonment.

To ensure consideration of applications for the intended position, applicants must prominently reference the solicitation number in the application submission.

Applicant resources are available at www.otijobs.net/#!guidance-for-applying/c1ggu.

DOCUMENT SUBMITTALS

Via mail: Office of Transition Initiatives, 529 14th Street, NW, Suite 300, Washington, D.C. 20045
Via email: OTIjobs@usaid.gov

Please note in your document submittal where you heard about this position.

NOTE REGARDING GOVERNMENT OBLIGATIONS FOR THIS SOLICITATION

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 application.

NOTE REGARDING DATA UNIVERSAL NUMBERING SYSTEM (DUNS) NUMBERS

All individuals contracted as US PSCs are required to have a DUNS Number. USAID will provide a generic DUNS Number and PSCs are not required to register with CCR.

For general information about DUNS Numbers, please refer to Federal Acquisition Regulation (FAR) Clause 52.204-6, Data Universal Numbering System (DUNS) Number (10/2003) https:/acquisition.gov/far/current/html/52_200_206.html

ALL QUALIFIED APPLICANTS WILL BE CONSIDERED REGARDLESS OF AGE, RACE, COLOR, SEX, CREED, NATIONAL ORIGIN, LAWFUL POLITICAL AFFILIATION, NON-DISQUALIFYING DISABILITY, MARITAL STATUS, SEXUAL ORIENTATION, AFFILIATION WITH AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.

V. LIST OF REQUIRED FORMS FOR PSC HIRES

Once the CO informs the successful applicant about being selected for a contract award, the CO will provide the successful applicant instructions about how to complete and submit the following forms. Forms outlined below can found at http://www.usaid.gov/forms/

1. Federal Employment Application (AID-302-3).
2. Declaration for Federal Employment (OF-306).
3. Medical History and Examination Form (DS-6561).
4. Questionnaire for Sensitive Positions (for National Security) (SF-86), or Questionnaire for Non-Sensitive Positions (SF-85).
5. Finger Print Card (FD-258).

VI. BENEFITS/ALLOWANCES

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

1. BENEFITS:

(a) Employer's FICA Contribution
(b) Contribution toward Health & Life Insurance
(c) Pay Comparability Adjustment
(d) Annual Increase (pending a satisfactory performance evaluation)
(e) Eligibility for Worker's Compensation
(f) Annual & Sick Leave

2. ALLOWANCES:
Section numbers refer to rules from the Department of State Standardized Regulations (Government Civilians Foreign Areas)

(a) Post Differential	Chapter 500 and Tables in Chapter 900.
(b) Living Quarters Allowance	Section 130.
(c) Temporary Lodging Allowance	Section 120.
(d) Post Allowance	Section 220.
(e) Supplemental Post Allowance	Section 230.
(f) Payments During Evacuation	Section 600.
(g) Education Allowance	Section 270.
(h) Separate Maintenance Allowance	Section 260.
(i) Danger Pay Allowance	Section 650.
(j) Education Travel	Section 280.

VII. TAXES

USPSCs are required to pay Federal Income Taxes, FICA, and Medicare

VIII. ACQUISITION & ASSISTANCE POLICY DIRECTIVES (AAPDS) AND CONTRACT INFORMATION BULLETINS (CIBS) PERTAINING TO PSCs

AAPDs and CIBs contain changes to USAID policy and General Provisions in USAID regulations and contracts. Please refer to http://www.usaid.gov/work-usaid/aapds-cibs#psc to determine which AAPDs and CIBs apply to this contract.

AAPD 06-10 – PSC MEDICAL EXPENSE PAYMENT RESPONSIBILITY

General Provision 28, MEDICAL EXPENSE PAYMENT RESPONSIBILITY
(OCTOBER 2006)

(a) Definitions. Terms used in this General Provision are defined in 16 FAM 116 available at http://www.state.gov/m/a/dir/regs/fam/16fam/index.htm. Note: Personal services contractors are not eligible to participate in the Federal Employees Health Programs.

(b) The regulations in the Foreign Affairs Manual, Volume 16, Chapter 520 (16 FAM 520), Responsibility for Payment of Medical Expenses, apply to this contract, except as stated below. The contractor and each eligible family member are strongly encouraged to obtain health insurance that covers this assignment. Nothing in this provision supersedes or contradicts any other term or

provision in this contract that pertains to insurance or medical costs, except that section (e) supplements General Provision 25. "MEDICAL EVACUATION (MEDEVAC) SERVICES."

(c) When the contractor or eligible family member is covered by health insurance, that insurance is the primary payer for medical services provided to that contractor or eligible family member(s) both in the United States and abroad. The primary insurer's liability is determined by the terms, conditions, limitations, and exclusions of the insurance policy. When the contractor or eligible family member is not covered by health insurance, the contractor is the primary payer for the total amount of medical costs incurred and the U.S. Government has no payment obligation (see paragraph (f) of this provision).

(d) USAID serves as a secondary payer for medical expenses of the contractor and eligible family members who are covered by health insurance, where the following conditions are met:

(1) The illness, injury, or medical condition giving rise to the expense is incurred, caused, or materially aggravated while the eligible individual is stationed or assigned abroad;

(2) The illness, injury, or medical condition giving rise to the expense required or requires hospitalization and the expense is directly related to the treatment of such illness, injury, or medical condition, including obstetrical care; and

(3) The Office of Medical Services (M/MED) or a Foreign Service medical provider (FSMP) determines that the treatment is appropriate for, and directly related to, the illness, injury, or medical condition.

(e) The Mission Director may, on the advice of M/MED or an FSMP at post, authorize medical travel for the contractor or an eligible family member in accordance with the General Provision 10, Travel and Transportation Expenses (July 1993), section (i) entitled "Emergency and Irregular Travel and Transportation." In the event of a medical emergency, when time does not permit consultation, the Mission Director may issue a Travel Authorization Form or Medical Services Authorization Form DS-3067, provided that the FSMP or Post Medical Advisor (PMA) is notified as soon as possible following such an issuance. The contractor must promptly file a claim with his or her medevac insurance provider and repay to USAID any amount the medevac insurer pays for medical travel, up to the amount USAID paid under this section. The contractor must repay USAID for medical costs paid by the medevac insurer in accordance with sections (f) and (g) below. In order for medical travel to be an allowable cost under General Provision 10, the contractor must provide USAID written evidence that medevac insurance does not cover these medical travel costs.

(f) If the contractor or eligible family member is not covered by primary health insurance, the contractor is the primary payer for the total amount of medical costs incurred. In the event of a medical emergency, the Medical and Health Program may authorize issuance of Form DS-3067, Authorization for Medical Services for Employees and/or Dependents, to secure admission to a hospital located abroad for the uninsured contractor or eligible family member. In that case, the contractor will be required to reimburse USAID in full for funds advanced by USAID pursuant to the issuance of the authorization. The contractor may reimburse USAID directly or USAID may offset the cost from the contractor's invoice payments under this contract, any other contract the individual has with the U.S. Government, or through any other available debt collection mechanism.

(g) When USAID pays medical expenses (e.g., pursuant to Form DS-3067, Authorization for Medical Services for Employees and/or Dependents), repayment must be made to USAID either by insurance payment or directly by the contractor, except for the amount of such expenses USAID is obligated to pay under this provision. The Contracting Officer will determine the repayment amount in accordance with the terms of this provision and the policies and procedures for employees contained in 16 FAM 521. When USAID pays the medical expenses, including medical travel costs (see section (e) above), of an individual (either the contractor or an eligible family member) who is covered by insurance, that individual promptly must claim his or her benefits under any applicable insurance policy or policies. As soon as the individual receives the insurance payment, the contractor must reimburse USAID for the full amount that USAID paid on the individual's behalf or the repayment amount determined by the Contracting Officer in accordance with this paragraph, whichever is less. If an individual is not covered by insurance, the contractor must reimburse USAID for the entire amount of all medical expenses and any travel costs the contractor receives from his/her medevac provider.

(h) In the event that the contractor or eligible family member fails to recover insurance payments or transfer the amount of such payments to USAID within 90 days, USAID will take appropriate action to collect the payments due, unless such failure is for reasons beyond the control of the USPSC/dependent.

(i) Before departing post or terminating the contract, the contractor must settle all medical expense and medical travel costs. If the contractor is insured, he or she must provide proof to the Contracting Officer that those insurance claims have been submitted to the insurance carrier(s) and sign a repayment agreement to repay to USAID any amounts paid by the insurance carrier(s).