



USAID
FROM THE AMERICAN PEOPLE

WEST BANK/GAZA

SOLICITATION NUMBER: 294-WBG-2021-02
ISSUANCE DATE: 01/28/2021
CLOSING DATE AND TIME: 03/26/2021
Close of Business local (Jerusalem) time 16:30

SUBJECT: Solicitation for U.S. Personal Services Contractor (USPSC) USAID West Bank & Gaza Mission (WBG) Supervisory Program Support Specialist (PSU), based in Tel Aviv

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 offer.

Any questions must be directed in writing to the Point of Contact specified in Attachment 1.

Sincerely,

Mark Herzberg
Contracting Officer

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U.S. Embassy Branch Office
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Israel

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ATTACHMENT 1

I. GENERAL INFORMATION

1. **SOLICITATION NO.:** 294-WBG-2021-02
2. **ISSUANCE DATE:** January 28, 2021
3. **CLOSING DATE AND TIME FOR RECEIPT OF OFFERS:** March 26, 2021 Close of Business local (Jerusalem) time 16:30 (Extended).
4. **POINTS OF CONTACT:** Mark Herzberg, Contracting Officer, and Diana Zu'bi, Human Resources Specialist.
5. **POSITION TITLE:** Supervisory Program Support Specialist (PSU)
6. **MARKET VALUE: \$79,468 - \$103,309** equivalent to **GS-13**
Final compensation will be negotiated within the listed market value based on the successful candidate's salary history, work experience, and educational background. Salaries over and above the top of the pay range will not be entertained or negotiated.
7. **PERIOD OF PERFORMANCE:** Immediate upon receipt of security/medical clearances. The duration of the US Personal Services Contract will be for a one (1) year base period, with four (4) one-year option periods, subject to satisfactory performance, availability of funds and continuing need for the position.
8. **PLACE OF PERFORMANCE:** USAID West Bank & Gaza Mission, Tel Aviv Office (with occasional travel to the West Bank and the Mission's office in Jerusalem). No relocation or transportation expenses will be reimbursed.
9. **ELIGIBLE OFFERORS:** US Citizens and Resident Aliens lawfully residing in Israel, the West Bank or Gaza, who are willing and legally able to travel within and between these areas, security permitting, including on short notice.

This is a Resident Hire Personal Services Contract (PSC) position. Resident Hire U.S. Personal Services Contractor means a U.S. citizen or resident alien who, at the time of contract award, -- (i) resides in the cooperating country for reasons other than U.S. government or non-U.S. government employment, or under any contract or other arrangement, that provides repatriation to the U.S.; or (ii) is a spouse or dependent of a U.S. citizen or resident alien who resides, or will reside, in the cooperating country for the purpose of U.S. government or non U.S. government employment, or under any contract or other arrangement, that provides repatriation to the U.S. As such, no offshore benefits and allowances will be provided (i.e. housing, post differential, education allowance, etc).

10. **SECURITY LEVEL REQUIRED:** Ability to obtain and maintain a Secret up to Top Secret/Sensitive Compartmented Information level clearance as provided by USAID.

11. STATEMENT OF DUTIES

1. GENERAL STATEMENT OF PURPOSE

Program Overview

USAID West Bank/Gaza operates one of the Agency's more sensitive and politically visible programs in the face of repeated security crises and violent conflicts, supporting top U.S. foreign policy priorities to promote Middle East peace and stability in the region while addressing humanitarian and development needs of the Palestinians. In 2019, legislative and policy decisions led to the cessation of the WBG programs, with the exception of a small portfolio of people-to-people reconciliation activities and a COVID-19 response activity. Past USAID WBG-funded activities include: infrastructure projects (schools, clinics, water supply and sanitation projects, and road construction); economic growth projects (trade expansion, agribusinesses improvements, and employment generation activities); health systems strengthening; support for municipalities on community-driven priorities; supporting democratic governance; improving education throughout the West Bank and Gaza; and, people-to-people reconciliation activities. Congress appropriated \$75 million for development assistance for the West Bank and Gaza for Fiscal Years 2020 and 2021.

This position of Supervisory Program Support Specialist is located within the Office of Contracts Management (OCM), USAID/West Bank and Gaza (WBG) in Tel Aviv. OCM performs the traditional acquisition and assistance functions for the Mission, and also includes the Mission's Program Support Unit (PSU). The PSU includes the vetting team which ensures that assistance is not provided to those associated with terrorism and maintains a dedicated permitting unit responsible for the transport of people and commodities into and out of the West Bank and Gaza.

2. STATEMENT OF DUTIES TO BE PERFORMED

A. BASIC FUNCTIONS OF THE POSITION

The primary purpose of this position is to serve as the Mission's Supervisory Program Support Specialist in managing the anti-terrorist vetting process, access and movement logistics of people and materials entering and exiting the West Bank and Gaza, identification cards and custom clearances. The incumbent supervises the PSU and acts as the official liaison with the Washington-based vetting center, USAID/Washington's Office of Security, as well as US Embassy Jerusalem and its Palestinian Affairs Unit. Additionally, the incumbent serves as the main contact with the Mission's Management for the vetting of key personnel and entities through the vetting center.

B. DUTIES AND RESPONSIBILITIES

The specific duties of the Supervisory Program Support Specialist will include but are not limited to the following:

1. Program Support

65%

a. Vetting:

Following the Executive Orders pertaining to terrorism, hundreds of individuals and entities have been designated under these other statutes, regulations, and Executive Orders as terrorist entities. The incumbent manages USAID/ West Bank & Gaza's vetting process from receipt of the vetting request through the receipt of final vetting results. In addition, the incumbent assists in leading the process of utilizing and improving a formalized inter-agency system of communications in order to facilitate the exchange of information needed

by Mission management to make vetting-related decisions.

The main tasks under this area of responsibility include the following:

- Provides oversight responsibilities for the Mission's Partner Vetting System (PVS) and the vetting process from the receipt of the vetting request in the PSU through the receipt of vetting results.
- Assists Office Directors and Contracting Officer's Representatives (CORs) and Agreement Officer's Representatives (AORs) in determining vetting priorities under their respective portfolios.
- Establishes and maintains a system that tracks Mission's vetting priorities and communicates with the vetting center on those priorities.
- Responsible for Mission management in distributing workload related to vetting and logistics amongst staff performing these functions.
- Provides data quality oversight for the Mission's packages transmitted to the vetting center.
- Verifies vetting results with the vetting center to determine final vetting status. Following a final result determination, reports any findings and ensures that updates of the vetting results are recorded in the PVS.
- Reviews derogatory information in conjunction with the vetting center and Mission leadership to issue final determinations.
- Leads and ensures the integrity of the information flow regarding vetting from partners to the vetting center and to the Deputy Mission Director and Embassy as required.
- Prepares background documents and serves as a USAID representative and a permanent member of the Vetting Working Group (VWG), for VWG review of vetting cases. Incumbent may request that the VWG convene, prepare materials for those meetings, and report on VWG determinations.
- Interacts with Mission staff at all levels including briefing CORs, AORs, Office Directors, the RLO and the Mission Director and Deputy Mission Director on issues affecting vetting system operation and integrity. Provides counsel to same on issues arising from vetting results. Interacts with high level USG officials in the State Department and the vetting center.
- Creates (and/or generates) and presents reports on vetting issues, and/or compliance issues, on a self-initiated basis as well as requested by Mission management or vetting leadership in Washington DC.
- Interacts with and assists the Mission's Vetting Compliance Review official in executing his/her responsibilities as well in taking into consideration the findings and trends of the compliance reviews in conducting Mission Order No. 21 (or Automated Directives System (ADS), if relevant) training.
- Represents the WBG Mission as a member of the USAID's Washington based Agency Vetting Stakeholder Group. Advises and collaborates on Agency-wide vetting policies and procedures. Conducts analyses of and reports on vetting trends and best practices in documents and briefs for high-level USAID officials in Washington.

- Reports on the effectiveness and efficacy of the use of the system, recommending enhancements while lobbying for improvements that would be beneficial to the Mission's use of the system and its integrity.
- Responds to inquiries and addresses issues raised by USAID Washington related to WBG vetting.

b. Access and Movement Logistics/Identification Cards/Custom Clearance

- Provides data quality oversight for identification cards, permits, visas to expatriates and custom clearances.
- Prepares official correspondence to Israeli and Palestinian Government officials on behalf of the Ambassador or Mission Director.
- Participates in high-level meetings with government and embassy officials to discuss and resolve complex issues related to permits, visas and/or customs.
- Reviews all identification card requests to ensure compliance with Mission Order No. 20 and provides written clearances.

2. Supervisory and Staff Development:

20%

Incumbent provides management and supervisory oversight on all aspects of the Program Support Unit staff. Supervises approximately five staff members: Program Logistics Liaison, two vetting Program Support Assistants, and one or more Program Support Assistants as needed.

Develops expertise in all service areas supported by the Project Support Unit staff, and mentors and cross-trains subordinates in all service areas. Mentors staff in developing good customer service and effective working relationships with the implementing partners, Mission staff, the vetting center as well as Government of Israel and Palestinian Authority officials, as appropriate.

3. Training

10%

The incumbent is responsible for educating Mission staff and Mission implementing partners on vetting and program support policy and procedures.

The main tasks under this area of responsibility include the following:

- Designs and implements on an on-going basis training programs to Mission staff and Mission implementing partners on vetting procedures (Mission Order 21 or ADS chapter, as relevant), Mission Order No. 20, policy changes, PVS updates and all other topics related to vetting as necessary.
- Implements a continuous on-going training program for Mission staff and Mission implementing partners on various policy and procedures related to permits, identification cards, visas and custom clearance.

4. Perform additional duties related to Vetting/Program Support

5%

- Responsible for assisting in responding to findings/recommendations of, research, and drafting the Mission's response(s) to Government Accountability Office, Office of Inspector General and Congressional inquiries and reports.
- Responsible for assisting the Resident Legal Officer in researching and responding to Freedom of Information Act (FOIA) requests.

C. POSITION ELEMENTS

- **Guidelines for the required work:**

Guidelines available for performing the duties of the Supervisory Program Support Specialist are USAID's Automated Directives System (ADS); Mission Orders, specifically Mission Order 21, and USAID policies that relate to Agency vetting as well programming, project development, procurement and Permits, Visas and Custom Clearances. Additional guidelines are federal acquisition and assistance regulations, USAID/WBG procedures, and other policies, such as those related to handling sensitive information. However, the contractor may be required to exercise independent judgment under circumstances where guidelines may be insufficient to resolve the issues at hand.

- **Complexity of the work environment or its potential effect on the position's responsibilities:**

The work environment at the USAID/WBG Mission is stressful due to the ongoing conflict. The Mission maintains offices in both Jerusalem and Tel Aviv. The Office of Contracts Management, under which the Program Support Unit (PSU) falls, consists of USDH, USPSC, and local staff. When possible, PSU staff travel frequently to Jerusalem and the West Bank to perform their duties. Given its two work locations, the Mission makes frequent use of video technology to link the work of the two offices. The Mission works closely with US Embassy Jerusalem and the Embassy's Palestinian Affairs Unit, which is an important counterpart for USAID. It is likely that this position will require some level of telework due to the COVID-19 restrictions, so the incumbent will be required to have an equipped alternative worksite as appropriate.

- **Scope and effect of the work performed:**

The incumbent is expected to manage USAID/ West Bank & Gaza's vetting process from receipt of the vetting request through the sending of final vetting results. In addition, the incumbent utilizes and improves the inter-agency system of communications in order to facilitate the exchange of information needed by Mission management to make vetting-related decisions.

- **Level, and purpose of contacts:**

The work detailed in the position description requires collaboration with a wide range of contacts both internally and externally to the Mission. Incumbent interacts with Mission staff at all levels including briefing CORs, AORs, Office Directors, the RLO and the Mission Director and Deputy Mission Director on issues affecting system operation and integrity. Provides counsel to same on issues arising from vetting results. Interacts with senior USAID/Washington staff and high-level USG officials in the State Department and the vetting center, as well in presenting reports on vetting issues and compliance.

- **Degree of responsibility for decision-making:**

A high degree of independent judgment is required in representing the Mission in discussions and decisions on vetting with Implementing Partners and Senior USAID and State Department officials, as well in presenting reports on vetting issues and compliance. The incumbent is expected to resolve most communication and coordination issues independently and is expected to establish priorities, adhere to and meet established deadlines, and perform responsibilities and duties with minimal guidance. The incumbent must be proactive as well as self-motivated and self-directed.

- **Level of complexity for work assignments:**

In an extraordinarily complex political, policy, legal, and security operating environment, USAID/WBG is frequently at the forefront of political discourse and foreign policy implementation in the region. The incumbent must be able to analyze complex situations and identify the requirements needed to resolve problems in a politically expedient manner. The incumbent must be able to recognize requests for decisions or positions that require prior USAID review and approval. Because of the complex policy, legal, political, and security environment, the ability to effectively and tactfully communicate with subordinates and

colleagues as well as U.S., Israeli, and Palestinian counterparts at higher levels is critical.

- **Exercise of Judgment:**

A high degree of judgment is required for the position's representational role on behalf of the Mission as a member of the Agency's Washington based Partner Vetting System (PVS) working group reporting on the effectiveness and efficacy of the use of the system, recommended enhancements while lobbying for improvements that would be beneficial to the Mission's use of the system and its integrity. During the deployment of the Agency's world-wide PVS (PVS II), provides continuous feedback to Washington and the PVS working group on the effectiveness and operational status of PVS II while taking the lead on bringing forth issues observed during the use of the system. The incumbent must be sensitive to the complex political situation in-country and how this affects the vetting process, as well as logistics and access coordination. The incumbent also exercises a high level of judgment in representing the Mission in discussions and decisions on vetting with Implementing Partners and Senior USAID and State Department officials.

D. SUPERVISORY RELATIONSHIPS - *Supervision or oversight over others*

The Supervisory Program Support Specialist provides management and supervisory oversight on all aspects of the project support unit staff. The incumbent will supervise one Program Logistics Liaison, two vetting Program Support Assistants, and one or more Program Support Assistants as needed in the Program Support Unit (PSU).

E. SUPERVISORY CONTROLS

The Supervisory Program Support Specialist works under the direct supervision of the Supervisory Contracting Officer, and receives administrative, managerial, and technical direction accordingly. In coordination with the Supervisory Contracting Officer, the Supervisory Program Support Specialist sets out general work objectives and corresponding performance measures. The incumbent is expected to display self-initiative in planning and carrying out his/her assignments. The incumbent keeps the supervisor informed of developments/ updates in the appropriate areas.

12. PHYSICAL DEMANDS:

The working environment at the USAID/WBG Mission is stressful due to the ongoing conflict. Due to the unpredictable security situation, travel of all Americans, including U.S. Personal Services Contractors (USPSCs), to the West Bank, is subject to the Regional Security Officer's approval and, depending on location, may require a security escort. Travel to Gaza is not permitted at this time.

13. TRAVEL REQUIREMENTS:

The selected offeror must be willing and legally able to travel within and between Israel, the West Bank, and Gaza, security permitting, including on short notice. Regional or international travel may also be required.

14. SUPPORT ITEMS:

The incumbent will be provided with the support services, equipment, and supplies necessary to perform the work.

II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION

To be considered for the position, an offeror must be a U.S. Citizen or Resident Alien lawfully residing in Israel, the West Bank or Gaza, and be willing and legally able to travel within and between these areas, security permitting, including on short notice.

In addition, the following minimum qualifications must be met:

1. **Education:** A Bachelor's degree is required.
2. **Work Experience:** A minimum of five (5) years of progressively responsible professional experience in the review and vetting of organizations/individuals, data planning/analysis, quality control, and developing analytical reports.

III. EVALUATION AND SELECTION FACTORS

A. SELECTION PROCESS

In order to be considered for the position, an offeror must submit an application in accordance with the guidance provided in section IV of this solicitation. Consideration and selection will be based on the panel's scoring of the offerors based on the evaluation and selection factors. Interviews and a writing exercise/test may be requested, and professional references will be checked at the discretion of the USAID/WBG Mission. Applicants are required to include in their cover letter a brief narrative demonstrating how their education, experience, and skills address the evaluation criteria listed below.

Applications will be initially screened by the Human Resources Office to determine whether applicants have met the advertised minimum qualifications. A list of qualified applicants will be referred to the hiring office for further consideration and screening.

A U.S. State Department medical clearance will be required. Details on how to obtain a medical clearance will be provided once a job offer is made and accepted.

The final selected offerors must obtain both the required security and medical clearances within a reasonable period. If such clearances are not obtained within a reasonable time or negative suitability issues are involved, any offer made may be rescinded.

B. EVALUATION FACTORS

The following factors will be the basis for the evaluation of applications meeting the required minimum qualifications. The highest ranking applicants may be invited to an interview and writing exercise/test. The Selection Committee will score applicants based on the application, written test, and interview (as applicable). Reference check information will be considered in the final selection. Applicants will be evaluated on the applicability and level of their education, relevant experience, language and other work skills as they relate to this position against the following criteria:

1. Education (10 Points) - Minimum Education pass/fail

Points will be awarded for directly relevant fields, such as International Relations, Law, Public Administration, Management, Data Science, or Business Administration, and/or to a higher level degree in relevant fields.

2. Work Experience (20 Points) - Minimum experience pass/fail

The offeror will be rated on the level and applicability of his/her experience with:

- Review and vetting of organizations/individuals, data planning/analysis, quality control, and developing analytical reports.
- Working in international development, conflict or post-conflict situations.
- Working with a wide variety of stakeholders.
- Managing, mentoring, coaching, guiding and training seasoned and junior coworkers and technical staff including reviewing work products and providing performance feedback.

3. Knowledge, Skills and Abilities (45 Points total, divided as follows):

· **Knowledge (15 Points):**

- A good understanding of the operational environment in order to manage the data entry processing/analysis and verify information provided for vetting.
- Knowledge of applicable USG regulations and policies.
- Knowledge of sound management principles.

· **Skills/Abilities (30 Points):**

- Demonstrated ability to effectively and tactfully communicate with subordinates, colleagues, and stakeholders.
- Critical thinking/problem-solving skills, along with attention to detail.
- Interpersonal/supervisory skills to cultivate and lead high-performing, diverse teams and function within a multi-cultural and fast-paced work environment.
- Strong computer skills including Word, Excel and database applications.

4. Language Proficiency/Communication Skills (25 Points):

- Level IV fluency of written and spoken English is required.
- Ability to prepare and present analyses, correspondence, documentation, and recommendations professionally, both in written and oral formats.

IV. SUBMITTING AN OFFER

1. Offers must be received electronically by the closing date of **March 26, 2021 Close of Business local (Jerusalem) time 16:30**, as indicated in Section I, item 3, and submitted to the Points of Contact in Section I, using the following email address:

Human Resources Office, USAID West Bank & Gaza

Email: HRWBG@usaid.gov

2. Eligible offerors are required to complete and submit the following documents by the stated closing date and time:

A. a signed one-page cover letter referencing the Solicitation number and position title. This letter must include a brief narrative demonstrating how their education, experience, and skills address the evaluation criteria listed in this solicitation.

B. a recent curriculum vitae (CV) or resume that contains sufficient relevant information to evaluate the offer in accordance with the stated evaluation and selection factors.

C. form **AID 309-2**, "Offeror Information for Personal Services Contracts with Individuals," available at <http://www.usaid.gov/forms>.

D. List three to five professional **references**, who are not relatives or friends, who have knowledge of your work performance. Make sure to include previous supervisors and their contact information. HR will obtain permission before contacting those references.

E. Offers must be submitted via email in WORD or PDF format only.

IMPORTANT NOTES:

- Failure to address the minimum selection and/or evaluation factors may result in the offeror not receiving further consideration.
- Only electronic submissions will be considered. Hard copies will not be accepted.
- Nepotism /conflict of interest will be considered, and may result in disqualification of offerors depending on the circumstances.

V. LIST OF REQUIRED FORMS PRIOR TO AWARD

The CO will provide instructions about how to complete and submit the following forms after an offeror is selected for the contract award. Forms outlined below can be found at: <http://www.usaid.gov/forms>.

1. Declaration for Federal Employment (OF-306)
2. Medical History and Examination Form (Department of State Forms)
3. Questionnaire for Sensitive Positions for National Security (SF-86), OR Questionnaire for Non-Sensitive Positions (SF-85)
4. Fingerprint Card (FD-258)

VI. BENEFITS AND ALLOWANCES

As a matter of policy, and as appropriate, a Resident Hire USPSC is only authorized the following benefits:

1. BENEFITS:

- (a) Employer's FICA Contribution
- (b) Contribution toward Health & Life Insurance (A contractor who is a spouse of a current or retired Civil Service, Foreign Service, or Military Service member and who is covered by their Government employees' or retiree's Government health or life insurance policy is ineligible for the contributions)
- (c) Pay Comparability Adjustment
- (d) Annual Increase (pending a satisfactory performance evaluation)
- (e) Eligibility for Worker's Compensation
- (f) Annual and Sick Leave

2. ALLOWANCES:

Resident Hire USPSCs are not eligible for any differentials or allowances, and are only eligible for the benefits mentioned above.

VII. TAXES

USPSCs are required to pay US Federal income taxes, FICA, Medicare and applicable State Income taxes. Dual nationals must also meet requirements of other countries.

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

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

1. USAID Acquisition Regulation (AIDAR), Appendix D, “Direct USAID Contracts with a U.S. Citizen or a U.S. Resident Alien 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.	Supplies/Services (Description)	Quantity	Unit	Unit Price	Amount
0001	Base Period - Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	1	LOT	\$ TBD	\$ TBD at Award after negotiations with Contractor
1001	Option Period 1 - Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	1	LOT	\$ TBD	\$ TBD at Award after negotiations with Contractor
2001	Option Period 2 - Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	1	LOT	\$ TBD	\$ TBD at Award after negotiations with Contractor
3001	Option Period 3 - Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD	1	LOT	\$ TBD	\$ TBD at Award after negotiations with Contractor

<p>4001</p>	<p>Option Period 4 - Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Cost - Product Service Code: R497 - Accounting Info: TBD</p>	<p>1</p>	<p>LOT</p>	<p>\$ TBD</p>	<p>\$ TBD at Award after negotiations with Contractor</p>
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3. Acquisition and Assistance Policy Directives/Contract Information Bulletins (AAPDs/CIBs) for Personal Services Contracts with Individuals available at <http://www.usaid.gov/work-usaid/aapds-cibs>.

4. 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> .

Equal Employment Opportunity Policy

USAID is an equal opportunity employer, irrespective of race, color, religion, sex (including gender identity, transgender status, sexual orientation, and pregnancy), national origin, disability, age, genetic information, and/or other non-merit factors. The USAID Policy Statement on Equal Employment Opportunity, Harassment, and Retaliation affirms the commitment to EEO for all USAID employees and applicants for employment.