



Request for Personal Service Contractor

USAID Office of Transition Initiatives

Position Title: Staff Support Coordinator
Solicitation Number: SOL-OTI-13-000023
Salary Level: GS-12 Equivalent: \$74,872 - \$97,333
GS-13 Equivalent: \$89,033 - \$115,742
Issuance Date: March 14, 2013
Closing Date: March 28, 2013
Closing Time: 5:00 P.M. EDT

Dear Prospective Applicants:

The United States Government (USG), represented by the U.S. Agency for International Development (USAID), is seeking applications (**Optional Form 612 only**) from qualified U.S. citizens to provide personal services as a Staff Support Coordinator 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 and hand-signed federal form OF-612, including OF-612 continuation sheets as needed (downloadable forms are available at <http://www.usaid.gov/forms>, or at www.globalcorps.com).

NOTE: Submission of a resume in addition to the required forms is encouraged. A submitted resume, however, is considered supplemental application material. Submission of a resume alone or in lieu of the OF-612 form **IS NOT** a complete application. All information to be evaluated must be contained in the OF-612 form and continuation sheets and must not depend on references to your resume. Failure to provide the required information and/or materials will result in your not being considered for employment.

2. Supplemental document specifically addressing:
Each of the Education/Experience requirements shown in the solicitation.
Each of the five (5) Evaluation Factors shown in the solicitation.

NOTE: The Evaluation Factors are worth 70 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.

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Incomplete or unsigned applications will not be considered. These **signed** forms must be mailed, delivered, faxed, or emailed (email applications must be signed) to:

GlobalCorps
529 14th Street, NW, Suite 700
Washington, DC 20045
E-Mail Address: staffsupport@globalcorps.com
Facsimile: (202) 403-3911 or (202) 403-3941

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. Any questions on this solicitation may be directed to:

Ian Reese or Travis Axton
Telephone Number: (202) 706-6109 or (202) 706-6115
E-Mail Address: staffsupport@globalcorps.com
Website: www.globalcorps.com
Facsimile: (202) 403-3911 or (202) 403-3941

Sincerely,

Cristina Sylvia
Contracting Officer

**Solicitation for a USPSC Staff Support Coordinator
SOL-OTI-13-000023**

Solicitation for U.S. Personal Service Contractor (PSC) Staff Support Coordinator

- 1. SOLICITATION NO.:** SOL-OTI-13-000023
- 2. ISSUANCE DATE:** March 14, 2013
- 3. CLOSING DATE/TIME FOR RECEIPT OF APPLICATIONS:** March 28, 2013 5:00 pm EDT
- 4. POSITION TITLE:** Staff Support Coordinator
- 5. MARKET VALUE:** This position has been designated as a “ladder” position. The highest level of this position is a GS-13; however, USAID intends to fill this position at the GS-12 equivalent level. The entry level for this position has been established at the GS-12 level, Washington, D.C. locality. (Salary range: \$74,872 - \$97,333) The actual salary of the successful candidate will be negotiated within the pay range of the GS-12 level depending on qualifications, previous relevant experience and work history, salary and educational background. **Salaries over and above the top of the pay range will not be entertained or negotiated.**

Following at least two (2) years at the GS-12 equivalent grade the candidate will have the opportunity for advancement to a GS-13 equivalent grade. To be eligible for promotion to the GS-13 level, the incumbent must meet the minimum qualifications for the GS-13 grade, receive at least a “Fully Successful” performance rating in the annual performance evaluation, and a recommendation from the supervisor to advance to the next grade. 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.

- 6. PERIOD OF PERFORMANCE:** 2 years, with 3 one-year option periods
- 7. PLACE OF PERFORMANCE:** Washington, D.C.
- 8. STATEMENT OF WORK**

POSITION DESCRIPTION

BACKGROUND

The Office of Transition Initiatives (OTI) was created in 1994 as a distinct operating unit within USAID to help local partners advance peace and democracy in priority conflict-prone countries. Seizing critical windows of opportunity, OTI works on the ground to provide fast, flexible, short-term assistance targeted at key transition needs.

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.

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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 organization'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 13 of this solicitation.

For more information about OTI and its country programs please see: <http://www.usaid.gov/what-we-do/working-crises-and-conflict/promoting-peaceful-political-transitions>

INTRODUCTION

The OTI Staff Support Coordinator is a member of the Bureau of Democracy, Conflict and Humanitarian Assistance (DCHA)/OTI's Human Resources and Administration (HR/A) Team in the Operations and Management Division (OMD), reports to the OTI HR/A Team Leader or his/her designee, and is based in Washington, DC.

The Staff Support Coordinator's principal responsibility is to help OTI management assess and mitigate office stress and support OTI staff in managing and coping with stress throughout the employment life-cycle (recruitment, pre-deployment, field service and return to the US), ensuring that staff are aware of USAID and other Agency services and ensuring necessary training is available for staff.

OBJECTIVE

To hire a Staff Support Coordinator to support the OTI HR/A Team in overall support of the office.

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9. CORE FUNCTIONAL AREAS OF RESPONSIBILITY

DUTIES AND RESPONSIBILITIES

The work of the OTI Staff Support Coordinator requires teamwork, the exercise of discretion, judgment, and personal responsibility. Under the direct supervision of the Washington-based Human Resources and Administration (HR/A) Team Leader or his/her designee, the Staff Support Coordinator will:

At the GS-12 level:

- Knowledge management: Promote and provide overviews of USAID and State mental wellbeing services for OTI staff during OTI's bi-weekly onboarding and regularly throughout the year during staff meetings, briefings, announcements, etc. Keep the OTI Anywhere Staff Care page up-to-date.
- Liaise with USAID's Staff Care Program (e.g. Staff Care Center, Staff Care Unit, State Employee Consultative Services, Foreign Service Institute, and others) to arrange briefings, trainings, and other staff care support for approximately 170 OTI staff around the world. Ensure communications with providers/service groups are efficient, and that staff are aware of resources available to them. Work with OTI trainers to deliver and/or facilitate trainings or brownbag discussions, particularly during the bi-weekly onboarding related to staff care topics in the OTI context.
- Maintain an OTI-wide general staff care policy, including policies and procedures for responding to critical incidents and other issues (staff death, serious injury, intervention) for various hiring types, particularly USPSCs.
- After an initial learning period, develop or coordinate pre-deployment staff care training courses for OTI staff serving in challenging and/or insecure environments (e.g. Afghanistan, Haiti, Yemen, etc.); Courses may cover topics such as stress reactions common to working in unstable or insecure environments, pre-deployment arrangements for personal issues while abroad (banking, phones, etc.), personal coping strategies and resiliency skills.
- After an initial learning period, develop or coordinate staff care training courses for OTI USPSC staff serving in supervisory positions over other USPSC staff. Courses may cover topics such as building resilient teams, recognizing stress and burnout, critical conversations and other topics important for effective supervision of staff in high-stress, challenging and insecure environments.
- When required, supervise select members of the HR/A team. Provide orientation, training, and mentoring for staff supervised; assign work, explain how duties are to be performed to meet expectations and communicate how the successful performance of those duties will be measured; evaluate staff performance; recognize good performance; communicate where performance needs to be improved; resolve complaints; and approve

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leave requests and timesheets as well as training, travel, program, and operations requests. Follow OTI guidance for personnel performance evaluations and management and supervisory standards.

- At the direction of OTI leadership, develop courses, trainings, small group activities etc. to support the wellbeing of OTI staff in Washington and the field.
- Conduct research on OTI staff reactions to stress and the unique challenges created by OTI's work environment including gathering baseline data, conducting surveys and focus groups using other research methodologies as appropriate.
- Serve as the OTI point of contact for staff exit interviews following staff returns from field deployments.
- Assist hiring managers in reviewing and developing interview questions for the most challenging posts based on knowledge obtained during assessments and exit interviews and sit on Technical Evaluation Panels during recruitments as needed.
- Conduct as-needed and on-call training refreshers for field employees experiencing unique high-stress situations and needing additional support.
- Deploy with other OTI staff for regional assessments of staff wellbeing training needs and provide field based training when necessary.
- When required, assume higher representational responsibilities, potentially serving as deputy team leader or acting team leader for the HR/A team.
- Provide additional duties related to the scope of work.

At the GS-13 level:

- Knowledge management: Promote and provide overviews of USAID and State mental wellbeing services for OTI staff during OTI's bi-weekly onboarding and regularly throughout the year during staff meetings, briefings, announcements, etc. Keep the OTI Anywhere Staff Care page up-to-date.
- Liaise with USAID's Staff Care Program (e.g. Staff Care Center, Staff Care Unit, State Employee Consultative Services, FSI, and others) to arrange briefings, trainings, and other staff care support for approximately 170 OTI staff around the world. Ensure communications with providers/service groups are efficient, and that staff are aware of resources available to them. Work with OTI trainers to deliver and/or facilitate trainings or brownbag discussions, particularly during the bi-weekly onboarding related to staff care topics in the OTI context.

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- Develop or coordinate staff care training courses for OTI USPSC staff serving in supervisory positions over other USPSC staff. Courses may cover topics such as building resilient teams, recognizing stress and burnout, critical conversations and other topics important for effective supervision of staff in high-stress, challenging and insecure environments.
- When required, supervise select members of the HR/A team. Provide orientation, training, and mentoring for staff supervised; assign work, explain how duties are to be performed to meet expectations and communicate how the successful performance of those duties will be measured; evaluate staff performance; recognize good performance; communicate where performance needs to be improved; resolve complaints; and approve leave requests and timesheets as well as training, travel, program, and operations requests. Follow OTI guidance for personnel performance evaluations and management and supervisory standards.
- In coordination with OTI leadership, develop courses, trainings, small group activities etc. to support the wellbeing of OTI staff in Washington and the field.
- Conduct research on OTI staff reactions to stress and the unique challenges created by OTI's work environment including gathering baseline data, conducting surveys and focus groups using other research methodologies as appropriate.
- Serve as the OTI point of contact for staff exit interviews following staff returns from field deployments.
- Review and develop interview questions for the most challenging posts based on knowledge obtained during assessments and exit interviews and sit on Technical Evaluation Panels during recruitments as needed.
- Conduct as-needed and on-call training refreshers for field employees experiencing unique high-stress situations and needing additional support.
- Deploy with other OTI staff for regional assessments of staff wellbeing training needs and provide field based training when necessary.

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- When required, assume higher representational responsibilities, potentially serving as deputy team leader or acting team leader for the HR/A team.
- Provide additional duties related to the scope of work.

SUPERVISORY RELATIONSHIP:

The Staff Support Coordinator will take direction from and will report to his/her respective OTI Team Leader within the Operations and Management Division or his/her designee.

SUPERVISORY CONTROLS:

The Supervisor will set overall objectives. The employee and the supervisor together will develop deadlines, projects, and work to be accomplished. The incumbent is expected to take initiative, act independently, and manage his/her tasks with minimal supervision.

10. PHYSICAL DEMANDS

The work is generally sedentary and does not pose undue physical demands. During deployment on assessment teams, Country Start-Ups, Disaster Assistance Response Teams (DARTs) (if required), and during site visits, there may be some additional physical exertion including long periods of standing, walking over rough terrain, or carrying of moderately heavy items (less than 50 pounds).

11. WORK ENVIRONMENT

Work is primarily performed in an office setting. During deployment on Assessments, Country Start-ups, Disaster Assistance Response Teams (DARTs) (if required), and during site visits, the work may additionally involve special safety and/or security precautions, wearing of protective equipment, and exposure to severe weather conditions.

12. START DATE: Immediately, once necessary clearances are obtained.

13. POINT OF CONTACT: See Cover Letter.

EDUCATION/EXPERIENCE REQUIRED FOR THIS POSITION

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

The Staff Support Coordinator must have a strong interest in stress maintenance in humanitarian assistance, international conflict and development environments. The successful candidate must be willing to develop and conduct training courses related to stress counseling and management while remaining fast and flexible in a dynamic working environment.

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

At the GS-12 Level:

- (1) A Bachelor's Degree in Human Resources, Mental Health, Counseling or a related field with a minimum of **four (4) years** of progressively responsible work experience;

OR

- (2) A Master's Degree (Human Resources, Mental Health, Counseling or a related field) with a minimum of **three (3) years** of progressively responsible work experience;

AND

- (3) Demonstrated experience developing and conducting training courses for crisis responders and/or humanitarian workers working overseas;

AND

- (4) Demonstrated experience with critical incident stress counseling and management;

AND

- (5) Recent experience conducting organization research, surveys, or focus groups related to process improvement;

AND

- (6) At least **one (1) year** of supervisory experience in a customer service oriented environment.

At the GS-13 Level:

- (1) A Bachelor's Degree in Human Resources, Mental Health, Counseling or a related field with a minimum of **six (6) years** of progressively responsible work experience;

OR

- (2) A Master's Degree (Human Resources, Mental Health, Counseling or a related field) with a minimum of **five (5) years** of progressively responsible work experience;

AND

- (3) Demonstrated experience developing and conducting training courses for crisis responders and/or humanitarian workers working overseas;

AND

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(4) Demonstrated experience with critical incident stress counseling and management;

AND

(5) Recent experience conducting organization research, surveys, or focus groups related to process improvement;

AND

(6) At least **two (2) years** of supervisory experience in a customer service oriented environment.

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 and hand-signed federal form OF-612 submitted (**see detailed instructions under "Applying"**);
- Supplemental document specifically addressing how the candidate meets each of the Education/Experience requirements, AND 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.

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.)

- | | |
|-----------|---|
| Factor #1 | Demonstrated professional experience in critical incident management and training. Knowledge of stress management specificities in humanitarian assistance, international, and crisis environments is highly desirable; |
| Factor #2 | Demonstrated ability to gather and synthesize key themes or lessons--from a variety of sources—and incorporate them into the design of trainings, learning opportunities or resources; |
| Factor #3 | Demonstrated ability to play a leading role in the conceptualization, formulation and implementation of an organization's learning strategy, including innovative training delivery solutions for geographically dispersed staff; |

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- Factor #4 Management experience in coordinating and collaborating across an organization with staff in different locations, as well as a demonstrated ability to work as part of a team; and
- Factor #5 Demonstrated team player with an ability to deal with sensitive and confidential matters with discretion, tact and diplomacy.

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. Those applicants determined to be competitively ranked may also be evaluated on interview performance and satisfactory professional reference checks. 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.

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 – 10
- Factor #4 – 10
- Factor #5 – 10
- Total Possible – 70 Points

Interview Performance – 30 points

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

Total Possible Points: 100

The Evaluation Factors are worth 70 out of 100 points. Be sure to fully respond to each of the Evaluation Factors and include all relevant experience, training, and/or education in your responses. Sample Evaluation Factors are provided on the GlobalCorps website at www.globalcorps.com.

The most qualified candidates may be interviewed and required to provide a writing sample. OTI will not pay for any expenses associated with the interviews. 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.

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APPLYING:

Applications must be **received** by the closing date and time at the address specified in the cover letter.

Qualified individuals are **required** to submit:

1. A complete U.S. Government Optional Form 612 with hand-written signature, including OF-612 continuation sheets as needed (downloadable forms are available on the USAID website, <http://www.usaid.gov/forms>, or at www.globalcorps.com).

NOTE: Submission of a resume in addition to the required forms is encouraged. A submitted resume, however, is considered supplemental application material. Submission of a resume alone or in lieu of the OF-612 form **IS NOT** a complete application. All information to be evaluated must be contained in the OF-612 form and continuation sheets and must not depend on references to your resume. Failure to provide the required information and/or materials will result in your not being considered for employment.

All applicants must submit complete dates (months/years) and hours per week for all positions listed on the OF-612 or on supplemental OF-612 continuation sheets to allow for adequate evaluation of your direct and related experience. Experience that cannot be quantified will not be counted towards meeting the solicitation requirements.

Dates (months/years) and locations for all field experience must also be detailed.

2. A supplemental document specifically addressing:
Each of the Education/Experience requirements shown in the solicitation.
Each of the five (5) Evaluation Factors shown in the solicitation.

NOTE: The Evaluation Factors are worth 70 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.

To ensure consideration of applications for the intended position, please reference the solicitation number on your application, and as the subject line in any cover letter.

DOCUMENT SUBMITTALS

Via mail: GlobalCorps, 529 14th Street, NW, Suite 700, Washington, D.C. 20045

Via facsimile: (202) 403-3911 or (202) 403-3941

Via email: staffsupport@globalcorps.com

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

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NOTE: If a temporary or full secret security clearance is not obtained within four months after offer acceptance, the offer may be rescinded.

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://www.acquisition.gov/far/current/html/52_200_206.html

LIST OF REQUIRED FORMS FOR PSCs

Forms outlined below can found at:

<http://www.usaid.gov/forms/> or at <http://www.forms.gov/bgfPortal/main.do>

1. Optional Form 612.
2. Medical History and Examination Form (DS-6561). **
3. Questionnaire for Sensitive Positions (for National Security) (SF-86), or **
4. Questionnaire for Non-Sensitive Positions (SF-85). **
5. Finger Print Card (FD-258). **
6. Employment Eligibility Verification (I-9 Form). **

** Forms 2 through 6 shall be completed **ONLY** upon the advice of the Contracting Officer that an applicant is the successful candidate for the job.

CONTRACT INFORMATION BULLETINS (CIBs) and ACQUISITION & ASSISTANCE POLICY DIRECTIVES (AAPDs) PERTAINING TO PSCs

CIBs and AAPDs contain changes to USAID policy and General Provisions in USAID regulations and contracts. Please refer to http://transition.usaid.gov/business/business_opportunities/cib/subject.html#psc to determine which CIBs and AAPDs apply to this contract.

AAPD 06-10 – PSC MEDICAL PAYMENT RESPONSIBILITY

AAPD No. 06-10 is hereby incorporated as Attachment 1 to the solicitation.

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BENEFITS/ALLOWANCES:

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

BENEFITS:

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

ALLOWANCES (if Applicable).*

(A) Temporary Lodging Allowance (Section 120).
(B) Living Quarters Allowance (Section 130).
(C) Post Allowance (Section 220).
(D) Supplemental Post Allowance (Section 230).
(E) Separate Maintenance Allowance (Section 260).
(F) Education Allowance (Section 270).
(G) Education Travel (Section 280).
(H) Post Differential (Chapter 500).
(I) Payments during Evacuation/Authorized Departure (Section 600), and
(J) Danger Pay (Section 650).

* Standardized Regulations (Government Civilians Foreign Areas).

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

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.

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ATTACHMENT 1

**ACQUISITION & ASSISTANCE POLICY DIRECTIVE (AAPD) NO. 06-10
PSC MEDICAL EXPENSE PAYMENT RESPONSIBILITY**

General Provision 22, 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/c23002.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

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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).