**SOLICITATION NUMBER: SOL-OTI-12-000007**

ISSUANCE DATE: November 18, 2011

CLOSING DATE: December 5, 2011, 5:00 p.m. EST

SUBJECT: Solicitation for U.S. Personal Service Contractor for a Program Operations Specialist (Multiple Positions) in Washington, D.C.

Ladies/Gentlemen:

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 Program Operations Specialist under a personal services contract, as described in the attached solicitation.

Submittals shall 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).

**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 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.

1. Supplemental document specifically addressing:

Each of the Education/Experience requirements shown in the solicitation.

Each of the six (6) 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 on a separate sheet describing specifically and accurately what experience, training, education and/or awards they have received that are relevant to each factor.

Incomplete or unsigned applications shall 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: otipos13@globalcorps.com

Facsímile: (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:

Timothy Gonya or Caitlyn Shelley

Telephone Number: (202) 706-6109 or (202) 706-6114

E-Mail Address: otipos13@globalcorps.com

Website: www.globalcorps.com

Facsímile: (202) 403-3911 or (202) 403-3941

Sincerely,

Cristina Sylvia,

Contracting Officer

Solicitation for U.S. Personal Service Contractor (PSC) Program Operations Specialist (Multiple Positions)

**1. SOLICITATION NO.:** SOL-OTI-12-000007

**2. ISSUANCE DATE**: November 18, 2011

**3. CLOSING DATE/TIME FOR RECEIPT OF APPLICATIONS**: December 5, 2011, 5:00 pm EST

**4. POSITION TITLE**: Program Operations Specialist

**5. MARKET VALUE**: GS-13 equivalent with Washington, D.C. locality pay ($89,033 - $115,742). The position is the equivalent of a GS-13 based on the duties and responsibilities and selective factors (minimum qualifications). Final compensation will be negotiated within the listed market value based upon the candidate’s past salary, work history and educational background. **Salaries over and above the top of the GS-13 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.

**6. PERIOD OF PERFORMANCE:** Two (2) years, with three (3) one-year option periods. OTI reserves the right to offer a contract for a period of fewer than five years, where deemed appropriate. There is an initial probationary period of three months.

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

**8. STATEMENT OF WORK**

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, indigenous partners advance peace and democracy in priority conflict-prone countries by providing 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. 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 local partners such as civil society groups (non-governmental organizations or informal community groups), local governments, private businesses, media groups, and others, through identification of quick-impact community self-help projects to meet urgent economic needs; development of initiatives to promote national reconciliation; re-integration of ex-combatants into civilian society; and aid to independent media outlets and community-based organizations to help promote informed debate and broaden public understanding and participation in their country’s political process.

To respond quickly and effectively and meet its program objectives and mandate OTI retains a group of high level professionals and experts under personal services contracts (PSCs). 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.

The Bureau for Democracy, Conflict, and Humanitarian Assistance (DCHA)/OTI is an exciting, fast-paced, operational office in USAID. Program and Operations staff work as a team to ensure country programs are started, managed, and closed efficiently and effectively.

For DCHA/OTI to implement its rapid response strategy, it is essential that OTI PSC staff are deployed and supported expeditiously and programs started quickly, often with little or no lead time. The Program Operations Specialist position is a key position in a busy office which responds rapidly to crisis situations. It is essential that DCHA/OTI personnel receive prompt support. To achieve this, OTI requires a Program Operations Specialist who has the capacity to work well within a team environment, provide necessary supervision of a team, and anticipate the needs of a complex organizational unit.

For more information about OTI and its country programs please see: <http://www.usaid.gov/our_work/cross-cutting_programs/transition_initiatives/>

Introduction

The OTI Program Operations Specialist position utilizes the experience and skills gained from supervision and working with political transition program support operations to provide operational administrative oversight, support and guidance for program funded staff in OTI.

The Program Operations Specialist may be required to manage an administrative team providing support for program funded staff who are managing the implementation of a wide range of administrative functions such as personnel support, training, and other general administrative services for program-funded U.S. Personal Service Contractors (USPSCs) based in Washington, D.C. and in the field.

This is a key position in a highly exciting and busy office which responds rapidly to crisis situations overseas. For DCHA/OTI to implement its rapid response strategy, it is essential that DCHA/OTI personnel receive prompt support. The Program Operations Specialist shall continuously review and develop, in consultation with other USAID personnel, policies, procedures, and guidelines to ensure OTI’s program funded staff are well-supported administratively.

OBJECTIVE

To hire a Program Operations Specialist to fulfill the duties and responsibilities of this position and support OTI program-funded staff in Washington and the field.

**9. CORE FUNCTIONAL AREAS OF RESPONSIBILITY**

DUTIES AND RESPONSIBILITIES

The work of the Program Operations Specialist requires teamwork, the exercise of discretion, judgment, and personal responsibility.  As a member of a highly visible and rapid response office, the position requires a willingness and ability to perform a wide range of administrative functions to help ensure programmatic success.  The incumbent is highly flexible and the working conditions are subject to ongoing change, while maintaining a professional and respectful conduct towards colleagues and authority in a diverse workforce.  S/he places a premium on the building positive relationships with his/her respective team, with the rest of OTI and with key stakeholders both in and outside of USAID. The incumbent is a team player, able to prioritize and follow up on his/her own actions without prompting, filling in gaps as needed to ensure the responsiveness of the team.  The incumbent is service-oriented, highly organized, pays close attention to detail, and is able to receive and respond to constructive criticism in a professional manner. S/he articulates innovative ideas, presents solutions, and is a positive role model for colleagues both in and outside of OTI.

The Program Operations Specialist priorities are expected to change and evolve in accordance with the requirements of OTI, the work objectives in the scope of work, and will be determined in consultation with the supervisor. Under the direct supervision of the Washington-based Chief of Operations and Management Division (OMD) or his/her designee, the Program Operations Specialist will:

* Demonstrate mastery of Agency and Federal Government policies and regulations, especially as they relate to OTI systems, standard operating procedures, and policies. Research regulations and policies that affect the work of the office; liaise with the Agency's General Counsel, Office of Acquisitions and Assistance and others to ensure OTI policies and procedures are up to date and that appropriate waivers are used to enable rapid response for political transition programs overseas;
* Provide specialized knowledge management support such as tracking documents, lessons learned, best practices across OTI programs and/or operations. Provide recommendations for the resolution of administrative problems. Assist teams in the creation and/or maintenance of information products in support of political transition programs;
* Fill critical administrative/operations support staffing needs in Washington, D.C. and the field such as providing support for new OTI country program start-ups, country program management and close-out, and providing on-call technical assistance. Identifies staffing issues/problems bringing any major management issues to the attention of the Chief, OMD;
* Backstop other Operations and Management team members when required, for example, when they are on leave from the office, including the Chief, OMD;
* Provide other services and special tasks as required to support OTI's program funded staff and fulfill OTI's program operations support objectives, such as planning, organizing, directing, designing, and coordinating projects;
* Develop, interpret and assure implementation of administrative management policies, regulations and procedures, with latitude for exercise of independent judgment. Maintain a constant awareness of compliance with regulatory requirements affecting administrative management services;
* On a continuing basis, participate in planning, directing and administering management programs within OTI;
* Collaborate with OTI officials on staffing and workforce planning issues and recommend actions to ensure maximum effective use of personnel, including placement of personnel;
* Serve as technical advisor to the on operations program-funded bullpen team, group of intermittent USPSC advisors providing program operations support in Washington and overseas. Provide evaluation processes and guidance on approach and methodology to the operations bullpen team;
* Initiate and maintain effective relationships with institutional contractors, implementing partners, other agencies, and administrative support staff in other USAID offices sharing procedures and systems in order to review good administrative practices, and seek out innovative ways of doing business to improve efficiency and effectiveness;
* Provide advice, guidance, mentoring and training on office approaches and methodologies for OTI staff on administrative operations services and procedure in support of program funded staff working on OTIprograms;
* May be required to serve as Team Leader for administrative operations staff providing support for program funded staff, after consulting with supervisor about managerial responsibilities.

SUPERVISORY RELATIONSHIP:

The incumbent will take direction from and will report to the Chief - OTI Operations and Management Division (OMD) or his/her designee.

SUPERVISORY CONTROLS:

The Supervisor will set specific work objectives. The employee and the supervisor together will develop deadlines, projects, and work to be accomplished. The incumbent is expected to take initiative and manage his/her tasks effectively.

**10. PHYSICAL DEMANDS**

The work is generally sedentary and does not pose undue physical demands. During deployment on Assessment teams or 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 or 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"**)

At the GS-13 level, the applicant must, at a minimum, have**:**

1. Bachelor's degree and at least **six (6) years** of progressively responsible relevant work experience in a combination of at least three (3) of the following in support of a highly operational office providing support for diverse staff in U.S. headquarters and overseas: personnel support, travel support, budget and finance support, general administrative support;

**OR**

High School Diploma with at least **nine (9) years** of progressively responsible

relevant work experience in a combination of at least three (3) of the following in support of a highly operational office providing support for diverse staff in U.S. headquarters and overseas: personnel support, travel support, budget and finance support, general administrative support;

1. At least **one (1) year** of supervisory experience in an administrative support setting, including experience supervising more than 4 operational support staff;
2. At least **three (3) years** experience providing program operations support for a large international assistance organization, including overseas experience providing operational support with the organization;
3. Demonstrated experience providing operational support enabling the implementation of international political transition programs.
4. Demonstrated experience using Microsoft Office applications including Excel, Word, Outlook, and Access Database.

**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.

**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 ability to research rules and regulations in a government context, including an understanding of U.S. Personal Service Contract rules and regulations,

Factor #2 Demonstrated customer service ethic in more than one office/job, and skill in establishing and maintaining effective relationships. (Candidates should describe what customer service means in an administrative support setting.)

Factor #3 Demonstrated team player with excellent communication skills: including writing and speaking.

Factor #4 Demonstrated ability work well under pressure in a fast-paced environment while managing competing priorities and meeting aggressive deadlines without prompting from a supervisor.

Factor #5 Ability to mentor and train a diverse team, and maintain team morale in a fast-paced operational support setting.

Factor #6 Experience researching and then articulating solutions to complex problems, particularly in providing operations support for a diverse team. (Include in the response an example of your ability to conduct analysis and solve administrative or operational problems.)

**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 on a separate sheet 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 – 15

Factor #2 – 15

Factor #3 – 10

Factor #4 – 10

Factor #5 – 10

Factor #6 – 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](http://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.

**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](file:///C:\Documents%20and%20Settings\jbraun\Local%20Settings\Temporary%20Internet%20Files\Content.Outlook\T44RYZ05\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 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.**

1. A supplemental document specifically addressing:

Each of the Education/Experience requirements shown in the solicitation.

Each of the six (6) 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 on a separate sheet 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 facsímile**: (202) 403-3911 or (202) 403-3941

**Via email**: otipos13@globalcorps.com

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

**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://www.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.

**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 HANDICAP, MARITAL STATUS, SEXUAL ORIENTATION, AFFILIATION WITH AN EMPLOYEE ORGANIZATION, OR OTHER NON-MERIT FACTOR.

**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 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).