



# USAID | VIETNAM

FROM THE AMERICAN PEOPLE

**SOLICITATION NUMBER: 72044025R00001**

**ISSUANCE DATE: October 21, 2024**

**CLOSING DATE/TIME: November 21, 2024 at 17:00 Hanoi local time**

**SUBJECT: Solicitation for Resident-Hire U.S. Personal Service Contractor (USPSC) –  
Development Outreach Communications Specialist, GS-11.**

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 this solicitation. Incomplete or unsigned offers will not be considered. Offerors should retain copies of all offer materials for their records.

At USAID, Diversity, Equity, Inclusion, and Accessibility (DEIA) is a priority, and we are greater than the sum of our parts. When we integrate DEIA into our programs, policies, partnerships, and people (workforce), we are better able to understand and meet the needs of those we serve worldwide. USAID will evaluate all offerors based on the stated evaluation criteria. USAID encourages all individuals, including those from disadvantaged and underrepresented groups, to respond to the 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 offer.

Any questions must be directed in writing to the Point of Contact specified in this solicitation.

Sincerely,

Nand Kumar Lakhavani  
Contracting Officer  
USAID/Vietnam

**I. GENERAL INFORMATION**

The United States Government, represented by the U.S. Agency for International Development (USAID), is seeking applications of qualified U.S. Nationals (USNs) currently residing in Vietnam for a Personal Services Contract (PSCs) for the position of Development Outreach Communications Specialist for its Mission in Vietnam for a two-year period for the base contract with three (3) one-year extension options.

1) **SOLICITATION NO.:** 72044025R00001

2) **ISSUANCE DATE:** October 21, 2024

3) **CLOSING DATE/TIME FOR RECEIPT OF OFFERS:** November 21, 2024 at 17:00 Hanoi time.

4) **POINT OF CONTACT:**

**Quyen Hoang, Supervisory HR Specialist,**  
at [Vietnam-Hanoi-USAID-HR-Recruitment@usaid.gov](mailto:Vietnam-Hanoi-USAID-HR-Recruitment@usaid.gov)

**Nand Kumar Lakhavani, Contracting Officer,** at [nlakhavani@usaid.gov](mailto:nlakhavani@usaid.gov)

[\(Please copy and paste the email to ensure the correct email address is used\).](#)

5) **POSITION TITLE:** Resident-Hire USPSC Development Outreach Communications Specialist, Program Office (PRO).

6) **MARKET VALUE:**

The position is classified at GS-11 with an annual salary range of \$62,107 - \$80,737 per annum (GS scale 2024). Final compensation will be negotiated within the listed market value depending on experience, qualifications, and salary history. Requests for salary over and above the top of the pay range are not negotiable.

7) **PERIOD OF PERFORMANCE:**

The base period will be two (2) years. Based on the Mission’s needs and fund availability, the Contracting Officer may exercise the option periods of three (3) one-year extensions. This is a full-time position with a 40 hours per week schedule (Monday to Friday).

Base Period	TBD two-year period
Option Period 1	TBD one-year period
Option Period 2	TBD one-year period
Option Period 3	TBD one-year period

8) **PLACE OF PERFORMANCE:** Program Office, USAID/Vietnam office in Hanoi, Vietnam, with possible travel depending on work requirements.

9) **ELIGIBLE OFFERORS:**

This vacancy is open to Resident-Hire U.S. Nationals (USNs) who are **currently residing in Vietnam and allowed to work legally in the country without needing a work permit**. The U.S. Embassy in Hanoi is neither responsible for providing any support to get a work permit nor accepting the work permit guaranteed by a third party.

U.S. national means an individual who is a U.S. citizen or a non-U.S. citizen lawfully admitted for permanent residence in the United States.

**NOTE: ALL ORDINARY RESIDENT APPLICANTS MUST HAVE THE REQUIRED RESIDENT PERMITS AND BE ALLOWED TO WORK LEGALLY IN THE COUNTRY WITHOUT NEEDING A WORK PERMIT GRANTED BY THE GOVERNMENT OF VIETNAM BEFORE BEING ELIGIBLE TO APPLY.**

10) **SECURITY LEVEL REQUIRED:** Secret level

USAID will provide details regarding this requirement. If such clearance is not obtained within a reasonable time or negative suitability issues are involved, any offer made maybe rescinded.

11) **STATEMENT OF DUTIES**

1. **BACKGROUND**

This position is located within the Development Outreach Communication (DOC) team, within the Program Office (PRO), USAID/Vietnam Mission. PRO provides strategic, programmatic, monitoring, evaluation, and budgeting guidance to the Mission to implement a portfolio of programs of more than \$161 million annually. PRO also manages external communications and relations with partners, donors, host country institutions, Washington, and the general public. Details about the Mission's portfolio may be found at <https://www.usaid.gov/vietnam>.

One essential function of PRO is to lead the Mission's external outreach and communications efforts. Given the history of U.S.-Vietnam relations and the particular sensitivity of a number of program areas in which we work, the DOC team plays a central role in defining our programs and explaining them to Vietnamese, American, and international audiences.

The DOC team is responsible for collecting, researching, managing, and distributing information associated with USAID programs in Vietnam and serves as the point of contact and liaison for all public information requests. The DOC team's recommendations on development outreach assist USAID senior leadership in making strategic decisions, related to communications, messaging, and press relations. The DOC team collaborates closely with USAID/Vietnam technical teams and numerous implementing partners to develop and implement USAID/Vietnam's overall

communications strategy. The team collaborates with U.S. Embassy Hanoi's and U.S. Consulate General Ho Chi Minh City's (HCMC) Public Affairs Sections (PAS) to ensure alignment with U.S. Mission Vietnam communications strategy and to maximize outreach potential. The DOC team liaises with the Agency's Legislative and Public Affairs (LPA) Bureau as well as Asia Bureau's Outreach Division in Washington (USAID/W), and with USAID's Regional Development Mission for Asia (RDMA) based in Bangkok.

The DOC team currently comprises one Offshore-Hire USPSC Senior DOC, two Resident Hire USPSC DOCs (including this vacant position), and two Country Cooperating Nationals (CCNs). Within the Mission, the team also includes communication points of contact in each of the technical offices. In addition, the DOC team has established linkages with communications professionals in each of the implementing partners (IPs). The job holder works in close collaboration and coordination with other DOC team members, the Program Office, the Mission Director and Deputy Mission Director, Technical Offices, and IPs to develop and implement the overall Mission communications strategy.

The job holder will support the Development Outreach and Communications (DOC) team on its communications objectives with lead responsibility for event coordination. S/he is responsible for coordinating the development, promotion, execution, and evaluation of USAID's public engagements involving Front Office principals and VIPs. This includes leading the drafting, editing, and clearing of event briefing paper for principals; serving as a lead adviser for staff and implementing partners on the effective use of events to advance the organization's strategic objectives; serving as the DOC team's main point-of-contact for USAID's branded space at Can Tho University in the Mekong Delta; and leading event coordination aspects of USAID/Vietnam all-implementing partner meetings as requested by the Program Office Director.

In addition, s/he has lead responsibility for reviewing all English-language branding and marking plans and associated approval requests for USAID/Vietnam activities and ensuring these activities are compliant with Agency branding and marking regulations. S/he has supporting responsibility for website management as USAID/Vietnam's alternate web manager. S/he is a contributing writer/editor on the team and leads on writing/editing tasks when requested, including editing Weekly Report bullets, updating fact sheets, and performing discrete rapid research. S/he takes on special projects as requested (serving on planning committees for U.S. Mission Vietnam events and supervising interns).

## **2. MAJOR DUTIES AND RESPONSIBILITIES:**

Under the direction of the USPSC Senior DOC (DOC Team Lead), and in collaboration with all DOC team members, the specific duties will include the following:

### **Event Coordination 50%**

- In line with USAID/Vietnam's Standard Operating Procedure for events, under the direction of the DOC Team Lead, coordinates the Mission's development, promotion, execution, and evaluation of USAID's public engagements with an eye to ensuring that the Mission's external engagements best advance strategic objectives, maximize outreach

potential, and ensure the most efficient use of principals' time (ensuring branding and marking compliance, preparation and dissemination of information packets, addressing protocol issues, site selection and preparation, staging and logistical issues, scheduling, and on-site coordination).

- Ensures quality assurance on event briefing paper for principals by leading for DOC the building of essential components using the appropriate templates; performing first-edit for DOC on event briefing paper to ensure formatting and content requirements are met; and managing clearances of event briefing paper.
- Serves as primary DOC manager of a calendar of USAID/Vietnam events in close coordination with technical team staff.
- Trains/advises staff and implementing partners on the effective use of events to advance the organization's strategic objectives. Builds the capacity of implementing partners to develop timely, accurate, effective, and well-written event materials.
- Proactively offers ideas to DOC to help develop innovative publicity events used to further Mission strategic goals.
- Leads event coordination aspects of USAID/Vietnam all-implementing partner meetings as requested by the Program Office Director or his/her designate.
- Supports the DOC Team Lead with coordination of publicity events and site visits by official visitors from the Embassy, HCMC Consulate General, USAID, Congress, and other USG agencies or entities. Contributes to the preparation of briefing materials, scene setters, and other information products to support these visits. Contributes to maintaining a diverse list of potential site visit locations appropriate for a variety of high-level visitors throughout the country.

### **Branding and Marking 20%**

- Leads the review of all English-language branding and marking plans and associated approval requests for USAID/Vietnam activities and ensures these activities are compliant with Agency branding and marking regulations.
- Contributes to DOC team efforts to ensure that USAID Mission staff are familiar with the requirements of program/activity branding and that Agency partners and implementers are compliant with Agency branding guidance.
- Supports DOC-led trainings for IP and Mission staff on USAID'S branding and marking requirements in order to promote the visibility of USAID through correct branding and marking.
- Assists with the production/procurement and distribution of USAID's branded merchandise.
- Backstops the DOC Team Lead on conducting training sessions each time a new activity is started, as well as at implementing partner meetings.

### **Writing/Editing 20%**

- Takes on writing/editing tasks as requested by the DOC Team Lead (preparing presentations, drafting remarks and talking points, editing the Mission's Weekly Report, compiling information in response to requests for information and taskers, drafting social media posts, and editing fact sheets).

- Reviews written content to ensure that the quality of these materials meets the requirements and expectations of the USAID/Vietnam, Embassy, Consulate General, and/or USAID/W FOs.

### **Website Management and Special Projects 10%**

- Serves as an alternate website manager for the DOC team, including contributing to team efforts to envision and advise on USAID/Vietnam webpage development to most effectively highlight Mission activities and successes.
- As an alternative website manager, maintains USAID/Vietnam's webpages on USAID.gov through the Content Management System (CMS) in coordination with USAID's Web Team in Washington, D.C.
- As an alternative website manager, ensures that content updates are made in a timely manner. This includes posting weekly updates such as News Updates, publishing press releases and job opportunities, uploading fact sheet updates and corresponding webpage text, and ensuring that all content remains current.
- Takes on special projects as requested (serving on planning committees for U.S. Mission Vietnam events and supervising interns).

### **SUPERVISORY RECEIVED**

This position directly reports to the USpsc Senior DOC (Team Lead) or their designee. S/he is expected to display a high degree of independence in planning and carrying out his/her assignments.

### **SUPERVISION/OVERSIGHT OVER OTHERS: NONE**

## **12) PHYSICAL DEMANDS**

The work requested does not involve undue physical demands.

## **II. MINIMUM QUALIFICATIONS REQUIRED FOR THIS POSITION**

### **A. Education:**

A high school diploma (GED equivalent) is required. A bachelor's degree in communications, public relations, journalism, or marketing is highly desired

### **B. Professional Experience:**

A minimum of two years of experience in communications, public relations, journalism, and/or marketing is required. Previous work with the U.S. Government (USG) or an international development organization is highly desired.

### **C. Technical Knowledge:**

The job holder must have:

- a thorough knowledge of the principles, methods, practices, and techniques of communication, and proven experience in applying such knowledge to advance organizational objectives.
- an understanding of the use of written communication in developing press releases, feature stories, background statements, fact sheets, media spots, and scripts that effectively transmit information about complex USAID/Vietnam programs/projects/activities and functions.
- a solid understanding of websites as a communications tool and website management.
- knowledge of graphic design, printing, and publishing processes, and the ability to oversee printers and/or publishers.
- knowledge of event coordination, media relations, social media outreach, website content management, photography/videography, organizational branding and marking, multimedia storytelling, and developing targeted messaging; and
- a broad understanding of issues related to international development.

#### **D. Skills and Abilities:**

This position requires a combination of leadership, analytical, and technical expertise. The job holder must have:

- critical, strategic thinking skills, and excellent organizational/ time management skills to simultaneously manage multiple tasks and projects while under pressure to meet strict deadlines.
- the ability to exercise sound judgment and professionalism in representing the USG, including the ability to manage interactions with high-level dignitaries and officials with maturity and confidence.
- the ability to work independently, taking initiative once guidance is provided.
- familiarity with and ability to work well in an overseas environment with a wide range of government and non-government counterparts.
- a strong ability to lead and work in teams, and excellent interpersonal skills within a multicultural work environment, for example, in establishing, developing and maintaining effective relationships with U.S. Embassy, HCMC Consulate General, and IP counterparts and PAS personnel of organizations.
- familiarity with techniques for crafting social media content project information and managing social media accounts, including Facebook, X, and Instagram.
- excellent English communications skills (native level) including speaking, reading, researching, writing and editing content for a variety of platforms and formats; an excellent knowledge of English grammar and American word usage and spelling; ability to present development topics in clear, concise English and translate sometimes complex or highly technical language into a format easily understood by the general public.
- very strong computer skills, including the use of the Google Suite and MS applications.
- the ability to travel throughout the country, in order to support the organization and execution of outreach events and visit project sites.
- self-motivation and strong work ethic.

**E. Other Requirements:** The incumbent must also be:

- 1) A U.S. National (USN) who is currently residing in Vietnam and allowed to work without needing a work permit granted by the Government of Vietnam.
- 2) In possession of, or able to obtain, a secret clearance. The final selected candidates must obtain both the appropriate 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;
- 3) In possession of, or able to obtain, secret authorization and a medical clearance for serving in Hanoi, Vietnam. Details of how to obtain US Department of State Medical Unit medical clearance will be provided once a job offer is made and accepted;
- 4) Available and willing to work outside the regular 40-hour workweek when required/necessary;
- 5) Willing to travel to work sites and other offices both in Vietnam and regionally as/when requested.

### **III. EVALUATION AND SELECTION FACTORS**

The Government may award a contract without discussions with offerors in accordance with FAR 52.215-1. The CO reserves the right at any point in the evaluation process to establish a competitive range of offerors with whom negotiations will be conducted pursuant to FAR 15.306(c). In accordance with FAR 52.215-1, if the CO determines that the number of offers that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. FAR provisions of this solicitation are available at <https://www.acquisition.gov/browse/index/far>.

#### **A. Selection Process**

After the closing date for receipt of applications, a committee will be convened to review applications and evaluate them in accordance with the evaluation criteria. Applications from candidates who do not meet the required selection criteria will not be scored. As part of the selection process, final candidates may be interviewed either in person or virtually at USAID's discretion. The technical evaluation committee may conduct reference checks, including references from individuals who have not been specifically identified by the offeror, and may do so before or after a candidate is interviewed.

If an applicant does not wish USAID to contact a current employer for a reference check, this should be stated in the applicant's cover letter, and USAID will delay such reference check pending communication with the applicant. Only finalists will be contacted by USAID with



respect to their applications. The final selected candidates must obtain security and medical clearances within a reasonable period of time (USAID will provide details regarding these clearances to the selected candidates). A substantial delay in obtaining either required clearance will make the applicant ineligible for selection.

### **B. Selection Criteria/Evaluation Factors**

Applicants will be evaluated on the extent and quality of their education, relevant experience, language and work skills, and professional presentation as they relate to this position against the following criteria:

1. Education: 10%
2. Professional Experience: 40%
3. English Language Proficiency: 10%
4. Technical knowledge and skills and abilities: 40%

The factors will be the basis for scoring the applications and creating an initial ranking of candidates. Only the highest-ranked applicants (finalists) will be interviewed. Those finalists will also be evaluated on their interview performance, and, finally, satisfactory professional reference checks.

In summary, the steps in the applicant rating system are as follows:

1. Meet minimum education/relevant years of experience requirements: Pass/Fail
2. Evaluation Factors (Education, Professional Experience, Language Proficiency, Technical knowledge, Skills and Abilities): combined, are of equal importance to Interview Performance
3. Interview Performance: of equal importance to Evaluation Factors
4. Reference Checks: Pass/Fail

USAID/Vietnam will not pay for any expenses associated with interviews.

## **IV. SUBMITTING AN OFFER**

- 1) Applications should include the following, with the applicant's name clearly marked on every page:
  - a. Cover letter (no more than one page);
  - b. Most current curriculum vitae (CV) or resume;
  - c. Supplemental documentation, addressing each of the Evaluation Factors on a separate sheet, describing specifically and accurately what experience, training, education and/or awards or recognition the applicant has received relevant to each evaluation factor described above. Responses are limited to 300 words per factor;
  - d. Salary history for the prior three years captured in a Contractor Employee Biographical Data Sheet (AID 1420-17 form available at <https://www.usaid.gov/forms/aid-1420-17>);

- e. Contact information (telephone numbers and email addresses) for at least three references with knowledge of the applicant's prior work skills. Please be advised that references may be obtained independently from other sources in addition to the ones provided by an applicant;
  - f. Eligible offerors are required to complete and submit the offer form **AID 309-2**, "Offeror Information for Personal Services Contracts with Individuals," available at <http://www.usaid.gov/forms>
  - g. A resident card granted by the GVN and/or supporting document showing that s/he can legally work in Vietnam without needing a work permit granted by the GVN.
- 2) Offers must be received by the closing date and time specified in Section I, item 3, and submitted to the Point of Contact in Section I, item 4. Late, incomplete or unsigned applications will NOT be considered. Offeror submissions must clearly reference the Solicitation number on all offeror submitted documents.
  - 3) The attachment to e-mail must be in Word format (.doc) or Adobe Acrobat format (.pdf). The attachment should be formatted with a 10MB limit per email. Package in zip or other compressed formats will be rejected. The U.S. Government will not be responsible for incomplete/corrupted or missing information in electronic submission. USAID will not ensure quality or completeness of electronic files attached to the e-mail.

### **USAID'S ZERO TOLERANCE FOR SEXUAL MISCONDUCT**

USAID has a zero-tolerance policy for sexual misconduct with the goal of fostering a respectful, safe, healthy and inclusive work environment. USAID maintains policies and procedures to establish a workplace free of sexual misconduct as described in Agency policy at ADS Chapter 113, Preventing and Addressing Sexual Misconduct.

**By acceptance of the contract, the contractor acknowledges having read, and agrees to abide by, the Agency's ADS 113 policies and procedures.**

### **SELF CERTIFICATION**

Offerors must sign a [Sexual Misconduct Self-Certification form \[see hyperlink\]](#) related to sexual misconduct when submitting the offer. The signed form will be filed in the award file. If the offeror fails to submit a signed-certification, the offeror will be determined to be non-compliant to submission requirements and will not be considered for award.

- For the Apparently Successful Offeror:
  - If Self-Certification response is "Yes": In consultation with the Resident Legal Advisor (RLO) or General Counsel Acquisition and Assistance (GC/AA), the CO will request further details from the offeror.
  - Event of False Certification: If the certification provided is found to be false, the offeror may be eliminated from consideration for the award. If the contract has been awarded, the

false certification may be grounds for termination of the contract. The action may be punishable to the full extent of the law.

### **USE OF THE AGENCY'S MISCONDUCT PORTAL AND INQUIRIES MADE TO PREVIOUS COs FOR APPARENTLY SUCCESSFUL OFFEROR**

The Office of Employee and Labor Relations (ELR) operates USAID's Misconduct Reporting Portal. Prior to award, the CO will email ELR at [HCTM.ELR@usaid.gov](mailto:HCTM.ELR@usaid.gov) to identify whether Agency records include any prior disciplinary action related to sexual misconduct taken against the apparently successful offeror.

If the apparently successful offeror has previously held a Personal Services Contract at USAID, the CO will attempt to contact the previous administering CO to inquire about previous disciplinary actions related to sexual misconduct against the apparently successful offeror.

### **NEW ENTRANT ORIENTATION (NEO)**

For PSCs onboarded overseas, including CCNPSCs and TCNPSCs, the PSC must complete an online module related to USAID's zero tolerance policy for sexual misconduct as administered by their cognizant CO as part of their onboarding process. The CO will include documentation in the award file that the PSC has completed the online module and has been made aware of USAID's zero tolerance policy for sexual misconduct.

## **V. LIST OF REQUIRED FORMS PRIOR TO USPSC HIRES**

Once the CO informs the successful Offeror about being selected for a contract award, the CO will provide the successful Offeror instructions about how to complete and submit the following forms.

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

## **VI. BENEFITS/ALLOWANCES**

As a matter of policy, and as appropriate, a Resident-Hire USPSC is normally authorized the following benefits (not allowances) in accordance with the Agency International Development Acquisition Regulation (AIDAR) Appendix D.

- 1) BENEFITS:
  - (a) Employer's FICA Contribution
  - (b) Contribution toward Health & Life Insurance
  - (c) Pay Comparability Adjustment.

- (d) Annual Increase (pending a satisfactory performance evaluation)
- (e) Eligibility for Worker’s Compensation
- (f) Leave and Holiday

2) ALLOWANCES: None

**VII. TAXES**

USPSCs are required to pay Federal income taxes, FICA, Medicare and applicable State Income taxes.

**VIII. USAID REGULATIONS, POLICIES AND CONTRACT CLAUSES PERTAINING TO USPSCs**

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/ads/policy/300/aidar>

- 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

Item No (A)	Supplies/ Service Description (B)	Quantity (C)	Unit (D)	Unit Price (E)	Amount (F)
0001	Base Period – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Firm-Fixed-Price - Product Services Code: R497 - Accounting Info: TBD	1	LOT	-	\$TBD at award after negotiations with Contractor
1001	Option Period 1 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Firm-Fixed-Price - Product Services Code: R497 - Accounting Info: TBD	1			\$TBD at award after negotiations with Contractor
2001	Option Period 2 – Compensation, Fringe Benefits and Other Direct Costs (ODCs)	1			\$TBD at award after negotiations with Contractor

	- Award Type: Firm-Fixed-Price - Product Services Code: R497 - Accounting Info: TBD				
3001	Option Period 3 – Compensation, Fringe Benefits and Other Direct Costs (ODCs) - Award Type: Firm-Fixed-Price - Product Services Code: R497 - Accounting Info: TBD	1			\$TBD at award after negotiations with Contractor

- 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/resources\\_standards-of-conduct](https://www.oge.gov/web/oge.nsf/resources_standards-of-conduct).
- 5) **PSC Ombudsman:** The PSC Ombudsman serves as a resource for any Personal Services Contractor who has entered into a contract with the United States Agency for International Development and is available to provide clarity on their specific contract with the agency. Please visit our page for additional information: <https://www.usaid.gov/work-usaid/personal-service-contracts-ombudsman>  
The PSC Ombudsman may be contacted via: [PSCOmbudsman@usaid.gov](mailto:PSCOmbudsman@usaid.gov).

**Equal Employment Opportunity Policy**

The U.S. Embassy in Hanoi, Vietnam provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Mission also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

**6) FAR Provisions Incorporated by Reference**

52.204-27	PROHIBITION ON A BYTEDANCE COVERED APPLICATION	JUN 2023
-----------	--	----------

\_\_\_\_ **End of Solicitation** \_\_\_\_