



Request for Personal Service Contractor

United States Agency for International Development Office of U.S. Foreign Disaster Assistance

Position Title: Strategic Communications Team Leader
Solicitation Number: SOL-OFDA-15-000036
Salary Level: GS-14 Equivalent: \$107,325 - \$139,523
Issuance Date: March 18, 2015
Closing Date: April 1, 2015
Closing Time: 5:00 P.M. Eastern Time

Dear Prospective Applicants:

The United States Government (USG), represented by the U.S. Agency for International Development (USAID) Office of U.S. Foreign Disaster Assistance (OFDA), is seeking applications from qualified U.S. citizens to provide personal services as a Strategic Communications Team Leader under a United States Personal Services Contract (USPSC), as described in the attached solicitation.

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

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

Your resume should contain sufficient information to make a valid determination that you fully meet the experience requirements as stated in this solicitation. This information should be clearly identified in your resume. Failure to provide information sufficient to determine your qualifications for the position will result in loss of full consideration.

2. Supplemental document specifically addressing the Quality Ranking Factors (QRFs) shown in the solicitation.

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Additional documents submitted will not be accepted. Incomplete or late applications will not be considered. OFDA reserves the right to select additional candidates if vacancies become available during future phases of the selection process.

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. Your complete resume and the supplemental document addressing the QRFs must be mailed, delivered or emailed to:

OFDA Recruitment Team
529 14th Street, NW, Suite 700
Washington, DC 20045
E-Mail Address: recruiter@ofda.gov
Telephone Number: (202) 661-9300
Website: www.OFDAjobs.net

Any questions on this solicitation may be directed to OFDA Recruitment Team via the information provided above.

Sincerely,

Renee Reed
Contracting Officer

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Solicitation for USPSC Strategic Communications Team Leader

- 1. SOLICITATION NO.:** SOL-OFDA-15-000036
- 2. ISSUANCE DATE:** March 18, 2015
- 3. CLOSING DATE/TIME FOR RECEIPT OF APPLICATIONS:** April 1, 2015, 5:00 P.M. Eastern Time
- 4. POSITION TITLE:** Strategic Communications Team Leader
- 5. MARKET VALUE:** GS-14 equivalent (\$107,325 - \$139,523 - includes locality pay). 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 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) option years
- 7. PLACE OF PERFORMANCE:** Washington, D.C.

8. STATEMENT OF WORK

POSITION DESCRIPTION

BACKGROUND

The Office of U.S. Foreign Disaster Assistance (OFDA) is the office within USAID that is responsible for providing emergency non-food humanitarian assistance in response to international crises and disasters. OFDA is part of the Bureau for Democracy, Conflict, and Humanitarian Assistance (DCHA) and is organized into six divisions.

The Africa and the Asia, Latin America, Europe (ALE) Divisions are responsible for the provision of emergency humanitarian assistance through a grants mechanism to non-governmental organizations (NGOs), international organizations (IOs) including the United Nations (UN) agencies and to other partners to ensure the implementation and delivery of this assistance. These Divisions also oversee OFDA's non-response efforts in disaster risk reduction and resilience. Africa and ALE also coordinate with other organizations for the provision of relief supplies and assistance. They devise, coordinate and implement program strategies for a variety of natural and human caused disaster situations. Both Divisions encompass groups of technical sector specialists who provide technical expert capability in assessing the quality of disaster response and risk reduction activities.

The Operations Division (OPS) develops and manages logistical and operational support for disaster responses and administrative support to all offices and operations. OPS maintains readiness to respond to emergencies through several mechanisms, including managing Search and Rescue Teams (SAR), coordinating and supporting Disaster Assistance Response Teams (DARTs), and Washington-based Response Management Teams (RMTs), to ensure OFDA's

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capacity to execute and coordinate U.S. Government (USG) humanitarian assistance and response to natural disasters and complex emergencies. OPS performs these functions through four teams, namely, the Disaster Assistance Support Team (DASP), Operations Support Team (OST), Overseas Administration Team (OAT), and the Military Liaison Team (MLT). OPS provides technical guidance and expertise in Disaster Logistics, Search and Rescue, Operations Center Management, Military Liaison, and Consequence Management. It also provides overseas support to OFDA offices and personnel and to other sectors necessary to ensure OFDA's capacity to execute and coordinate USG humanitarian assistance and response to natural disasters and complex emergencies.

The Program Support (PS) Division provides operational management support, including general administration, budget and financial services, procurement planning, information technology (IT), human resources management including staff care, and contract and grant administration support to OFDA. The PS Division supports OFDA's mandate by providing innovative solutions for IT, staffing, funds control, budgeting, information and human resource management, and procurement to facilitate timely disaster responses.

The Preparation, Strategic Planning and Mitigation (PSPM) Division is responsible for the technical oversight of all OFDA response and mitigation programs, as well as preparation and strategic planning for response, mitigation, and disaster risk reduction activities. The PSPM Division houses technical experts in all sectors potentially affected by disasters, and leads the Agency in developing and promoting best practices for programming in these specific sectors. In addition, PSPM will be the focal point for technological innovations for humanitarian assistance in areas such as monitoring and evaluation, assessment, and information management.

The Humanitarian Policy and Global Engagement (HPGE) Division assists the DCHA front office, the OFDA Director and OFDA Deputy Director with tracking trends and policy developments in the humanitarian assistance field. It engages in policy dialogue with other parts of USAID, the USG interagency, other donors, multilateral agencies, and NGO partners; recommends strategies for action to DCHA; initiates development of policy and internal guidance for OFDA; maintains global relationships with implementing partners, other donors, and the broader humanitarian architecture; engages with the U.N. to advance USG humanitarian policy objectives and to promote humanitarian principles within the USG and internationally. The HPGE Division leads OFDA's communications and social media outreach to effectively communicate OFDA's story to a variety of strategic audiences; and serves as the office's primary interlocutor on strategic issues with other federal partners to provide guidance to OFDA on policy issues pertaining to the interagency, and to improve USG humanitarian coordination and response during large-scale crises. The HPGE Division has staff that manage global programs, policy and outreach, strategic communications, and interagency engagement. The HPGE Division also includes Humanitarian Advisors located in Rome, Geneva, and United States Mission to the UN in New York.

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INTRODUCTION

DCHA/OFDA provides non-food humanitarian assistance in response to international crises and disasters. The HPGE Division serves as the principal focal point for humanitarian policy development, engagement, and institutional relationships with international organizations and other donor governments. This division tracks trends and policy developments in the humanitarian assistance field; engages in policy discussion with other donors and multilateral agencies; recommends strategies for action to DCHA; initiates policy and internal guidance for the organization; maintains global relationships with implementing partners; leads OFDA's communications and social media outreach; and serves as the primary interlocutor on strategic issues with OFDA's other federal partners on global issues.

The Strategic Communications Team Leader position serves as an integral part of the HPGE Division, closely coordinating with other parts of the USG community on humanitarian and press issues. The position will be responsible for providing overarching communications and messaging support for USAID/OFDA.

OBJECTIVE

OFDA requires the services of a Strategic Communications Team Leader that is Washington-based.

9. CORE FUNCTIONAL AREAS OF RESPONSIBILITY

DUTIES AND RESPONSIBILITIES

The Strategic Communications Team Leader will work closely with other members of the Communications Team to develop and implement strategies to increase awareness and appreciation for USAID/OFDA and partner activities. The Strategic Communications Team Leader will report to the HPGE Division Director but work closely with other teams within HPGE, including the Information Support Unit (ISU) and the Regional Disaster Response Divisions of USAID/OFDA. Specific responsibilities include:

Overall Responsibilities

- Analyze OFDA's current communication activities and develop a comprehensive strategy for strategic communications to increase awareness of OFDA's impact, expertise, and value added to internal and external audiences.
- With the Communications Team, work with all relevant parties to develop strategic messages for OFDA's overall work and individual responses and ensure these are incorporated into communications materials and efforts.
- Develop ways to effectively convey key messages in a clear, concise manner, avoiding jargon and technical language.
- Work closely with the OFDA Senior Management Team, OFDA Staff, Public Outreach Specialists, and USAID's Bureau for Legislative and Public Affairs (LPA) to ensure communications efforts are responsive to current priorities, key messaging strategies and evolving needs.

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- Manage and ensure consistency between communications materials and efforts. Adopt a continuous quality improvement approach to provide ongoing evaluation of communications strategies.
- Champion innovative and creative strategies to increase awareness of OFDA and the office's impact in international disaster response.
- In conjunction with communication outreach specialists and LPA, manage efforts to develop OFDA media stories and materials, build relationships with media outlets, and define and implement public outreach strategies.
- In partnership with LPA, develop a strategy to increase awareness of USAID's humanitarian efforts.
- Develop and implement strategies to engage other key stakeholders.
- Monitor and track implementation of strategic communications plan to determine impact of targeted strategies.
- Produce select communications materials for internal and external audiences that carry OFDA's strategic messages forward.

Emergency and Regional Response

- Work closely with designated regional teams to produce talking points, press releases, and other written materials for internal and external messaging.
- Provide editorial input for materials generated by the Communications Team and USAID/OFDA staff.
- Work with regional teams to generate success stories and other publications to communicate USAID/OFDA's impact, expertise, and value.
- During emergencies, provide support to USAID/OFDA staff and regional teams, generating talking points and press releases, fielding media requests, and engaging in proactive press outreach.
- Serve on RMT, if activated, to provide operational communications support to teams in the field. Long rotations on the RMT may be required.
- Deploy with USAID/OFDA DARTs to the field if requested by the Division Director.

Management

- Manage communications team, including press and public outreach officers and online communications specialist.
- Manage OFDA's public service campaigns and outreach efforts.
- Manage/facilitate relationships across OFDA for office wide engagement on communications issues.

Training, Coaching, and Mentoring

- Develop communications training development program within OFDA to encourage appropriate representational outreach and advocacy on humanitarian issues.
- Provide technical assistance and develop tailored training/workshop opportunities for OFDA staff in impact writing, messaging strategies and other communications-related topics, as needed.
- Provide ongoing coaching and mentoring to OFDA staff on communications efforts and skills.

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SUPERVISORY RELATIONSHIP:

The Strategic Communications Team Leader will take direction from and report to the HPGE Division Director or his/her designee.

SUPERVISORY CONTROLS:

Supervisor provides administrative directions in terms of broadly defined missions or functions. The Strategic Communications Team Leader independently plans, designs, and carries out programs, projects, studies, or other work. Results are considered authoritative and are normally accepted without significant change.

10. PHYSICAL DEMANDS

The work is generally sedentary and does not pose undue physical demands. During deployment on 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 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.

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EDUCATION/EXPERIENCE REQUIRED FOR THIS POSITION

(Determines basic eligibility for the position. Applicants who do not meet all of the education and experience factors are considered NOT qualified for the position.)

Bachelor's degree with significant study in or pertinent to the specialized field (including, but not limited to, communications, public outreach, media, international relations, political science, or a related field) and minimum nine (9) years of relevant work experience. Two (2) years of this experience must be working directly on international humanitarian and disaster relief issues, working with USG agencies or humanitarian aid agencies and strategic messaging. Significant experience working on communications issues, with excellent verbal and written communication skills required.

OR

Master's degree with significant study in or pertinent to the specialized field (including, but not limited to, communications, public outreach, media, international relations, political science, or a related field), and seven (7) years of relevant work experience. Two (2) years of this experience must be working directly on international humanitarian and disaster relief issues, working with USG agencies or humanitarian aid agencies and strategic messaging. Significant experience working on communications issues, with excellent verbal and written communication skills required.

SELECTION FACTORS

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

- Applicant is a U.S. Citizen;
- Complete resume submitted. See cover page for resume requirements. Experience that cannot be quantified will not be counted towards meeting the solicitation requirements;
- Supplemental document specifically addressing the Quality Ranking Factors (QRFs) submitted;
- Ability to obtain and maintain a Secret up to Top Secret/Sensitive Compartmented Information level clearance;
- Ability to obtain a Department of State medical clearance;
- Satisfactory verification of academic credentials.

QUALITY RANKING FACTORS (QRFs)

(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.)

- QRF #1 Demonstrated experience and ability to work with press in high pressure and challenging environments;
- QRF #2 Demonstrated ability to produce clear and concise communications products in a variety of media forms;

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- QRF #3 Demonstrated ability to lead diverse teams, develop strategic vision to guide the team and support larger organizational goals;
- QRF #4 Demonstrated experience working on humanitarian and/or international issues; and
- QRF #5 Demonstrated ability to represent the USG and/or policy positions and perform collaboratively in a high visibility environment.

BASIS OF RATING: Applicants who meet the Education/Experience requirements and Selection Factors will be further evaluated based on scoring of the QRF responses. Those applicants determined to be competitively ranked may also be evaluated on interview performance and satisfactory professional reference checks.

Applicants are required to address each of the QRFs in a separate document describing specifically and accurately what experience, training, and/or education they have received as it pertains to each factor. Be sure to include your name and the announcement number at the top of each additional page. Failure to address the selection factors and/or Quality Ranking Factors may result in not receiving credit for all pertinent experience, education, and/or training.

The Applicant Rating System is as Follows:

QRFs have been assigned the following points:

- QRF #1 – 10 points
- QRF #2 – 10 points
- QRF #3 – 9 points
- QRF #4 – 6 points
- QRF #5 – 5 points

Interview Performance – 40 points

OFDA will not pay for any expenses associated with the interviews.

Satisfactory Professional Reference Checks – 20 points

Total Possible Points: 100

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. Complete resume. In order to fully evaluate your application, your resume must include:
 - (a) Paid and non-paid experience, job title, location(s), dates held (month/year), and hours worked per week for each position. Dates (month/year) and locations for all field experience

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must also be detailed. Any experience that does not include dates (month/year), locations, and hours per week will not be counted towards meeting the solicitation requirements.

(b) Specific duties performed that fully detail the level and complexity of the work.

(c) Names and contact information (phone/email) of your current and/or previous supervisor(s). Current and/or previous supervisors may be contacted for a reference.

(d) Education and any other qualifications including job-related training courses, job-related skills, or job-related honors, awards or accomplishments.

(e) U.S. Citizenship

Your resume should contain sufficient information to make a valid determination that you fully meet the experience requirements as stated in this solicitation. This information should be clearly identified in your resume. Failure to provide information sufficient to determine your qualifications for the position will result in loss of full consideration.

2. Supplemental document specifically addressing the QRFs shown in the solicitation.

Additional documents submitted will not be accepted.

By submitting your application materials, you certify that all of the information on and attached to the application is true, correct, complete, and made in good faith. You agree to allow all information on and attached to the application to be investigated. False or fraudulent information on or attached to your application may result in you being eliminated from consideration for this position, or being terminated after award, and may be punishable by fine or imprisonment.

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

DOCUMENT SUBMITTALS

Via mail: 529 14th Street, NW, Suite 700, Washington, DC 20045

Via email: recruiter@ofda.gov

NOTE: If the full security application package is not submitted within 30 days after the Office of Security determines eligibility, the offer may be rescinded. If a Secret security clearance is not obtained within nine months after offer acceptance, the offer may be rescinded. If Top Secret is required, and clearance is not obtained within nine months after award, USAID may terminate the contract at the convenience of the government.

NOTE: If the full medical clearance package is not submitted within two months after offer acceptance, the offer may be rescinded. If a Department of State medical clearance is not obtained within six 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

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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. Resume.
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.

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)

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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

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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).