The USAID Grant & Contract Process:
A Basic Guide
Contents

I. Grant and Contract Process ................................................................. 3
II. Opportunities for Funding ............................................................... 7
III. Ocean Transportation ........................................................................ 11
IV. Grant and Contract Resources .......................................................... 13
V. Unsolicited Proposals & Grant Applications .......................................... 16
VI. Business Forecast ............................................................................... 20
VII. Acquisition & Assistance Ombudsman ............................................... 21
I. Grant & Contract Process

Step 1. "Develop Activity" (USAID Market Research)
Frequently USAID identifies an opportunity to enhance the delivery of foreign assistance and reaches out to industry to conduct market research. We call this the "develop activity" stage of the grant and contract process. An informative document concerning objectivity and avoidance of conflicts of interest can be found in this OMB memo. For more information see Agency policy in ADS chapters 302 and 303.

Step 2. "Forecast Opportunity"
Once the Agency has decided to pursue the awarding of a grant or contract, we inform the public through a "Business Forecast." These forecasts are available for Washington, D.C., and overseas and continually updated.

- Opportunities in Washington, D.C
- Opportunities Overseas

Points of contact are listed in the forecasts as well as solicitations once issued (FBO.gov for contracts, Grants.gov for grant assistance). We encourage new organizations to join us in a variety of ways. If you wish to work with an existing USAID partner please see our Top 25 Partners List from the previous fiscal year. While the Agency does not sponsor any professional organization or group, the Professional Services Council, Inside NGO, and the Society for International Development, among others, may also be useful resources.

Step 3. "Publish Solicitation"

- Requests for Application and Annual Program Statements (RFA and APS): Grants.gov is the authoritative "storefront" for most grants available from the U.S. government. An RFA is usually geared for a specific program (s) and open for a limited time. An APS is normally open for a year and is meant to encourage concept papers on a wider range of programs before the submission of a full application
- Requests for Quotes or Proposals (RFQ/RFP): Similar to grants, all Federal contracts are announced on FBO.gov.
- Ocean transportation and commodities goods: Partners in these industries may visit USAID Procurement Announcements for a listing of solicitations.
• **Consultant Opportunities**: These are available at FBO.gov under [Solicitation #SOL-OAA-11-000086](https://fbo.gov/solicitation/2011/11/86).

### Step 4. "Evaluate"

For USAID to evaluate an organizational proposal for a contract or a grant, the organization submitting the document must be registered in the [Central Contract Registration database](https://fbo.gov/central_contract_registration).

Be sure to:

- **Follow instructions**: If you don't, your submission may not be considered.
- **Build on lessons learned**: We recommend that you consult the [Development Experience Clearinghouse](https://www.devex.com) to prepare a substantive and knowledgeable submission.
- **Show recent and relevant customer references**: Past performance information is a key factor for predicting successful performance, so your organization will want to ensure that they have relevant and recent past performance. If you are new to doing business with USAID or the federal government, your organization can still submit performance information that is not necessarily government work.
- **Explain how your cost is competitive**: We are responsible to keep administrative costs low to maximize the amount of assistance that is used for actual program implementation. Cost proposals usually request a detailed narrative on how costs were developed.
- **Demonstrate financial soundness and organizational responsibility**: USAID must make a responsibility determination based on financial soundness and organization. The main source of information that USAID is required to use is the Federal Awardee Performance and Integrity Information System (FAPIIS). If a USAID Contracting or Agreement Officer cannot make a positive pre-award responsibility determination, they may undertake a formal selection survey involving a pre-award audit of your organization.
Other specialized aspects that USAID generally considers include, but not limited to:

| Gender: | Branding/Marking: Programs under the Foreign Assistance Act must be identified by appropriate USAID branding and marking overseas (some security exceptions may apply). See the solicitation for further information and [ADS 320](#). |
| Environment: Effective implementation of environmental impact assessment ensures that the development activities USAID undertakes are economically sustainable and protective of the world's environment. Offerors/applicants will need to address implementation and costs of addressing environmental concerns. Please see [USAID Environmental Compliance](#). | Subcontracting/Teaming: In many cases, USAID's development assistance activities require specialized skills from a multiple set of development partners. It can be rare for one organization to offer all of the professional skills, services, and knowledge base the Agency requires to reform education in a post-conflict country, for example. Therefore, teaming together for an award or subcontracting arrangements between organizations can be beneficial to the achievement of the overall development goals. |

Organizations interested in doing business with USAID should understand that small business partnerships and local entity or organization partnerships are paramount in doing USAID work. USAID encourages organizations to partner with small business and local partners to the greatest extent possible. Please see links pertaining to small business and local partners. USAID sets small business goals within subcontracting plans that contractors are expected to reach. Further, USAID evaluates contractor's past performance in reaching these goals for future awards. Please check the [OSDBU](#) site for a database listing of small businesses, Agency goals, and information.

**Step 5. "Negotiate"**

Your organization will be contacted by the Management Bureau/Office of Acquisitions & Assistance (M/OAA) Agreement or Contracting Officers if your proposal or application is being considered for an award. Agreement and Contracting Officers will be your organization's key
interface in doing business with USAID. Agreement and Contracting Officers are staffed in Washington D.C. and worldwide and are involved with all award stages and will negotiate and administer the award with your organization.

Your organization should always submit its best and final offer in the case that USAID awards without discussions or negotiations. It is critical for your organization to understand USAID policies before signing an award. As a part of the negotiations, your organization will want to learn about our policies that will become a part of the grant or contract.

USAID executes all direct procurement in accordance with the FAR and the AIDAR. When it is necessary to implement timely changes prior to a formal amendment of Agency procurement regulations and policy, the Director, M/OAA, issues Acquisition & Assistance Policy Directives (AAPDs).

USAID awards assistance in accordance with 22 CFR 226 and ADS 303 guidance. When it is necessary to implement timely changes prior to a formal amendment of Agency procurement regulations and policy, the Director, M/OAA, issues Acquisition & Assistance Policy Directives (AAPDs).

Step 6. "Award"
USAID utilizes various acquisition and assistance instruments to implement its activities. Contracts, grants, cooperative agreements and purchase orders are some of the instruments which are negotiated and signed worldwide by USAID. These instruments provide a variety of commodities and technical assistance to support the attainment of the agency's objectives. There are no restrictions regarding what type of organization (e.g., private voluntary organization, profit-making firm, or non-profit organization) may receive an acquisition or assistance award. The type of organization involved is not a criterion for determining the type of instrument. When the correct instrument is a contract, acquisition rules apply even if the implementing organization is a non-profit organization. Similarly, commercial organizations may receive grants. See ADS Chapter 304.

If you have a complaint, we want to know about it. Contact our Ombudsman.
II. Opportunities for Funding

There are many different opportunities for funding at USAID. Be sure to review the latest business and grant opportunities and review our business forecast for Washington, DC and our Missions.

Below are several other programs that we manage.

**American Schools and Hospitals Abroad**
*The Office of American Schools and Hospitals Abroad* (ASHA) provides grants to competitively selected private, non-profit universities and secondary schools, libraries, and medical centers abroad. Since the inception of the program, ASHA has assisted 237 institutions in over 70 countries, and facilitated the development and sustainment of superior libraries, schools, and medical centers, positively impacting the regions where these institutions are located.

**Child Survival and Health Grants Program**
*The Child Survival and Health Grants Program* (CSHGP) promotes a unique and productive partnership with U.S. private voluntary (PVOs) and non-profit organizations and their in-country partners. The program supports effective community-based maternal and child health programs that contribute to reducing infant, child, maternal and infectious disease-related mortality and morbidity in developing countries.

PVOs and their local partners provide high quality, sustainable child survival and health interventions in a variety of program settings, from the smallest, most remote communities to large, district-wide programs, partnering with community groups and district and national health authorities.

**Denton Program (Transportation)**
*The Denton Program* allows private U.S. citizens and U.S. based non-governmental organizations to use space available on U.S. military cargo planes to transport humanitarian items such as clothing, food, medical and educational supplies, agricultural equipment and vehicles to countries in need. The program is jointly administered by USAID, the Department of
State (DOS), and the Department of Defense (DoD). In FY 2003, over 300,000 pounds of humanitarian goods were sent to seven countries through the Denton program.

Since the Denton program is a space available program, it is impossible to predict when transportation will materialize. Therefore, no guarantees can be made regarding completion of a shipment. Although the program is active in most areas of the world, U.S. military engagement in certain places can have an impact on the space that becomes available.

**Development Grants Program (DGP)**

*The Development Grants Program* is a competitive small grants program, initiated in 2008, that provides opportunities for organizations that have limited or no experience managing direct USAID grants. DGP was designed to expand the number of direct partnerships and to build the capacity of organizations to better meet the needs of their constituents. Successful applicants receive awards for $2 million or less to implement activities over a three-year period.

**Development Innovations Venture (DIV)**

*Development Innovation Ventures* (DIV) was launched by USAID as a way of producing development outcomes more effectively and cost-efficiently while managing risk and obtaining leverage. Through DIV, USAID seeks to identify and rigorously test promising projects with the potential to significantly (rather than incrementally) improve development outcomes, and help replicate and scale projects that are proven successful. DIV expects its most successful of investments will have an accelerated growth path to reach tens of millions of beneficiaries worldwide within 10 years.

**Food for Peace**

USAID, through funding provided by Public Law 480, Title II, makes commodity donations to Cooperating Sponsors (Private Voluntary Organizations, Cooperatives, and International Organization Agencies) to address the needs of food security in both 5-year development projects and emergency food assistance programs. *Food for Peace* provides assistance primarily through three types of programs:

- **Emergency Programs**

- **Development Programs**
International Food Relief Partnership (IFRP)

Grand Challenges

*Grand Challenges for Development* is being defined by USAID to focus global attention on specific development outcomes based on transformational, scalable, and sustainable change. Grand Challenge in Development is a way to describe a large and solvable problem. It is not just a statement of a problem, but a definable, and quantifiable goal, that can be achieved over a specified time frame. The goal itself defines the outcomes by which we will measure success.

Global Development Alliance (GDA)

*The Global Development Alliance* is an innovative public-private alliance model for improving social and economic conditions in developing countries. It combines the assets and experience of strategic partners, leveraging their capital and investments, creativity, and access to markets, to solve complex problems facing government, business, and communities. Through 2006, USAID had put together more than 600 public-private partnerships, committing $1.5 billion and leveraging $4.8 billion of partner resources.

Limited Excess Property Program

*Through the Limited Excess Property Program* (LEPP), Private Voluntary Organizations (PVOs) can acquire U.S. government excess property for use in their programs and projects overseas. To participate they must be registered with United States Agency for International Development (USAID) and take the equipment on an as is, where is basis. Through LEPP, USAID makes it possible for millions of dollars of excess property to be utilized in dozens of developing countries.

Ocean Freight Reimbursement

*The Ocean Freight Reimbursement* (OFR) Program provides small competitive grants to approximately 50 U.S. Private Voluntary Organizations (PVOs) each year, allowing recipients to ship a wide variety of goods overseas for use in privately funded development and humanitarian assistance programs. Funds are used to reimburse the PVOs' costs to transport donated commodities, such as medical or educational supplies, agricultural equipment and construction equipment to developing countries.
OFR is on a two-year cycle so Requests for Applications (RFAs) are released (bi-annually). The Program reaches out to small and/or newly registered PVOs by providing grants to many first-time applicants. Click here for more information on how to become a registered PVO.
III. Ocean Transportation

On this page, you will find opportunities for doing business under USAID's food aid program. These opportunities will be directed at firms that supply ocean transportation and related services.

Visit USAID Procurement Announcements for:
- Ocean Transportation Requests for Proposals (RFP)
- Procurement information bulletins
- Award results

Current as well as previous contract awards issued in the past six months are listed. In addition to RFPs for direct USAID contracts, you will also find RFPs issued by Private Voluntary Organizations that participate in the P.L. 480 Food for Peace Title II program.

You can also find general information about the P.L. 480 Title II program and "Notices to the Trade," program participants and several links to other agencies' related websites.

The Ocean Freight Reimbursement (OFR) Program is the oldest ongoing Private Voluntary Organization (PVO) support program, allowing recipients to ship a wide variety of goods overseas for use in privately funded development and humanitarian assistance programs.

The Denton Program allows private U.S. citizens and organizations to use space available on U.S. military cargo planes to transport humanitarian goods, such as clothing, food, medical and educational supplies, and agricultural equipment and vehicles, to countries in need.

Cargo Preference Statistics
These cargo preference statistics represent the tonnage amount and percentage of P.L. 480 Title I food aid cargo shipped on U.S. and foreign flag vessels for USAID's Food for Peace Program. See Cargo Preference Statistics for FY 2012

If you cannot view this file, please click here to download and install the free MS Excel Viewer.
For additional information contact the USAID Transportation Division.
Ocean Freight Reimbursement Overview

The Ocean Freight Reimbursement (OFR) Program is the oldest ongoing Private Voluntary Organization (PVO) support program, allowing recipients to ship a wide variety of goods overseas for use in privately funded development and humanitarian assistance programs. The Program provides small competitive grants to approximately 50 U.S. PVOs each year. Funds are used to reimburse the PVOs' costs to transport donated commodities, such as medical supplies, agricultural equipment, educational supplies, and building equipment to developing countries. While USAID reimburses the costs of ocean freight, participating PVOs are responsible for associated costs, such as commodity acquisition, warehousing, insurance, local transportation, and distribution. The program leverages resources many times the value of USAID funding. The overall private-public match of these activities averages 126 to 1. The FY2005 budget of $2.7 million mobilized more than $340 million in private resources, mainly donated or purchased goods and supplies and volunteer time.

The program is especially important for small and newly registered PVOs because it allows them to participate in a USAID grant process that is highly competitive, yet not highly complex. Approximately 10 percent of the FY2006/FY2007 grantees were new to the program.

Contact Andrea Molfetto, Traffic Management Specialist, OFR Program Officer, Office of Acquisition and Assistance, Transportation, (202) 567-4701 or ofr@usaid.gov.
IV. Grant and Contract Resources

Forecast

- Business Forecasts Opportunities in Washington, D.C.
- Business Forecasts Opportunities Overseas

Grants

- American Schools and Hospitals Abroad (ASHA)
- Business Forecasts Missions
- Business Forecasts Washington
- Child Survival and Health Grants Program
- Cooperative Agreements
- Denton Program (Transportation)
- Development Grants Program (DGP)
- Development Innovations Venture (DIV)
- Development Programs
- Emergency Programs
- Food for Peace
- Grand Challenges (IDEA)
- Grants and Cooperative Agreements to Non-Governmental Organizations (ADS 303)
- Grants Programs for NGOs
- Grants.gov
- Grants.gov registration process
- International Food Relief Partnership (IFRP)
- Limited Excess Property Program (LEPP) (IDEA)
- Ocean Freight Reimbursement
- Opportunities for Funding
• Request For Application (RFA)
• Simplified Grants
• USAID Funding

Consulting
• Amendment No. 8/SOL-OAA-11-000086 - Blanket Purchase Agreement (BPA)
• Available Positions
• Blanket Purchase Agreement Consultants (BPA)
• Opportunities under Solicitation No. SOL-OAA-11-000086

Award
• AID Partner Community Outreach Plan
• Compliance and Oversight
• Excluded Parties List System (EPLS)
• Inside NGO
• Ombudsman
• Professional Services Council
• RED ALERTS (COPP)
• Selecting Between Acquisition and Assistance (A&A)Implementing Instruments
• Society of International Development
• The Office of Development Partners (ODP)
• USAID Implementing Partnerships

Evaluate (Submission preparation)
• Acquisition Central Site
• Business Partner Network
• Get a D-U-N-S number
• How to Register as a Federal Contractor
• PVOs
● **Register with the Central Contractor Registration (CCR)**
● **USAID Development Experience Clearinghouse**

**Policy and Regulations**

● **Acquisition and Assistance Policy Directives**
● **Code of Federal Regulations (CFR)**
● **Federal Acquisition Regulations**
● **Justification and Approval Documents for Other Than Full and Open Competition (J&A)**
● **Regulations.gov**
● **United States Code**
● **USAID Acquisition Regulations (AIDAR)**
● **USAID Policies and Procedures**

**Solicitation**

● **Annual Program Statements (APS)**
● **Commodities Goods**
● **Ocean Transportation**
● **Ocean Transportation Solicitations, Procurement Information Bulletins (PIB), and Award Results**
● **Requests for Assistance (RFA)**
● **Requests for Quotes or Proposals (RFQ/RFP)**
● **USAID Partner Community Outreach Plan**
V. Unsolicited Proposals & Grant Applications

You never know where the next great idea will come from. That’s why USAID welcomes unsolicited contract proposals and assistance applications for consideration. We do review every submission, but can only approve only a small number, so please read this guidance carefully.

Definitions

- **An unsolicited proposal refers to contracts.** It is a written proposal for a new or innovative idea that is submitted on the initiative of the offeror for the purpose of obtaining a contract with the Government, and that is not in response to a request for proposals or any other Government-initiated solicitation or program.

- **An unsolicited application refers to grants or cooperative agreements.** It is a written request for a grant that represents an appropriate use of Agency funds to support or stimulate a public purpose.

Unsolicited Proposals

The USAID policy for Unsolicited Proposals for contracts can be found in **ADS Chapter 302**, USAID Direct Contracting, section 302.3.4.2. Consult [Guidelines for Submitting Unsolicited Contract Proposals](#) for further information.

Basic Eligibility Criteria for Unsolicited Proposals

While all proposals will be received and reviewed for funding, anyone who applies must keep in mind that resources are limited. Potential offerors should be aware that USAID will be able to approve only a small number. To be legally eligible for consideration, unsolicited proposals should be:

- Innovative and unique
- Independently originated and developed by the offeror
- Prepared without U.S. Government supervision, endorsement, direction, or direct Government involvement
- Include sufficient detail to permit a determination that USAID support could be worthwhile and the proposed work could benefit USAID's research and development or other responsibilities.
- Not be an advance proposal for a known USAID requirement that can or will be acquired by competitive methods.

Who Will Review My Idea?
Both unsolicited proposals and unsolicited applications should be sent to UnsolicitedProposals@usaid.gov.
- Unsolicited proposals are reviewed by the Bureau for Management, Office of Acquisition and Assistance, Evaluation Division.
- Unsolicited applications are routed from the Evaluation Division to the appropriate parties for consideration.

To make sure your idea is given due consideration, please make sure that all requested information is included, and that you've followed the guidelines provided.

Useful Background Information
The Development Experience Clearinghouse, the Agency’s online resource for USAID-funded technical and program documentation, provides useful information for those who wish to ensure their idea is relevant.

Limited Use of Data
An offeror may restrict the data included in its unsolicited proposal by marking the proposal with the legend set forth in Federal Acquisition Regulation (FAR) Section 15.609. You can access the FAR at https://www.acquisition.gov/far/.
#### Required Contents for Unsolicited Proposals

<table>
<thead>
<tr>
<th>Basic Information</th>
<th>Technical Information</th>
<th>Supporting Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offeror’s name, address, and type of organization</td>
<td>Concise title and abstract (approximately 200 words) of</td>
<td>Proposed price or total estimated cost for the</td>
</tr>
<tr>
<td>(profit, nonprofit, educational, small business, etc.)</td>
<td>the proposed effort</td>
<td>effort presented in sufficient detail for</td>
</tr>
<tr>
<td>Names and telephone numbers of technical and business</td>
<td>A reasonably complete discussion stating the objectives</td>
<td>meaningful evaluation</td>
</tr>
<tr>
<td>personnel to be contacted for evaluation or negotiation</td>
<td>of the effort or activity, the method of approach and</td>
<td>Period of time for which the proposal is valid</td>
</tr>
<tr>
<td>purposes</td>
<td>extent of the effort to be employed, the nature and</td>
<td>(suggested six month minimum)</td>
</tr>
<tr>
<td>Identification of proprietary data to be used</td>
<td>extent of the anticipated results, and the manner in</td>
<td>Type of contact preferred</td>
</tr>
<tr>
<td>for evaluation purposes only</td>
<td>which the work will help to support the accomplishment</td>
<td>Proposed duration of effort</td>
</tr>
<tr>
<td>Names of other Federal, State, or Local agencies or</td>
<td>of USAID’s mission</td>
<td>Brief description of the organization, previous</td>
</tr>
<tr>
<td>parties receiving the proposal or funding the</td>
<td>Names and biographical information of the offeror’s key</td>
<td>experience in the field, and facilities to be</td>
</tr>
<tr>
<td>proposed effort</td>
<td>personnel who would be involved, including alternates</td>
<td>used</td>
</tr>
<tr>
<td>Date of submission</td>
<td>Type of support needed from USAID (facilities, equipment,</td>
<td>Other statements, if applicable about</td>
</tr>
<tr>
<td>Signature of a person authorized to represent and</td>
<td>materials, or personnel resources)</td>
<td>organizational conflicts of interest, security</td>
</tr>
<tr>
<td>contractually obligate the offeror</td>
<td></td>
<td>clearances, and environmental impacts</td>
</tr>
</tbody>
</table>

**Unsolicited Grants and Cooperative Agreements**

Guidance on unsolicited grants and cooperative agreements is provided in [ADS Chapter 303](https://www.usaid.gov/ads/chapter-303). Grants and Cooperative Agreements to Non-Governmental Organizations, section 303.3.5.5, “Unsolicited Concept Papers and Applications.”
Unsolicited applications are those submitted to USAID for an award by an applicant solely on his or her initiative, without prior formal or informal solicitation by USAID.

USAID may make an award based on an unsolicited application, without the benefit of competition, when the application:

- Clearly demonstrates a unique, innovative, or proprietary program;
- Represents an appropriate use of USAID funds to support or stimulate a public purpose; and
- Fits within an existing Development Objective.

When the terms of an unsolicited application fit within the scope of a published and open Annual Program Statement (APS), the application may be considered under the APS. The unsolicited application is then considered to have been competed under the APS and no justification for an exception to competition is required.

This exception may not be used for non-competitive extensions to existing awards. A recipient's request to extend an ongoing relationship is not an unsolicited application. One of the other exceptions in this section ADS 303.3.6.6 must apply for the recipient’s request to be granted.

To use this exception to competition, the Activity Manager must first certify that USAID did not solicit the application and that it was submitted by the applicant solely on his or her own initiative.

See Guide to USAID’s Assistance Application Process and to Submitting Unsolicited Assistance Applications for further information.
VI. Business Forecast

On these pages, you will find in-advance information about opportunities to partner with USAID as we deliver humanitarian and economic assistance programs to more than 80 countries worldwide. USAID regularly collaborates with host countries, beneficiaries, U.S. government agencies, international donors, and implementing partners to ensure that we effectively address development needs in the countries where we work.

2012 USAID Business Forecast 4th Quarter update

- [Washington, D.C. Opportunities](#) (PDF)
- [Washington, D.C. Opportunities](#) (Excel)
- [Mission/Overseas Opportunities](#) (PDF)
- [Mission/Overseas Opportunities](#) (Excel)

This business forecast serves to:

- Actively inform stakeholders of Agency competitive opportunities, allowing potential partners to plan appropriately for proposal or application submissions for a contract, grant, or cooperative agreement.
- Attract new development partners, including small, minority, and disadvantaged business partners.
- Showcase ongoing efforts in order to better inform the development community of the Agency’s mission.

USAID will provide forecast updates on a periodic basis throughout the year. For the most current listing of opportunities with USAID, please visit:

- [FBO.gov](#) for contracts
- [Grants.gov](#) for grants and cooperative agreements

We welcome your feedback in improving this forecast as it is updated throughout the year. Contact: [businessforecast@usaid.gov](mailto:businessforecast@usaid.gov).
VII. Acquisition & Assistance Ombudsman

**Purpose of the U.S. Agency for International Development Ombudsman's Office**

The primary purpose of the Acquisition and Assistance (A&A) Ombudsman's Office is to ensure equitable treatment of all parties participating in USAID’s contracts and grants acquisitions and assistance) pre-award, post-award and administration functions.

The A&A Ombudsman is the Agency official tasked with managing complaints about specific A&A proceedings as well as cross-cutting issues related to the execution of the A&A process at USAID. Critical to accomplishing the purpose of the office is the trust individuals place in the process.

**The Standards of Practice for the Ombudsman's Office**

The A&A Ombudsman is:
- A neutral, independent intermediary
- Responsible for maintaining anonymity of sources and confidentiality of matters

In exceptional cases, confidentiality can be waived, for example:
- When it is necessary to address imminent risk of serious harm
- When express permission is given to do so

The Ombudsman and the individual that presents an issue must agree to the disclosure of confidential information, with the exception of identity of source, when it is unavoidable in conducting an administrative review.

The principal goal of the A&A Ombudsman is to facilitate resolution of differences through an informal impartial administrative review of the action in question. The review requires obtaining factual information about the specific matter and researching and applying pertinent regulations/policies and, where appropriate, consulting with Senior Agency Management in USAID or other federal-wide subject matter experts.
In addition, the A&A Ombudsman has a substantive role in A&A reform, A&A training, outreach, "customer access" and "customer services" matters.

**Obtaining Answers to Your Questions or Support from the A&A Ombudsman**

If you need help with a specific USAID-financed acquisition or assistance matter, please see the information under the [A&A Ombudsman Review Process](#).

If you do not have a question about a specific USAID-financed acquisition or assistance matter, or related cross cutting issue, the USAID Website is a good source of general information about agency programs and policies.

The [Handbook for Finding USAID Information](#) also contains tips on how to find information and documentation without filing a Freedom of Information Act (FOIA) request as well as how to file a FOIA request if you need to.

**Contact Information for the Ombudsman's Office**

*Address*: Agency for International Development, Management Bureau, Office of Acquisition and Assistance, Development Federal Center Plaza SA-44, Washington, DC 20024  
*Telephone*: (202) 567-4624  
*Fax*: (202) 567-4693  
*E-mail*: AandAOmbudsman@usaid.gov