**DRAFT SOW FOR PROGRAM OFFICE SUPPORT SERVICES**

[*Modify as needed for your Mission’s needs*]

**A. Purpose**

USAID in [insert country name] contracts Program Office Support services as described below. The contract is a firm fixed price purchase order.

**B. Scope of Work**

1. Purpose

The Purchase Order/Consultant will support USAID/[Mission] in its [strategy development/project and activity design/program office support] process, augmenting and building core and expert capacity in Mission’s Program Office. *[Insert any additional background or high-level outcomes to be achieved by the consultancy.]*

2. Performing the services

The Consultant will be supervised directly by the Director of the Program Office at USAID/[Mission]. However, the Consultant will coordinate closely with the Mission’s technical offices, Mission Director, and the relevant Embassy offices, on as needed basis. The Consultant will plan, establish, and direct a wide range of interventions (*[insert names here of intervention types])* for advancing USAID/[Mission]’s work. The Consultant’s work will adhere to Agency guidelines and templates.

3. Deliverables [*Delete or Modify as appropriate for your Mission’s needs*]

Support/Oversee/Facilitate country strategy development, including the following tasks:

* Develop a consultation approach and process. Support development of framework and timeline for strategy stocktaking. Provide the program office with expert advice on all country strategy issues that arise.
* Establish the core strategy team, structures and processes necessary to ensure successful strategy development. Draft a team charter or similar product defining structures and processes of strategy core team.
* Inventory existing assessments and identify additional analytical needs. Distill and disseminate existing learning to the Mission.
* Develop the evidence base for the new country strategy, which may include drafting procurement packages/scopes of work for assessments. Conduct and disseminate rapid literature reviews and desk studies.
* Devise and facilitate the Mission’s Strategy Stocktaking Workshop.
* Structure the parameters for the country strategy.
* Presentation of strategy concept to Mission.
* Develop the strategy concept presentation and talking points.
* Devise and facilitate the Mission’s Results Framework Workshop.
* Develop and analyze budget scenarios. Engage in budget parameter setting.
* Draft the Results Framework Paper
* Develop the results framework presentation and talking points.
* Draft the full country strategy, with comment periods and edits.
* Establish parameters, development hypothesis, results framework, and development of the strategy and accompanying effective management structure for implementation of the strategy.

Support, guide, and advise on MEL/CLA, including:

* Establish a PMP development team.
* Develop/Facilitate development of a draft PMP.
* Finalize the draft PMP based on comments and review.
* Draft performance indicator reference sheets.
* Draft a learning agenda.
* Draft a SOW for an evaluation.
* Plan, establish, and direct a wide range of organizational interventions for advancing USAID’s Collaborating, Learning and Adapting (CLA) agenda.
* Incorporate learning and adapting approaches based on lessons learned, evaluations, assessments, and changing circumstances and priorities into activity and program management.
* Support the Mission on the development of the Geographic Information System (GIS) and the establishment of the Development Information System (DIS).
* Support the integration of monitoring and evaluation across the Mission’s portfolio.
* Review and edit draft scopes of work (SOW) for evaluations, assessments, new projects and activities, and research.
* Draft SOWs and/or implementing activities to carry out special analyses and other data collection processes.
* Collect data and conduct analyses to inform program and project implementation on sector-specific or special issues.

Support the professional development of staff, including:

* Build the capacity of MEL and Design specialists.
* Train and mentor new USDH and PSCs on program officer work and responsibilities.
* Mentor junior Program Office staff on program and project-related tasks.

Support general Program Office processes and needs, including:

* Provide surge capacity to the program office to assist in budget, reporting, outreach, monitoring and evaluation functions.
* Provide interim coverage for the program office staff during periods of peak workload or during planned staff absence.
* Draft mission orders and other policies and processes.
* Provide support and participate in preparation of portfolio reviews and program exercises and tasks.
* Support the program office and technical offices with guidance on issues affecting programming, planning, development, budgeting, implementation, monitoring and evaluation, and managing for results.

Support the alignment of projects/activities with the new strategy, including:

* Map out current Mission activities and project approvals.
* Trace existing Mission documentation, project/activity LOP amounts, authorization dates, amendments, etc.
* Align existing activities to the new strategy’s results framework and its corresponding planned project designs.
* Document how the existing projects/activities align with the new framework.

Support project/activity design, including:

* Provide guidance and facilitation in the creation of new project/activity designs for the Mission.
* Provide templates, how to guides, best practices, and methodological insight and support in all phases of project/activity design.
* Draft portions of project/activity documentation in collaboration with the Mission.
* Assist the Mission with COVID-19 tasks as it relates to implementation of the new strategy and project and activity design.
* Develop PDP(s) or activity design documentation.
* Establish and maintain an accurate project design tracker and schedule.
* Identify and schedule actions required to develop, design, and authorize new and modify on-going projects and activities, ensuring Mission-wide participation in the process and the timely completion of designs.

Support Mission response to COVID-19, including:

* Assist the Mission with COVID-19 tasks as it relates to implementation of the new strategy and project and activity design.
* Create tables, draft action memos and other guidance related to COVID19 tasks and actions.
* Provide substantive input, guidance for design of projects and activities in response to COVID-19.
* Support the Mission in reviewing/identifying long-term assistance to address post COVID-19 impacts.

Support the Development Outreach and Communications Team, including:

* Support the Mission on the overall quality of DOC work, including strategic alignment with USG and USAID goals and messaging, and coherence of the DOC team’s communications and outreach products and initiatives.
* Assist the DOC Team in developing dynamic social media campaigns that increase engagement with key audiences and increase the number of people following the Mission on social media platforms.
* Support the DOC Team in drafting and editing materials, including background briefing memos, fact sheets, talking points, articles, op-eds, blog posts, success stories, key messages, media advisories, press releases, and information reports for target audiences, including local media and USAID/W
* Assist in event planning (virtual or in person) through advising on event site selection; planning the event program; identifying the most appropriate audiences and stakeholders to engage for the event; planning event logistics; and helping the event host achieve key objectives.
* Support the development of the multi-year outreach strategy.

4. USAID/[Mission] has established [XX] days LOE to complete all mentioned deliverables, for the period of performance from [insert date] through [insert date].

5. The contract deliverables will be delivered and payment for services will be submitted according to the schedule represented in the attached vendor’s proposal and below cost estimate:

6. The period of performance will begin on [insert date] and will be completed no later than [insert date].

7. The Contractor will perform the services based on the proposal that was submitted.

**C. Relationships and Responsibilities**

The client for this contract is the USAID/[Mission]. The contractor will work in coordination with the USAID/[Mission] Program Officer or the designated point-of-contact.

**D. Terms of Performance**

The effective date of this contract will be the date of the USAID/[Mission] Contracting Officer’s signature. The work must begin as soon as the Purchase Order is signed in accordance with the

schedule in the attached vendor’s proposal.

**E. Inspection and Acceptance**

USAID inspection and acceptance of services will take place at: USAID/[Mission]. The designated Contracting Officer’s Representative shall be delegated authority to inspect and accept all services and deliverables.

**F. Relationships and Responsibilities**

A voucher and invoice (if applicable) shall be submitted to the USAID/[Mission] Finance

Management Office at [insert email] and [insert POC and email] according to the deliverables and reporting/payment schedule as present in **Section B5** of this purchase order. One copy of the invoice shall also be submitted to the Contracting Officer’s Representative (COR) for review and approval. The invoice must be signed and submitted along with any other supporting documentation (if required) and contain the following information:

a. Invoice number and date

b. Purchase Order number

c. Description of services furnished

d. Invoiced amount

**G. Payment**

Payment will be based on and not to exceed the level of effort used towards the achievement of the agreed deliverables, as further sub-divided into hours. A day of level of effort consists of eight (8) hours. The agreed level of efforts for each deliverable may not be modified without the express consent and agreement of USAID and not to exceed the total level of effort (XX days).

The deliverables and reporting/payment schedule is presented in **Section B5** of this purchase order. Payment will be made to the vendor’s bank account after acceptance of the deliverable or progress made towards that deliverable and within 30 days of the vendor’s invoice receipt. Invoices will be sent monthly by email as present in **Section F** for review and approval.