USPS MEDIATOR SERVICES

SOLICITATION PROPOSAL INSTRUCTIONS

ANY OFFER THAT DOES NOT CONFORM TO THE PROPOSAL INSTRUCTIONS OR SOLITCITAION REQUIREMENTS WILL NOT BE CONSIDERED.

The Postal Service: does not award contracts to suppliers who are listed as disbarred, suspended or ineligible on sam.gov; does not award contracts to current USPS employees; does not award contracts when doing so would create a perception of bias or appear to compromise confidentiality.

General Information

The U.S. Postal Service (USPS) is soliciting individuals with **a minimum of two years of experience performing mediations** and the right skill sets and availability to invest the required number of hours a week to facilitate mediations for Equal Employment Opportunity (EEO) discrimination and Executive Administrative Schedule (EAS) Disciplinary Appeal complaints, in accordance with EEOC regulations, Employee Labor Relations Manual, Section 650 and USPS quality and timeliness standards.

Selected individuals will enter into an Ordering Agreement as independent contractors and be paid on a per-case basis. Each individual supplier, also known as a USPS Mediator, will be regularly evaluated for performance by the USPS Contracting Officer's Representative. The USPS operates 24 hours a day, seven days a week and a Mediator may be required to be available for mediation during all hours to contact the appropriate personnel on a case. The Proposal must be sufficiently detailed and complete to demonstrate an understanding of the ability to comply with the requirements and offerors must demonstrate the capability of performing all tasks outlined in the Statement of Work.

Solicitation Open: 5/1/26/2026 4:00 PM ET

Question Close: 5/15/2026 3:00 PM ET
All questions or requests for clarifications shall be emailed to redress_contracts@usps.gov AND edwin.f.serieux@usps.gov by the Question Close date. Questions received after this will not be addressed.

Solicitation Close: 6/1/2026 5:00 PM ET
*Proposals must be submitted to redress_contracts@usps.gov AND edwin.f.serieux@usps.gov by Solicitation Close with the subject line 'Proposal – **USPS Mediator.** Proposals submitted after this will not be considered.*

A. Preparation Instructions

These instructions establish the acceptable minimum requirements for the format and content of proposal. Proposals must set forth full, accurate and complete information as required by this solicitation (including attachments). The making of any false, fictitious, or fraudulent statements in the Offeror's proposal is prohibited by federal law and may render the Offeror subject to criminal prosecution under section 1001, Title 18, United States Code.

B. Proposal Submission Instructions

Electronic email submission is the only acceptable submission format for Proposals. Proposal documents MUST adhere to the following formatting: *in Microsoft Word or PDF format; page numbers in the footer of all pages; typed in font size 10; the font style should be Arial or the like*. It is the responsibility of each offeror to confirm transmission and receipt of their Proposal.

Offerors shall allow sufficient time for transmission, including through the USPS's Information Technology (IT) firewall. Any delays encountered because of supplier email issues DO NOT constitute excusable delays.

The following four (4) proposal submission documents are Required, shall be submitted as separate documents and must and adhere to the associated naming convention and page limits below:

Document	Document Naming Convention	Page limit*	Evaluation Criteria
Provision 4-2	LastName FirstName Provision 4-2	7	Adjectival
Provision 4-3	LastName FirstName Provision 4-3	4	Pass/fail
Resume	LastName FirstName Resume	2	Pass/fail
NEEOISO Contractor Contact Info	LastName FirstName Contact Info	1	Pass/fail

***Additional certificates, transcripts, and other supporting documentation are allowed, but are not mandatory.*

C. Evaluation Standards
An overall Evaluation rating using the adjectival rating criteria is described below:

Not Demonstrated at Minimal Level – This indicates that the qualifications presented by the offeror do not meet the demands of the service needed.

Minimally Acceptable – This indicates that the offeror has adequately met the listed qualifications.

Above Average – This indicates that the offeror's stated qualifications are above average.

Superior – This indicates that the offeror's stated ability to meet the listed qualifications is superior.

Technical and Supplier Capability have a greater overall weight than Past Performance. The responses on the 4-2 will be taken into consideration to determine your overall demonstration of qualifications.

D. Training Instructions

The required USPS mediator Transformative and Facilitative Skills training class will be held virtually/online via ZOOM.

All miscellaneous costs to attend the class are at the applicants' own expense and the USPS will not reimburse attendees for any expenses.

The class is 8 hours. A minimally acceptable overall score is required to pass the class.

Successful completion of this course and receipt of a non-sensitive security clearance issued by the United States Postal Inspection Service will qualify a selected applicant for the USPS Mediator contracting opportunity.

D. Timeline - Evaluation Process to Award

Submitted Proposals are evaluated.

a. Unsuccessful Offer or Notification will be emailed to applicants who are not selected.

b. EEO Mediator Skills Class notification will be emailed to applicants who meet the minimum required score.

Class

Successful completion of the USPS mediator Transformative and Facilitative Skills training class and the successful receipt of a non-sensitive security clearance issued by the United States Postal Inspection Service is mandatory.

Award

Successful applicants will be issued an **Ordering Agreement (OAG).**