

**GRANTS
QSMO**



Shared Services Leadership Forum

Grants Quality Service Management Office (Grants QSMO)

October 10, 2024

Agenda

Tribal CX Pilot & Federal Grant Systems Hub Demo

Updated Grants QSMO Commercial Market Research

Visualizing the Grants IT Landscape

Discussion: Value of Shared Service Providers



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Tribal Customer Experience Pilot for Post Award Reporting

Tribal CX Pilot for Post-Award Reporting

Federal Partners:



Department of
Health and Human
Services



Executive Office
of the President



Department of
the Treasury



Department of
the Interior

Problem:

Treasury noticed that **many rural tribes were non-compliant** with COVID-relief grant reporting requirements and mandates.

Initial Hypothesis:

Low broadband internet access was the primary barrier preventing some tribal recipients from completing grant performance reporting requirements.

Recipient Centered Research

The project team conducted human centered design research to explore the barriers to reporting.

Alaska Native Village of Sleetmute

Sleetmute had to return crucial funding received during the pandemic because to meet reporting requirements, they would have had to travel 79 miles away from their remote village to access stable internet.



Engagement Metrics



Qualitative
Data Points



Tribal
Interviews



Tribal
Conferences



Workshop
Participants



Offline
Prototypes

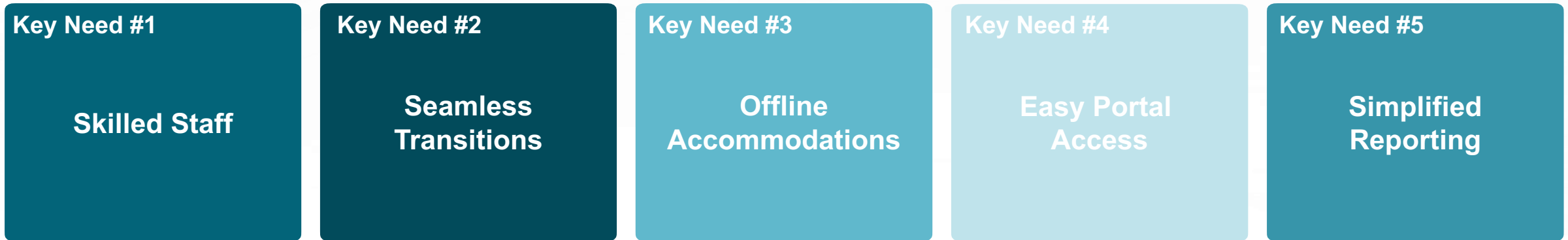


Professions
Represented

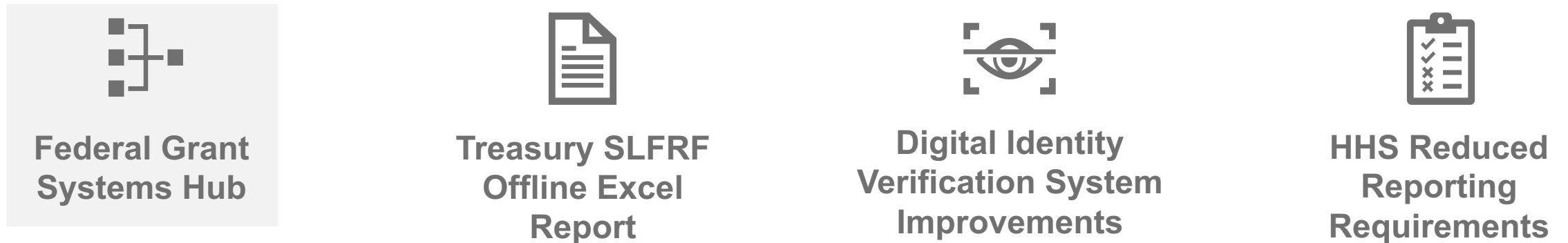
Recipient Centered Solutions

Through HCD Research, the CX Pilot Team identified five key needs of tribes that must be addressed in tandem to improve post-awarding outcomes. Pilot solutions were developed in support of these needs and findings were documented in a customer experience report.

Key Needs:

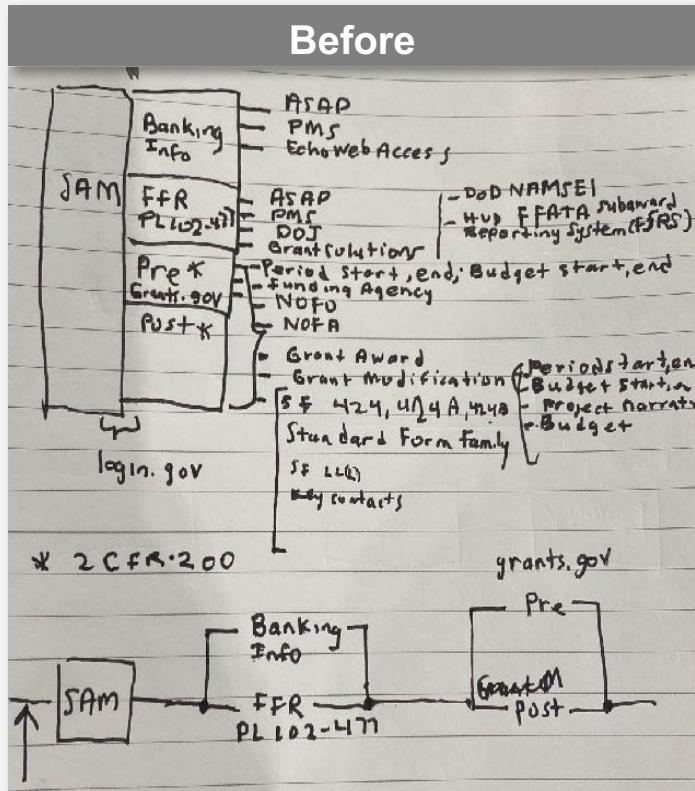


Pilot Solutions:



Federal Grant Systems Hub (beta)

The Federal Grant Systems Hub is a searchable public dashboard that simplifies access to hard-to-find grant-related information by centralizing grant data and systems resources tailored to the recipient organization.



"I've got a **running spreadsheet** of all login credentials for different systems I use"

- Tribal Grant Administrator

Award ID	AUC/COA Number	Assistance Listing (AL)	Agency	Sub-Agency	Federal Award Amount	Start Date	End Date
20R0114980	14.882	INDIAN COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM	Housing and Urban Development	Assistant Secretary for Public and Indian Housing	\$23,376	4/22/2020	9/30/2025
85T0214980	14.887	INDIAN HOUSING BLOCK GRANTS	Housing and Urban Development	Assistant Secretary for Public and Indian Housing	\$142,733	10/18/2021	9/30/2028
0158401	66.926	INDIAN ENVIRONMENTAL GENERAL ASSISTANCE PROGRAM (GAP)	Environmental Protection Agency	Environmental Protection Agency	\$113,826	10/1/2019	9/30/2020
0158401	66.926	INDIAN ENVIRONMENTAL GENERAL ASSISTANCE PROGRAM (GAP)	Environmental Protection Agency	Environmental Protection Agency	\$0	10/1/2019	9/30/2021
0158401	66.926	INDIAN ENVIRONMENTAL GENERAL ASSISTANCE PROGRAM (GAP)	Environmental Protection Agency	Environmental Protection Agency	\$0	10/1/2019	9/30/2022
CFR0826	21.029	COVID-19 VIRUS CAPITAL PROJECTS FUND	Treasury	Departmental Offices	\$167,904	-	-
Total					\$447,439		

Agency	Sub-Agency	Tool or System Name	System Type	Help Desk Link	Help Desk Email Address	Help Desk Phone	Training
Housing and Urban Development	Assistant Secretary for Public and Indian Housing	Energy & Performance Information Center (EPIC)	Award Management	https://www.hud.gov/epic/epic.html	EPIC@hud.gov	-	https://www.hud.gov/epic/epic.html
Housing and Urban Development	Assistant Secretary for Public and Indian Housing	Grant Solutions	Award Management	https://hud.gov/grantsolutions/gsh	help@grantsolutions.gov	1.866.577.0771	-
Housing and Urban Development	Assistant Secretary for Public and Indian Housing	Line of Credit Control System (LCCS)	Award Management	-	elccc@hud.gov	1-888-245-4880	https://www.hud.gov/epic/epic.html#LCCS
Treasury	Departmental Offices	Salaries/Treasury Portal	Award Management	-	COVID@treasury.gov	844-539-9927	https://www.hud.gov/epic/epic.html

Federal Grant Systems Hub Dashboard, (located on the Grants.gov [Grant Systems](#) page)





Download the Tribal Post-Award Reporting Pilot CX Report.



Report includes:

- ✓ Recipient Testimony
- ✓ Key Needs
- ✓ Pilot Solutions
- ✓ Opportunities and Strategies to Reduce Reporting Burden

For questions, please reach out to the Grants QSMO at GrantsQSMO@hhs.gov.



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Updated Commercial Market Research

Market Research Wrap-Up

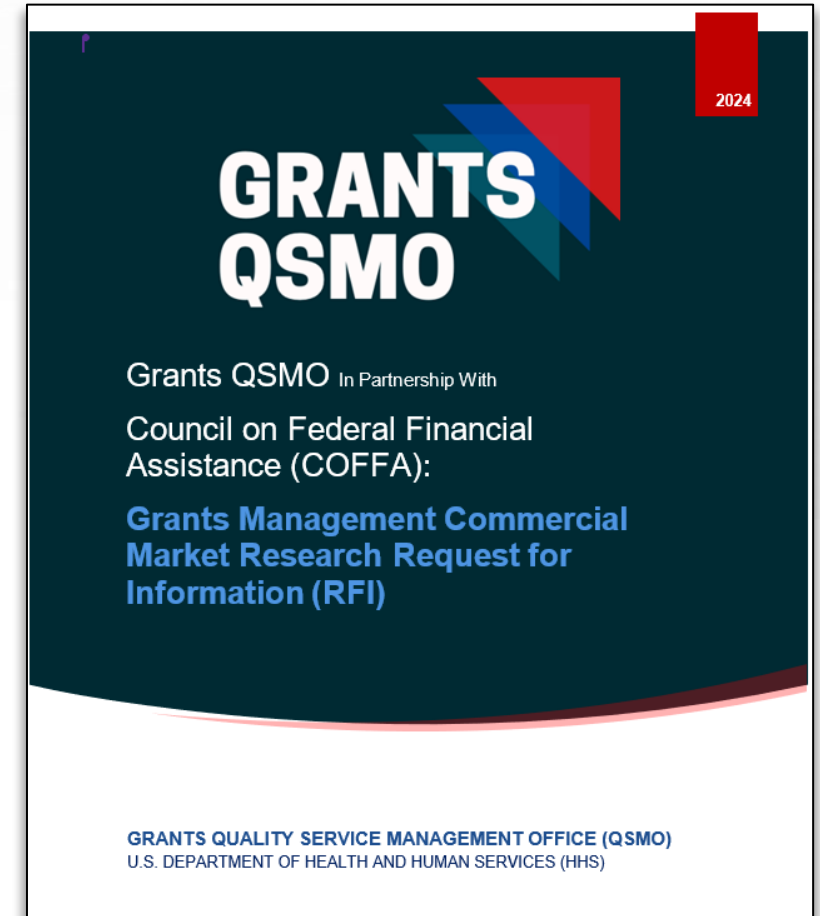
With the COFFA's partnership, the Grants QSMO Market Research in 2024:

- Gathered market responses from **41 vendors**.
- Had the largest, most diverse review team in Grants QSMO history, with **21 reviewers** from **11 agencies**
- Identified **6 vendors** for the Catalog of Market Research.



Review Team Agencies:

*Department of Education
Department of Housing and Urban
Development
Department of the Interior
Department of Justice
Department of Veterans Affairs
Health and Human Services*

*General Services Administration
Institute of Museum and Library
Services
National Aeronautics and Space
Administration
National Science Foundation*



These commercial vendors, as recommended by the Grants Quality Service Management Office (QSMO) in the 2024 Catalog of Market Research, provide grants award management Software as a Solution (SaaS) products. For more detailed information on the vendors and the solutions they provide, please reference the 2024 Catalog of Market Research located on the Grants QSMO's [Acquisition Gateway webpage](#).

Ernst & Young: Grants Accelerator

Solution Name: EY Grants Accelerator (EYGA)

Business Type: Other than Small Business

System Platform: Microsoft Power Platform

Solution Customers: AmeriCorps, Navy Judge Advocate General's Corps, Home Energy Efficiency Programmes for Scotland, Hawaii Dept. of Human Services, Illinois Dept. of Health and Family Services, Iowa Economic Development Authority, Hillsborough County, FL, Ventura County, CA, Bergen County, NJ, City of Flint, MI, City of Newark, NJ, Comcast RISE, KY Broadband

Website: [EY Grants Accelerator](#)

Contact: Neyousha Jelinski neyousha.jelinski@ey.com
Amy Fenstermacher amy.fenstermacher@ey.com




FI Consulting: PIM

Solution Name: Program Investment Manager

Business Type: Small Business

System Platform: Microsoft Power Platform

Solution Customers: U.S. Small Business Administration, U.S. Department of the Treasury - State Small Business Credit Initiative

Website: [FI Consulting PIM](#)

Contact: Victor Zulkoski zulkoski@ficonsulting.com
Rob Silverman rsilverman@ficonsulting.com




Groundswell: GLAS

Solution Name: Grants Lifecycle Application Suite

Business Type: Other than Small Business

System Platform: Applan

Solution Customers:

Website: [Groundswell](#)

Contact: Brad Weldon bweldon@gswell.com
Blake Templeman BTempleman@gswell.com
Joe McCauley jmccauley@gswell.com




REI Systems: GovGrants

Solution Name: GovGrants

Business Type: Other Than Small Business

System Platform: Salesforce

Solution Customers: Dep't of Veterans Affairs (VA), Inter-American Foundation (IAF); Northern Border Regional Commission (NBRC); Library of Congress (LOC); Legal Services Corporation (LSC); National Endowment for Democracy (NED); Utah State Board of Education (USB E); California Department of Education (CDE); Washington Office of Superintendent of Public Instruction

Website: [GovGrants Management Cloud-Based Solution | REI Systems](#)

Contact: Kevin White kwhite@reisystems.com
Mayank Jain mjain@reisystems.com
Heather Morgan hmorgan@reisystems.com




Salesforce: PSS Grantmaking

Solution Name: Public Sector Solutions Grantmaking



Business Type: Other Than Small Business

System Platform: Salesforce

Solution Customers: CDC ELC CAMP, Bureau of Indian Affairs Brand of Tribal Climate Resilience, HRSA Health Systems Bureau, Department of Energy - Office of Clean Energy Demonstrations

Website: [Salesforce Public Sector Solutions](#)

Contact: Paul Barolet pbarolet@salesforce.com
Lindsay Lofton llofton@salesforce.com
Jennifer Ward jennifer.ward@salesforce.com
Shelby Kivett skivett@salesforce.com

Unison Software: PRISM Grants

Solution Name: PRISM Grants

Business Type: Other Than Small Business




System Platform: PRISM

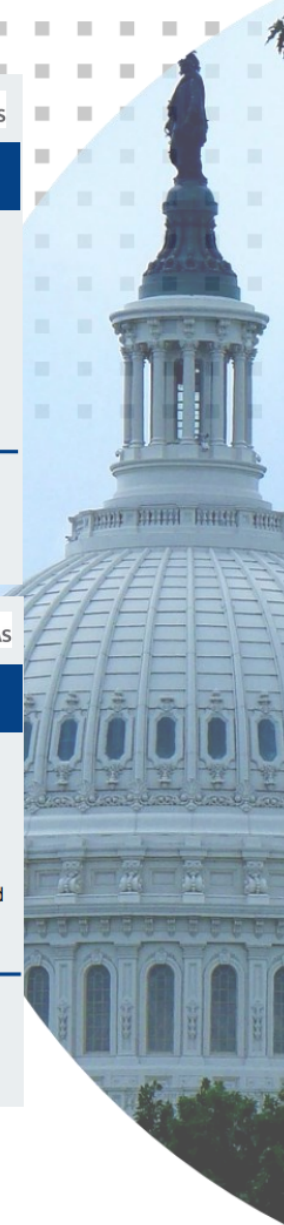
Solution Customers: Department of Energy, Nuclear Regulatory Commission, Department of Transportation – Pipeline and HazMat Safety Administration, and multiple Department of Defense /Intel Organizations

Website: [Unison Global](#)

Contact: Matt Nace Contract@unisonglobal.com
Robert Crossett Robert.Crossett@unisonglobal.com
Meghann Abell Meghann.Abell@unisonglobal.com

BADGES

 Available on GSA MAS Contract
  FedRAMP Authorized or In Progress
  In Production by Federal Customers



See the 2024 Vendor Highlights and Catalog of Market Research, on !



The **workbench**
for the **federal**
acquisition
professional

UPDATES ARE LIVE!

Save Hundreds of Hours



Leverage Grants QSMO resources to **streamline agency modernization efforts.**

Do Not Start From Scratch



- ✓ Vendor POCs
- ✓ Evaluation criteria
- ✓ Past performance templates
- ✓ Sample Statement of Work/RFPs

Lasting Partnership



Agency **partnerships are vital** to continuously improving the broader grants management ecosystem.



Visit Acquisition Gateway at
<https://acquisitiongateway.gov/shared-services/resources/4216>

SUCCESS STORY! Department of Veterans Affairs

Using QSMO resources, VA went from identifying the need for a system in mid-February 2024 to contract award in early June 2024, with go-live on target for November 2024.

Typical Timeline:

2-3 Years

between identifying need and system launch.



VA Timeline with QSMO Support:

9 Months

anticipated between identifying need and system launch.



“You are a wealth of knowledge regarding these grant management systems and helping us ensure we identify a solution that meets federal requirements.”

- U.S. Department of Veterans Affairs

“The VA sought solutions that adhered to the Grants QSMO’s Catalog of Market Research that showcases modern, COTS SaaS grants management solutions and services that are validated as high quality, innovative, and trusted services by the Federal market.”

- REI Systems [Press Release](#)

Discussion: Value of QSMO Marketplace Providers



Reduces Recipient Burden

- Reduce the number of systems used by recipient organizations
- Decrease overall admin cost and admin time spent using grant management systems
- Minimize customer's auditing headaches and costs



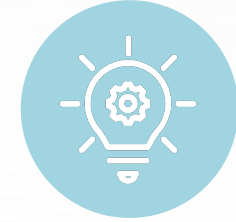
Supports Compliance

- Comply with changing cybersecurity requirements
- Implement uniform guidance and grants standards
- Reduce cost and level of effort associated with compliance checks



Increases Efficiency

- Compile, compare, and analyze data in standard reporting formats
- Enhance data integration by utilizing shared platforms and ensuring seamless communication and consistency across agencies
- Consolidate administrative functions to reduce overhead and free up resources



Leverages Proven Expertise

- Leverage cross-government experience with solution implementations
- Utilize knowledge of core functionalities and capabilities to meet unique agency needs
- Align with federal best practices for emerging technology



Are there any additional benefits you would add or highlight?