Grants QSMO

Shared Services Forum: Grants QSMO Overview

February 11, 2021
Today’s Federal Grants Ecosystem

State, local & tribal governments
Colleges & universities
Non-profit organizations
Scientific researchers
For-profit, small businesses & private institutions
Foreign entities

Source: USASpending.gov

$1.4T federal funds
1.5K+ grant programs
38 Awarding agencies
1M+ applicant/grantor users

Today's Federal Grants Ecosystem: $1.4T in federal funds distributed through 38 awarding agencies to 1.5K+ grant programs, servicing 1M+ applicant/grantor users across various sectors including State, local & tribal governments, colleges & universities, non-profit organizations, scientific researchers, for-profit, small businesses, and private institutions, and foreign entities. Source: USASpending.gov.
To meet their diverse needs, agencies historically turned to customized solutions

- Fragmented recipient experience
- Expansive footprint with 300+ systems and some adoption of shared solutions
- Many manual and time-consuming processes
- Highly customized systems with limited interoperability

1. 2019 NGMA, GWU, REI Annual Grants Management Survey Results and Analysis
2. Department of Education, Fiscal Year 2019 Grantee Satisfaction Survey
3. GAO Key Issues, "Federal Grants to State and Local Governments"
4. Jessica Hoban, Office of the Chief Information Officer of the State of Nevada, NGMA/REI/GW Grants Breakfast Forum (5/30/19)

"...not user friendly and not easy to navigate"

"...requirements are duplicative, unnecessarily burdensome, and conflicting"

"...We have to take that same information and re-enter it...into any one of the other dozen or so systems"

"...critical information in 3 or 4 different places makes it very cumbersome"
Four Areas Identified for Centralized Mission Support

Quality Service Management Offices (QSMOs) seek to:

- Enhance customer satisfaction
- Modernize and automate processes and technology
- Standardize processes and data
- Achieve efficiencies

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<thead>
<tr>
<th>Grants Management</th>
<th>Financial Management</th>
<th>Cyber Security</th>
<th>Civilian HR</th>
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</thead>
<tbody>
<tr>
<td>HHS designated as the Grants QSMO January 2021</td>
<td>Treasury designated as FM QSMO June 2020</td>
<td>DHS CISA designated as Cyber QSMO April 2020</td>
<td>GSA designated as Civilian HR QSMO June 2020</td>
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<tr>
<td>Designated for entire grants management lifecycle</td>
<td>Initial focus on core financial management systems (SaaS and Cloud), professional services (e.g., Integration), and Treasury Centralized Services (e.g., E-Invoicing)</td>
<td>Initial offerings include a Vulnerability Disclosure Platform and Protective Domain Name System (DNS) Resolver</td>
<td>Initial offering is NewPay shared service offering for payroll</td>
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<tr>
<td>Customers include Grantor agencies &amp; external applicant/ recipients</td>
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Source: https://ussm.gsa.gov/qsmo, agency websites
Role and Responsibilities of the Grants QSMO

**Market Coordinator**
Execute responsibilities as outlined in OMB memo M-19-16

- **Establishing a marketplace** for grants systems and designating high-quality services based on standards
- **Overseeing investments** in grants systems and making recommendations to OMB’s Investment Review Board

**Solution Manager**
Bring grants management solutions to the marketplace and oversee operations for QSMO-approved solutions and systems

- **Examples of potential solutions:**
  - Risk Management
  - Recipient Seamless User Experience

**Community Builder**
Establish and foster a community of practice for grant professionals, for example:

- **Creating a repository of training resources** for grants professionals and recipients
- **Supporting the adoption of best practices** by creating a central repository of forms, sharing forums, etc.
Seamless user experience for applicants/recipient

Enable a seamless user experience

Modular design by FIBF service activities

Mix of mandated, centralized, and standardized systems available across grants management lifecycle

For select functions, alternative systems available with differentiated capabilities to enable competition in the marketplace

Interoperability

Technology and data connectivity through a common platform, e.g., technical design standards, API management, data infrastructure
If you build it, they will come.

listen
Step Back Exercise

The Shared Services Governance Board feedback included a question:

Could / should there be an “Industry Advisory Board”?

How can the Grants QSMO best engage with the vendor community to quickly get advice on key initiatives, including market research for new shared IT solutions?

Tell us by:

1. Responding live, either by phone or the chat function
2. Emailing your ideas to GrantsQSMO@hhs.gov
Appendix
Grants 2030 Vision
Empower and enable applicants, recipients, and federal awarding agencies to efficiently and effectively deliver on the mission

Pillars of 2030 Vision

- **EASE BURDEN AND DRIVE EFFICIENCIES**
  - through standardization, modernization, and streamlining technology footprint

- **RESPOND TO CUSTOMER NEEDS**
  - through continuous engagement and robust feedback loops

- **LEVERAGE DATA AS A STRATEGIC ASSET**
  - through adoption of data standards and increased system connectivity

Enabled by the Grants QSMO
# Marketplace 1.0 | Externally Shared Federal Grant Management Systems

<table>
<thead>
<tr>
<th>System</th>
<th>Provider</th>
<th>Contact details</th>
<th>Agency Customers</th>
<th>Pricing</th>
<th>Customer satisfaction</th>
<th>GRM 01: Program Administration</th>
<th>GRM 02: Pre-Award Management</th>
<th>GRM 03 &amp; 04: Award Management</th>
<th>GRM 03: Payment Processing</th>
<th>GRM 05 &amp; 06: Program Oversight</th>
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</thead>
<tbody>
<tr>
<td>Apply</td>
<td>Grants.gov</td>
<td>Grants.gov</td>
<td>Apply: DOC, DOI, DOT, EPA, HUD, IMLS, NARA, NEH, SBA²</td>
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<td>NEH</td>
<td>eGMS</td>
<td>NEH, IMLS, NEA, NARA NHPRC</td>
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<td>eRA.NIH.gov</td>
<td>HHS, VA</td>
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<td>Renee.Lobanovsky@acf .hhs.gov</td>
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<td>NIH</td>
<td>ASAP.gov</td>
<td>DHS/CFDC, DOC, DOE, EPA, GCE, NRC, SSA, TREAS, USDA</td>
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1. HHS and VA are customers for both Federal RePORTER and RePORTER, other listed agencies are only customers for Federal RePORTER.

Source: Federal Service Provider Work Group, OMB Readiness Assessment, As-Is GRM Environmental Analysis, HHS AMD ITSC Presentation

### Notes
- Business capabilities key
- X Full coverage
- X Partial coverage

As of 2/11/2021

**PROCUREMENT SENSITIVE – DO NOT DISTRIBUTE – DRAFT / PRE-DECISIONAL (FOIA Exemption 5 – Deliberative Process Privilege)**
## Marketplace 1.0 | Mandatory Federal Grant Management Systems

<table>
<thead>
<tr>
<th>System</th>
<th>Provider</th>
<th>Contact details</th>
<th>Customer Satisfaction</th>
<th>Notes</th>
<th>GRM 01: Program Administration</th>
<th>GRM 02: Pre-Award Management</th>
<th>GRM 03 &amp; 04: Award Management</th>
<th>GRM 03: Payment Processing</th>
<th>GRM 05 &amp; 06: Program Oversight</th>
</tr>
</thead>
</table>
| Grants.gov (Find) | HHS | Grants.gov  
Beta.Grants.gov  
support@grants.gov | TBD |  |  | X |  |  | X |
| SAM.gov | GSA | SAM.gov  
Beta.SAM.gov | TBD | In process of merging 10 websites (e.g., SAM.gov, FAPIIS, FPDS) into one. | X | X |  | X |
| FAPIIS | GSA | FAPIIS.gov  
webptsmh@navy.mil | TBD | In process of merging with SAM.gov |  |  | X |
| FSRS | GSA | FSRS.gov | | In process of merging with SAM.gov |  |  |  | X |
| FAC | DOC | Harvester.Census.gov  
/FacWeb  
govs.fac.ides@census.gov | | |  |  | |  | X |

### Business capabilities key
- Full coverage
- Partial coverage

Source: Federal Service Provider Work Group, OMB Readiness Assessment, As-Is GRM Environmental Analysis, HHS AMD ITSC Presentation
Marketplace | Criteria for QSMO-Approved Solutions

1. Stand-alone, interchangeable, and interoperable solution such that each contains everything necessary to execute only one aspect of the desired functionality and business process.

Note: The QSMO may set stricter criteria for systems to become an approved solution over time.

As of 2/11/2021

12
Initiatives underway to improve Applicant/Recipient experience and reduce burden

**Iterative approach to improve Recipient Seamless User Experience (RUX)**

- **Single Sign-On (SSO)**
  - Authentication via a single ID/password
  - Ex. Use of Login.gov for SSO across federal grant recipient-facing solutions

- **Minimally Invasive Portal**
  - User testing a portal prototype
  - Ex. A single point of entry for recipients to access active grants links via a dashboard

- **Innovation Hub**
  - Encourage pilot effort cross-collaboration
  - Ex. Links to open-source code with project descriptions and video demos

**Impacts already made to improve user experience:**

- 5 recipient-facing systems (Sam.gov, Grants.gov, GrantSolutions, eRA, PMS) currently use an SSO solution (Login.gov), which represents 59% of all Federal Grants volume
- Award management system footprint reduced through use of shared services (e.g., DOI, SBA, and IMLS migrated to a shared service)
- Single portal under recipient design-testing to provide single point of entry and dashboard views
## Case Study: Recipients Interact with Many Federal Systems Due to Fragmentation

### State of Nevada

- **FY19:** $5B received from 24 federal agencies
- **20+** departments within state govt' received funds

Nevada interacts with **8+** distinct award management systems…

...and **4+** payments/financial systems

While Federal Audit Clearinghouse is mandatory for Report Intake, case management is highly manual

### Illustrative - Further Evaluation Needed

While Grants.gov "Find" function is mandatory, some programs post only award synopsis

Grants.gov "Apply" usage varies by program

Though select mandated systems, many financial and performance reporting capabilities are decentralized across grants lifecycle

#### Award Agency

<table>
<thead>
<tr>
<th>Award Agency</th>
<th>SAM.gov</th>
<th>Grants.gov Find</th>
<th>Grants.gov Apply</th>
<th>Other Apply</th>
<th>Grant Solutions</th>
<th>eRA</th>
<th>Other/ custom</th>
<th>PMS</th>
<th>ASAP</th>
<th>Other/ custom</th>
<th>FSRs</th>
<th>FAC (Report Intake)</th>
<th>Custom Corrective Action System</th>
<th>Manual Processes</th>
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1. Awarding agencies listed in descending order by $ awarded to recipient (Source: USASpending.gov FY19); list of awarding agencies is not exhaustive
2. Multiple systems include reporting modules/capabilities (e.g., GrantSolutions, eRA, PMS)

### Register, Find & Apply

- **Primary award management system**
- **Payments**
- **Reporting**
- **Single Audit**

Register, Find, Apply: Nevada interacts with 8+ distinct award management systems. Payments: ...and 4+ payments/financial systems. Single Audit: Federal Audit Clearinghouse is mandatory for Report Intake. Case management is highly manual.
Recipient Support for a Seamless User Experience

How it is for Lisa ....

- Inefficient and time-consuming
- Needs to remember multiple logins and passwords
- Needs to interact with multiple grant systems
- Relies heavily on the Help Desk to troubleshoot login

How it could be for Lisa ....

- Logs in once to access grants information
- Saves her time
- Saves her organization money
- Saves the federal government money

Recipients are invested.

Lisa Maher is the Director of Grants and Contracts at the Children’s Aid Society of Alabama. She frequently searches for and applies for federal grants that are crucial to her organization’s mission.