
Grants QSMO

SSLC Shared Services Forum for Agency Implementation Leaders

July 8, 2021

2021 Priorities



Market Coordinator

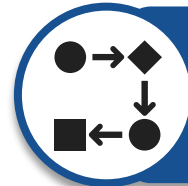
Execute responsibilities as outlined in OMB memo M-19-16



Establish Grants QSMO Marketplace*



Investment Guidance Support



Marketplace Assessment Process (MAP)



Customer Engagement

Establish and foster a community of practice for grant professionals



Grants QSMO Collaboration Site



Federal Awarding Agency One-on-Ones



Federal Governance Groups Engagement



Solutions & Services

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



Recipient Seamless User Experience (RUX)



Innovation Hub

*See Appendix for Marketplace 1.0

Accomplishments and Impact of the Grants QSMO

Developed a Clickable **RUX** PROTOTYPE

to address the **top recipient pain point** of having to manage multiple logins for the 290+ Grants Management Systems.

Negotiated pricing for **LOGIN.GOV**

the Grants QSMO preferred Identity Verification Solution

to a **25% reduction in cost*** through strategic engagement with grants shared service providers and GSA.



50+

Meetings with **Awarding Agencies and Work Groups** on how Grants QSMO can support their missions, as well as other major Grants QSMO priorities since pre-designation in 2019.

\$512 **BILLION**

grants funding through a shared solution in FY20, with an additional \$15B expected in FY22 due to **two agency migrations to shared solutions.**

Engagement with **1500+**



vendors, recipients, and grants management stakeholders through active participation in industry forums promoting the Grants QSMO.

FY 2022 President's Budget requested **\$6.0 Million** in appropriations

to build the Grants QSMO team, create the Marketplace and administer Investment Guidance Support, as well as continue to innovate and develop modern solutions.

Grants QSMO Marketplace Assessment Process

When creating the proposed MAP and its validation criteria, the Grants QSMO developed an efficient, standardized process to review and assess potential providers and solutions. In doing so, the Grants QSMO aims to enhance the marketplace's customer experience (e.g., functionality, accessibility, and connection).

ALIGNMENT TO THE GRANTS QSMO GUIDING PRINCIPLES



MAP will support and enable the QSMO Guiding Principles for Investments and Grants Technology Modernization.

The Guiding Principles will shape the MAP such that it:



Prioritizes **customer-focused and improved mission delivery**



Guides the **adoption of business and data standards**



Promotes purposeful and **strategic investment** and balances **innovation and stability of operations**

GOVERNMENT-WIDE BEST PRACTICES

Recurring Touchpoints to provide updates, discuss best practices/lessons learned, share documentation, compare processes, and seek advice/guidance



Validated Checkmark to indicate that a provider has been marketplace-validated



Provider Assessment Questionnaires to gather provider-specific information and validate that a provider can meet QSMO-related marketplace integrity requirements



Memorandum of Agreements (MOAs) to formalize a cooperative agreement between the QSMO and a provider



MAP Feedback Collection and Continued Development

Objective: Collect feedback from Federal Service Provider Work Group (FSPWG) to fine-tune MAP, Assessment Questionnaire, and Memorandum of Agreement (MOA) before go-live

Collect Feedback from FSPWG (May – June 2021)

- Hosted two Feedback Sessions to review MAP and collect feedback from FSPWG
- Shared draft Assessment Questionnaire and MOA for review and feedback

Refine and Finalize MAP Process (June – September 2021)

- Collect and analyze feedback from FSPWG
- Integrate feedback and finalize MAP, Assessment Questionnaire, and MOA
- Host session to review consolidated FSPWG MAP commentary
- Operationalize and develop guidance for MAP process to allow information to be submitted to Grants QSMO
- Finalize project plan and implementation roadmap

MAP 1.0 Go-Live (October 2021)

- Implement finalized MAP
- Operationalize Marketplace with existing Federal Service Providers
- Ongoing engagement with service providers to adapt human centered design principles and enhance customer experience

1. Identify Solution

- Marketplace solutions for considerations will be shared with Grants QSMO

2. Collect Inputs for Assessment

- MAP questionnaire and related inputs/documentation will be collected for review

3. Review Solution / Service Opportunity

- Grants QSMO reviews completed questionnaire and documentation and will secure a Memorandum of Agreement (MOA) for validated solutions



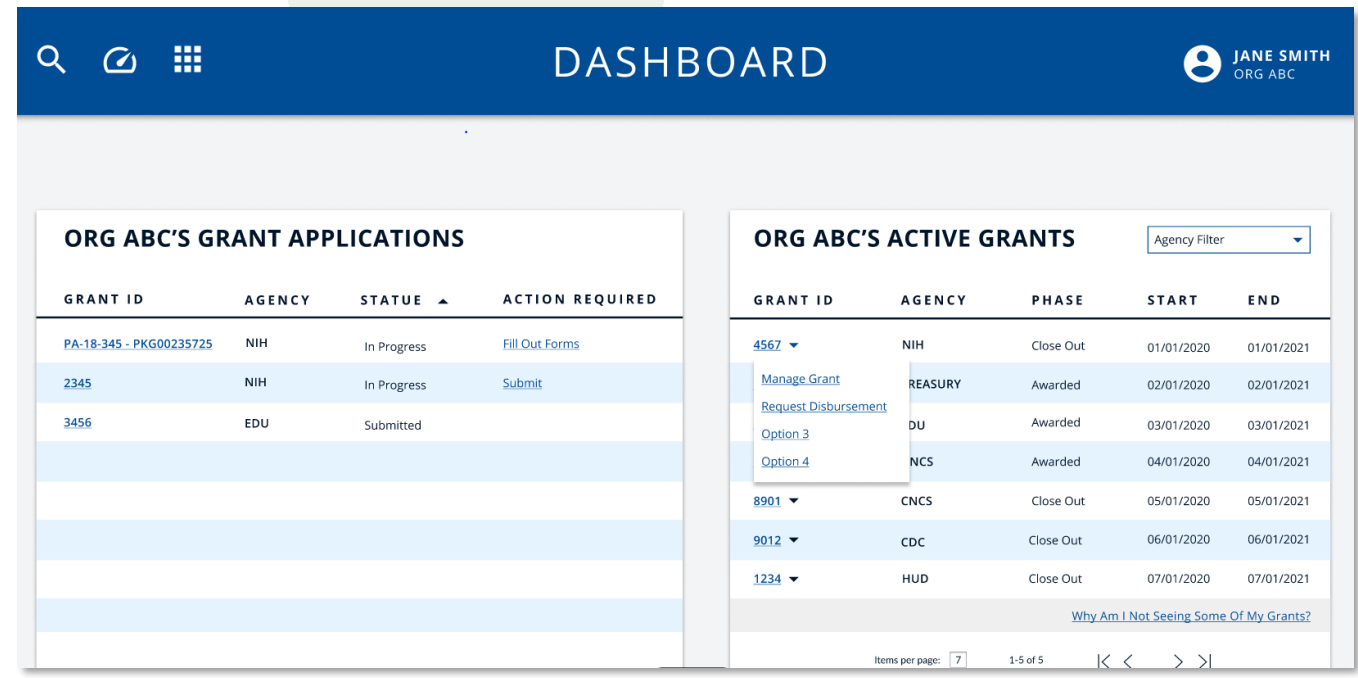
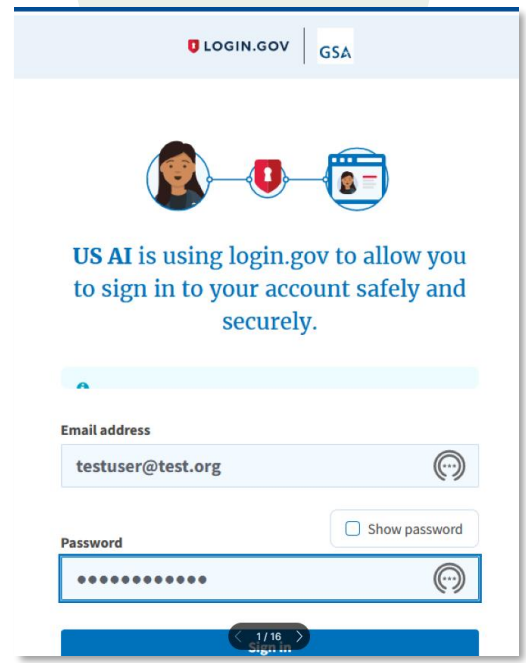
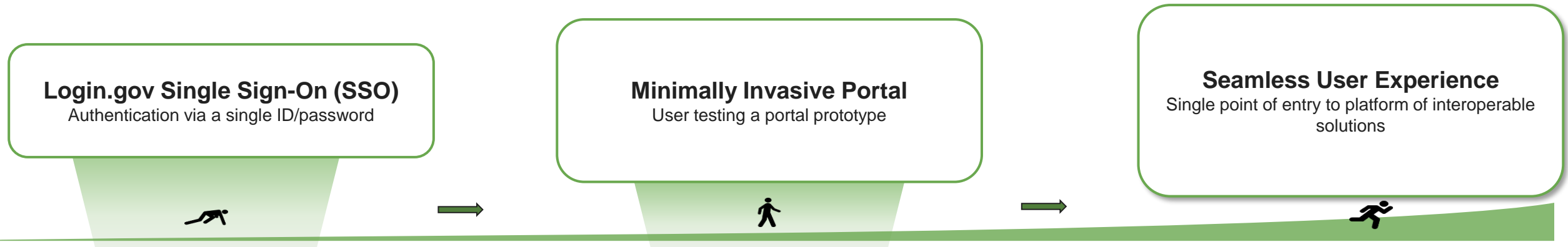
4. Maintain & Mature Marketplace

- QSMO-validated Marketplace solutions will be reviewed as needed to be maintained on the Marketplace

Recipient Seamless User Experience (RUX)

Improve Applicant/Recipient Experience and Reduce Burden

Iterative approach to improve Recipient Seamless User Experience (RUX)



Single Sign-On (SSO) is the ability for a user to log in once, using one username and password, to gain access to all the applications in a given technology domain (e.g., grants).

RECIPIENT BENEFITS



Allows recipients to interact with one federal government



Reduces time to access resources



Reduces cognitive load in maintaining username/passwords

FEDERAL BENEFITS



Reduces cyber criminal attack surface



Reduces cost for development and O&M by eliminating duplicative functionality




Reduces application/helpdesk support overhead


GSA's Login.gov improves Recipient Experience through Single Sign On

The Grants QSMO has partnered with **GSA's Login.gov** as the shared authentication provider for recipient-facing systems given that the majority of grants volume already leverages Login.gov.

Login.gov Partners and Users

 **60+** Systems

 **17** Agencies

 **17M** People

Login.gov is used by **over 60 systems** at **17 agencies**. **Over 17 million people** have signed up to use Login.gov, across all applications.

Trusted SSO Federal Provider

Login.gov has been a **collaborative partner** during discussions about pricing



Coverage in Grants Market

For Grants Management, **HHS and GSA's shared service providers** have led the way in adoption of Login.gov for SSO:

- GSA SAM.gov
- GSA FSRS
- HHS Grants.gov
- HHS GrantSolutions
- HHS eRA
- HHS Payment Management System (PMS)

- **Vendors/Industry:**

We are interested in understanding how to best engage with the community and obtaining feedback on the current grant management landscape. If you have insight or suggestions, please reach out to us at GrantsQSMO@hhs.gov.

- **Federal Awarding Agencies:**

Visit our Grants QSMO Collaboration site (<https://community.max.gov/x/xyikfw>), explore the available resources, and keep an eye on the site for updated content.

- **Everyone:**

Email us at GrantsQSMO@hhs.gov to ask us any questions you have on the Grants QSMO and marketplace of solution/service offerings, volunteer for user centered design sessions, provide feedback, and more!