



SSLC Shared Services Forum for Agency Implementation Leaders

Grants Quality Services Management Office (QSMO) Update

October 13, 2022



Agenda

- Grants QSMO Mission
- Grants QSMO Marketplace
- Recent Accomplishments

Establishment of Quality Services Management Offices

Quality Services Management Offices (QSMOs) were created by OMB Memo M-19-16 (April 2019) with mission to **improve agency mission delivery** through the use of **efficient, effective, and modern shared services**.

OMB designated HHS as the Grants Quality Services Management Office (QSMO) in January 2021.

Challenges for Fed-wide Grants Management:

Complex

150+ grants management IT solutions, 49 awarding agencies, 1500+ grant programs

Expensive

\$1T+ grants awarded annually, impacting all sectors of the American economy

Aging

Fed-wide grants management systems landscape is large, aging, customized, and costly

The Grants QSMO offers federal awarding agencies shared IT solutions & services that empower agencies & grant recipients to efficiently & effectively deliver on the \$1T+ annual grants mission.

Grants QSMO: *Transforming the Grants Management Landscape*



Grant Recipients



Awarding Agencies

Grants QSMO works across the grants ecosystem to **empower and enable applicants, recipients, and federal awarding agencies to efficiently and effectively deliver on the grants mission.**



**EASE BURDEN AND
DRIVE EFFICIENCIES**



**RESPOND TO
CUSTOMER NEEDS**



**LEVERAGE DATA AS
A STRATEGIC ASSET**

WE ARE NOT

- ⊘ A policy-making office
- ⊘ The standards lead for grants management
- ⊘ An HHS exclusive initiative or public organization

Grants QSMO:

Improved Mission Delivery via Modern Shared Services Marketplace

Grants QSMO Responsibilities



Create and manage a **government-wide Marketplace**, or storefront, offering agencies modern IT solutions and services to help agencies effectively & efficiently deliver on their grants missions.



Advise agencies and OMB on grants IT investments to improve cost avoidance of redundant and duplicative spend



Drive **implementation of grants data standards** through agency investment advice and the adoption of Marketplace solutions.

WHAT ROLE DOES GRANTS QSMO PLAY?

- ✓ Engage with agency customers
- ✓ Increase collaboration
- ✓ Partner with service providers
- ✓ Promote innovation

The logo graphic consists of three overlapping triangles pointing downwards, colored red, blue, and teal from top to bottom.











**GRANTS
QSMO**











Grants QSMO Marketplace

Grants QSMO Marketplace Website

Grants QSMO Marketplace is live here: <https://ussm.gsa.gov/marketplace/grm/>

Marketplace website includes a list of validated providers, their customers, the services provided, and contact details.

Solution Name					
Validation Status	Validated	Validated	Validated	Validated	Validated
Solution Description	eRA provides mission-critical support for federal agencies awarding grants and other funding mechanisms. eRA's electronic grants management services and business intelligence capabilities allow agencies to manage the receipt, processing, review, award and monitoring of grants and are used by applicants and grantees worldwide, including the U.S. and 55 countries. eRA is an established grants management system with over 30 years of experience in the field. It is the largest research grants management system in the federal government in terms of the number of applications, accounting for over 50 percent of the grant applications received by Grants.gov, the fed-wide portal for finding and applying for grants.	GrantSolutions supports Federal agencies throughout the full grants lifecycle - from pre-award planning through application, award, and closeout. As a shared service provider, GrantSolutions offerings solve for shared mission needs across agencies while incorporating unique business and regulatory processes for grant programs.	The Automated Standard Application for Payments (ASAP) is a completely electronic system that federal agencies use to quickly and securely transfer money to recipient organizations.	Payment Management System (PMS) is a secure, online grants payment platform which provides awarding agency and grant recipient customers with efficient grant and grant-like payments, cash management, and personal grant accounting support services.	Program Support Center's Cost Allocation Services (CAS) is responsible for reviewing and negotiating facility and administrative (indirect) cost rates, fringe benefit rates, special rates as determined to be appropriate, research patient care rates, statewide cost allocation plans and public assistance cost allocation plans. In addition to the aforementioned negotiations, CAS is responsible for resolving audits that involve indirect costs and cost allocation issues and methodologies, and provides technical assistance and guidance to both Federal departments and agencies and the recipient community.
Provider Agency	 HHS  NIH	 HHS	 TREAS	 HHS  PSC	 HHS  PSC
Website URL	https://era.nih.gov/	https://home.grantsolutions.gov/home/	https://fiscal.treasury.gov/asap/	https://pms.psc.gov/	https://www.hhs.gov/about/agencies/asa/psc/indirect-cost-negotiations/index.html
Contact Details	ERAinfo@mail.nih.gov	information@grantsolutions.gov or Renee.Lobanovskyy@hhs.gov	asaphelodesk@fiscal.treasury.gov	PMSSupport@psc.hhs.gov	CAS_Bethesda@psc.hhs.gov
Agency Customers	HHS ¹ , DOC ² , DOD ³ , VA ⁴	DHS ¹ , DOI, GCERC, HHS ¹ , HUD ¹ , SBA, SSA, TREAS ¹ , USDA ¹ , DOL ² , EAC ³ , CPSC, ONDCP ⁴ , FCC ²	DHS ¹ , DOC, DOE, DOI, EPA, GCERC, NRC, SSA, TREAS, USDA ¹ , DOJ	HHS, AmeriCorps, DHS, DOD, DOL, DOS, EOP, NASA, SBA, TREAS, USAID, USDA, VA	HHS, AmeriCorps, DHS ¹ , DOD ¹ , DOT ¹ , EAC, HUD, MCC, USDA ¹
Notes					

Solution Name	Grants.gov	SAM.gov		Federal Funding Accountability and Transparency Act (FFATA) Subaward Reporting System (FSRS)	Federal Awardee Performance and Integrity Information System (FAPIIS)	Federal Audit Clearinghouse (FAC)
		Entity Registration	Assistance Listings			
Solution Description	View Description	View Description	View Description	View Description	View Description	View Description
Provider Agency	 HHS	 GSA	 GSA	 GSA	 GSA	 DOC
Website URL	Grants.gov	https://sam.gov/content/entity-information	https://sam.gov/content/assistance-listings	https://www.fsrs.gov/	https://www.fapiis.gov	https://facweb.cens.us.gov/
Contact Details	support@grants.gov	IAEO outreach@gsa.gov	IAEO outreach@gsa.gov	IAEO outreach@gsa.gov	IAEO outreach@gsa.gov	govs.fac.ids@cens.us.gov
Notes	 View Notes	 View Notes	 View Notes	 View Notes	View Notes	

Grants QSMO Marketplace Alignment to FIBF

Grants QSMO Marketplace*

Solution Name	electronic Research Administration (eRA)	GrantSolutions	Automated Standard Application for Payments (ASAP)	Payment Management System (PMS)	Program Support Center Cost Allocation Services (PSC/CAS) Indirect Cost Rate Negotiation Service
GRM.010.010 Grant Program Set-up & Maintenance	✗	✗			
GRM.010.020 Grant Program Funding Opportunity	✗	✗			
GRM.020 - Grant Pre-Award Management					
GRM.020.010 Grant Application Support and Receipt	✗	✗			
GRM.020.020 Grant Application Review and Selection	✗	✗			
GRM.030 - Grant Award Management					
GRM.030.010 Grant Award Issuance	✗	✗	✗	✗	
GRM.030.020 Grant Award Payment Processing	✗	✗	✗	✗	
GRM.040 - Grant Post-Award Management and Closeout					
GRM.040.010 Grant Award Modification	✗	✗			

GRM FIBF Alignment

Each SSP responded to the Grants QSMO's Marketplace Validation Process, providing an overview of functionality and attestation of its plan to implement grants data standards as they continue to evolve.

Grants QSMO created a map of SSP functionality aligned to the 16 FIBF activities to share on the Marketplace as a guide to help inform customer agency decisions.

Marketplace Shared Principles emphasize Grants QSMO's commitment to the FIBF and implementation of data standards, ensuring that our partners are aware of and planning for adoption of evolving data standards.

Through the Grants QSMO's grants IT investment review process, agencies will have the opportunity to evaluate whether Grants QSMO-validated Marketplace offerings will meet their grants IT system needs.

Grants QSMO Marketplace Objectives

Overall Marketplace Objective: Help federal awarding agencies find the best solutions to address their evolving needs



Create & manage a marketplace of modern grants solutions



Bring transparency on solution performance, price methodology, and customer satisfaction



Designate high-quality shared solutions with modern functionality and based on government-wide standards



Advise customer agencies on marketplace offerings

Commercial Marketplace Acquisition Objectives:

(as noted in the Grants QSMO RFI)

Meets Grants Standards

Does Not Force
“One Size Fits All”
Approach

Eases Path to
Acquire

Leverage “Best in
Class” Contracts

Balance QSMO Due
Diligence with
Vendor Burden

Marketplace Expansion to Commercial Providers

The Grants QSMO determined the need to expand outside of the current federal offerings due to:



Significant Demand for Award Management Shared Services



Current Marketplace Gap: Low-Cost Solutions and Near-Term Needs



Commercial Offerings May Provide More Affordable Solutions

Grants QSMO has begun the work to determine what options are in the commercial space:



Request for Information (RFI)

March 2022
via GSA MRAS with
62 respondents



RFI Review Period

April 2022
with 20 Government-
wide Reviewers



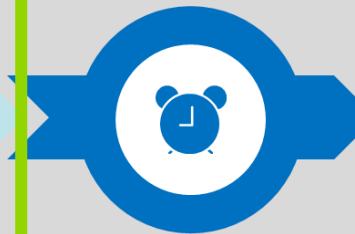
Market Research Week

May 2022
Sessions with 16 vendors
and Review Team



QSMO Steering Committee Decision

May 25, 2022
Iterative approach and
pilots approved



Support for Pilot Agencies

June-October 2022
Market Research
leveraged for pilots

Iterative Approach for Marketplace Expansion

Grants QSMO Marketplace will take an **iterative approach to incorporating commercial vendors**. Summer 2022 will focus on development of a Grants QSMO Acquisition Gateway later maturing to a potential vetting process and/or SIN in 2023.

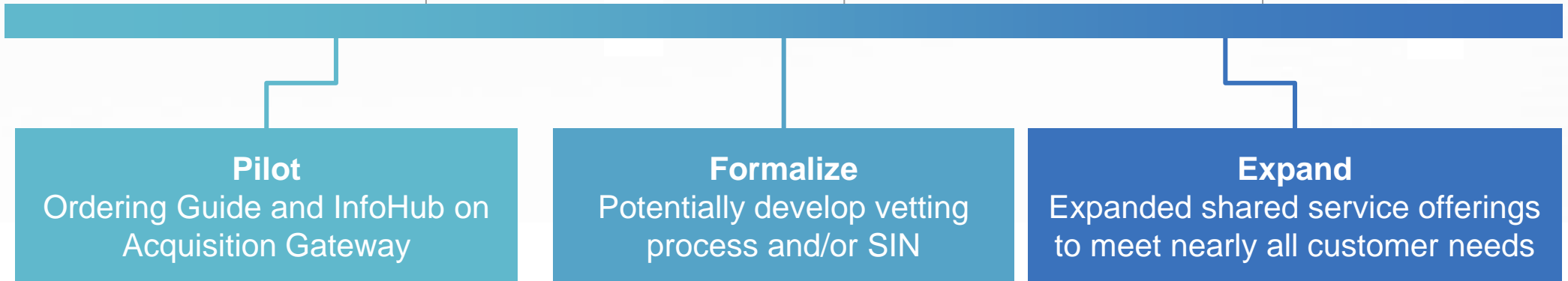
Calendar Year:

2022

2023

2024

2025



Maturity



Recent Accomplishments

Marketplace Launched



Created and completed Marketplace Validation Process leading to the onboarding of **5 Federal Shared Service Providers**, which provides currently available grants management options in a one-stop-shop website portal.

Improved Agency Grants IT Investments



Partnered with **AmeriCorps, Department of Education, HUD, SAMHSA, etc.** to **review and advise** on agency investments to modernize, automate and standardize grants management systems. Our review process exists to **reduce duplicative investments**, resulting in gradual IT consolidation and potential taxpayer savings.

Testing CX Tools to Drive Improvements

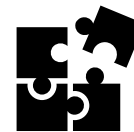
Piloted Customer Experience (CX) tools with a HHS Shared Service Provider to understand **customer experience pain points and drive system improvements**. Lessons learned from this pilot will help drive further use of CX tools and principles across the grant IT ecosystem.

Assessed Agency Needs



40 Federal Awarding Agencies responded to a **government-wide IT Systems & Demand Survey** to collect information on current grants **IT landscape**, gaps in Agency needs, and **future areas of investment** driven by marketplace demand needs.

Innovative Market Research



Released a commercial vendor RFI to assess **the commercial grants IT solution ecosystem** and assess currently available commercial grants IT solutions to help address agency needs. **Vendor respondents** provided feedback, further informing the future architecture of the Marketplace.

Piloting New Solutions with Agency Customers

Partnering with several Awarding Agencies to **pilot the commercial grants IT Market Research**. Pilots will inform and improve the acquisitions process for future commercial service offerings and will help drive future expansion of the Grants QSMO's Marketplace.

- **Vendors/Industry:**

We are interested in understanding how to best engage with the community and obtain 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! Subscribe to our listserv by sending an email with the subject "Subscribe" to grantsfed-subscribe-request@listserv.gsa.gov.