



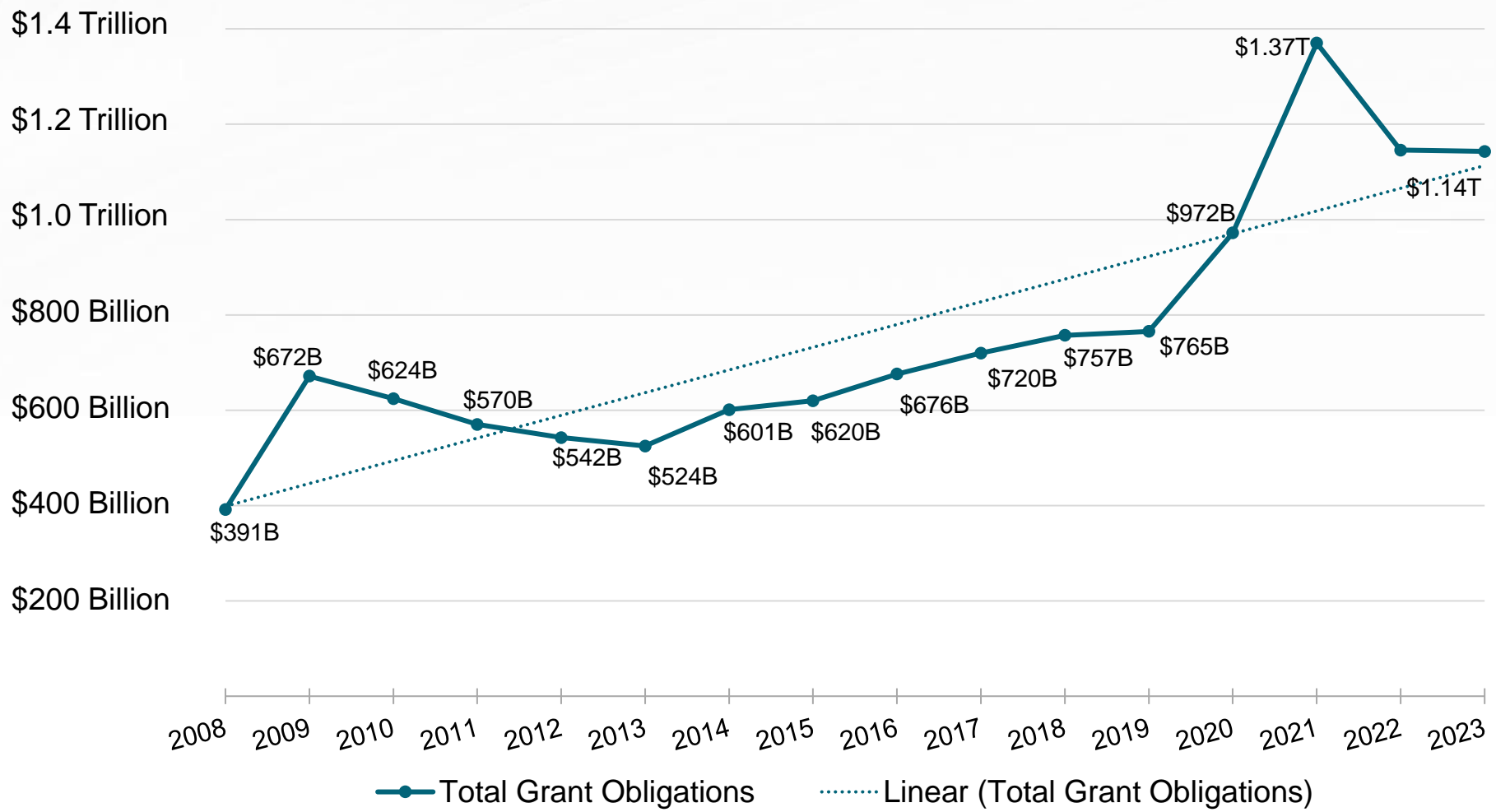
SSLC-NAPA-SEA Shared Services Forum

Grants Quality Service Management Office (Grants QSMO)

December 14, 2023

Federal Grants Obligations by Fiscal Year

Growth in grants obligations has been fueled by the COVID-19 pandemic and recent legislation.*



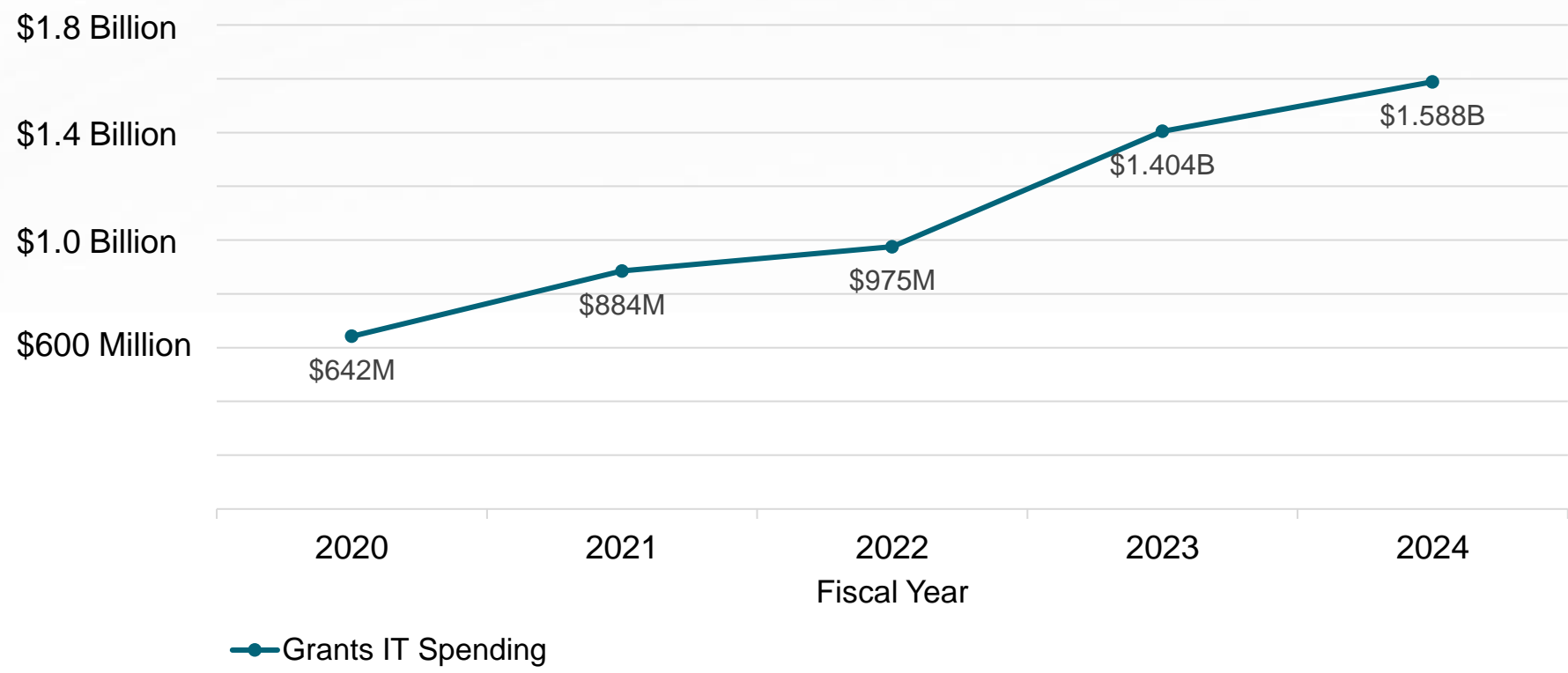
GRANTS FUNDING

Grants obligations are rising with an average annual increase of 8%.

*Obligation: "When awarding funding, the U.S. government enters a binding agreement called an obligation. The government promises to spend the money, either immediately or in the future. An agency incurs an obligation, for example, when it places an order, signs a contract, awards a grant, purchases a service, or takes other actions that require it to make a payment" (USASpending.gov)
Source: USASpending.gov (FY08-23)

Government-wide Grants IT Investment Spending

Grants-related IT investment spending continues to increase year-over-year, **with more than \$1.5B in planned modernizations for FY24.**



GRANTS SYSTEMS & SOLUTIONS

System consolidation and modernizations are vital to long-term cost reduction and efficiency in the federal grants ecosystem.

Council on Federal Financial Assistance (COFFA) Memo



OMB Memo M-23-19

- On August 9th, 2023, **OMB Memo M-23-19** established the **Council on Federal Financial Assistance (COFFA)** to ensure agencies have the tools needed to deliver financial assistance programs.
- The inaugural meeting was held on October 26, 2023.



Goals

- **Reduce the administrative burden** for both federal agencies and program applicants.
- **Create a partnership among federal grant-making agencies** as a single forum to inform federal financial assistance policy, oversight, and technology activities.
- **Provide strategic direction** for other government-wide grant-related activities, including the Grants QSMO.



Stakeholders

- The COFFA is an **interagency collaboration** between the 24 Federal CFO Act agencies' senior financial assistance officers (SFAOs) and a Small Agency Council rep.
- The **SFAO of HHS will serve as the council's first co-chair** for a two-year term and successor co-chairs will be selected by the council members.
- Stakeholders **will work with OMB to plan coordination** between the Grants QSMO Data Standards lead, FACE, and other government-wide working groups and initiatives.

OMB's Proposed Changes to the Uniform Grants Guidance

- OMB's proposed [updates to the Uniform Grants Guidance](#) are currently available for public inspection at the [Federal Register here](#)
- A redline version of the UG updates, which reflects the proposed policy and textual changes, can be found [here on CFO.gov](#)
- OMB invited interested persons and organizations to submit comments in December to <http://www.regulations.gov/>



Recent Evolution of Grants IT

Before the Grants QSMO:

No repository of shared service providers or agency systems inventory

Little to no access to grants system market analysis

No government-wide investment review process

Minimal grants eco-system stakeholder feedback to inform need and solutions

Grants QSMO



Established Marketplace of validated Federal shared solutions/services



Built and deployed Investment Review Process



Published Acquisition Gateway with Commercial Market Research

Impacts of Grants QSMO Efforts:

Increased adoption of Federal shared services from 18% of agencies to 47% of agencies *

Saved agencies “thousands” of hours in market research and acquisition process

Well-coordinated, supported, and strategically-aligned Grants IT investments avoid duplicative investments and inform Agency Systems Inventory.

Regular Agency IT Demand Analysis informs Marketplace priorities and Agency Systems Inventory.

*Based on count of agencies with shared service adoption of Award Management solutions including eRA, GrantSolutions, eGMS or vendors on the QSMO Catalog of Market Research.



Grants QSMO Marketplace

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



Create & manage a marketplace of modern grants management solutions



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



Designate high-quality shared solutions with modern functionality



Advise customer agencies on marketplace offerings

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

Awards Management Solutions



eRA



GrantSolutions

Payment Systems



Automated Standard Application for Products (ASAP)



Payment Management System (PMS)

Indirect Cost Negotiation Services




Interior Business Center (IBC)



Program Support Center Cost Allocation Services (PSC/CAS)

Grants QSMO – Buying Insights

Buying Insights supports the Grants QSMO strategic goal of promoting Marketplace transparency.



Interior Business Center (IBC) Indirect Cost Rate Negotiation Center

Provider Agency: DOI

Contact: <https://ibc.doi.gov/ICS/contact-us> or craig_wills@ibc.doi.gov


URL: <https://ibc.doi.gov/ICS/icrna>

Agency Customers: DOI, DOT PHMSA, DOT FHWA, Denali Commission, EAC, IMLS, MCC, NASA, NEA, NEH, NSF, USCG, USDA, DOC, HUD, DOS, EPA, TREAS

Description: The Interior Business Center (IBC) is a federal shared services provider that operates under a fee-for-service, full cost recovery business model, offering indirect cost rate negotiation services

Indirect Cost Rate Negotiation Provider Offerings:
FIBF GRM Function Number Assigned to Each Offering

010.010 Grant Program Set-up & Maintenance	040.040 Grant Award Compliance Review
010.020 Grant Program Funding Opportunity	040.050 Grant Award Risk Management
020.010 Grant Application Support and Receipt	040.060 Grant Award Closeout
020.020 Grant Application Review and Selection	050.010 Grant Program Reporting and Review
030.010 Grant Award Issuance	050.020 Grant Program Closeout
030.020 Grant Award Payment Processing	060.010 Grant Recipient Indirect Cost Rate Negotiation
040.010 Grant Award Modification	060.020 Grant Recipient Single Audit
040.020 Grant Award Performance Review	
040.030 Grant Award Financial Review	



eRA

Provider Agency: HHS, NIH

Contact: erainfo@mail.nih.gov

URL: <https://era.nih.gov>

Agency Customers: HHS, DOC, DOD, VA

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 entity 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.

Awards Management Provider Offerings:
FIBF GRM Function Number Assigned to Each Offering

010.010 Grant Program Set-up & Maintenance	040.040 Grant Award Compliance Review
010.020 Grant Program Funding Opportunity	040.050 Grant Award Risk Management
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040.020 Grant Award Performance Review	
040.030 Grant Award Financial Review	



GrantSolutions

Provider Agency: HHS

Contact: information@grantsolutions.gov or Renee.Lobanovsky@hhs.gov


URL: <https://home.grantsolutions.gov/home>

Agency Customers: DHS, DOI, GCERC, HHS, HUD, SBA, SSA, TREAS, USDA, DOL, EAC, CPSC, ONDCP, FCC

Description: 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.

Awards Management Provider Offerings:
FIBF GRM Function Number Assigned to Each Offering

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040.020 Grant Award Performance Review	
040.030 Grant Award Financial Review	



Interior Business Center (IBC) Indirect Cost Rate Negotiation Center

Provider Agency: DOI

Contact: <https://ibc.doi.gov/ICS/contact-us> or craig_wills@ibc.doi.gov


URL: <https://ibc.doi.gov/ICS/icrna>

Agency Customers: DOI, EAC, IMLS, NASA, NEA, NEH, NSF, USCG, USDA, DOC, HUD, DOS, EPA, TREAS

Description: The Interior Business Center (IBC) is a federal shared services provider that operates under a fee-for-service, full cost recovery business model, offering indirect cost rate negotiation services

Indirect Cost Rate Negotiation Provider Offerings:
FIBF GRM Function Number Assigned to Each Offering

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040.030 Grant Award Financial Review	



Automated Standard Application for Products (ASAP)

Provider Agency: TREAS

Contact: asaphelpdesk@fiscal.treasury.gov


URL: <https://www.treasury.gov/asap>

Agency Customers: DHS, DOC, DOE, DOI, EPA, GCERC, NRC, SSA, TREAS, USDA, DOD

Description: 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 System Provider Offerings:
FIBF GRM Function Number Assigned to Each Offering

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040.030 Grant Award Financial Review	



Payment Management System (PMS)

Provider Agency: HHS, PSC

Contact: PMSsupport@psc.hhs.gov


URL: <https://pms.psc.gov>

Agency Customers: HHS, AmeriCorps, DHS, DOD, DOL, DOS, EOP, NASA, SBA, TREAS, USAID, USDA, VA

Description: 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.

Payment System Provider Offerings:
FIBF GRM Function Number Assigned to Each Offering

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040.020 Grant Award Performance Review	
040.030 Grant Award Financial Review	



Program Support Center Cost Allocation Services (PSC/CAS) Indirect Cost Rate Negotiation Service

Provider Agency: HHS, PSC

Contact: CAS-Bethesda@psc.hhs.gov

URL: <https://www.hhs.gov/about/agencies/cas/cas/cas/indirect-cost-negotiations/index.html>

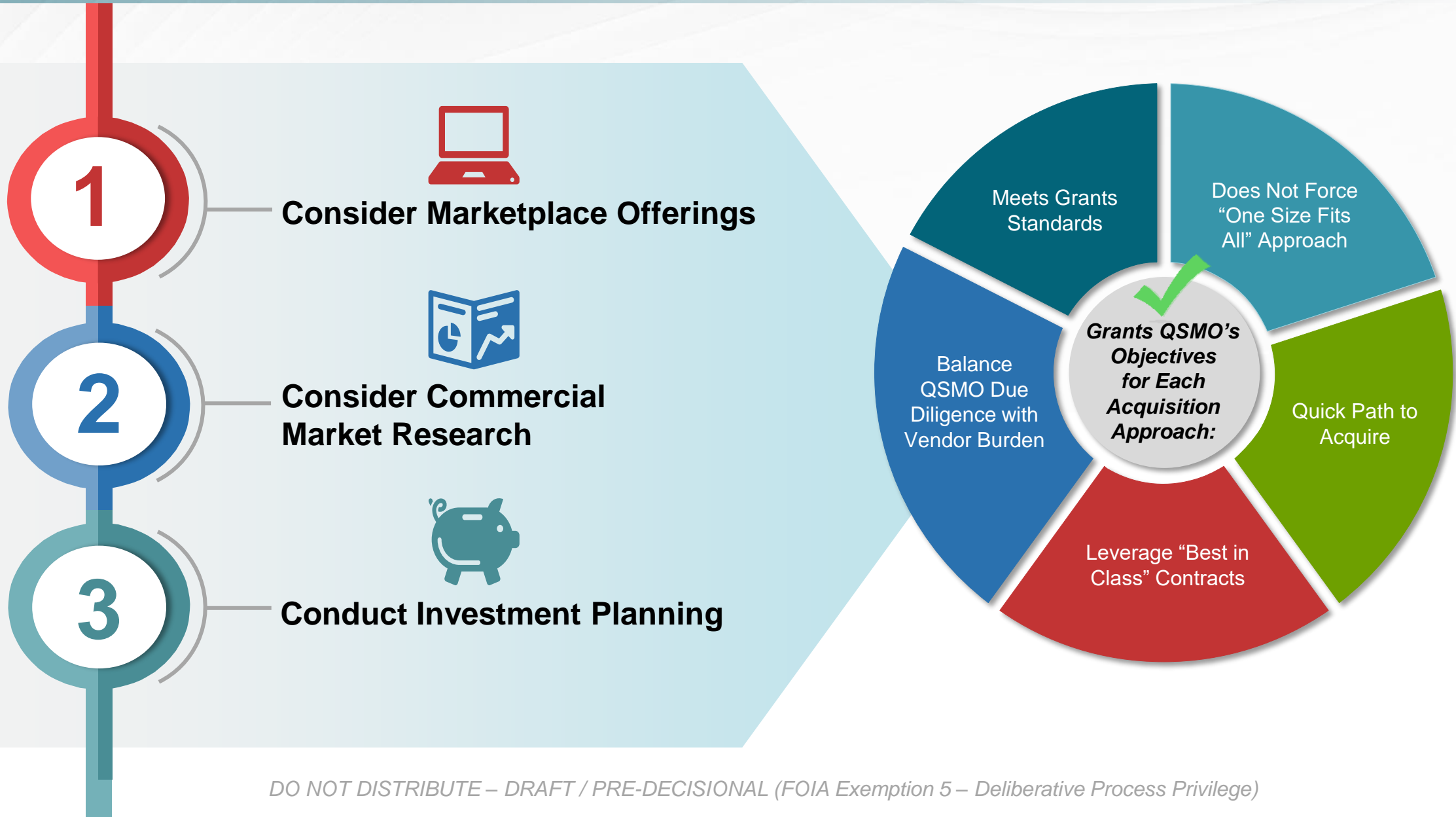
Agency Customers: HHS, AmeriCorps, DHS, DOD, DOT, EAC, HUD, MCC, USDA

Description: 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.

Indirect Cost Rate Negotiation Provider Offerings:
FIBF GRM Function Number Assigned to Each Offering

010.010 Grant Program Set-up & Maintenance	040.040 Grant Award Compliance Review
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How Agencies Approach Grants IT Acquisitions



Acquisition Gateway



Acquisition Gateway is the **workbench** for the **federal acquisition professional**.

Save Hundreds of Hours



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

Do Not Start From Scratch



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

Lasting Partnership



Your **partnership is vital** to continuously improving the broader grants management ecosystem.



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

FY24 Tribal CX Pilot for Post-Award Reporting

Tribal Customer Experience Pilot for Post-Award Reporting

RECIPIENT BURDEN AND IMPACT

Barriers to Compliance

The lack of reliable broadband and electricity highlights a **systemic vulnerability** for Indian tribes and rural governments complying with the online reporting required for many federal funds.

Penalties Imposed

Grant recipients that do not submit timely compliance reports typically receive a **high-risk rating** score and typically **audit findings**.

Reporting Burden

Reporting can be **time intensive** and **costly** for remote Tribal communities who have small staffs and **high turnover**. Reports are often lengthy, **highly technical**, and lacking in clear guidance.

PILOT OVERVIEW:

The Tribal Customer Experience (CX) Pilot for Post-Award Reporting aims to explore ways to improve the technology and knowledge gap related to post-award reporting with the goal of reducing burden and supporting Tribal compliance efforts in low-broadband areas.

Research Areas

- Technological barriers to reporting
- Challenges to remote Tribal recipients
- Federal reporting best practices

Potential Solutions

- Onsite support and guidance
- Offline reporting options
- Plain language
- Case Study: Public Law 102-477

PILOT PARTNERS



- U.S. Department of Health and Human Services (HHS)
 - Grants Quality Service Management Office (Grants QSMO)
 - Project Lead
 - Indian Health Service (IHS)



- Executive Office of the President (EOP)
 - Office of Management and Budget (OMB)
 - Customer Experience Team (CX Team)
 - Office of Federal Financial Management (OFFM)
 - White House Office of Science and Technology Policy (OSTP)



- U.S. Department of the Treasury
 - Office of the Recovery Programs (ORP)
 - Office of Tribal and Native Affairs (OTNA)



- U.S. Department of the Interior (DOI)
 - Office of Grants Management (PGM)
 - Bureau of Indian Affairs (BIA)

Phase 1:
Assess Tribal recipient challenges

Phase 2:
Develop offline reporting tool options

Phase 3:
Produce a customer experience report

Want to share with us? If you have information that may be helpful for this project, please email GrantsQSMO@hhs.gov 



Connect with the Grants QSMO

- ❖ Keep up with Grants QSMO news by subscribing to the grants community listserv. Send an email with the subject “subscribe” to grantscommunity-subscribe-request@listserv.gsa.gov to join.
- ❖ Email us at GrantsQSMO@hhs.gov with any questions or feedback!



Innovate with the Grants QSMO

- ❖ Visit our Grants QSMO Github site for information and innovations across the government: <https://github.com/grants-qsmo>.