
Grants QSMO

Grants Quality Service Management Office (Grants QSMO):

How the Grants QSMO is Delivering Results By Prioritizing Customer Experience

REI Breakfast Series – October 6, 2021

- 1 Overview of the Grants Quality Service Management Office
- 2 Recipient Seamless User Experience (RUX)
- 3 Marketplace and Marketplace Validation Process
- 4 DUNS to UEI Transition

Overview of the Grants Quality Service Management Office (Grants QSMO)



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

- x A policy-making office
- x The Standards Setting Agency for Grants Management

Long-Term Technology Target State to Achieve Grants QSMO Vision



Seamless user experience for applicants / recipients

Enable a seamless user experience



Modular design by FIBF service activities

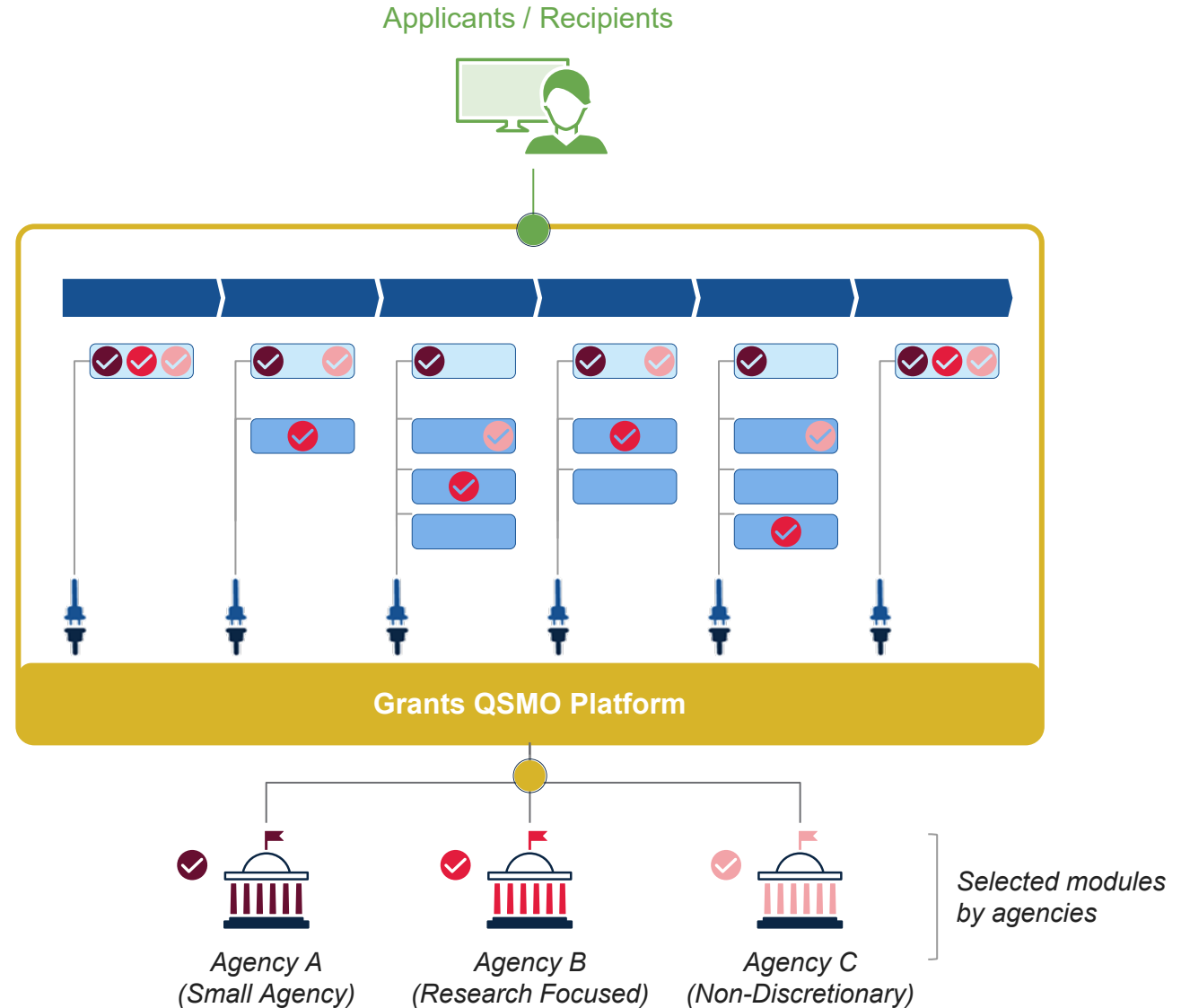
Mix of mandated, centralized, and standardized systems available across grants management lifecycle

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



Stakeholder Engagement is Central to the Grants QSMO Success

Strategic priorities are impacted by our extensive stakeholder engagement

>90%

Of total grant dollars and awards represented on Grants QSMO stakeholder groups across 17 federal awarding agencies

50+

Working Group meetings including Steering Committee, Federal Awarding Agencies, and Federal Service Providers Work Groups since pre-designation in 2020

2,000+

Pieces of feedback and comments from stakeholders gathered from surveys, chats, emails, and conversations

The Grants QSMO is committed to continued engagement with the broad and diverse set of stakeholders



Applicants & Recipients

Thousands of grantees interact with and benefit from federal grants management



Federal Awarding Agencies

Customers of marketplace, engaged, including through a customer advisory board, to ensure marketplace solutions meet needs



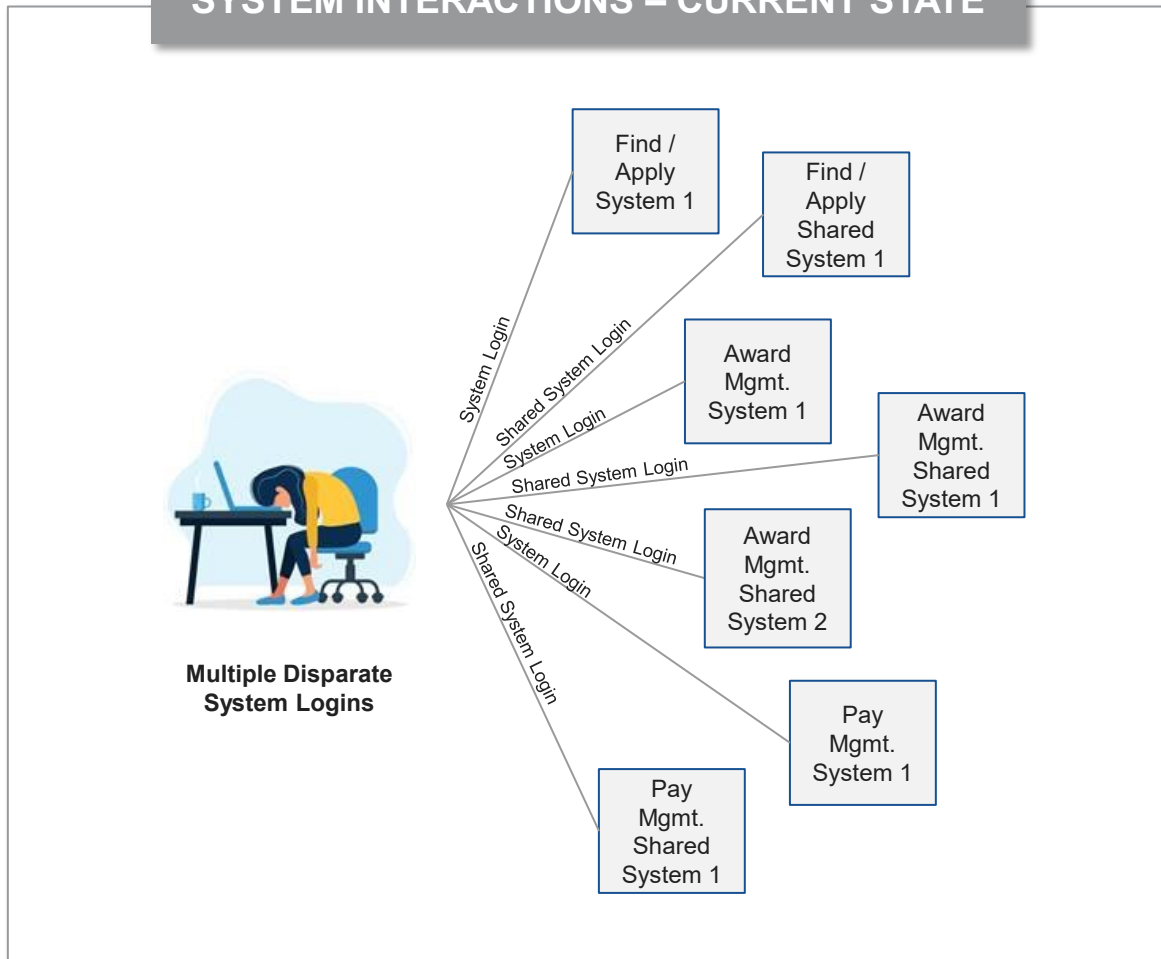
Federal Providers & Industry Advisors

Inform technical approach and allow the government to access best of private-sector

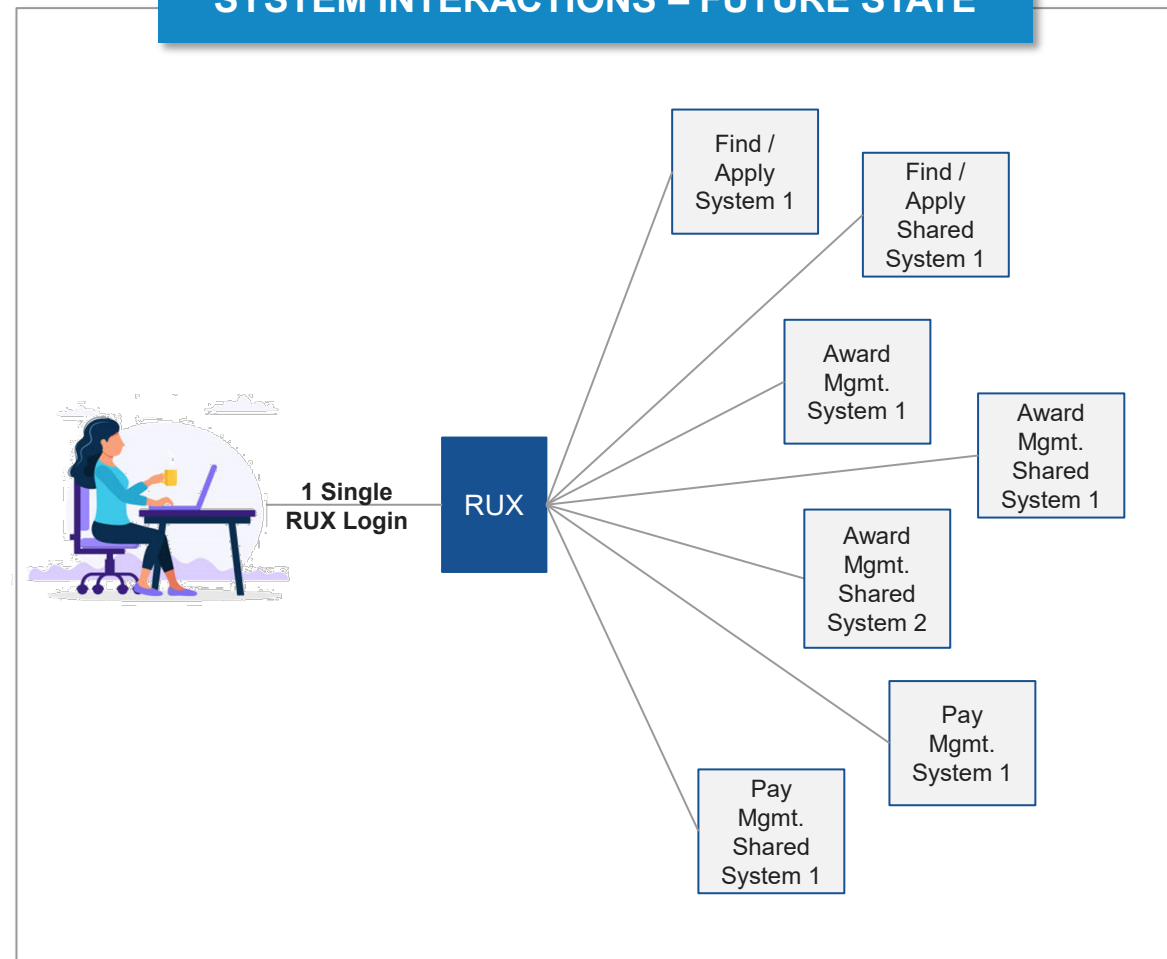
Recipient Seamless User Experience (RUX)

Today: ~100 Recipient-Facing Grants Systems Used Across the Grants Lifecycle

SYSTEM INTERACTIONS – CURRENT STATE



SYSTEM INTERACTIONS – FUTURE STATE



Case Study: State of Nevada interacts with at least 25 systems across the grants management lifecycle (in addition to program oversight systems)

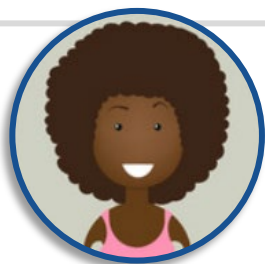
Recipient Feedback on Recipient Portal with Single Sign-On

The Grants Community Agrees....

70%

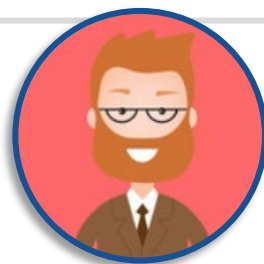
Surveyed Grants Management Professionals agree that a **unified portal holds the most promise for dramatic improvement** to grants management in the next five to ten years⁵

*"A portal like this would **save me so much time**. If my bosses knew **how much they're paying me to simply log in to sites**, they would be shocked."*



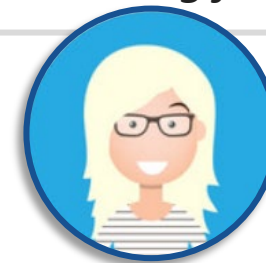
Director of Grants and Contracts at State Children's Aid Program

*"Having a **one-stop-shop** saves us issues with losing logins and **finding our way around federal systems**."*



Professor of Mechanical Engineering at Carnegie Mellon University

*"Since federal agencies began implementing systems for research administration more than 20 years ago, **research universities have been waiting for something like this!**"*



Assistant Vice Provost for Research at the University of Washington

⁵Source: [Annual Grants Management Survey: Results and Analysis](#) (REI Systems, National Grants Management Association (NGMA), and the George Washington University (GWU))

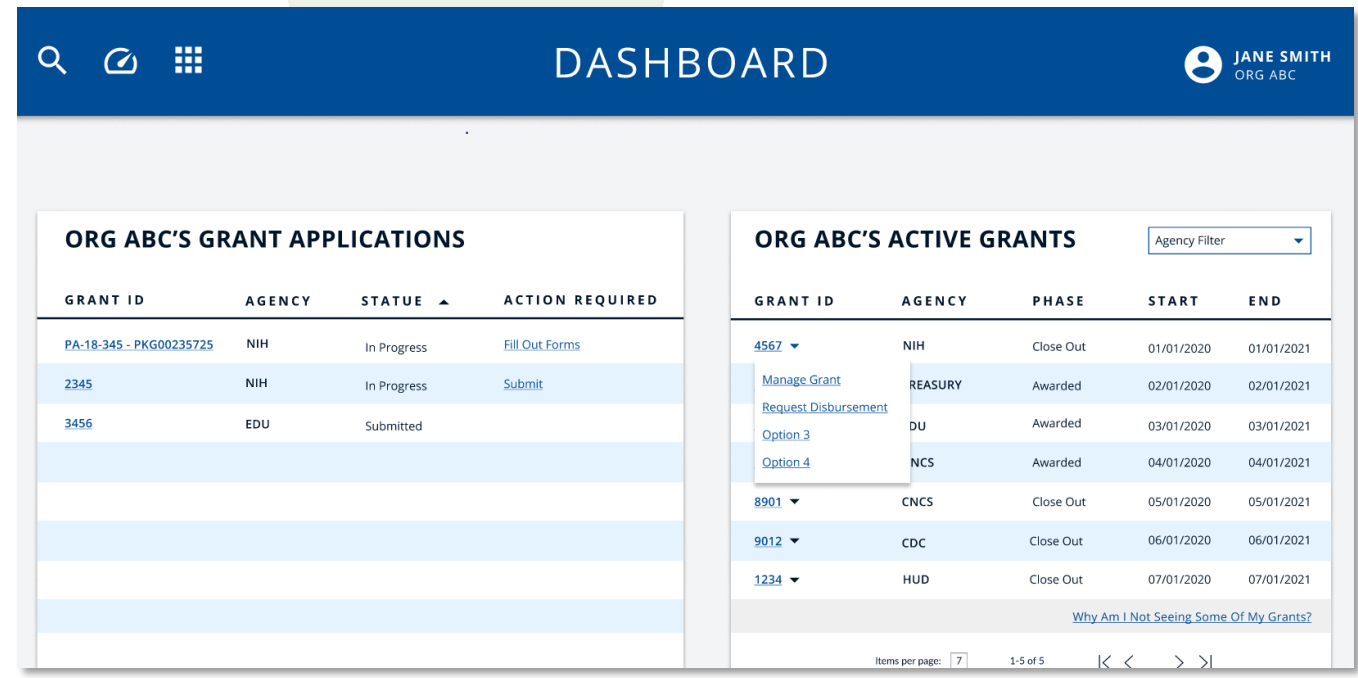
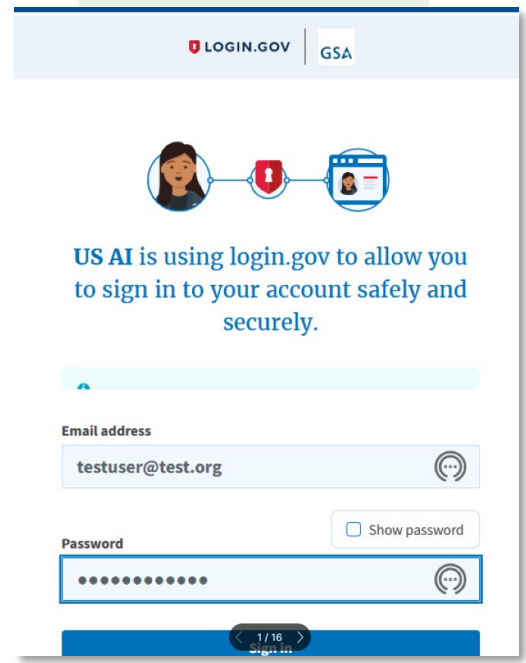
Improve Applicant/Recipient Experience and Reduce Burden

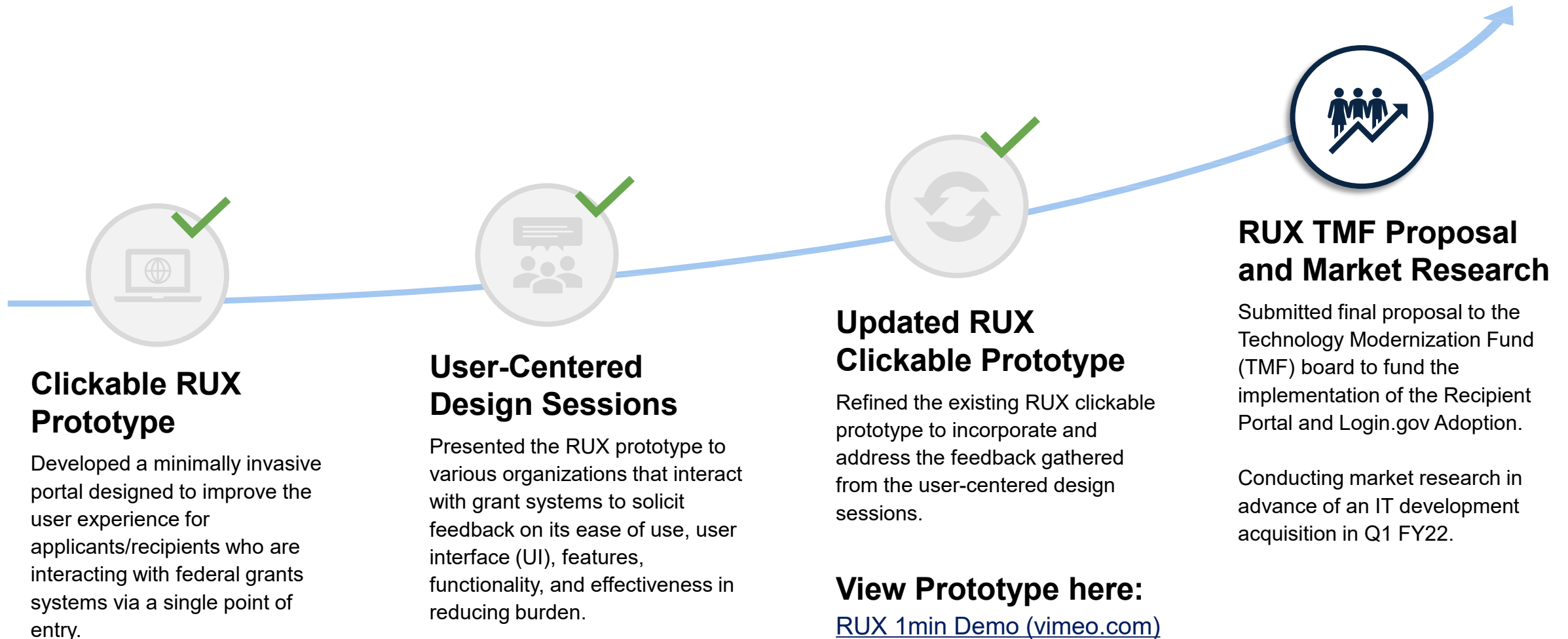
Iterative approach to improve Recipient Seamless User Experience (RUX)

Single Sign-On (SSO)
Authentication via a single ID/password

Minimally Invasive Portal
User testing a portal prototype

Seamless User Experience
Single point of entry to platform of interoperable solutions





Marketplace and Marketplace Validation Process

Marketplace Evolution

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



Establish and oversee a marketplace for grants solutions (i.e., technology systems and non-technology services)



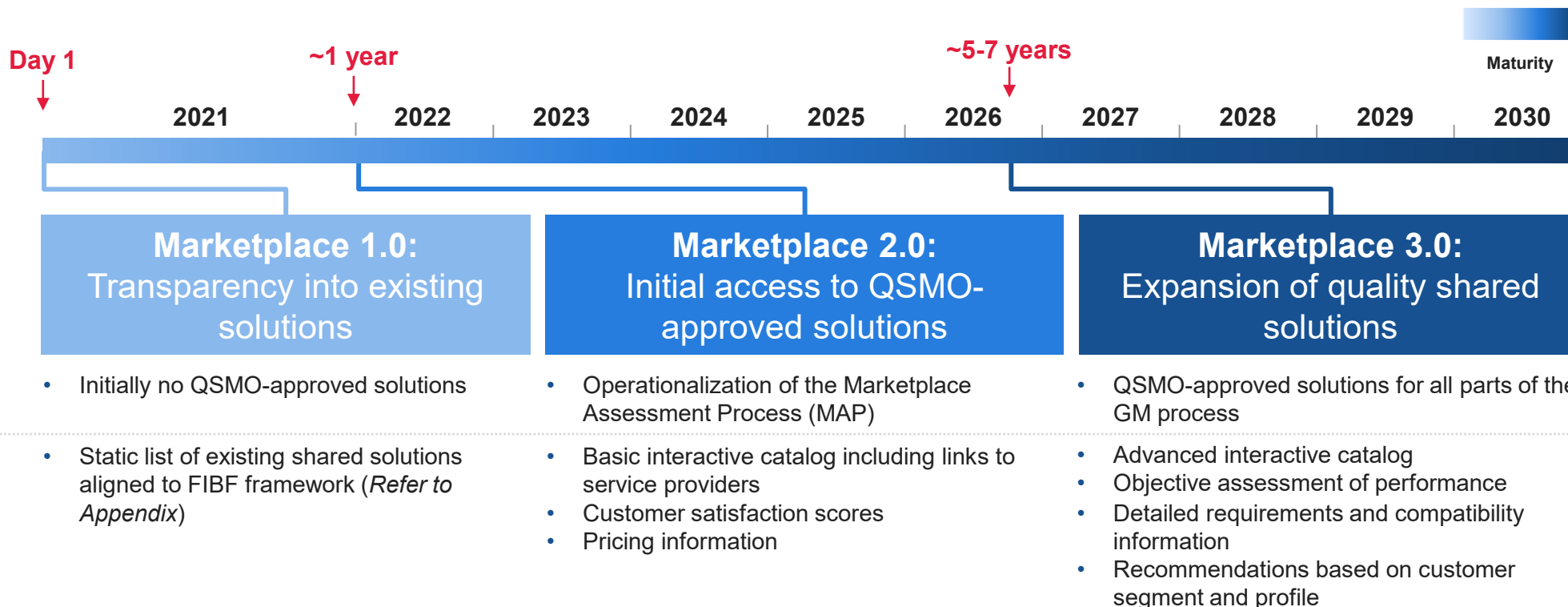
Bring transparency on available solutions, including performance, cost, and requirements



Designate high-quality shared solutions based on government-wide standards



Provide recommendations to customer agencies



On September 30th, SSPs received an invitation to access the MVP Provider Questionnaire and a requested due date of **November 1st**.



Providers will receive an invitation with instructions and the link to the MVP Provider Questionnaire and will have 4 weeks to complete the request.

The Grants QSMO will review all submissions to ensure all necessary information and documentation are provided prior to the validation process.

Respondents will be contacted to schedule a time for validation, discuss the Memorandum of Agreement (MOA), and an estimated time frame for inclusion in the Marketplace.

Upon validation and completion of a signed MOA, the Grants QSMO will publicly announce the validation and inclusion of the solution(s) to the Marketplace.

DUNS to Unique Entity Identifier (UEI) Transition

DUNS to Unique Entity Identifier (UEI) Transition

- The Federal Government is opening spending data for federal awards (contracts, grants, loans, and other types of financial assistance) by **eliminating proprietary identification** and validation of entities seeking Federal awards and **transitioning to a new Unique Entity Identifier (UEI)**.
- **On April 4, 2022, the government will no longer be using the proprietary DUNS identification for making and managing awards.** Over the past three years, OMB has been working with your agency on this transition. By now, agencies should have already appropriately taken into account the associated transition costs and agency cost sharing.
- As the Federal government moves towards agency testing and UEI readiness, OMB will be hosting regular touchpoints/ engagements with agencies.

To learn more about IAE's UEI updates, user groups, and resources please go to GSA.gov/entityID

You can also access the UEI transition Blogs on GSA Interact (shared with associations):
><https://interact.gsa.gov/group/integrated-award-environment-iae-industry-community><.

For questions about the UEI data call, please contact Joel Savary (OMB):
JSavary@omb.eop.gov

Is your agency or group ready for the DUNS to
UEI Transition on April 4, 2021?

What risks/impediments do you see with the
transition?

1 REI Members:

We are always interested in understanding how to best engage with the community and obtaining feedback on the current grant management landscape, your frustrations with the processes and systems, and/or any ideas you have for improving federal grants management. If you have insight or suggestions, please reach out to us at GrantsQSMO@hhs.gov.

Are you a former or retired grants management specialist or related subject matter expert who would consider coming to work for a federal awarding agency or federal service provider? If so, please send your name, email, phone #, and a brief description of your experience to GrantsQSMO@hhs.gov.

2 Federal REI Members:

Visit our Grants QSMO Collaboration site (<https://community.max.gov/x/xyikfw>) for access to resources on areas such as acquisition support, investment planning, and more!