# Maximizing Efficiency with the Shared Services Marketplace

*The <u>Grants QSMO's Shared Services Marketplace (Marketplace)</u> is a centralized resource offering quality, validated, and trusted grants management services. Federal awarding agencies should prioritize considering these services as their first step in grants IT modernization.*

## Why Consider a Marketplace Shared Service?

### Reduce Recipient Burden
Supports fewer custom federal grant systems, enhancing user experience for grant recipients across public platforms.

### Validated Offerings
Aligns to grant management best practices, focuses on customers, and adheres to government-wide data and security standards, leading to more efficient and secure grant processes.

### Modernization & Innovation
Offers buying options that balance system modernization and innovation, ensuring stable operations and alignment with federal best practices for emerging technology.

### Alignment with Shared Service Priorities
Supports government-wide customer experience goals, boosts cybersecurity safeguards, and promotes standardized data sharing, resulting in enhanced operational efficiency and security.

### Interconnectivity
Enables capabilities such as single sign-on identity verification and the Grants.gov API, enhancing data integration and ensuring consistency across agencies.

### Continuous Governance
Manages ongoing maintenance, adoption of new grants policy, standards, and government-wide requirements, resulting in improved compliance and operational consistency.

### Direct Access
Saves time and effort from the solicitation process, easing the burden on federal staff.

### Proven Expertise
Leverages decades of experience and lessons learned to deliver high-quality, end-to-end grants management services, ensuring robust and efficient systems for grant processes.

## Sustained Commitment to Shared Services and Grants QSMO

Established by OMB Memorandum **M-19-16**, the Grants QSMO enhances agency mission delivery through shared services by creating a government-wide Marketplace, advising on grants IT investments, and driving grants data standards. This memorandum is further supported by **2 CFR Part 200** and section **220.15 of Circular A-11 Sharing Quality Services**, as well as the guidance and directives provided by **M-21-20**, **M-22-12**, **M-23-19**, **M-24-11**, demonstrating consistent support for shared services and the Grants QSMO.

## Consult with the Grants QSMO

**Ready to modernize your grants IT? Start the investment review process by emailing us at <u>GrantsQSMO@hhs.gov</u>!**

# Value Insights: Shared Service Provider Profiles

## eRA
*Award Management System | eRAinfo@mail.nih.gov*

**Reduced Recipient Burden**
- Centralizes grant management across agencies, streamlining reporting and system navigation. Additionally, the ASSIST module simplifies application processes, supporting collaboration, tracking, and validation, with over 80,000 submissions in FY23.

**Supports Compliance**
- Enhances cybersecurity and audit efforts for partner agencies through secure software development and configuration management. Ensures compliance with grant policies, allows partners to verify business compliance, offers automated rule validations, and provides near real-time reporting via the QVR module.

**Increases Efficiency**
- Reduces duplication, shares expert reviewers, automates federal checks, lowers IT overhead, ensures OMB compliance, and streamlines grants management for agencies.

**Leverages Proven Expertise**
- Reduces onboarding risks, adapts to policy changes, minimizes custom coding, and integrates with diverse financial systems to meet partner needs.

**Customer Quote:**
*"Since implementing eRA at the Department of Commerce, we have gained unprecedented insight into our grant pipeline and real time access to our grant management data. We are able to pull reports, derive insights, and inform leadership without burdening or distracting our financial assistance workforce with data calls."*

## GrantSolutions
*Award Management System | information@grantsolutions.gov*

**Reduced Recipient Burden**
- Provides one central location for all grant processing activities, enhances equitable, secure federal services through cross-agency life experience delivery, and develops shared products, services, and standards for seamless customer experiences.

**Supports Compliance**
- Meets all applicable IT, security, financial management, and grants management standards. Dedicated full-time security and compliance teams reduce security and compliance costs and liabilities and eliminate auditing headaches and costs, avoiding a redundant $90M+ development and the subsequent depreciation costs of highly available grants management systems.

**Increases Efficiency**
- Supports reduction in grant award processing for partner agencies by 33% (more than a 40-day reduction in completion time through system enable efficiency) freeing agency staff to spend more time engaging with grant recipients. Over twenty external system-to-system interfaces including interfaces to 6 national financial management and payment systems which automate checks and data pre-population.

**Leverages Proven Expertise**
- Provides access to tens of millions of collaborative value through new functionality and is powered by collective innovation and 200 experts with a combined thousands of years of grants management expertise who have solved complex grants management challenges across 1500+ national grant programs.

**Customer Quote:**
*"Big shout out to GrantSolutions because the really came in clutch in the time when we needed them. And it truly was a partnership. We were all focused on this goal of getting these numbers down to as close to zero as possible." - Supervisory Management Analyst, ACF [Providing feedback on GrantSolutions Closeout Services]*

## Automated Standard Application for Payments (ASAP)
*Payment Management System | asaphelpdesk@fiscal.treasury.gov*

**Reduced Recipient Burden**
- Streamlines payments and tracking by providing a centralized platform, reducing systems recipients must manage and cutting administrative overhead. No software installation is required, minimizing technical complexities.

**Supports Compliance**
- Offers strong cybersecurity features to ensure secure recipient transactions and ensure federal compliance. Supports paperless transactions with a reliable audit trail, simplifying compliance checks, and maintains Identity Assurance Level 2 (IAL2) compliance.

**Increases Efficiency**
- Implements standardized data formats for better integration and sharing, with automatic rejection of payment requests exceeding available balances to prevent overruns. Offers real-time financial reports and end-of-day reconciliation.

**Leverages Proven Expertise**
- Leverages government experience and best practices to meet diverse agency needs, with a proven record of reducing liabilities and overhead. Allows recipients to focus on mission-critical operations without managing complex payment systems.

## Payment Management System (PMS)
*Payment Management System | PMSSupport@psc.hhs.gov*

**Reduced Recipient Burden**
- Provides a single point of entry for federal financial reports, help desk support, professional grant accounting services and supports automated report submission.

**Supports Compliance**
- Delivers accounting services that adhere to federal financial standards, encompassing cash management, audit and security support, IAL2 compliance via ID.me, high-security compliance for payments with federal information security standards, and DO NOT PAY validation to prevent improper payments.

**Increases Efficiency**
- Automates payments through the Federal Reserve Bank or U.S. Treasury, offers grant draws, emergency payments, SF-425 reporting, and integrates with the Centralized Accounting and Reporting System (CARS) to prevent duplicate entries.

**Leverages Proven Expertise**
- Brings 35+ years of experience supporting grant payments and reporting, with dedicated account representatives and regular training via Teams or on-site.

## Department of the Interior - Interior Business Center (DOI - IBC)
*Indirect Cost Negotiation Services | ics@ibc.doi.gov*

**Reduced Recipient Burden**
- Centralizes indirect cost rate negotiation for all types of recipient organizations, offering technical support to streamline the negotiation process and minimize indirect cost rate proposal errors.

**Supports Compliance**
- Offers specialized resources to promptly resolve recipient noncompliance issues, issue compliant and accurate indirect cost rates, and implement relevant standards and mandates.

**Increases Efficiency**
- Streamlines indirect cost negotiations to reduce processing times, improve communication across federal agencies, and support officials with their grant management.

**Leverages Proven Expertise**
- Provides technical assistance to both recipients and federal/state agencies, including performing indirect cost rate negotiations, training on indirect cost rate issues, and applying federal regulations to complex indirect cost questions.

**Customer Quote:**
*Customer's Notice to recipients to notify change of indirect costs rate negotiations to IBC - "We believe this change will greatly facilitate the timely issuance of indirect cost rates. In selecting IBC/ICCAD, we were particularly impressed with the depth of their experience in negotiating indirect cost rate agreements, the quality of their customer service, and the utility of their website."*

## Program Support Center - Cost Allocation Service (PSC - CAS)
*Indirect Cost Negotiation Services | CAS-Bethesda@psc.hhs.gov*

**Reduced Recipient Burden**
- Streamlines processing time for issuing rates, offering specialized support for various organization types through four field offices nationwide.

**Supports Compliance**
- Provides professional negotiators to review indirect cost proposals and state cost allocation plans to ensure rates are compliant with grants terms and federal regulations, identifying unallowable costs (e.g. capital expenditures, public relations, debt, contingencies, or losses).

**Increases Efficiency**
- Asses financial resources, review statements, verify retained earnings, and handle indirect cost proposals through professional negotiators. PSC negotiators also provide audit resolution on behalf of HHS Office of the Inspector General (OIG) to negotiate overpayment settlements with colleges, universities, and non-profit organizations.

**Leverages Proven Expertise**
- Provides top-level review and negotiation services for indirect cost rate proposals and cost allocation plans. PSC's expert team specializes in federal grant regulations, Generally Accepted Accounting Principles (GAAP), and best practices to assess grantee capability for grant activities.