G-Cloud 15

Service Definition Document

EY Grants Accelerator (EYGA)

January 2026

The better the question.
The better the answer.
The better the world works.

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1. Service detail

1.1. Service Description

We see rapidly increasing demand for grant and relief funds to address both global and local challenges: protecting and preserving our environment, tackling humanitarian crises, rebuilding infrastructure, and driving economic and social outcomes. This vital funding must reach intended recipients quickly and securely, with maximum impact, minimal risk, and complete transparency. Driven by our purpose of Building a Better Working World, we have developed the EY Grants Accelerator to orchestrate the seamless and efficient delivery of funds, helping governments and international organizations narrow the gap between policy and impact.

Powered by Microsoft and born in the cloud, EY Grants Accelerator brings together world-class economic and financial policy design, fraud detection, cybersecurity, risk and program management, and digital product development knowledge to deliver a rapidly deployable, integrated solution for the end-to-end grants management process.

EY Grants Accelerator (EYGA) is our market-leading grants technology platform, underpinning our end-to-end grants management solution.

A cloud-based, end-to-end, managed services and technology solution is designed to rapidly distribute grant funding for government agencies. It includes governance, data management, targeting and vetting of candidates, communications, fraud detection, cybersecurity, and risk and program management.

Rapidly configurable, highly customizable, and intuitive for business users, the EYGA has market-leading functionality with optimal accessibility and applicant experience. Intelligent automation, machine learning, and distributed ledger functionality (integration of EY PFM Blockchain Solution).

We bring a groundbreaking approach to end-to-end funds disbursement. Our market-leading technology platform, operated by our exceptional, diverse and highly qualified people, enables the rapid distribution of funds, with complete visibility of every pound of spending, full automated coverage of controls, and clear line of sight to impact.

Maximize available funding, minimize risk, and target the right beneficiaries.

Figure 1 – EYGA Connectors

Features:

- No-code publish of forms on the external portal and internal program admin workspace
- Built-in side-by-side document viewer in review checklists
- Automated roll-up calculations of awards, obligations, and expenditures

- Robust data collection functionality
- Multi-language portal support
- E-signature and formal document management
- Native charts and views, plus pre-built dashboards
- Native integration across Microsoft ecosystem (Outlook, Teams, Azure AD)
- Best-in-class platform security backed by Microsoft, including MFA
- AI-driven document intelligence, recognition, and data extraction
- Out-of-box integrations with third-party and government services
- Configurable post-award reporting, workflows, and automated notifications
- One-click generation of audit packages

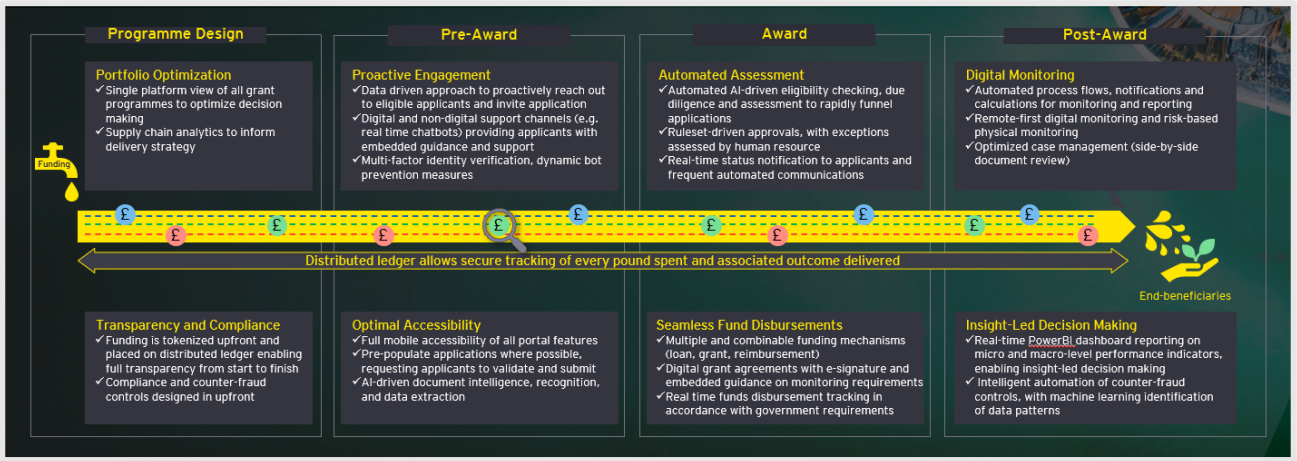

Figure 2 – EYGA Features

EYGA is fast, flexible, and full of features which create efficiencies throughout the grants lifecycle:

Application Intake:

- Mobile-accessible External Portal
- Configurable program design and publish
- Configurable application design and publish

Eligibility and Risk Assessment:

- Automated notifications
- Configurable and automated risk scoring
- E-signature agreement generation
- Configurable review checklists and automated calculations

Grant Approval and Signature:

- Automated notifications
- E-signature agreement generation

Funds Disbursement:

- Automated roll-up of obligations/ disbursements at multiple levels
- Configurable automated payment schedules

Financial and Progress Reports:

- Mobile-accessible monitoring checklists
- Integration with Oracle financial system
- Scheduled automated reporting reminders
- Roll-up accounting for expenditure tracking

Grant Extension and Amendment:

- System generation of amendment packages
- Automated scheduling of due dates based on Period of Performance

Monitoring and Evaluation:

- Integration with M&E systems
- Configurable workflows for report review
- Easy data aggregation across grants

Grant Closeout

- Automated closeout tasks and status changes based on predefined period
- of performance end date
- Automated closeout report notifications

Following are the key Principles of EYGA Tech Design: Scalability

Leverage EYGA solution to accommodate very high program demand due to its underlying, hyper-scalable architecture, based in the Azure cloud.

Security

Leverage EYGA Platform, having industry-leading security protocols to safeguard the data. Enhanced prevention measures using multi-factor authentication to protect the portal and out-of-box integration with a third-party identity verification tool (called AuthID) requiring users to prove their identify during the account creation process are critical to reducing fraud.

Automation

Leverage EYGA with prebuilt laundry list of automation ready for configuration to serve the client. Many core grant-related functions have been automated to minimize manual effort and improve quality of review and consistency of applicant experience.

Figure 3 - EYGA Principles

Multi-Lingual Support

EYGA offers multi-lingual support in several ways. Use third-party machine translation overlay (like functionality provided by a web browser extension) appropriate for extending access beyond the core languages prescribed for this program. For multiple deployments of EYGA in counties across the country, use the full external-facing portal in multiple languages within weeks of contract start date.

Mobile Accessibility

Use the fully mobile accessible external-facing portal to allows applicants and inspectors to easily submit applications, upload documents, track status, and submit reports. An application can be completed from start to finish using a smart phone or other mobile device, and inspectors will likewise be able to upload inspection reports from a mobile device. EYGA even connects to the native device interface, allowing inspectors and applicants to take a photo of a document and upload it directly to their submission forms.

Reporting

Bring rapid insights into your grant lifecycle with EYGA's native reporting capabilities. With views and charts of core data, plus the robust and customizable dashboard capabilities of Microsoft Power BI, EYGA democratizes the reporting and analytics experience to get you the tailored insights that you need.

Integrations

Seamlessly and securely connect EYGA to your existing applications, data and services. With hundreds of pre-built connectors and the ability to create custom integrations, EYGA fits right into your existing technology landscape. Save time, eliminate errors and improve data quality with EYGA's out-of-the-box integrations, offering powerful services like automated risk assessment and scoring. More pre-built connectors are coming soon!

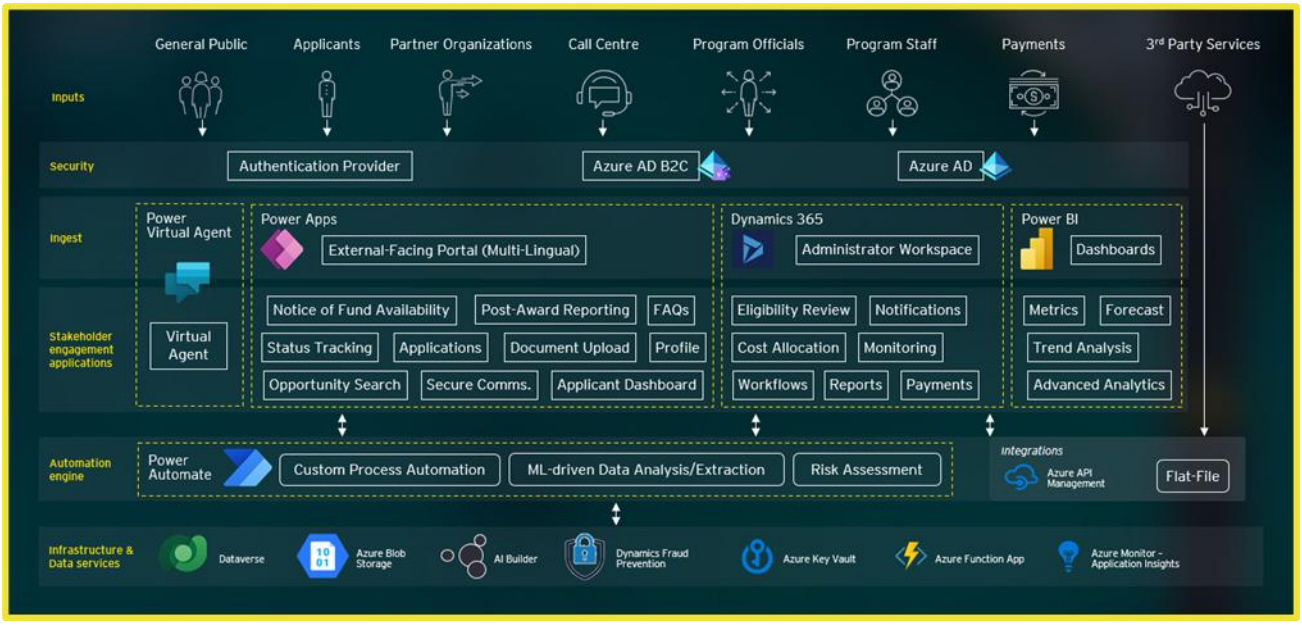

Figure 4 – EYGA Architecture Overview

1.2. Engagement Approach

The EY engagement philosophy is one of open exchange which breeds mutual trust in a solutions partnership which may be expected to last many years into the future. We believe that organisations will find EY a refreshingly different technology partner, and one that acknowledges the fact that the human challenges of any major project typically outweigh the associated technical challenges.

Based upon this principle, an EY engagement is consciously one of close and regular personal interaction and focus is given to the nature, staffing and operational goals of your business over and above technology considerations. This regular, open dialogue means that our consultants can make well-informed recommendations in the specific context of an organisation. It also means that they are able to challenge assumptions and historic ways of working.

Our experienced and professional implementation teams follow an established project management methodology for both Agile or Waterfall approaches and can make recommendations on the most appropriate, based on your preference, requirements and capability. We work in partnership collaboratively with you throughout all stages to ensure user adoption and measurable benefits are achieved.

1.3. Implementation Approach

The EY approach is scalable, flexible and set on managing project constraints and expectations.

Based on client requirements, EY will employ one of two industry standard offerings: Waterfall or Agile.

Waterfall	Agile
► Scope and deliverables locked ► Time and cost more predictable ► Full design / technical documentation ► Less resource intensive for client ► Fully managed implementation ► Managed 'stages' requiring approval ► Full plan: start, middle, end	► Flexibility on deliverables and end goal ► Client Agile maturity and experience required ► High levels of collaboration required ► Dedicated resource(s) working to a fixed capacity ► Single Client product owner required providing direction ► Rapid decision making essential ► Configuration focus not documentation

Figure 5 – Waterfall vs. Agile Methodology

The Waterfall approach utilises the methods and principles from the internationally recognised standard of PRINCE2 (Projects IN Controlled Environments).

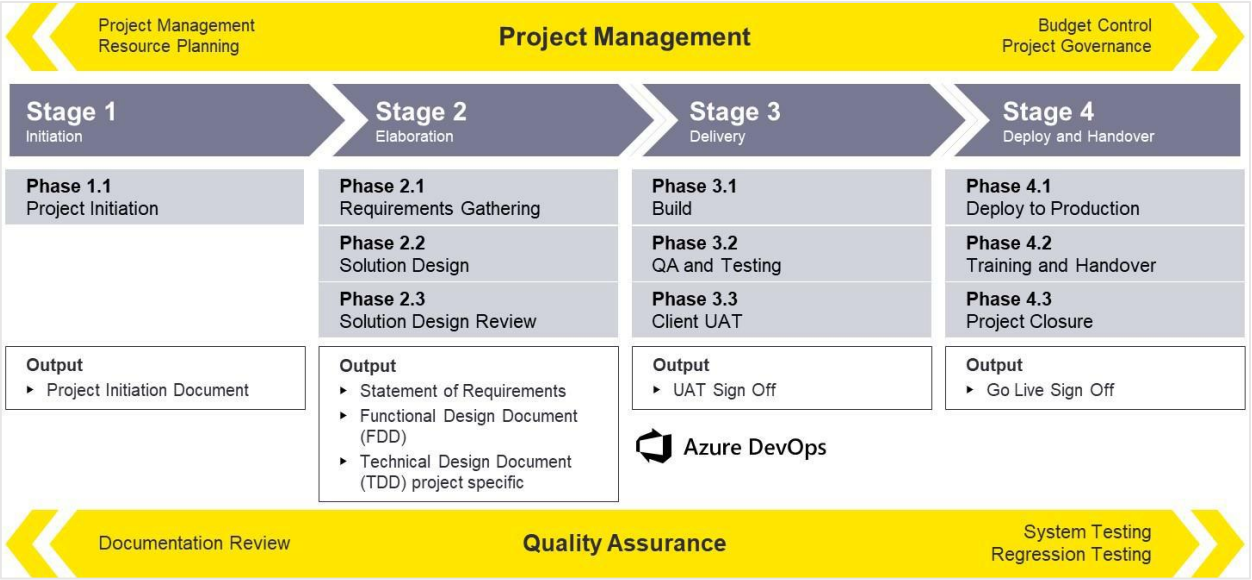

Figure 6 – Waterfall Methodology

The Agile approach is focused around a 'Minimal Viable Product' (MVP) methodology, whereby the client dictates the priority, order and direction of the project via defined Sprints using one team. This is centred on rapid development and iterative cycles maximising configuration over development. It concentrates on working with the product(s) as much as possible over design, documentation, and specification.

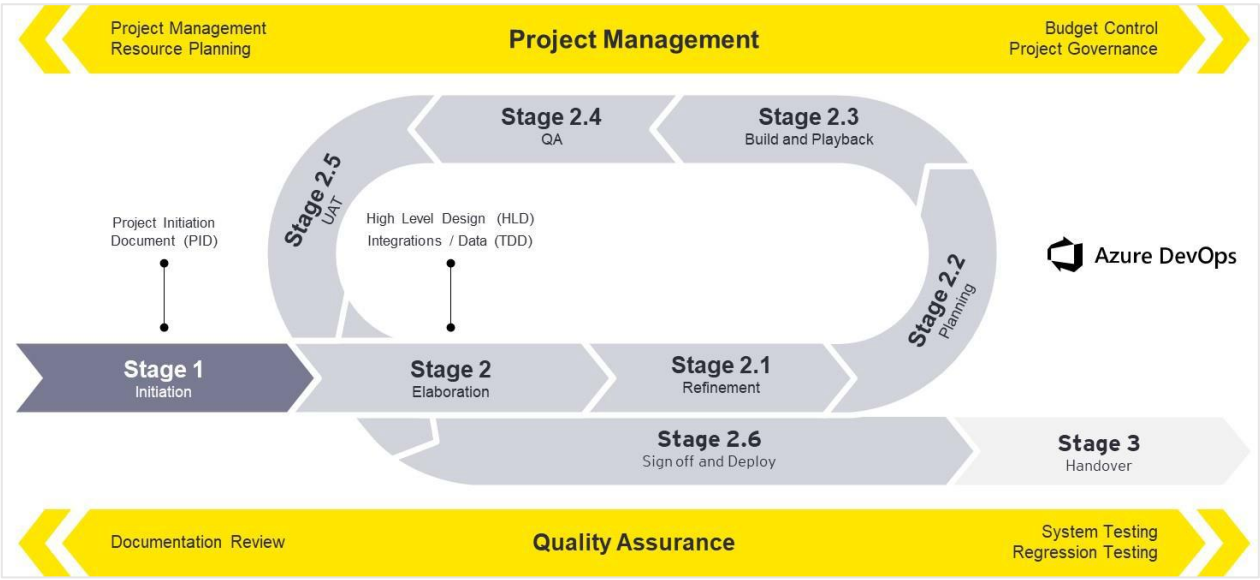

Figure 7 – Agile Methodology

1.4. Client responsibilities

The client is responsible for the following:

- Acquisition of any required Microsoft application subscription licenses (which EY can advise on), to enable the service that EY will be implementing, supporting, or training the client on
- Provision of any relevant test data required by EY
- Provision of resources for User Acceptance Testing as advised by EY, and that these staff are not technical staff involved in the development, but end users/subject matter experts who were involved in the user requirements definition phase
- For any integration services to back-office applications, it is assumed that the client will have the required APIs available on all the deployed CRM instances (i.e. Development, Test, and the Production), and give EY access to any available documentation for those APIs
- Provision of equivalent instances for the relevant back-office systems and make these available at no cost to EY
- Availability of staff with detailed technical know-how in the back-office applications to input into any integration services implementation, whether from the client, or from the back-office application vendor, and have support arrangements in place with that vendor for technical support
- Provision of remote access to any relevant back-office applications as required

1.5. Application Support Services

EY have a dedicated Application managed services team to support Microsoft technologies we deliver, providing seamless transition from delivery to business as usual.

Our Application Managed Services empowers organisations to mitigate operational, financial, and reputational risks associated with system issues through our highly responsive issue resolution services and proactive system monitoring for Microsoft solutions.

As an extension of your team, our dedicated application support professionals collaborate closely with you to ensure that your business is always operating at peak efficiency and is consistently supported.

EY adheres to the rigorous standards of the Information Technology Infrastructure Library (ITIL), integrating ITIL best practices within our Microsoft Dynamics 365-based IT Service Management (ITSM) tool. We offer comprehensive support across the following critical areas:

- Incident and Problem Management
- Service Requests
- Change Management
- Release Management

Our processes are grounded in industry standards and continually refined over many years to ensure simplicity, clarity, and systematic execution. We are committed to transparency, sharing our approach in detail with our clients to enable effective collaboration and to ensure that we achieve mutually agreed objectives.

Moreover, our application support team assists organisations in understanding, evaluating, and implementing the latest Microsoft features, thereby maximising your technology investment and enhancing user experiences across your enterprise.

1.6. Support Features

EY helps organisations reduce the operational, financial and reputational risks of any system issues, by providing highly responsive issue resolution and proactive system monitoring for Microsoft solutions. Acting as an extension of your team, we are there to make sure your business is always supported, whether you’re looking to take advantage of a new feature, or if things aren’t working as they were the night before. Our EY application support teams help organisations understand, assess and implement the latest features from Microsoft to increase the value of your investment and drive better experiences for your users.

Our support offerings at a glance:

- Built using Information Technology Infrastructure Library (ITIL) best practice
- Fast and responsive incident resolution
- Response and resolution SLAs
- Problem management for ongoing issues
- Service request delivery
- Established co-development framework
- Service Delivery Manager to ensure service quality
- Packages tailored to your specific needs
- Quick access to Microsoft expertise and knowledge
- Continuous system insight and improvements
- Option to add additional service uplifts, such as 24/7 coverage
- On-shore-based support, with options to increase the scale and flexibility of support with off-shore or blended delivery

We have adopted a flexible approach to our support packages so that we can deliver a service tailored to suit you. We offer a range of off-the-shelf packages and bespoke support options to meet your needs. Detailed overviews of each support package and additional service uplifts are available on request.

1.7. Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, etc. There are additional SaaS costs to the service, such as hosting and licensing, and these costs are worked through with the client as part of the initial design/ implementation consultancy. EY is also able to provide off-shore and near-shore pricing at reduced rates. ‘Ordering and Invoicing’ and ‘Termination’ are to be undertaken in accordance with G-Cloud 15 contract terms unless varied by mutual agreement and detailed within a call-off contract.

2. EY Microsoft Alliance

The EY organization leverages Microsoft technology to create transformative solutions across its service lines, including Assurance, Tax, Consulting and Strategy and Transactions. These solutions empower clients to achieve significant transformational outcomes, enhancing their agility, fostering innovation and equipping them to effectively respond to disruptions.

- Data and Artificial Intelligence (AI) capabilities that drive business-led transformation with humans at center
- Repeatable enterprise solutions that help enable key business functions
- Sector-led solutions that address industry challenges

The EY-Microsoft Alliance designs and helps deliver transformative cloud solutions powered by business ingenuity that helps create long-term value. The EY organization and Microsoft bring a compelling formula to spark the potential of the cloud and unlock the power of data. We solve clients' most challenging issues by blending trusted industry knowledge with innovative cloud technology. This strategic relationship draws on decades of success developing visionary solutions that provide lasting value. Together, we empower organizations to create exceptional experiences that help the world work better and achieve more.

Recent awards

- 2025 Microsoft Global Advisory Services Partner of the Year – 6th consecutive year
- 2025 Microsoft Global Sustainability Changemaker Partner of the Year – 3rd consecutive year
- 2025 – Global SI – Finalist
- 2025 – Global – Dynamics 365 Service
- 2025 – Intelligent Automation – Finalist
- 2025 – Dynamics 365 Finance – Finalist

3. Key contacts

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