

Date of Approval: 05/16/2025
Questionnaire Number: 2141

Basic Information/Executive Summary

What is the name of your project (system, database, pilot, product, survey, social media site, etc.)?

Salesforce Grants Management System

Business Unit

National Taxpayer Advocate Service

Preparer

For Official Use Only

Subject Matter Expert

For Official Use Only

Program Manager

For Official Use Only

Designated Executive Representative

For Official Use Only

Executive Sponsor

For Official Use Only

Executive Summary: Provide a clear and concise description of your project and how it will allow the IRS to achieve its mission.

The Salesforce Grants Management system will manage the IRS grants process for Low-Income Taxpayer Clinics (LITC). This new system will combine into one system the functionality of the two systems currently used to manage the grant process - GrantSolutions and Grants.gov. The new Salesforce Grants System will streamline our Grants process, making it more efficient, and providing a benefit to America's taxpayers. The web-based, grants management system is hosted in Treasury Cloud Salesforce General Support System (GSS) and available as Software as a Service (SaaS) solution to the IRS. Treasury is responsible for its maintenance, system security, and support. The web interface will be used by external users/clinics to submit their grant applications. The system will be accessible via LITCgrants.treasury.gov and each user/clinic is required to sign in using a secure digital identity via ID.me. IRS staff will access the system via an internal treasury interface for the purpose of overseeing the entire yearly grants lifecycle, from the application intake and processing to the issuing and management of awards.

Personally Identifiable Information (PII)

Will this project use, collect, receive, display, store, maintain, or disseminate any type of Sensitive but Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI)?

Yes

Please explain in detail how this project uses sensitive data from inception to destruction (data lifecycle).

The LITC Salesforce Grants Management System supports the intake, review, approval and the awarding of grant applications for LITCs. Applications may contain clinic names, addresses, POCs, budgets and EINs. This system is used by LITC Program Office staff to make recommendations for funding by the National Taxpayer Advocate (NTA) who has final approval of grants. The data within Salesforce is not shared with any other system. All submitted data will be used by the TAS LITC staff to determine grant eligibility and for progress reporting used by TAS staff to determine if a grant recipient is meeting their statutory and program requirements as well as established program goals. The cumulative funding information and progress reporting data is also used to generate an annual report that is provided to the LITC program's external stakeholders including members of Congress. Federal Grant Law requires that Grantors report out various data points for recipients of federal grants. Data for this report is compiled using Salesforce data.

Please select all types of Sensitive but Unclassified data (SBU)/Personally Identifiable Information (PII)/Federal Tax Information (FTI) that this project uses.

Address
Education Information
Email Address
Employer Identification Number
Language
Name
Other
Professional License Number
Standard Employee Identifier (SEID)
Tax ID Number
Telephone Numbers

Please explain the other type(s) of PII that this project uses.

A Unique Entity Identifier (UEI), formerly known as a Data Universal Numbering System (DUNS), is a 12-character alphanumeric value assigned by the System for Award Management (SAM.gov) to entities (businesses, organizations, and people) who register to do business with the federal government.

Cite the authority for collecting SBU/PII/FTI (including SSN if relevant).
PII for personnel administration - 5 USC

Product Information (Questions)

1 Is this PCLIA a result of the Inflation Reduction Act (IRA)?

No

2 What type of project is this (system, project, application, database, pilot/proof of concept/prototype, power platform/visualization tool)?

Application

3 What Tier designation has been applied to your system?

3

4 Is this a new system?

Yes

4.1 Is there a previous Privacy and Civil Liberties Impact Assessment (PCLIA) for this project?

No

5 Is this system considered a child system/application to another (parent) system?

Yes

5.1 Identify the parent system's approved PCLIA number.

Treasury Salesforce General Support System (TSF GSS) - Treasury PCLIA

5.2 Identify the parent system's name as previously approved.

Treasury Salesforce General Support System

6 Indicate what OneSDLC State is the system in (Allocation, Readiness, Execution) or indicate if you go through Information Technology's (IT) Technical Insertion Process and what stage you have progressed to.

The system began within the Readiness phase and moved into execution. The project will deliver on an iterative cycle, executing enhancements every two weeks. Completed work items become ready for release on demand after team approval.

7 Is this a change resulting from the OneSDLC process?

No

8 Please provide the full name and acronym of the governance board or Executive Steering Committee (ESC) this system reports to.

Taxpayer Advocate Services Technology Executive Governance Board (TAS
TEGB)

9 If the system is on the As-Built-Architecture (ABA), what is the ABA ID number of the system? If this PCLIA covers multiple applications shown on the ABA, please indicate the ABA ID number(s) for each application covered separated by a comma. If the system is not in the ABA, then contact the ABA (<https://ea.web.irs.gov/aba/index.html>) for assistance.

Treasury does not have an ABA number for this system.

10 If this system discloses any PII to any third party outside the IRS, does the system have a process in place to account for such disclosures in compliance with IRC 6103(p)(3)(A) or Subsection c of the Privacy Act?

No

11 Does your project/system involve any use of artificial intelligence (AI), including virtual assistant, chat bot, and robotic process automation, as defined in Executive Order 13960 and 14110?

No

12 Does this system use cloud computing?

Yes

12.1 Please identify the Cloud Service Provider (CSP), FedRAMP Package ID, and date of FedRAMP authorization.

AWS Treasury Cloud - Salesforce SaaS - FedRamp Package ID FR2003061248.
FedRAMP Authorized: 05/27/2020

12.2 Does the CSP allow auditing?

Yes

12.21 Who has access to the CSP audit data (IRS or 3rd party)?

Treasury

12.3 Please indicate the background check level required for the CSP (None, Low, Moderate or High).

Moderate

13 Does this system/application interact with the public?

Yes

13.1 If the system requires the user to authenticate, was a Digital Identity Risk Assessment (DIRA) conducted?

No

13.11 Please upload the approved DIRA report using the Attachments button. Select "Yes" to indicate that you have or will upload the signed DIRA form.

Yes

13.2 If individuals do not have the opportunity to give consent to collect their information for a particular use, why not?

Federal law requires that the awarding agency collect information and confirm eligibility for an award. An applicant must supply data to be considered.

13.3 If the individual was not notified of the following items prior to the collection of information, why not? 1) Authority to collect the information 2) If the collection is mandatory or voluntary 3) The purpose for which their information will be used 4) Who the information will be shared with 5) The effects, if any, if they don't provide the requested information.

User is notified prior to collection of information. You have accessed a U.S. Government information system. There is no expectation of privacy in this system and your usage constitutes your understanding and consent to monitoring of your activities on the system. All data contained may be captured and disclosed or used for any lawful government purpose, including use by law enforcement officials as potential evidence of a crime. Unauthorized or improper use of this information system is prohibited and may subject you to disciplinary action, as well as civil and criminal penalties.

13.4 If information is collected from third-party sources instead of the individual, please explain your decision.

UEI is cross-referenced from this system with SAM.gov as part of the LITC application process to ensure accuracy. By leveraging this integration, we aim to streamline the verification process and enhance the overall integrity of the application system.

14 Describe the business process allowing an individual to access or correct their information. (Due Process)

This system is not asking for, or processing individual's information. For information related to the LITC, grant applicants may update/modify their information in the system but may need to coordinate with LITC Backoffice Staff to do so.

16 Identify what role(s) the IRS and/or the contractor(s) performs; indicate what access level (to this system's PII data) each role is entitled to. (Include details about completion status and level of access of the contractor's background investigation was approved for.)

All LITC staff will perform administrative tasks and will have access to applications and reporting data. Ranking panel members will have limited access to system only to perform duties related to ranking submitted applications. There are no Treasury contractors accessing the system.

IRS Internal User - Permissions

- Account - Read
- Contact - Read/Edit
- Application for Federal Assistance - Read/Create/Edit
- 13424-J Line Item - Read/Edit
- Application Review - Read/Create/Edit
- Scorecard - Read/Create/Edit
- Other Staffing - Read/Edit

Ranking Panel User - Permission Set

- Account - No Access
- Contact - No Access
- Application for Federal Assistance - Read
- 13424-J Line Item - Read
- Application Review - Read
- Scorecard - Read/Edit
- Other Staffing - No Access

IRS Internal Administrator - Permission Set

- Account - Read/Create/Edit
- Contact - Read/Edit
- Application for Federal Assistance - Read/Create/Edit
- 13424-J Line Item - Read
- Application Review - Read/Create/Edit
- Scorecard - Read/Edit
- Other Staffing - Read/Edit

17 The Privacy Act of 1974 (5 USC § 552a(e)(3)) requires each agency that maintains a system of records, to inform each individual requested to supply information about himself or herself. Please provide the Privacy Act Statement presented by your system or indicate a Privacy Act Statement is not used and individuals are not given the opportunity to consent to the collection of their PII.

Treasury privacy page: <https://home.treasury.gov/subfooter/privacy-policy> ID.me
Terms of Service & Privacy Policy (attached documents)

18 How many records in the system are attributable to IRS Employees? Enter "Under 50,000", "50,000 to 100,000", "More than 100,000" or "Not Applicable".

Not Applicable

19 How many records in the system are attributable to contractors? Enter "Under 5,000", "5,000 to 10,000", "More than 10,000" or "Not Applicable".

Not Applicable

20 How many records in the system are attributable to members of the public? Enter "Under 100,000", "100,000 to 1,000,000", "More than 1,000,000" or "Not applicable".

Under 100,000

22 How is access to SBU/PII determined and by whom?

The system or project maintains access controls to ensure that access to PII maintained is limited to individuals who have a need to know the information to perform their official Treasury duties. The system maintains an audit log of system users to ensure they do not violate the system and/or Treasury/Bureau rules of behavior. For External Clinics, the Authorizing Official of the sponsoring organization will create the account and invite individuals to sign up for the portal to complete the application and will only have access to their clinic information. For Internal Access to the system is approved by the LITC Director. There is no developer roles assigned.

23 Is there a data dictionary on file for this system? Note: Selecting "Yes" indicates an upload to the Attachment Section is required.

Yes

24 Explain any privacy and civil liberties risks related to privacy controls.

None

25 Please upload all privacy risk finding documents identified for the system (Audit trail, RAFT, POA&M, Breach Plan, etc.); click "yes" to confirm upload(s) are complete.

No

26 Describe this system's audit trail in detail. Provide supporting documents.

The system maintains an audit log of system users to ensure they do not violate the system and/or Treasury/Bureau rules of behavior.

27 Does this system use or plan to use SBU data in a non-production environment?

No

Interfaces

Interface Type

Forms

Agency Name

Form 13424 (LITC Application)

Incoming/Outgoing
 Incoming (Receiving)
Transfer Method
 Amazon Web Services Platform (AWS)

Interface Type
 Forms
Agency Name
 Standard Form 424 (Standard Grant Application)
Incoming/Outgoing
 Incoming (Receiving)
Transfer Method
 Amazon Web Services Platform (AWS)

Interface Type
 Forms
Agency Name
 Standard Form 425 (Federal Financial Report)
Incoming/Outgoing
 Incoming (Receiving)
Transfer Method
 Amazon Web Services Platform (AWS)

Interface Type
 Forms
Agency Name
 Form 13424-M (LITC Application Narrative)
Incoming/Outgoing
 Incoming (Receiving)
Transfer Method
 Amazon Web Services Platform (AWS)

Interface Type
 Forms
Agency Name
 Form 13424-L (Statement of Grant Expenditures)
Incoming/Outgoing
 Incoming (Receiving)
Transfer Method
 Amazon Web Services Platform (AWS)

Interface Type
 Forms
Agency Name
 Form 13424-R (LITC Taxpayer Clinics Program Report)

Incoming/Outgoing
 Incoming (Receiving)
Transfer Method
 Amazon Web Services Platform (AWS)

Interface Type

 Forms
Agency Name
 Form 13424-J (Detailed Budget & Budget Narrative)
Incoming/Outgoing
 Incoming (Receiving)
Transfer Method
 Amazon Web Services Platform (AWS)

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 00.003 - Taxpayer Advocate Service and Customer Feedback and Survey Records

Describe the IRS use and relevance of this SORN.

Disclose information to a Federal, state, local, or tribal agency, or other public authority that has requested information relevant or necessary in issuing or continuing a grant, or other benefits.

SORN Number & Name

Treasury .009 - Treasury Financial Management Systems

Describe the IRS use and relevance of this SORN.

The Treasury Financial Management System SORN details records related to Delegations and Designations of Authority for Disbursing Functions. These records are associated with the Treasury Fiscal Service Systems. The SORN provides information about the types of records kept, how they are used, who can access them, and how individuals can request access to their own records.

SORN Number & Name

Treasury .017 - Correspondence and Contact Information

Describe the IRS use and relevance of this SORN.

Individuals who provide contact information, or otherwise consent to having their contact information used, for facilitating communication with Treasury, including but not limited to, members of the public, government officials, representatives of industry, media, non-profits, academia, and others who express an interest in Treasury-related programs and activities.

SORN Number & Name

Treasury .015 - General Information Technology Access Account
Records

Describe the IRS use and relevance of this SORN.

The system does retrieve records about an individual using an identifying number, symbol, or other identifying assigned to the individual to allow authorized individuals access to, or interact with, information technology resources and allow Treasury to track use of its information technology resources.

Records Retention

What is the Record Schedule System?

Record Control Schedule (RCS)

What is the retention series title?

9 Taxpayer Advocate

What is the GRS/RCS Item Number?

62

What type of Records is this for?

Both (Paper and Electronic)

Please provide a brief description of the chosen GRS or RCS item.

Low Income Taxpayer Clinic (LITC) Grant Files. Records include an application package for the Low-Income Taxpayer Clinic (LITC) grant program of clinics receiving grant awards for a specific calendar year.

What is the disposition schedule?

The disposition schedule is three (3) years for all rejected grant applications and six (6) years and three (3) months for all accepted grant applications.

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

NARA's General Records Schedule - IT Operations and
Maintenance Records

What is the GRS/RCS Item Number?

3.1, Item 020

What type of Records is this for?

Both (Paper and Electronic)

Please provide a brief description of the chosen GRS or RCS item.

This schedule covers records created and maintained by Federal agencies related to the general management of technology. It includes records related to developing, operating, and maintaining

computer software, systems, and infrastructure improvements; complying with information technology policies and plans; and maintaining data standards. Information Technology Operations and Maintenance records relate to the activities associated with the operations and maintenance of the basic systems and services used to supply the agency and its staff with access to computers and data telecommunications. Includes the activities associated with IT equipment, IT systems, and storage media, IT system performance testing, asset and configuration management, change management, and maintenance on network infrastructure.

What is the disposition schedule?

Destroy after 3 years

Data Locations

What type of site is this?

System

What is the name of the System?

SAM.gov

What is the sensitivity of the System?

Personally Identifiable Information (PII) including Linkable Data

What is the URL of the item, if applicable?

sam.gov

Please provide a brief description of the System.

The System for Award Management (SAM) is a government platform employers use to: Register with the government to secure federal contracts. The system checks for several key items to ensure businesses and individuals are eligible to participate in federal awards and contracts. This includes verifying entity registration, ensuring compliance with regulations, and searching for exclusion records to prevent ineligible entities from receiving federal funds.

What are the incoming connections to this System?

The Salesforce Grants Solution will utilize the SAM.gov integration via MuleSoft to verify the Unique Entity Identifier (UEI) as part of the application process.

What are the outgoing connections from this System?

There are no outgoing connections from this system.

What type of site is this?

System

What is the name of the System?

ID.me

What is the sensitivity of the System?

Personally Identifiable Information (PII) including Linkable Data

What is the URL of the item, if applicable?

id.me

Please provide a brief description of the System.

ID.me is a digital identity wallet that simplifies how individuals securely prove their identity online. Consumers can verify their identity with ID.me once and seamlessly sign in across government websites without having to create a new sign-in and verify their identity again.

What are the incoming connections to this System?

The Salesforce Grants CRM will integrate with ID.me to verify login credentials prior to allowing the end user access to the grant's portal.

What are the outgoing connections from this System?

There are no outgoing connections from this system.