

Overview: Central Government of Puerto Rico

AmpliFund License, Support, and Hierarchy Guideline

License Information

The Central Government of PR gets an unlimited number of users to manage an unlimited number of grants and an unlimited number of sub-recipients. These users based on the determination of Central Government can access every feature and function of the system. All Central Government Agencies are included within this pool of unlimited users, grants and sub-recipients. Support and Implementation Services in year one of the project cover the rollout of five selected Agencies and their respective recipients.

All recipients of Central Government/Agency funds (NGO, Municipalities, Corporations, etc.) will receive an unlimited number of licensed users to manage all the funds received from Central Government. These recipients will also have a license for grant research (Grants Explorer). They do not have a license to manage funds from other sources, only those that are awarded directly from the five initial Agencies selected by the Central Government. They do not have the ability to create or manage additional recipients.

Account Type	Users	License Clarification
COF / OGP	Unlimited	Central Government of Puerto Rico oversight account. Have the ability to request new accounts and has access to every feature and function of the system.
Agencies	Unlimited	Selected by the Central Government of Puerto Rico. Has access to every feature and function of the system including the ability to manage recipient of their funds. Includes all Agencies within the Central Government. Year one of the project involves the implementation and support of five selected agencies.
Recipients*	Unlimited	Selected by the Central Government of Puerto Rico through specific Agencies. Only have the ability to manage dollars awarded to them through the Central Government / Agencies. Do have access to Grants Explorer (Research).
NGOs, Recipients, Additional Entities*	Unlimited	Selected by the Central Government of Puerto Rico to have access to Grants Explorer (Research). May during later Use Cases transition to a Recipient with expanded functionality. These additional entities can receive a research license only at the designation of Central Government.

*Recipients, NGOs, and additional entities may choose to upgrade their AmpliFund accounts to manage their own grants and awards through a separate agreement outside of the parameters of this project.

Support Levels

Within the implementation of Puerto Rico, there are five types of AmpliFund accounts. Support level is identified for each type. Different organizations may change from one account type to another through the Use Cases.

Support Level	Description
Grants Management Support	Grant management, grant writing, and business process support and development. Tier 1: Online Support; Tier 2: 6 th Element; Tier 3: 6 th Element
Training Support	Implementation services including training sessions, materials, and documentation. Tier 1: Online Support; Tier 2: 6 th Element; Tier 3: AmpliFund
Technical Support	Call center, help desk, and online ticketing process related to system functionality and technical questions and issues. Tier 1: Online Support; Tier 2: 6 th Element; Tier 3: AmpliFund

Account Types and Support Levels

Within the implementation of Puerto Rico, there are five types of AmpliFund accounts. Support level is identified for each type. Different organizations may change from one account type to another through the Use Cases.

Account Type	Subscription	Number of Accounts	Support Level
System Account (AmpliFund Administrator)	AmpliFund Public Sector + Additional Modules + Account Creation <ul style="list-style-type: none"> • Knowledge Center • Research • Project • Advanced Data Collection • Fund • Competitive Award Management • Workflow 	1	n/a: AmpliFund system account – for Microsoft team Partners only
COF / OGP	AmpliFund Public Sector + Additional Modules <ul style="list-style-type: none"> • Knowledge Center • Research • Project • Advanced Data Collection • Fund • Competitive Award Management • Workflow 	1	Grants Management Support Training Support Technical Support
Agencies	AmpliFund Public Sector + Additional Modules <ul style="list-style-type: none"> • Knowledge Center • Research • Project • Advanced Data Collection • Fund • Competitive Award Management • Workflow 	5	Grants Management Support Training Support Technical Support
Recipients	Recipient License <ul style="list-style-type: none"> • Knowledge Center • Research 	Unlimited	Training Support Technical Support
NGOs, Recipients, Additional Entities	Grants Explorer <ul style="list-style-type: none"> • Knowledge Center • Research 	Unlimited	Technical Support

Account Hierarchy

On a high level, this diagram depicts how the overall organizational structure will be defined. There will be oversight to all by COF / OGP. Agencies may have departments and sub-departments within the structure. Recipients, NGOs, and additional entities can be given access through COF / OGP, directly related to an Agency, and transition from one to the other.

