



Salesforce/HomeKeeper Support Call for Consultants

RELEASED: April 1, 2022

RESPONSE DUE: April 30, 2022

Description of Project

Grounded Solutions Network (GSN) is seeking one or more qualified consultants to provide technical support, technical writing, and/or training services to supplement the capacity of the HomeKeeper team. We are looking for Salesforce experts, as well as current or former HomeKeeper users – Homeownership or Housing Counseling features – that are deeply knowledgeable about the platform.

Background

[Grounded Solutions Network](#) is a national nonprofit membership organization of community land trusts, municipal housing programs, and nonprofits that support housing with lasting affordability. Our mission is to cultivate communities — equitable, inclusive, and rich in opportunity — by advancing affordable housing solutions that last for generations. We promote housing solutions that will stay affordable for generations so communities can stabilize and strengthen their foundation, for good.

[HomeKeeper](#), a program of Grounded Solutions Network, is a sector-wide technology-based initiative designed to cultivate a more efficient, effective, and data-driven affordable housing sector. HomeKeeper includes a well-established but growing Salesforce managed package “app” currently supporting the program management and impact measurement of over 135 homeownership and housing counseling programs across the country. As a former two-time Salesforce.Org Force for Change grantee, HomeKeeper is an industry leader when it comes to helping community-based organizations leverage Salesforce to scale program management and measure impact at the local and national level.

Scope of Work

We are seeking qualified consultants to provide as-needed services for one or more of the activities listed below. We anticipate requiring an average of 5 to 80 hours of support services per month starting April 2022 through 2022 year-end. Our current proposed activities include:

- Technical support – providing email-based technical support in response to Tier 1 requests submitted through our Zendesk ticketing system.
- Technical support – conducting one-on-one virtual meetings with users to help train, guide, and troubleshoot HomeKeeper issues.

- Technical writing – updating existing electronic documentation to reflect current, updated HomeKeeper and Salesforce functionality, such as Lightning Experience.
- Training – presenting or co-presenting training, and/or webinars on HomeKeeper functions, specifically for Housing Counseling features and HUD reporting for assigned agencies.
- Data migration – assisting HomeKeeper users with data migration or cleaning projects

All services are to be provided remotely – no travel or in-person meetings are required.

Capabilities and Qualifications

- Minimum one year's experience working within Salesforce as a power user or administrator; familiarity with HomeKeeper preferred
- Experience providing technical support or training, or writing documentation
- Proficiency in either Housing Counseling/HUD reporting requirements or Salesforce administration
- Proficiency in Microsoft Excel (vlookups, pivot tables, duplicate management)
- Strong problem-solving and troubleshooting acumen

To Apply Please submit a proposal (no longer than 3 pages not including resumes) with the following information:

1. Description of consultant: name/team, location, and contact information.
2. Description of capabilities and qualifications that align with above and experience using the HomeKeeper or Salesforce Platform.
3. A resume for everyone who will provide services.
4. Proposed contracted hourly rate or other fee structure.

GSN is committed to building diverse and inclusive project teams. We strongly encourage professionals from all backgrounds to apply.

Submission:

Please submit proposals by **April 30th** to Tom Tosuksri, Director of Product, HomeKeeper, at ptosuksri@groundedsolutions.org. We will review submissions and contact qualified applicants on a rolling basis. Direct inquiries or questions to Tom at ptosuksri@groundedsolutions.org.