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Applicant System-to-System
Web Conference Q&A

October 31, 2007

1. **On the Fo.xsl, the slide said "Grants.gov has added the functionality in this area." This seems to contradict Jacquie's comment that we can use import/export functionality of Adobe.**

   There was no contradiction, the bullet was implying that Adobe version 8.1.1, which offers the import/export functionality is available, this information is listed on the second slide of the presentation. You may also purchase licenses from Adobe to gain access to APIs. It is understood that this menu functionality may be insufficient, or API option cost-prohibitive for some user types. This is only a proposal and not our final resolution.

2. **Currently on certificate registration, Grants.gov was saying they would only use DUNS 000000 -- so you are going to support DUNS numbers on TEST?**

   The 000000 DUNS Number is primarily used in the test environment; however if an organization wants to test with NIH a special DUNS number will be issued to them.

3. **What process do we use when we have a problem with certifications working? We have an outstanding issue that has been open for over a week.**

   The Grants.gov team in cooperation with General Dynamics is doing the best we can to address this and other issues. We have logged all information pertaining to certificate issues and are working to assure they are addressed.

   To assist with finding a resolution to these issues, the best thing that users can do is provide our team with any information regarding the problems they are experiencing. Providing information such as the certificate number, or a copy of an error message, helps our team by reducing the time we spend just identifying what the issue may be.

4. **On subaward forms, we now have individuals using Adobe forms (FAA) so we must point to 07 server, but the subaward webservice has not been moved yet so we need to point to 06 to use the web service. Are you aware of this issue and if so how do you plan to address it?**

   (Answer deferred during call, and compiled post-call)This translation to and from XML is a functionality that is currently available through the Adobe Reader menu. For batch processing, the availability of the Fo.xsl, shareware PDF to XML translation utilities, and analysis of form in form design enhancements options are all on the table.

5. **Do you consider the Adobe forms to be a finished product? The finished form image at NIH needs improvement. It has the image of buttons, a courier font and values that run off the edge of fields. Will that be improved?**

    We cannot give a final resolution to this issue at this time we are working on this with NIH.

6. **Which API should we use? How much does it cost? What languages does it support? Is it really cost-effective for every S2S provider to be developing separate ways of doing this?**

    Links to some of this information can be provided offline through the System-to-System Listserve, or posted to an area on the new System-to-System website area currently in design, as priorities allow.

7. **What is an overflow document?**

    I am unclear what these documents are at this time. They seem to be issues that were simply labeled "overflow". If anyone has questions please contact Jacquelynn Lopez offline via email at: Jacquelynn.Lopez@hhs.gov. Additionally, enhancements can be formally requested through the grants.gov website, which are logged and vetted for review against resources and priority.

8. **Is Grants.gov going to provide the fillable PDF files on the web site?**

    Fillable Adobe forms will not be posted on the Grants.gov website.

    Sample forms are only available in the Forms repository:
    https://apply07.grants.gov/apply/FormsMenu?source=agency

9. **Can we add the Package Location to GetOpportunityList as well? (i.e Since we get Instructions URL, package location would be a nice feature to have)**

    Not at this time. Please use the enhancement form to submit your request for future enhancements. We will make sure that all proposed enhancements go through our thorough review process.

10. **How much is the Adobe package?**

    At this time Grants.gov is not aware of the cost.

    Per earlier reference on the call it was suggested by one of the participants that System-to-System (S2S) users may purchase licenses to gain access to APIs, the average cost is $30,000 -100,000.

11. **In addition to listing existing test opportunities on the website, could the System-to-System PMO expert reach out to agencies for others and post a list of agency contacts on the website?**

A list of <u>Agency Points of Contact</u> (POC) is currently listed on the Grants.gov website located on the Grantor side.

12. **There is no process for getting an escalation to any existing problem. Even if it is impacting our ability to implement grants. Is it possible to "purchase" support when needed?**

One thing you can do is route any request through the Grants.gov Contact Center so that we will have statistics to support our request to acquire more resources namely, support staff. Additionally, we can use this information to identify common problems, and work to improve site resources, technical documentation, and FAQs.

13. **Will the collection of submitted enhancements be published to avoid duplications and provide transparency?**

We are establishing a System-to-System (S2S) status page on the grants.gov site where we will share the enhancements and other S2S related updates.

14. **When are opportunities going to be PDF only instead of pure edge?**

Each agency will transition at different times when they feel comfortable with the new system. There are some agencies that have already posted in Adobe but most are still posting in PureEdge. Grants.gov is currently finalizing the transition timeline in coordination with Agencies. Once this timeline is finalized with all Agencies we will share that information.

15. **Will we be notified close to the expiration date of our certificates?**

No. It is the responsibility of each organization to track the expiration date of their certificate. Grants.gov does not know the expiration date of the certificate you have purchased. It is important to monitor these and plan sufficient time for installation and any testing when submitting to Grants.gov at renewal time.

16. **When Grants.gov purges data on the Agency Test (AT) site, are test accounts affected or do they persist after the purge?**

Test accounts are not affected during a purge. If you identify any issues, please contact the Grants.gov PMO by email at: support@grants.gov.

17. Some grantor agency users are not pushing the button to validate that an application has been retrieved; therefore we are not seeing the actual status of an application. What is Grants.gov doing to address rogue grantor agency users' "creative" and erroneous use of Grants.gov features?
When issues like this occur, please contact us at Grants.gov so that we can notify the agency of this issue, and get it rectified.

18. Is there any process behind the scenes to review these questions particularly pertaining to Fo.xsl and budget? Are the current decisions final or are revisions under way?

The Grants.gov priority today is to plan and establish the timeline for the Fiscal Year 2008 system builds and transition off of the PureEdge solution. The Grants.gov change control process incorporates input from customers and all stakeholders and assesses potential build content against available resources and priorities. The decisions are not final until the build content is approved by this process.