Frequently Asked Questions

REGISTRATION AND SUBMISSIONS

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TRANSITION FROM EXCHANGE TO THE EERE PROGRAM INFORMATION CENTER

1. WHERE WILL I LOCATE EERE'S OPEN OPPORTUNITIES?

Beginning November 2, 2020, organizations interested in responding to the U.S. Department of Energy (DOE) Office of Energy Efficiency and Renewable Energy's (EERE's) opportunities will use the EERE Program Information Center to view open opportunities and submit applications. The EERE Program Information Center is used for any new opportunities published after November 2, 2020. However, all opportunities published prior to November 2, 2020, will continue the application process in the EERE Funding Opportunity Exchange (Exchange) site.

2. HOW DO I ACCESS THE EERE PROGRAM INFORMATION CENTER?

The EERE Program Information Center can be accessed using the following URL: https://epicweb.ee.doe.gov/EPICWeb/. Google Chrome is the preferred browser.

3. DO I NEED TO CREATE AN ACCOUNT IN THE SYSTEM IF I ALREADY HAVE AN EXCHANGE ACCOUNT?

Yes, Exchange accounts will not be migrated to the EERE Program Information Center. Applicants will need to create an account in the EERE Program Information Center to apply to opportunities. At this time, existing Exchange accounts will remain open.

4. WILL CURRENT APPLICATIONS BE TRANSFERRED OVER FROM EXCHANGE ONCE A USER IS REGISTERED IN THE EERE PROGRAM INFORMATION CENTER?

No, applicants will finish the submission process in Exchange for current EERE opportunities that are published prior to November 2, 2020. The EERE Program Information Center is intended to be used for opportunities published after November 2, 2020.

5. IN EXCHANGE, THE APPLICATION STATUS HAS NOT BEEN UPDATED IN A TIMELY MANNER. WILL THIS BE UPDATED MORE TIMELY IN THE NEW SYSTEM?

The status of an application is dependent on the result of either the eligibility review or Merit Review, depending on the type of application. These reviews are still applicable regardless of the system used to capture the status of the application. Although much more of the process will be captured in the EERE Program Information Center than in EERE Exchange, there is no change to the evaluation and selection process. Therefore, there is no guarantee that status updates will be made in a timelier manner.

6. WHERE DOES THE ENCOURAGE/DISCOURAGE NOTIFICATION APPEAR?

Applicants can view the status of their applications, including the encourage/discourage status for applications submitted in the system, on the 'My Applications' page within the EERE Program Information Center.

REGISTRATION

7. WHAT IS REQUIRED IN ORDER TO REGISTER IN THE EERE PROGRAM INFORMATION CENTER?

If you are affiliated with an **Industry, Academia, Non-Profit, Federal/State/Local Government**, your organization will need to have an active SAM.gov account with an assigned Government Business Point of Contact (POC), Alternate Government Business POC, Past Performance POC, Alternate Past Performance POC, Electronic Business POC, or Alternate Electronic Business POC who will act as your Authorizing Organizational Representative (AOR) to grant account access in the EERE Program Information Center.

If you are affiliated with a **DOE Federally Funded Research and Development Center (DOE FFRDC)**, your AOR will be in the system upon registration to approve accounts.

If your affiliation is **Individual**, then your account will automatically be approved once you register in the EERE Program Information Center.

8. WHAT IS AN ACCOUNT AFFILIATION?

Upon registration in the EERE Program Information Center, the user will need to select the appropriate account affiliation, detailed below:

Industry, Academia, Non-Profit, Federal/State/Local Government affiliation should be selected if the user is an employee of a commercial or government organization that is not associated with DOE (e.g., Department of Transportation, IBM, George Mason University). The registrant's organization must be registered in SAM.gov. If the user's organization is currently registered, the user should ensure that the information in SAM.gov is up to date. Upon registration in the EERE Program Information Center, the user's organization's Government Business Point of Contact POC, Alternate Government Business POC, Past Performance POC, Alternate Past Performance POC, Electronic Business POC, or Alternate

Electronic Business POC will be auto-approved based on the information provided in SAM.gov. They will then be able to approve roles within the organization as an AOR.

DOE Federally Funded Research and Development Center (DOE FFRDC) affiliation should be selected if the user is associated with one of the DOE National Labs (e.g., Ames Laboratory, Livermore National Laboratory). If the applicant is a National Energy Technology Laboratory user applying for applications, they should use this affiliation as well. DOE FFRDCs need to provide their Government POC who will be the AOR to approve accounts.

Individual affiliation should be selected if the user is representing their own organization, such as a self-employed individual. These users do not need account approvals, but they should have information on their Technical and Business POC and any other person who prepares, reviews, or submits applications for EERE funding opportunities.

9. WHICH AFFILIATION WILL A LARGE FOR-PROFIT USER SELECT?

For-profit users should select 'Industry, Academia, Non-Profit, Federal/State/Local Government' for their account affiliation.

10. WHICH AFFILIATION WILL A RECOGNIZED TRIBE USE?

Tribes should have a DUNS number and be registered in SAM.gov and should select the 'Industry, Academia, Non-Profit, Federal/State/Local Government' affiliation in the system.

11. PLEASE CLARIFY INDEPENDENT PI. ARE THEY NOT ASSOCIATED WITH AN ORGANIZATION?

An Independent Principal Investigator (PI) should register as an Individual in the EERE Program Information Center because they are not affiliated with an organization.

12. WOULD PI'S WHO WANT TO SUBMIT THEIR OWN APPLICATIONS BE JUST A TECHNICAL POINT OF CONTACT, NOT AN ACCOUNT ADMINISTRATOR?

Unless the user needs to manage and approve user accounts, the user should be assigned as either a Business POC or a Technical POC. Technical POCs are typically responsible for directing/leading the proposed project and are the PI/Lead Lab POC on the application. Business POCs are typically responsible for the administrative aspects of an application. Both roles can create, edit, and/or submit applications. Please refer to Table 1. Role Permission Matrix for additional information.

13. WOULD OTHER FINANCIAL REPRESENTATIVES ENTERING SUBMISSIONS FOR THEIR DIVISIONS BE AAS OR TECHNICAL POINTS OF CONTACT? CAN YOU CLARIFY IF FOR A SMALL COMPANY THE AA AND THE TECHNICAL POC IS THE SAME? DO YOU NEED TO ASSIGN THE TECHNICAL POC OR IS THAT IMPLIED IN THE AA ROLE?

Unless the user needs to manage and approve user accounts, the user should register as either a Business POC or a Technical POC. Technical POCs are typically responsible for directing/leading the proposed project and are the PI/Lead Lab POC on the application. Business POCs are typically responsible for the administrative aspects of an application. Both roles can create, edit, and/or submit applications. Please refer to Table 1. Role Permission Matrix for additional information.

14. HOW DO I KNOW IF MY ORGANIZATION IS REGISTERED IN GRANTS.GOV?

If you are unsure if your organization is registered in grants.gov, contact the grants.gov support team at 1-800-518-4726 (Domestic), 1-606-545-5035 (International), or at support@grants.gov. Once you provide them with the organization name and DUNS number, they will be able to verify if the organization is registered in grants.gov. Please not that registering in grants.gov is not part of the EERE Program Information Center process.

15. HOW DO I KNOW IF MY AOR HAS REGISTERED MY ORGANIZATION IN THE EERE PROGRAM INFORMATION CENTER?

If your account is not approved in a timely manner, the assumption is that your AOR has not registered. If you are still unsure, you can contact the EERE Program Information Center Help Desk at eere-epichelpdesk@ee.doe.gov.

16. CAN A USER SELECT MORE THAN ONE ORGANIZATION POPULATED FROM SAM.GOV THAT SHOWS UP IN THE SYSTEM WHEN REGISTERING?

During registration, you can only select one organization from the drop down menu. Once the registration is approved, the user can request additional roles from another organization within the EERE Program Information Center.

17. DO ALL USERS NEED TO BE REGISTERED IN SAM.GOV TO USE THE SYSTEM?

Only users affiliated with Industry, Academia, Non-Profit, Government need to be registered in SAM.gov.

18. DO I NEED A SMART PHONE FOR THE MULTI-FACTOR AUTHENTICATION WHEN REGISTERING?

No, you can receive validation codes for the multi-factor authentication via SMS text message on your phone, or on your computer or tablet by downloading the Google Authenticator Chrome Extension (https://authenticator.cc/) to receive a validation code.

19. AFTER ACCOUNT CREATION, WILL YOU BE ABLE TO UPDATE THE MFA METHOD ORIGINALLY CHOSEN DURING REGISTRATION?

Yes, you will be able to update your MFA method via the user settings in the EERE Program Information Center.

20. DO I NEED TO CREATE AN ACCOUNT IN THE SYSTEM IF I HAD AN ACCOUNT FROM THE PILOT?

Pilot users with individual affiliations were migrated to the EERE Program Information Center from the pilot. Users with Industry, Academia, Non-Profit, Government affiliations with a verified AOR for their organization registered in the system were migrated. However, if you participated in the pilot as an FFRDC, only Lab Business/Technical POCs were migrated. FFRDC AORs and AA will need to create an account.

ROLES AND PERMISSIONS

21. WHICH ROLES HAVE ACCESS TO ALL OF AN ORGANIZATION'S APPLICATIONS? ARE ROLES APPLICATION SPECIFIC?

AORs have access to all of their organization’s applications and can assign application-specific permissions. If you are assigned a role by the individual(s) working on an application, you will only have access to that specific application.

22. CAN THERE BE MULTIPLE ADMIN ROLES?

Yes. The EERE Program Information Center allows for multiple AORs to be associated with an organization **only if** the organization has multiple POCs listed in SAM.gov. Those POCs listed in SAM.gov will have the AOR role assigned to them during registration, as long as the email from SAM.gov is the same email entered into the EERE Program Information Center. If your affiliation is a FFRDC, you may have multiple AORs and should notify the EERE Program Information Center Help Desk at eere-epichelpdesk@ee.doe.gov. Additionally, organizations can have multiple AAs, who can manage and approve user accounts for your organization.

23. WHAT IS THE ROLE OF ADMINISTRATIVE STAFF AT A DOE FFRDC?

Once approved by an AOR, the AA role will allow the user to approve user accounts. Please refer to Table 1. Role Permission Matrix for additional information.

24. IN MY ROLE AT MY ORGANIZATION, I AM RESPONSIBLE FOR TRACKING PUBLISHED OPPORTUNITIES. WHICH ROLE DO I NEED IN THE SYSTEM TO CONTINUE TO DO THAT?

Registration is not required to view open opportunities in EERE Program Information Center. Both unregistered and registered users (with any role) can view opportunities.

25. WHEN SOMEONE LEAVES THE ORGANIZATION, I ASSUME THE ORGANIZATION NEEDS TO INITIATE THE DISABLING OF THEIR ACCOUNT—CORRECT?

Correct. The organization’s AOR or AA will have the ability to disable accounts; alternatively, they can contact the EERE Program Information Center Help Desk at eere-epichelpdesk@ee.doe.gov.

26. CAN AN ORGANIZATION HAVE MORE THAN ONE BUSINESS POC IN THE EERE PROGRAM INFORMATION CENTER?

Yes, but only one Business POC is associated with each application. If more than one administrative POC needs access to the application, the application can be shared with that user(s), which will provide them with edit access to the application.

27. CAN THE BUSINESS POC IN THE EERE PROGRAM INFORMATION CENTER BE DIFFERENT THAN THE GOVERNMENT BUSINESS POC IN SAM.GOV?

Yes, the Business POC associated with an individual application can be different than the Government Business POC in SAM.gov. The Government Business POC in SAM.gov is used in the EERE Program Information Center to designate the AOR. That person can be assigned as a Business POC to an application, but other users can also be assigned as a Business POC to an individual application.

28. CAN THE BUSINESS POC START AND SUBMIT APPLICATIONS? CAN MULTIPLE BUSINESS POCS BE ASSIGNED?

Once assigned/approved by the AOR, the Business POC can create applications and submit applications that they are associated with. Only one Business POC is associated with each application. However, the application may be shared with other users, which will also provide them with edit access to the application. Please refer to Table 1. Role Permission Matrix for additional information.

29. CAN A BUSINESS POC SHARE A SUBMISSION?

Yes. The Business POC is able to share the application with other users.

30. WILL THE BUSINESS POC BE ABLE TO SEE REVIEWER COMMENTS?

Yes, the AOR, Business POC, and Technical POC are all able to see the application's reviewer comments for the application their roles are associated with.

31. WHAT IS THE ROLE OF THE TECHNICAL POC?

The Technical POC is responsible for directing/leading the proposed project. Typically, this would be the PI/Lead Lab POC on the application. Technical POCs can create, edit, and/or submit their assigned applications.

32. CAN TECHNICAL POCS SUBMIT AN APPLICATION?

Yes, Technical POCs can create applications, as well as edit and submit any applications they are assigned to.

33. IF WE DO NOT WANT TO HAVE OUR TECHNICAL OR BUSINESS POCS ABLE TO SUBMIT APPLICATIONS, WHAT ARE OUR OPTIONS?

The EERE Program Information Center team is currently considering an update to the system roles and permissions to accommodate this request.

34. IN WHAT SCENARIO WOULD A PERSON NEED BOTH BUSINESS AND TECHNICAL POCS?

Business POCs are typically responsible for administrative aspects of an application. Technical POCs are typically the principle investigator associated with the proposed project. Each of these roles has the same ability to view, edit, and/or submit applications on behalf of your organization.

35. SHOULD A DOE FFRDC PROJECT MANAGER REGISTER AS A BUSINESS OR TECHNICAL POC?

That is dependent on your role on the proposed application. Technical POCs are typically responsible for directing/leading the proposed project and are the PI/Lead Lab POC on the application. Business POCs are typically responsible for the administrative aspects of an application. Both roles can create, edit, and/or submit their assigned applications.

36. SOME FINANCIAL ANALYSTS DO ENTRY ON BEHALF OF THE PI. IT SEEMS THAT THE FINANCIAL ANALYST WOULD BE ABLE TO CHOOSE THE PI APPROPRIATELY AND ROUTE IT BASED ON WHAT I HAVE SEEN. WOULD THE FINANCIAL ANALYST REGISTER AS BUSINESS POC?

The Business POC role is typically provided to users who are responsible for the administrative aspects of an application and resulting award. Please refer to Table 1. Role Permission Matrix for additional information. The Business POC can create, edit, and/or submit applications on behalf of their organization. This includes providing information for the Technical POC (PI) associated with an application. Once the Technical POC is assigned, they can also edit and/or submit the application.

37. CAN YOU HAVE MULTIPLE PIS FOR AN ORGANIZATION?

Yes, you can have multiple PIs for an organization.

38. WHEN ASSIGNING A PROXY, IS THE USER REQUIRED TO HAVE THE SAME PERMISSIONS AS THE IDENTIFIED PROXY?

No. A proxy can be selected and does not need to have the same role or permissions that they are assigning.

AUTHORIZING ORGANIZATIONAL REPRESENTATIVE (AOR) AND ACCOUNT ADMINISTRATOR (AA)

39. WHAT IS THE DIFFERENCE BETWEEN THE AOR AND AA ROLES?

The AOR is the Government Business POC, Alternate Government Business POC, Past Performance POC, Alternate Past Performance POC, Electronic Business POC, and Alternate Electronic Business POC (from SAM.gov) associated with Industry, Academia, Non-Profit, or Federal/State/Local Government organizations. For DOE FFRDCs, the AOR is the individual(s) designated by the organization to manage and approve user accounts in the system. The AOR is able to approve accounts for users in their organization and can create/submit applications for their organization in the EERE Program Information Center. Once approved by the AOR, the AA can manage and approve user accounts for their organization. Please refer to Table 1. Role Permission Matrix for additional information.

40. HOW DO I KNOW WHO MY AOR IS?

For Industry, Academia, Non-Profit, or Federal/State/Local Government organizations, the AOR is the Government Business Point of Contact POC, Alternate Government Business POC, Past Performance POC, Alternate Past Performance POC, Electronic Business POC, or Alternate Electronic Business POC in SAM.gov. You can find this information on SAM.gov by following these steps:

a) Go to SAM.gov
b) Click Search Records, enter the name or DUNS number of the organization, and click Search
c) Click View Details and select POCs in the left navigation.

For DOE FFRDCs, the AOR is likely the Lab Relationship Manager at the organization. If additional assistance is needed, FFRDC staff can contact the EERE Program Information Center Help Desk at eere-epichelpdesk@ee.doe.gov to identify their AORs.

41. WHEN WILL YOU BE CONTACTING AORS?

On October 5, 2020, the EERE Program Information Center team sent the initial communication to AORs and AA to begin the registration process.

42. CAN YOU HAVE MULTIPLE AORS?

Yes. The EERE Program Information Center allows for multiple AORs to be associated with an organization **only if** the organization has multiple POCs listed in SAM.gov. Those POCs listed in SAM.gov will have the AOR role assigned to them during registration as long as the email from SAM.gov is the same email entered into the EERE Program Information Center. If your affiliation is an FFRDC, you may have multiple AORs and should notify the EERE Program Information Center Help Desk at eere-epichelpdesk@ee.doe.gov. Additionally, organizations can have multiple AAs, who can manage and approve user accounts for your organization.

43. CAN SOMEONE ELSE BE DESIGNATED AS AOR?

For Industry, Academia, Non-Profit, or Federal, State, or Local Government affiliations, only the users who are listed as the Government Business POC, Alternate Government Business POC, Past Performance

POC, Alternate Past Performance POC, Electronic Business POC, and Alternate Electronic Business POC in SAM.gov can be the AORs. DOE FFRDCs would need to notify the Help Desk at eere-epichelpdesk@ee.doe.gov to reassign their AORs.

44. WILL THE AOR BE ABLE TO SEE ALL APPLICATIONS?

Yes, the AOR will be able to see all applications within their organization.

45. DO YOU NEED AN AOR TO SUBMIT A CONCEPT PAPER OR LETTER OF INTENT?

Any user affiliated with an Industry, Academia, Non-Profit, Government, or FFRDC will need to have an approved account by their AOR or AA to submit Letters of Intent, Concept Papers or Full Applications for their organization.

46. IF THE AOR GIVES SOMEONE ELSE THE ABILITY TO ADD/REMOVE USERS, CAN THAT INDIVIDUAL ALSO HAVE A DUAL ROLE TO SUBMIT APPLICATIONS?

Yes. The AOR can approve one or more AA roles for their organization, which allows the AA to manage accounts for users in the organization. For an AA to submit an application, they would also need to be assigned to the application as the Technical and/or Business POC.

47. CAN AN ORGANIZATION GET A REPORT OF ALL THE USERS ASSOCIATED WITH THEIR ORGANIZATION?

Yes. The AOR and AA can select 'Manage Users' from the 'Administrative' tab of the Landing Page in the EERE Program Information Center to view all registered users within their organization.

48. WHAT HAPPENS IF AN AOR LEAVES THE COMPANY OR CHANGES ROLE, HOW IS A CHANGE MADE?

For Industry, Academia, Non-Profit, or Federal/State/Local Government organizations, it is the organization's responsibility to update SAM.gov and notify the EERE Program Information Center Help Desk at eere-epichelpdesk@ee.doe.gov that an AOR EERE Program Information Center account needs to be disabled after departure. DOE FFRDCs would need to notify the EERE Program Information Center Help Desk at eere-epichelpdesk@ee.doe.gov to update the AOR in the system.

49. IS THERE A LIMIT ON WHO SHOULD BE AN AA?

No. There is no limit to the number of AAs that can be approved in the EERE Program Information Center by the AOR.

50. WILL AA'S ALSO SEE ALL APPLICATIONS SUBMITTED OR JUST THE AOR?

Only the AOR can see all applications for their organization. However, if the AA is assigned to an application as the Business or Technical POC, they can see the submitted applications.

51. CAN WE GIVE ACCESS TO INDIVIDUAL SUBMISSIONS TO MULTIPLE PEOPLE/ROLES?

Yes. You can grant application access to multiple users by using the shared access feature. This feature provides applicants the ability to invite users into the system, as well as grant application access to already registered users.

52. IF ASSIGNED AS AN AA, WOULD A USER ALSO NEED TO BE ASSIGNED AS A BUSINESS POC (WHEN AVAILABLE FOR A DOE FFRDC) IN ORDER TO SUBMIT APPLICATIONS?

Yes. If you are an AA, you would need to be assigned as a Business POC to create, edit, and/or submit applications. Depending on your role in the project, you could also be assigned as the Technical POC.

53. DOES THE AOR HAVE TO UTILIZE SMS OR A PHONE APP TO LOG INTO THEIR ACCOUNT TO REVIEW PROPOSALS?

It is a security requirement that all users who access any EERE application must use multi-factor authentication through either SMS, phone app or the Google Authenticator Chrome Extension (https://authenticator.cc/) on the computer.

NOTIFICATIONS

54. WILL YOU BE NOTIFIED IF YOUR ACCOUNT IS ABOUT TO BE DEACTIVATED?

Yes. You are notified prior to account deactivation via email.

55. WHO IS NOTIFIED WHEN THE APPLICATION IS SUBMITTED?

Once an application is submitted, the application initiator and application POCs are notified. Additionally, all users who have General and Organization-Specific access to the application will be notified of the submission.

56. HOW WILL I BE NOTIFIED WHEN THE STATUS OF MY APPLICATION CHANGES?

Applicants can view the status of their applications in the My Application page. They will also receive system notifications when the application is submitted and when the Concept Paper or Full Application decisions become available.

GENERAL APPLICATION QUESTIONS

57. WILL THE RELEASE DATE CHANGE IF THE FOA IS AMENDED?

No, the release date of the opportunity is not updated. However, you can view information associated with the modification, as well as the date that the modification was published, on the Opportunity Details page.

58. DO I NEED AN ACCOUNT TO VIEW QUESTIONS AND ANSWERS ON AN OPPORTUNITY?

Opportunity details, including Q&A documents will be viewable to the public without registering in the system. However, please note that system registration is required to apply to an opportunity.

59. ON THE WIZARD PAGES, IS THERE AN AUTO-SAVE FEATURE?

There is not an auto-save feature; the user will need to select save. However, there is an automatic save when the user selects “Next” on a page or clicks on another page in the wizard.

60. DOES THE COUNTDOWN CLOCK TAKE TIME ZONES INTO ACCOUNT?

Application deadlines associated with the countdown clock are based on Eastern Time (ET).

61. ONCE I INVITE A USER TO REGISTER IN THE EERE PROGRAM INFORMATION CENTER, WILL THE INVITATION STATUS CHANGE SO THAT I KNOW THAT THEY HAVE REGISTERED IN THE SYSTEM?

No; however, the EERE Program Information Center tracks when the invitation was sent.

62. HOW DO I UPDATE THE TOPIC AREA THAT I AM RESPONDING TO AFTER THE CONCEPT PAPER HAS BEEN SUBMITTED (ASSUMING THE CONCEPT PAPER DEADLINE HAS PASSED)?

To update the topic area associated with an application, applicants should contact the EERE Program Information Center Help Desk at eere-epichelpdesk@ee.doe.gov.

63. CAN I UPDATE THE ORGANIZATION OR PRIME APPLICANT ASSOCIATED WITH THE APPLICATION AFTER IT IS SUBMITTED? FOR EXAMPLE, CAN I CHANGE THE ORGANIZATION OR PRIME APPLICANT IN THE FULL APP AFTER THE CONCEPT PAPER HAS BEEN SUBMITTED OR ENCOURAGED?

To update the prime applicant or organization associated with an application, applicants should contact the EERE Program Information Center Help Desk at eere-epichelpdesk@ee.doe.gov to receive approval from the Contracting Officer andLegal Counsel for the change.

64. CAN I UPDATE TECHNICAL OR BUSINESS POCS BEFORE OR AFTER THE CONCEPT PAPER IS SUBMITTED (IE. IN THE FULL APP)?

If the deadline has passed for a Concept Paper, users can change the POCs associated in the following Full Application. Please note that the POC change is only reflected on the Full Application, not in the submitted Concept Paper.

65. IS THE SYSTEM CAPABLE OF COMBINING ALL PROPOSAL DOCS AND ALLOWING US TO PRINT/SAVE A SINGLE PROPOSAL FILE/APPLICATION WITH EVERYTHING COMBINED?

Once the application is submitted, users are able to download a zip file of all uploaded documents.

66. CAN AN APPLICATION TITLE BE REVISED AFTER ITS INITIAL ENTRY BEFORE SUBMISSION?

Yes. Prior to submission, the title is editable.

67. DO ELIGIBILITY DETERMINATIONS NEED TO BE PUBLISHED PRIOR TO SUBMITTING A SUBSEQUENT SUBMISSION TYPE?

Yes, eligibility determinations need to be published by EERE prior to submitting a subsequent submission type. However, applicants are able to start/edit a subsequent submission type prior to the publication of the eligibility determinations.

68. WILL THE EERE PROGRAM INFORMATION CENTER HAVE FILE NAMING REQUIREMENTS SIMILAR TO THE EERE EXCHANGE?

Currently, the system does not enforce file naming requirements.

69. WILL THE SYSTEM RENAME THE UPLOADED FILES TO THE REQUIRED NAMING CONVENTION?

No. The system does not rename uploaded documents.

70. IF YOU ATTEMPT TO UPLOAD A DOCUMENT WITH THE SAME TITLE AS ONE PREVIOUSLY UPLOADED, IS THE FORMER VERSION AUTOMATICALLY OVERWRITTEN?

Yes. It is versioned if the title of the document is exactly the same. Please note that for most submissions requirements, the system will only allow one upload.

71. A FOA HAS BEEN POSTED AND I WOULD LIKE TO APPLY. I'M PART OF A SMALL ORGANIZATION THAT IS NOT REGISTERED IN SAM.GOV. I HAVE STARTED THE SAM.GOV REGISTRATION PROCESS, BUT THE CONCEPT PAPER IS DUE SOON AND I DON'T THINK MY SAM.GOV REGISTRATION WILL BE APPROVED BY THE DEADLINE. CAN YOU GRANT ME TEMPORARY ACCESS UNTIL MY SAM.GOV REGISTRATION IS APPROVED?

If you are affiliated with an Industry, Academia, Non-Profit, Federal/State/Local Government, your organization will need to have an active SAM.gov account to submit applications in the EERE Program Information Center. We encourage users to begin the registration process in SAM.gov as early as possible, even before an opportunity is posted.

72. WHAT HAPPENS IF I UPLOAD AN INCORRECT FILE FOR THE APPLICATION ONCE THE DEADLINE HAS PASSED?

Contact the EERE Program Information Center Help Desk at eere-epichelpdesk@ee.doe.gov with the correct file. Once the Help Desk receives approval from the announcement team, the previous document can be replaced by the Help Desk Administrator.

73. HOW WILL I KNOW IF AN ANNOUNCEMENT HAS BEEN MODIFIED?

Users can see if an announcement has been modified on the specific Opportunity details page, which specifies the modification to the announcement.

74. CAN I WITHDRAW MY APPLICATION?

Yes. You can withdraw your application on the My Applications page. Please note that once an application is withdrawn, it will not be considered for funding under the opportunity.

75. CAN I UN-SUBMIT MY APPLICATION?

Yes. If it is before the deadline, you can un-submit and resubmit your application on the My Applications page. Note that if it is past the deadline, you cannot resubmit.

76. DOES THE EERE PROGRAM INFORMATION CENTER ACCEPT UNSOLICITED PROPOSALS?

No. The EERE Program Information Center only accepts proposals for current EERE opportunities.

77. DOES THIS NEW EERE PROGRAM INFORMATION CENTER SYSTEM REPLACE THE DOE EERE PROJECT MANAGEMENT CENTER SYSTEM?

At this time, the EERE Program Information Center will not replace the DOE EERE Project Management Center. If that occurs in the future, a notification will be sent out.

78. WILL THERE BE TRAINING OR USER MANUALS FOR USING THE NEW SYSTEM?

Yes, training presentations, videos and quick guides will be available in the Help Center of EERE Program Information Center by clicking on the “?” icon in the top right corner, as well as links to register for live trainings.

79. WILL THERE BE HELP DESK SUPPORT TO ASSIST IN COMPLETING APPLICATIONS?

The EERE Program Information Center Help Desk will be able to assist with system related issues when completing applications.

SHARING APPLICATIONS

80. CAN I GRANT APPLICATION ACCESS TO A SEPARATE INSTITUTION/ENTITY (I.E., SEPARATE DUNS NUMBER, SEPARATE BUSINESS POC) THAT WILL HELP PREPARE THE APPLICATION?

Yes. The system has a feature that allows applicants to share the application with other system users. This allows the shared user to view and edit the application that was shared with them.

81. WHAT IS THE DIFFERENCE BETWEEN GENERAL APPLICATION AND ORGANIZATION-SPECIFIC ACCESS?

General application access provides users with unrestricted access to an application. Organization-specific share will only give access to the application that is associated with that user’s organization.

82. ONCE I SHARE AN APPLICATION, WILL THE SYSTEM NOTIFY THE USER THAT I SHARED AN APPLICATION WITH THEM?

Yes. The system will notify the user via email that the application has been shared with them.

FULL APPLICATIONS

83. WILL THE EERE PROGRAM INFORMATION CENTER BE USED FOR FULL PROPOSALS AND WILL IT BE PREFERRED TO GRANTS.GOV?

All submissions (Letters of Intent, Concept Papers, Full Applications, and Replies to Reviewer Comments) for announcements published in the EERE Program Information Center will be submitted through the EERE Program Information Center.

84. CAN I UPDATE THE PERIOD OF PERFORMANCE AFTER THE CONCEPT PAPER IS SUBMITTED (I.E., IN THE FULL APP)?

Applicants can update the period of performance in their Full Application. However, the dates reflected in the submitted Concept Paper will not change.

85. FOR FULL APPLICATIONS IN RESPONSE TO FUNDING OPPORTUNITY ANNOUNCEMENTS, HOW WILL THE SECTIONS FOR MILESTONES AND TASKS BE ADDRESSED IN THE EERE PROGRAM INFORMATION CENTER?

As part of the Full Application in response to a Funding Opportunity Announcement (FOA), users can complete an electronic version of the Statement of Project Objectives (SOPO) in the system, which will capture all tasks and milestones for the proposed project. Alternatively, users will have the ability to enter limited task information and upload a SOPO document.

86. HOW CAN I CHANGE THE BUSINESS POC AFTER MY FULL APPLICATION HAS BEEN STARTED OR ENCOURAGED?

Applicants can change the application's POCs any time prior to the deadline. If the Concept Paper deadline has passed and updates are necessary to the POCs, edits can be made in the Full Application. However, note that the dates reflected in the submitted Concept Paper will not change.

87. WILL THE SOPO OR ESOPO STILL HAVE PAGE LIMITS?

The page limits for SOPO are determined by the EERE announcement team and will be indicated per announcement. If a user completes the eSOPO, they can see their page count by viewing their eSOPO entries via Preview Document in Word.

88. SUB-RECIPIENTS SHOULD BE ABLE TO COMPLETE THEIR BUDGET JUSTIFICATION. WILL THEY HAVE SYSTEM ACCESS TO COMPLETE THIS INFORMATION?

Yes. The application can be shared with sub-recipients via General Application Access or Organization-Specific Access. If users are granted General Application Access, they can view and edit the budget justification. If users are granted Organization-Specific Access, they can complete only the pages associated with the sub-recipient budget justification.

89. CAN THE SUB-RECIPIENT BUDGET JUSTIFICATION BE COMPLETED BY UPLOADING THE FILE?

No, currently the budget justification must be completed within the system via web forms.

VALIDATIONS

90. HOW DO I KNOW WHAT IS REQUIRED TO SUBMIT AN APPLICATION?

In order to submit an application, all required information must be entered. The system has built-in functionality to run submission validations prior to allowing the application to be submitted. To turn on validations, go to the bottom of the navigation wizard, select Show Validation Warnings, and click on Submit.

91. DOES THE SYSTEM VALIDATE IF YOU DO NOT REACH OR EXCEED THE 100% FOR TEAM MEMBER PARTICIPATIONS?

Yes. The application cannot be submitted if the percent is not equal to 100%. To turn on validations, go to the bottom of the navigation wizard, select Show Validation Warnings, and click on Submit.

92. IS THERE A VALIDATION IF THE PROPOSED PROJECT END DATE IS NOT WITHIN THE PROPOSED PERIOD OF PERFORMANCE?

The system will display an error if the proposed project end date is not within the period of performance published in the FOA document; however, the system will not prevent the applicant from submitting the application if the proposed project end date is not within the proposed project's period of performance.

93. WILL WE RECEIVE AN ERROR MESSAGE IF THE COST SHARE ENTERED DOES NOT MEET THE FOA COST SHARE REQUIREMENT?

No. Due to the fact that EERE often has different cost-share requirements depending on the applicant type, as well as blended cost share for tasks in the SOPO, the EERE Program Information Center will not determine if the applicant has proposed the required cost share prior to submission. Please refer to the announcement document for cost-share requirements and information on how to calculate cost share.

94. IF THERE ARE PAGE LIMITS ON THE DOCUMENT UPLOADS, WILL THE SYSTEM GIVE AN ERROR IF THE DOCUMENTS DO NOT MEET THOSE REQUIREMENTS?

No. The system will not show an error if the uploaded documents exceed the page limits stated in the announcement. However, please note that EERE will review only the authorized number of pages and disregard any additional pages.

REPORTS

95. WILL QUARTERLY REPORTS BE UPLOADED INTO THE EERE PROGRAM INFORMATION CENTER GOING FORWARD OR WILL THE EERE PROJECT MANAGEMENT CENTER STILL BE USED?

At this time, the Project Management module intended for the EERE Program Information Center has not been developed. Therefore, the Project Management Center will still be used for reporting on award progress.

96. ARE FUTURE DOE PROGRESS REPORTS GOING TO BE SUBMITTED VIA THE EERE PROGRAM INFORMATION CENTER?

At this time, the Project Management module intended for the EERE Program Information Center has not been developed. Therefore, the Project Management Center will still be used for reporting on award progress.

TABLE 1. ROLE PERMISSION MATRIX

Roles you have for your organization:

Organizational Role	Approve Accounts	Create Applications	Edit/Submit Applications You Create
AOR	✓	✓	✓
AA	✓	✗	✗
Business POC	✗	✓	✓
Technical POC	✗	✓	✓

Roles you have for a specific application:

Role	Edit	Share with Others	Submit
AOR for Organization	✓	✓	✓
Application Initiator	✓	✓	✓
Business POC on Application	✓	✓	✓
Technical POC on Application	✓	✓	✓
User Given Full Application Access	✓	✓	✓

ACRONYMS

AA – Account Administrator

AOR – Authorizing Organizational Representative

DOE – U.S. Department of Energy

DOE FFRDC – U.S. Department of Energy Federally Funded Research and Development Center

DUNS – Data Universal Numbering System

EERE – Office of Energy Efficiency and Renewable Energy

E-SOPO – Electronic Statement of Project Objectives

Exchange – EERE Funding Opportunity Exchange

FOA – Funding Opportunity Announcement

PI – Principal Investigator

POC – Point of Contact

SOPO – Statement of Project Objectives