



NEW YORK STATE  
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE  
40 NORTH PEARL STREET  
ALBANY, NEW YORK 12243-0001

Andrew M. Cuomo  
Governor

Kristin M. Proud  
Commissioner

August 25, 2014

Dear Access and Visitation Applicant:

Enclosed is a compilation of questions submitted in response to the Access and Visitation Program (AV) Request for Proposals (RFP). We encourage you to thoroughly read the questions and responses as they provide clarity on topics raised by prospective applicants.

As the application deadline approaches, we want to take this final opportunity to remind you of some significant factors related to proposals submitted under AV.

1. The application deadline is 2pm September 9, 2014. The Grants Gateway helpdesk is operational between the hours of 8am and 8pm Monday – Friday. Contact information for Grants Gateway assistance is as follows: 1-800-820-1890 [helpdesk@agatesoftware.com](mailto:helpdesk@agatesoftware.com)
2. All responses and requested uploads for the application should be submitted in Grants Gateway. An applicant will receive a Global Error message if submitting an incomplete application.
3. In order to submit the finished application, the applicant must be logged in as a Grantee Signatory or Grantee System Administrator role. (Note: A single person may have more than one role in the Grants Gateway.) Please review the instructions about how to submit the application in the **Grants Gateway** section of the Question and Answer document. There are screen shots that show exact steps to submit the application.
4. OTDA encourages prospective applicants to finish the application and submit it well before the deadline. It is recommended that applicants allow sufficient time to check for errors as described in the **Grants Gateway** section of the Question and Answer document. Common errors potential applicants may receive are; not answering required questions or not uploading required documents.

OTDA looks forward to receiving applications that meet local needs and propose innovative programs.

Sincerely,

Iwona Ostrowska-Sheedy  
AV Program Manager

**ACCESS AND VISITATION (AV)  
2014 REQUEST FOR PROPOSALS (RFP)  
QUESTION AND ANSWER DOCUMENT**

Q- As we are beginning to prepare our application we noted that on the NYS Grants Gateway Funding Profile for this RFP it indicates that there is a total of \$532,624 of "total funding available". Given that it is a 5 year contract does that mean that no application can exceed an average of \$106,524 per year for a total of \$532,624 for the 5 year period or does it indicate the full amount of ALL funds to be distributed to ALL grantees via this funding opportunity or is that an error?

**A- The amount of federal funding available for contract year one (1) is \$532,624. For subsequent annual cycles, the allocation is anticipated to remain the same, but is subject to availability of federally appropriated funds and State budget authority. The number of grants OTDA will award is dependent on a number of factors including the number of proposals received. It is anticipated that individual grant awards will be consistent with the cost/family ranges provided on page seven (7) of the RFP.**

Q- Everything in the RFP is very clearly explained. The only question we would like to submit is if the Letters of Participation from the local court and social services system should be addressed to you, the Executive Director of the applicant agency, or someone else at OTDA?

**A- Letters of Participation may be addressed directly to the Executive Director of the applicant agency.**

Q- May the applicant submit an RFP to provide services in four counties?

**A- Yes, the applicant may provide services in more than one county.**

Q- Is the grantee required to provide a physical access and visitation site? Would a program that provides telephone-based services to parents statewide as well as to the professional staff of AV grantees be eligible to apply?

**A- Grantees are required to provide a physical access and visitation site depending on the type of "service" selected. A grantee who decides to provide Mediation or Visitation Enforcement services, should have a physical location where customers can receive essential services.**

Q- Will OTDA be providing a fillable application? Is the application actually in grants gateway?

**A- OTDA has made full use of the Grants Gateway system for the AV RFP. Applicants should apply for the AV opportunity in Grants Gateway.**

Q- I can find the AV opportunity, the button says download grant opportunity, (not apply for opportunity), and when I click the blue download opportunity button I just get a pdf of the RFP. What am I doing wrong?

**A- Potential applicants must be signed in as a Grantee, Grantee Contract Signatory or Grantee System Administrator in order to view the “Apply for Opportunity” button. Applicants that are unable to see the “Apply for Opportunity” button are most likely signed in as a Delegated Administrator, a role that can’t apply for opportunities. Once logged in under the correct role, applicants should click “Available Opportunities” to initiate an application. Applicants having further questions may contact the helpdesk for technical assistance at 1-800-820-1890 or [helpdesk@agatesoftware.com](mailto:helpdesk@agatesoftware.com).**

Q- I am in the process of going over the AV RFP, and was wondering if you had a Microsoft Word version of the proposal questions, or if one will be available on the OTDA website/Grants Gateway soon.

**A- No, a Word version will not be made available. All responses should be submitted through the Grants Gateway system.**

Q- I am having trouble navigating the Work Plan section of the Grants Gateway system, specifically the section regarding the Objectives and Tasks. The only place I can enter information is under Performance Measures. Do you want all information pertaining to Objectives, Tasks and Performance Measures included in this one place? Or is there another location I am unable to access?

**A- Instructions for the Work Plan section can be found on page 17 of the RFP. Applicants should select the First Additional Outcome or Objective screen. Click “view/add” under Performance Measures. Name the objective in the Performance Measure Name field. In the Narrative field, please describe the significance of the objective, task(s) used to accomplish it and performance measure(s) that will document that it has been accomplished. There is a 1,000 character limit in the Narrative field. Applicants may upload additional documentation that supports the objective by using the “upload” button. Please be sure to click the “SAVE” button in the upper right portion of the screen. There is only one screen per Outcome to enter all of the information about the objective.**

**Applicants should then select the Second Additional Outcome or Objective screen under Objectives and Tasks. Repeat the process above for the Third and Fourth Additional Outcomes or Objectives.**

**TIP: There is a “Go” button on the top right of the Objectives and Tasks screen that allows you to switch between the first, second and third objectives.**

Q- Are there character limitations or maximum in the text boxes when answering the questions?

**A- Character limits vary throughout the AV application. Most Program Specific Questions don’t have a limit. The Workplan Tasks and Objective Narratives have a 1,000 character limit. The Workplan Overview section has a 4000 character limit.**

Q- How do I submit the application?

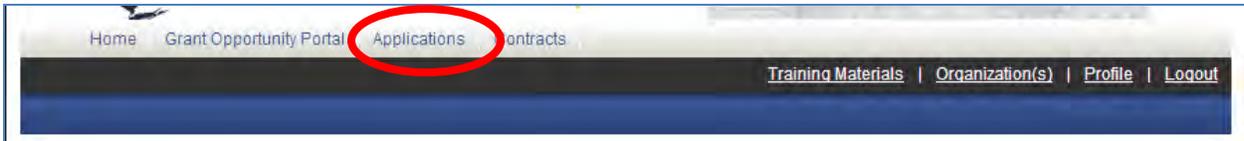
A- The “Grantee Quick Start Guide” which can be found at <http://www.grantsreform.ny.gov/Grantees> provides the necessary information on how to submit an application. Section 9 pertains to submitting the application -

### **Submit the Application**

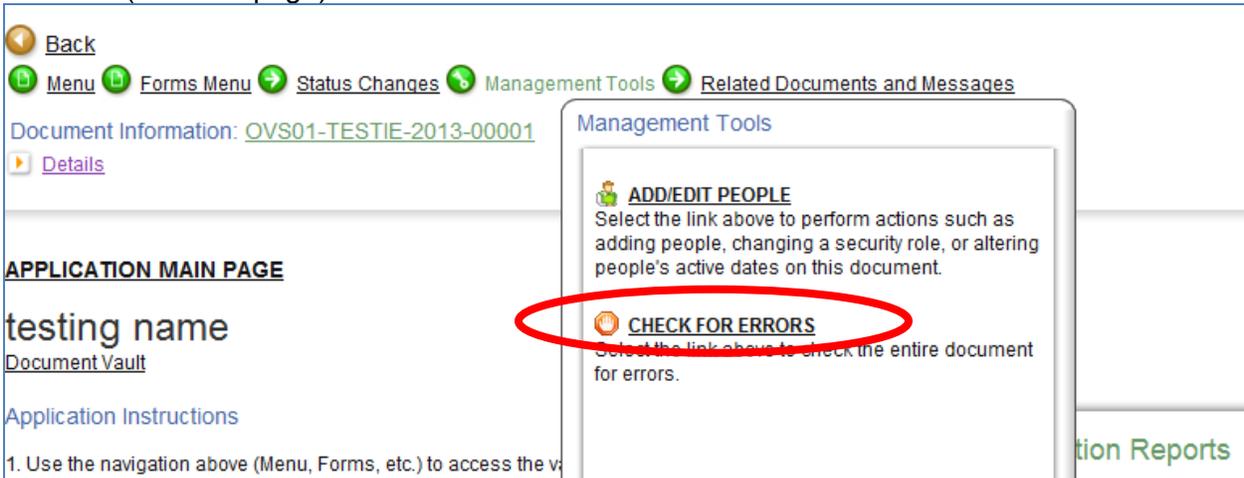
Log in to the Grants Gateway with one of the following Grants Gateway roles.

- Grantee Contract Signatory
- Grantee System Admin

Retrieve the completed application by searching for it under the Applications link on top of the screen

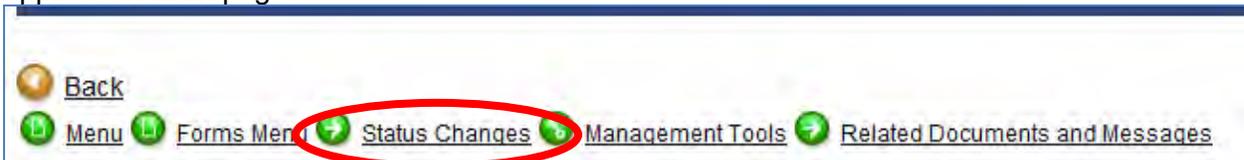


To check your application for errors, click on the “Check for Errors” link under the management tools link (see next page).



This will provide you with a list of errors that need to be corrected before submission.

In order to submit your online application, click on the Status Changes link located top of your application main page.



Click on the APPLY STATUS button located under APPLICATION SUBMITTED



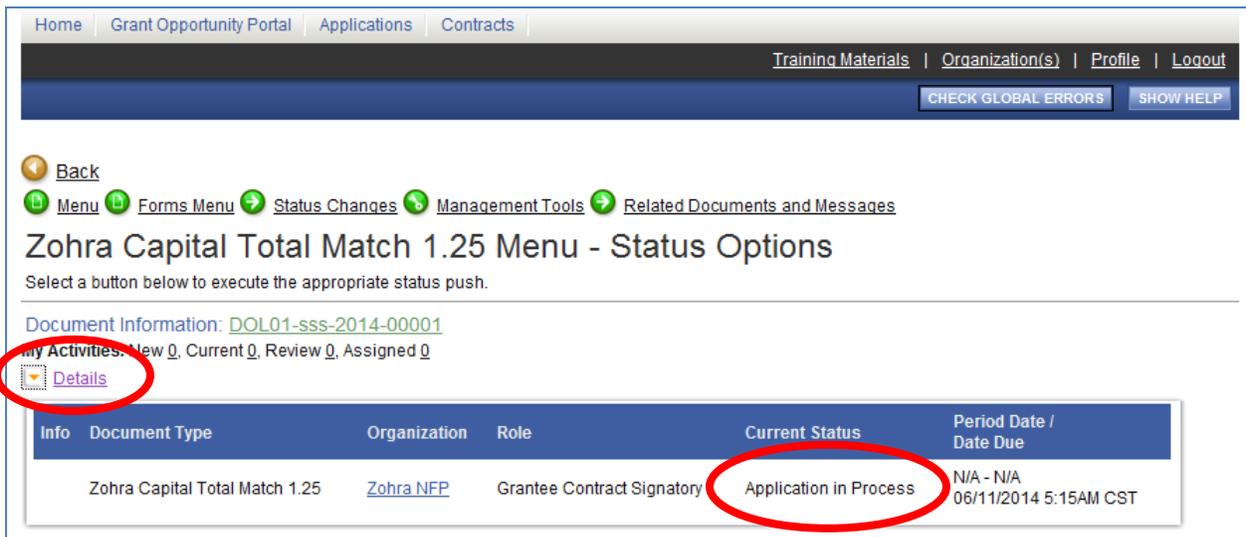
Prior to final submission, you will need to certify the agreement as stated. Please read the paragraph closely and click on I agree. If you select I DO NOT AGREE, your application will not be submitted. Click I AGREE to submit the application.



Once your application is submitted you are returned to the Application main page. If you hover over the status changes link you will see that there are no available status options at this time.



To check the current status of your Application click on the Details link. When you are working on your Application, the application status would say “Application in Process”.



After you submit your application, the application status in the Details grid would say “Assignment of Reviewers” Congratulations! This status means you have successfully submitted an application.



## Additional Information

### Webinar Topic: Grantee Applications for Grants Gateway

This approximately one-hour webinar will show applicants how to find and apply for a grant opportunity in the NYS Grants Gateway system.

Date: Every Tuesday and Thursday until August 28, 2014  
Time: 9:00 am, Eastern Daylight Time (New York, GMT-04:00)  
Meeting Number: 648 266 256  
Meeting Password: meeting1

#### **To join the online meeting**

1. Go to <https://meetny.webex.com/meetny/j.php?MTID=mfc07938ef605c95bb5276e7e9a512360>
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: meeting1
4. Click "Join".
5. Once you are logged in, you will be provided with phone conference call-in information.

#### **YouTube Video of this Topic**

We have also created a video that is very similar to this webinar, which can be found here:  
<http://youtu.be/Z- xrOcGf8c>

#### **Add to Your Calendar**

Add this meeting to your calendar program:  
<https://meetny.webex.com/meetny/j.php?MTID=m6beab407c22bf79c2551476d46f46aa3>

#### **System Setup and Test**

If you haven't attended a WebEx meeting before and would like to verify that it will work on your system, please click on the following link at least 1 hour before the start of the webinar.  
<http://www.webex.com/test-meeting.html>.

#### **Grants Gateway Support**

For support relating to the Grants Gateway system, please contact the Grants Gateway team at  
[grantsgateway@budget.ny.gov](mailto:grantsgateway@budget.ny.gov).