

FAQ – Crowe Review Monitoring Platform (CRMP)

November 2024



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FAQ for Grantees

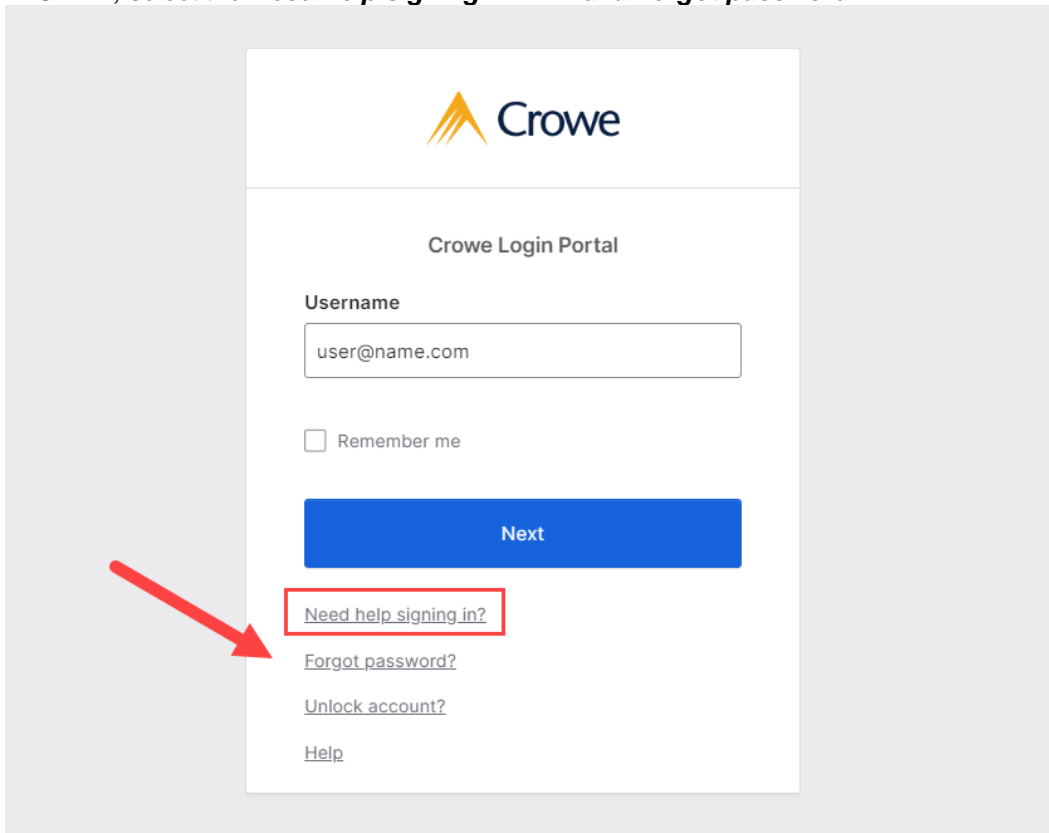
Where are the instructions for utilizing the CRMP system located?

Instructions for CRMP are available through the GATU website, including sections to navigate the system as a grantee and as a cognizant agency:
[Indirect Cost Rate Negotiation \(illinois.gov\)](https://www.illinois.gov/indirect-cost-rate-negotiation)

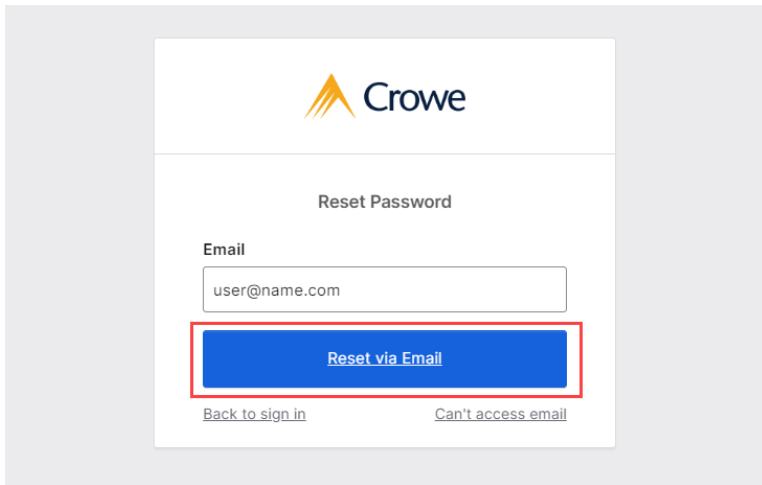
In addition, there is a CRMP video walkthrough for grantees at the GATU website at the link above.

How do I reset my password?

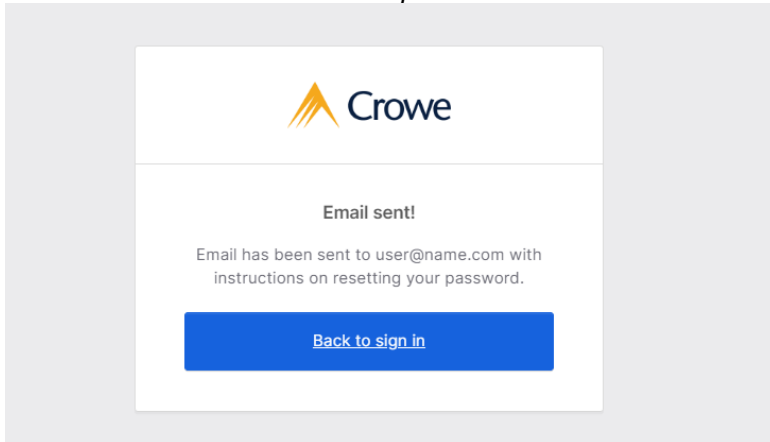
In CRMP, select the **Need help signing in?** link and **Forgot password?** link.



The Reset Password page will open. Enter the email address associated with your account and select the **Reset Via Email button**.



An email will be sent to the email provided with instructions on how to reset the password.



Can the application be edited after it is submitted for review or after the case goes to completion?

Once the grantee submits the case for review, it can no longer be edited by the grantee. Once the rate is approved and the case is complete, no edits can be made.

Once my rate is approved, do I get an approval letter?


A completion certificate with rate information is generated and is available through GATU's system.


How to I review and address comments on my rate submission?

Within each survey, comments will be communicated to you via the Survey Comments button in the top ribbon:



Comments requiring a response will have a Status of "New" or "In Progress" per the example below.

Attachments		
+ Create		
Title	Description	Status
 1	Example Comment 1	New

To open the comment, click the box with the arrow . This will open the comment. After allowing the comment a few seconds to load, you will see the reviewer's question/comment.



Attachments


Comments


Title

Description *

Status

 Example Grantee Response 



 **You** 2/22/2024
Example Reviewer Question

To respond to the comment, input your response into the comment box and hit the “Submit” button under the comment box. Please note, your response will not post unless you hit the submit button.

Submit

You also have the option to attach a file using the attachment icon underneath the comment box:



Once you have finished responding, change the status to “Answered”.

Status

Answered

Next, grantees must re-submit their proposal back to Crowe in order for their response to be reviewed. In order to submit your survey, click the “Submit” button at the bottom of the screen.

Submit

Can I view my submitted proposals?

During the negotiation process, once a negotiation has been submitted for review, you will not be able to view it unless it is returned to you by the Reviewer.


Once the negotiation process is complete and your rate(s) has been approved by your Cognizant Agency, you will be able to view the submission. You will also be able to view previous proposals submitted in CRMP. These will be shown in your Survey home page. Any negotiations previously submitted in CARS will not be available to view as the CARS system has been sunset.

When is the Centralized Indirect Cost Rate Negotiation System (CRMP) available?

The system is available to all users 24/7.

How do I attach documents?

There are certain attachments that are required in order to submit your negotiation for review. These are noted on the Grantee Attachments page and can be attached through the “Add File” button.

Add File 

For any additional attachments relevant to your submission, you can attach them at the following question:

Attach any other organization documentation to support ICRP, as applicable.

Add Files 

Documents can also be attached in response to a specific Survey Comment via the process above in question 5.

How do I reassign or delegate the completion of my proposal/survey to another individual within my organization?

In order to change the contact for your organization, email GOMBSupport@crowe.com and indicate the new contact information.

Why has my organization not received the welcome email to access the Crowe Review Monitoring Platform (CRMP) to submit our indirect cost rate proposal (ICRP)?

*First, grantees should confirm you have properly elected for a State NICRA on the GATU grantee portal:
[Illinois GATA Grantee Portal](#)*

Surveys are loaded on a weekly basis on Mondays. If you have not received a CRMP invitation after completing the above step, please email GOMBSupport@crowe.com for troubleshooting help.

Can more than one person at a grantee’s organization access CRMP at a time?

Only one person can have access to CRMP at a time, however you can reassign to another individual.

Will I receive a notification that my ICR proposal survey has been successfully submitted and is ready for review?

No. Once you submit your ICRP survey, you will only receive an email later in the process if a) the proposal is returned to you for further information or b) the submission has been reviewed and approved.

How do I save my current work if I am in progress but not ready to submit?

In order to save your progress, hit the “Save” button at the bottom of the screen.



How do I submit/re-submit my survey for review?

In order to submit your survey, click the “Submit” button at the bottom of the screen.



Please note, once your survey is submitted for review, you will not be able to access it unless it is returned to you for edits or is approved and complete.

How do I check the status of my survey/proposal?

You can view the stage/status of your proposal through your CRMP home screen. If your survey is

in “Grantee” stage, action is required by the Grantee.

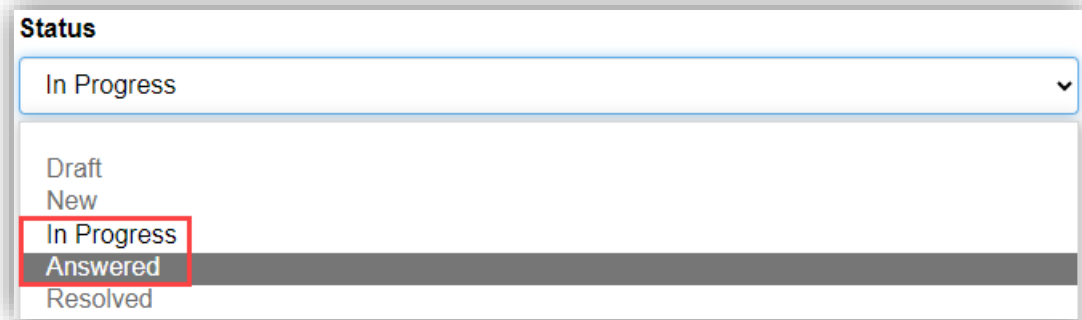
Name	Stage	Stage Status	Fiscal Year (Context)
Indirect Cost Rate Negotiation Survey	Grantee	Pending	2024

Who can I reach out to for CRMP assistance or assistance with the proposal process?

For CRMP assistance, you can reach out to GOMB support via email (GOMBSupport@crowe.com) or phone at 1-800-599-9110.

What do the different stage/statuses of comments mean?

A set of statuses are used by the Reviewer to track the status of the review comments. Grantees may return to their survey to view the status of comments at any time. Grantees may respond to comments while they are in the “**In Progress**” status and can update the status to “**Answered**” when they have completed their response. See below for description of each status.

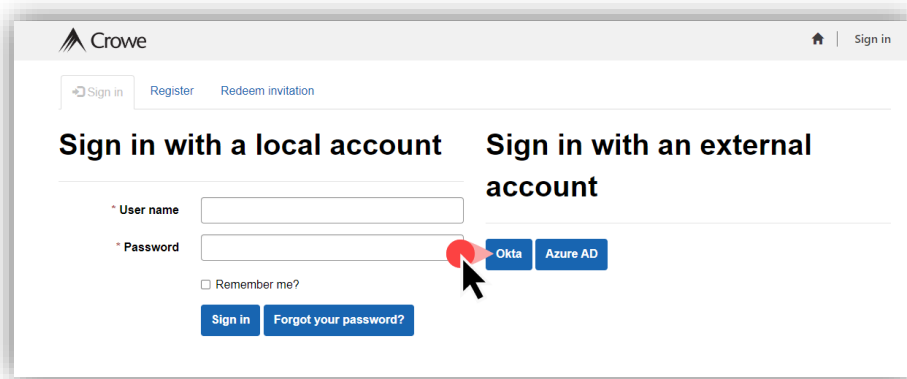


- **Draft** – The Reviewer will utilize this status as they are drafting a new review comment. In the Draft stage, no response is required by the Grantee.
- **New** – The Reviewer will change the comment to “New” when it is ready for Grantee review and response.
- **In Progress** – The Grantee will utilize this status as they are working on a comment. In addition, the Reviewer can move an Answered comment back to In Progress for re-work by the Grantee.
- **Answered** – The Grantee will utilize this status once they have completed answering the comment and attaching any relevant additional documentation and it is ready for review.
- **Resolved** – The Reviewer will change the comment status to resolved once it has been sufficiently addressed and any additional documentation provided has been reviewed and no further action is needed by the Grantee.

FAQ for Cognizant Agencies

How do I access the dashboard?

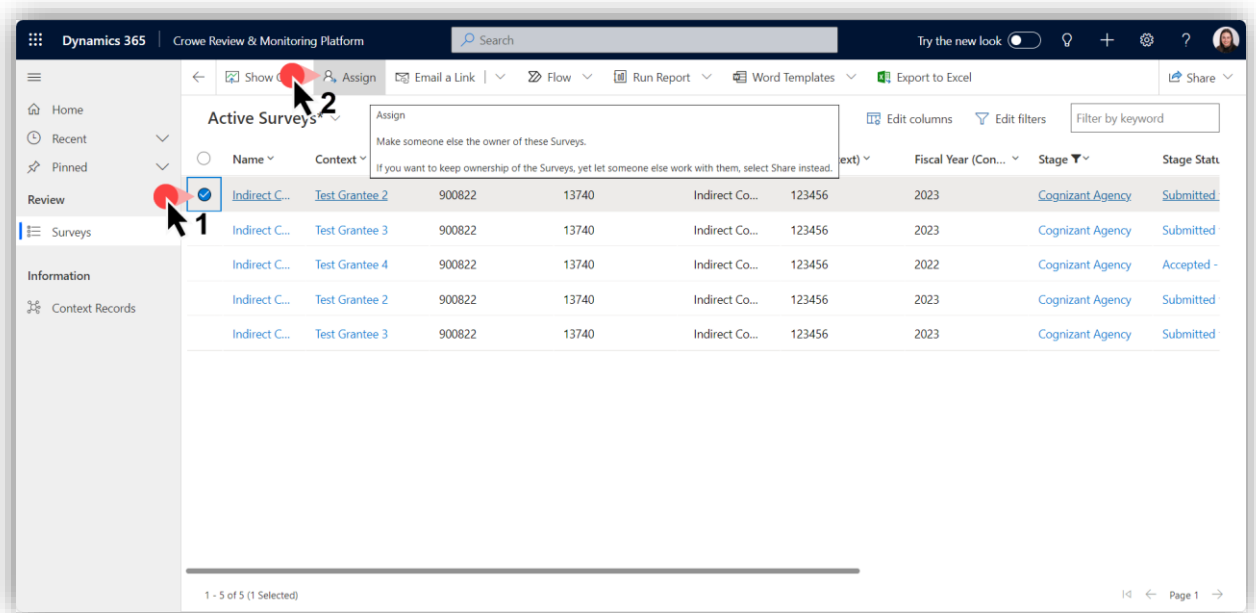
Cognizant Agency users can access the dashboard at <https://crmpgomb.crm.dynamics.com/> using their Microsoft credentials. Please note that it is important that State Agency users select the Okta button below. Do not use the sign in on the left side or the Azure option.



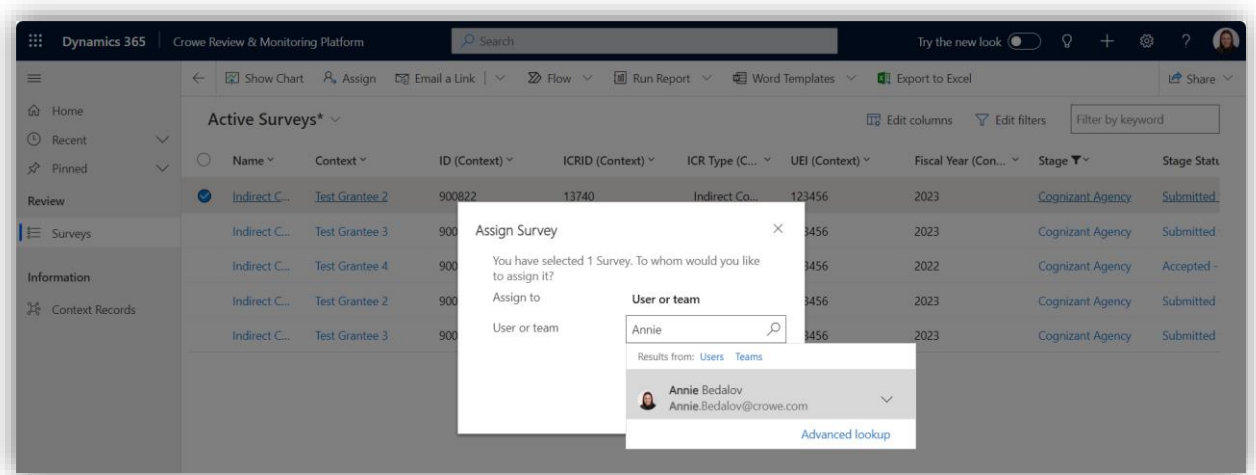
If it is your first time logging into CRMP, please refer to the CRMP User Manual for step-by-step instructions. State agency staff needing access to CRMP will need to request access, via their agency indirect cost rate liaison to GATU at OMB.GATA@illinois.gov

How do I assign a survey/negotiation to myself?

Cognizant Agency can reassign a survey to themselves from the CRMP Surveys Page. First, select one or more rows from the list view by clicking the circle on the left-hand of the row. Then, click the Assign button at the top of the page (the command bar).

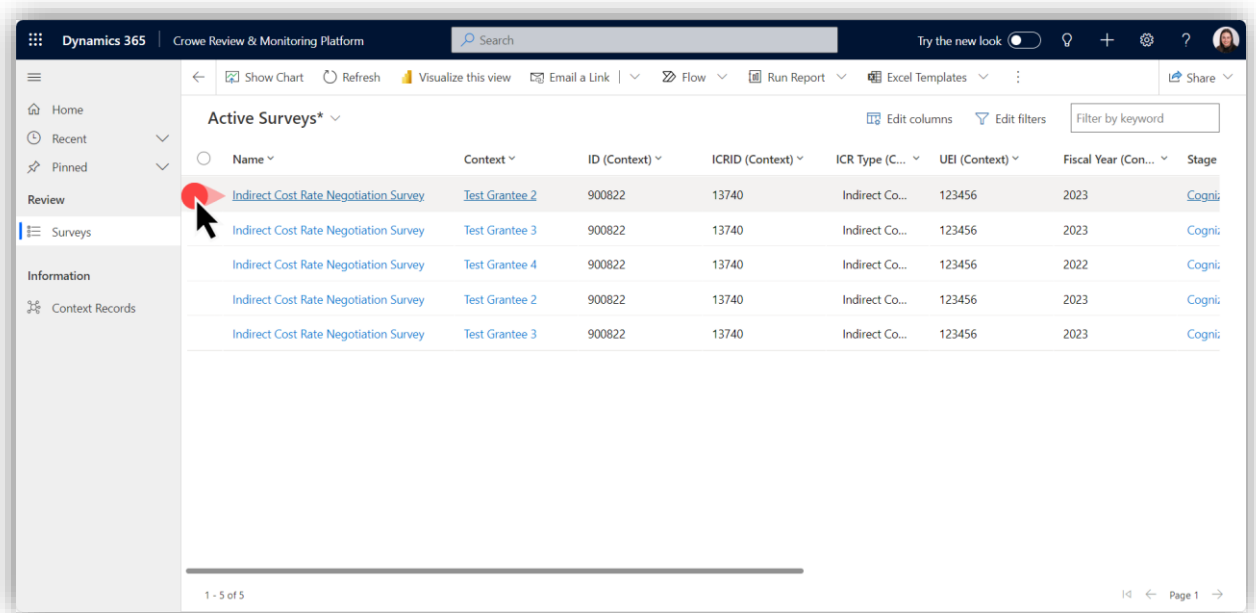


A new window will display on the page which allows users to type the name of the users they would like to assign the survey record to. Click the name of the user, then click Assign.

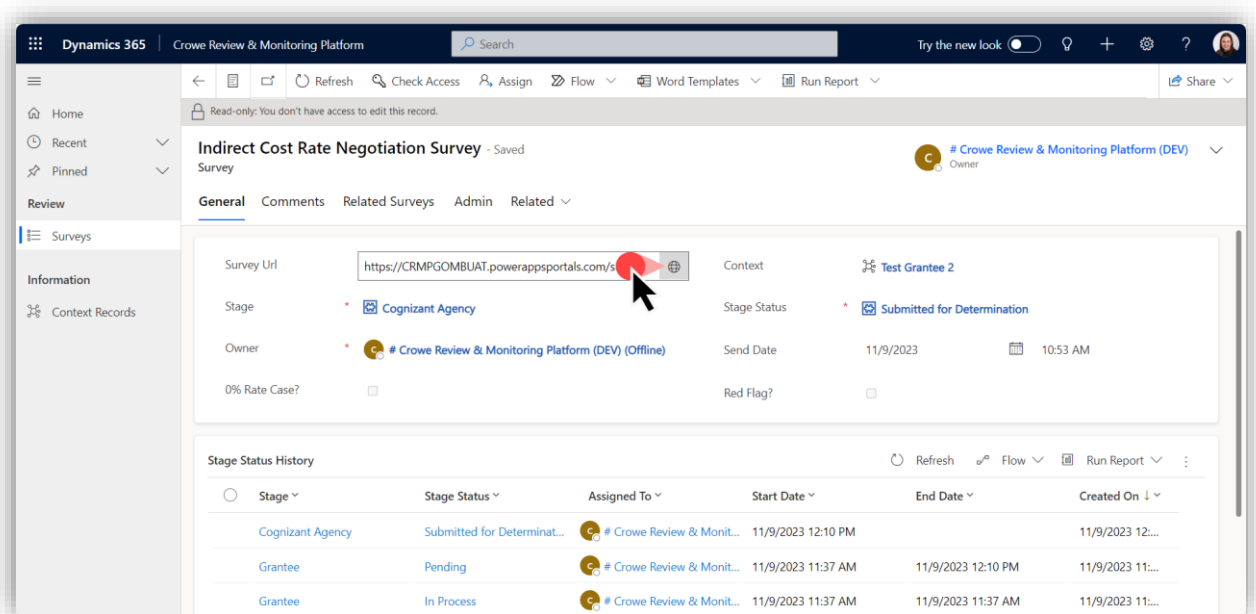


How do I open up a survey/negotiation?

In order to open up a survey, double click on the survey you just assigned to yourself, double clicking anywhere in the grey bar.



This will bring users into the survey. Double click the globe icon next to the Survey URL to open up the survey.

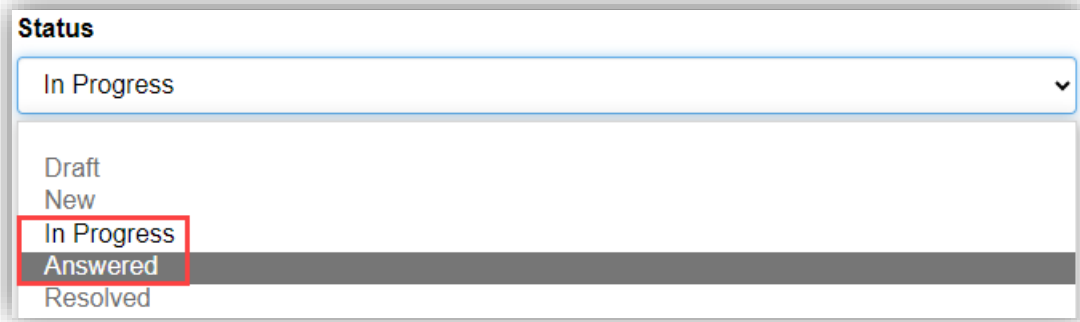


Once a Cognizant Agency accepts the rate and the grantee acknowledges it, when do the cases drop off the survey page?

Surveys do not drop off the survey page, they continue to be able to be accessed by both the grantee and the Cognizant Agency for future reference. Completed surveys will show a stage of "Grantee Review" indicating that no further action is required on the part of the Cognizant Agency.

What do the different stage/statuses of comments mean?

A set of statuses are used by the Reviewer to track the status of the review comments. Grantees may return to their survey to view the status of comments at any time. Grantees may respond to comments while they are in the “**In Progress**” status and can update the status to “**Answered**” when they have completed their response. See below for description of each status.



- **Draft** – The Reviewer will utilize this status as they are drafting a new review comment. In the Draft stage, no response is required by the Grantee.
- **New** – The Reviewer will change the comment to “New” when it is ready for Grantee review and response.
- **In Progress** – The Grantee will utilize this status as they are working on a comment. In addition, the Reviewer can move an Answered comment back to In Progress for re-work by the Grantee.
- **Answered** – The Grantee will utilize this status once they have completed answering the comment and attaching any relevant additional documentation and it is ready for review.
- **Resolved** – The Reviewer will change the comment status to resolved once it has been sufficiently addressed and any additional documentation provided has been reviewed and no further action is needed by the Grantee.

What do the different stage/statuses of the surveys mean?

Stage Type	Stage Status	Description
Grantee	New	Survey is brand new and has never been accessed by the Grantee.
Grantee	In-Process/Pending*	The survey is within the Grantee’s survey view for edit and submission.
Grantee	Returned from Review	The survey has been returned from Review and is within the Grantee’s survey view but not yet opened by the Grantee.
Reviewer	Submitted for Review	The survey has been submitted for Review but not yet opened by the Reviewer.
Reviewer	In-Process/Pending*	The survey is within the Reviewer’s survey view and is currently being reviewed.
Reviewer	Returned from QC	The survey has been returned to the Reviewer by the quality control (QC) Reviewer but not yet opened by the Reviewer.
Reviewer QC	Submitted for QC	The survey has been submitted by the Reviewer to the QC Reviewer but has not yet been opened by the QC Reviewer.
Reviewer QC	In-Process/Pending*	The survey is within the QC Reviewer’s survey view and is currently being reviewed.
Reviewer QC	Returned from Cognizant Agency	The survey has been returned to Crowe from the Cognizant Agency because they have not accepted it for some reason.

Cognizant Agency	Submitted for Determination	The survey has been submitted to the Cognizant Agency for approval but has not yet been opened.
Cognizant Agency	In-Process/Pending*	The survey is within the Cognizant Agency's survey view and is currently being reviewed.
Grantee Review	Submitted for Grantee Review	The survey is for a fully negotiated or federally approved rate and has been accepted by the Cognizant Agency and is now back in the Grantee's Survey view for review of determination.
Grantee Review	Determination Acknowledged	The survey has been opened by the Grantee after Cognizant Agency acceptance, but the Grantee has not yet indicated their acceptance.
Grantee Review	Determination Accepted	The Grantee has accepted the survey. This is the final stage/status of the process.

* Survey will move from In Process to Pending when the user saves the survey but does not move it forwards or backwards in the workflow.