



Shovel-Ready Capital Recovery & Investment Act Grant Program 2023 State of Nebraska

February 2025 | 1.2

This guidance document is advisory in nature but is binding on an agency until amended by such agency. A guidance document does not include internal procedural documents that only affect the internal operations of the agency and does not impose additional requirements or penalties on regulated parties or include confidential information or rules and regulations made in accordance with the Administrative Procedure Act. If you believe that this guidance document imposes additional requirements or penalties on regulated parties, you may request a review of the document.

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1 Introduction

This Program Manual is designed to provide guidance and written standards for the applicable components of the Shovel-Ready Capital Recovery and Investment Act Grant Program that utilizes funding from the Cash Reserve Fund as directed by the Nebraska State Legislature in Nebraska Revised Statutes § 81-12,219 to 81-12,226.

This manual is designed to support you and your organization in utilizing leading practices, complying with funding requirements, achieving program goals, and successfully navigating the grant lifecycle.

The Manual includes the following:

1. Program Overview, including its goal and objectives
2. Eligibility Determination for Entity and Costs
3. Award and Potential Matching Requirements
4. Pre-Award, Application, and Submission, including application pre-requisites.
5. Award Determination and Obligation
6. Award Administration Information
7. Post-Award Management, including data reporting requirements
8. Technical Assistance for using Grants Management System (GMS), AmpliFund

The Application and Program Manual, grant schedule, awards list, and other documents can be found at the Shovel-Ready 2023 Grant Program webpage: <https://opportunity.nebraska.gov/programs/business/shovel-ready-grants/>.

2 Program Overview

The purpose of the Shovel-Ready Capital Recovery and Investment Act is to partner with the private sector by providing grants to qualified nonprofit organizations to assist such organizations with capital projects that have been delayed due to COVID-19 or that will provide a positive economic impact in the State of Nebraska.

LB 818 and LB 531 amended various provisions of the 2021 Shovel-Ready Capital Recovery and Investment Act, Nebraska Revised Statutes § 81-12,219 to 81-12,226. Governor Jim Pillen signed into law LB 818 on May 24, 2023 and LB 531 on June 6, 2023.

2.1 Grant Schedule

GRANT SCHEDULE:	
Grant Application Open Date	July 1, 2023 at 9:00 a.m. (CDT)
Grant Application Close Date	July 1, 2024 at 5:00 p.m. (CDT)
Anticipated Award Date	Ongoing
Period of Performance	3 years

2.2 Contact Information

Ashley Drake
Economic Recovery Division
Nebraska Department of Economic Development
1313 Farnam St, Suite 202
Omaha, NE 68102
531-600-7042
ashley.drake@nebraska.gov

3 Eligibility

3.1 Eligible Use

The purpose of the Shovel-Ready Capital Recovery and Investment Act Grant Program is to partner with the private sector by providing grants to qualified nonprofit organizations to assist such organization with capital projects that have been delayed due to COVID- 19 or that will provide a positive economic impact in the State of Nebraska.

Beginning July 1, 2023, through July 1, 2024, a qualified nonprofit organization may apply to the Department of Economic Development (“DED”) for a Shovel-Ready program grant. The DED will consider applications in the order in which they are received and may approve applications within the limits of available funding.

Each qualified nonprofit may only submit one application for one grant under the Shovel-Ready program. The qualified nonprofit organization must secure funding equal to the grant amount requested. All funds must be secured via payment or written pledge no later than December 31, 2024. Projects must begin or resume by June 30, 2025.

3.2 Eligible Applicants

An eligible applicant is a qualified nonprofit that:

- Is a tax-exempt organization under section 501(c)(3) of the Internal Revenue Code; and
- Has a capital project that:
 - Was delayed due to COVID-19; or
 - Provides a positive economic impact in the State of Nebraska.

The Shovel-Ready Capital Recovery and Investment Act defines a “qualified nonprofit organization” as a tax-exempt organization under the Internal Revenue Code section 501(c)(3) that:

- Is related to arts, culture, or the humanities, including any organization formed for the purpose of developing and promoting the work of artists and the humanities in various visual and performing forms, such as film, sculpture, dance, painting, horticulture, multimedia, poetry, photography, performing arts, zoology, or botany;
- Operates a sports complex; sports complex means property that includes indoor areas, outdoor areas, or both; is primarily used for competitive sports; and contains multiple separate sports venues. Sports venue includes, but is not limited to: a baseball field, softball field, soccer field, outdoor stadium primarily used for competitive sports, an enclosed, temperature-controlled building primarily used for competitive sports.
- Is a postsecondary educational institution in a city of the metropolitan class and partners with an organization hosting a regional or national event for purposes of infrastructure development related to furnishing and equipment for a health sciences education center, enhanced mobility by vacation of a public street, pedestrian safety, and construction of a community athletic complex; or
- Is a county agricultural society with facilities located within the boundaries of a city of the primary class.
 - Sports complex means property that:
 - Includes indoor areas, outdoor areas, or both;
 - Is primarily used for competitive sports; and
 - Contains multiple separate sports venues; and
 - Sports venue includes, but is not limited to:
 - A baseball field;
 - A softball field;
 - A soccer field;
 - An outdoor stadium primarily used for competitive sports;
 - An outdoor arena primarily used for competitive sports; and
 - An enclosed, temperature-controlled building primarily used for competitive sports.

Due to the amount of funding available, postsecondary educational institutions are only eligible to apply for the funding set aside as described in Nebraska Revised Statute § 81-12,225(2)(a).

3.3 Funding Restrictions & Allowable Costs

Applicants must explain how its capital project was delayed by the COVID-19 public health emergency or how the project will provide a positive economic impact in the State of Nebraska.

Each qualified nonprofit may only submit one application for one grant under the Shovel-Ready program. The qualified nonprofit organization must secure funding equal to the grant amount requested. All funds must be secured via payment or written pledge no later than December 31, 2024.

Organizations that previously received funding from the Shovel-Ready program are ineligible to apply for a second grant award for the same project.

The amount of any grant shall not exceed the amount of funds to be supplied by the qualified nonprofit organization from other sources, and are subject to the following limitations:

Estimated Cost of Capital Project	Maximum Grant Amount
Less than \$500,000	\$250,000
\$500,000 - \$4,999,999	\$1,500,000
\$5,000,000 - \$24,999,999	\$5,000,000
\$25,000,000 - \$49,999,999	\$10,000,000
\$50,000,000 - \$99,999,999	\$15,000,000
\$100,000,000 or Greater	\$30,000,000

3.3.1 Ineligible Funding

- Costs outside of project description as described in Neb. Rev. Stat. § 81-12,221(2) and Applicant application;
- Expenses incurred prior to March 3, 2021;
- Expenses deemed ineligible under the terms of the qualified nonprofit organization’s Award Agreement; and
- Expenses deemed ineligible under the relevant State statutes, regulations, or guidance.

3.3.2 Duplication of Funds

Applicants are required to avoid a duplication of benefits. A duplication of benefits occurs when the amount of the grant exceeds the total identified need. Applicant should conduct an analysis prior to applying for grant funding to determine needs not met by other sources. Listed below are some best practices to determine if there is a duplication of benefits.

Best Practices:

1. Identify assistance from federal and state government, county agencies, and private or nonprofit charity organizations that Applicant reasonably expects to be in a project, or any other funds reasonably expected to be or have been received.
2. All Applicants are required to identify other sources and amounts of covered assistance (sources and uses), and to certify that the grant funds requested does not duplicate other covered assistance that has been received or is reasonably expected to be received.
3. Applicants must agree to repay any assistance later received for the same purpose as the grant funds associated with this grant program.

3.4 Award

Per LB 818, grants totaling up to the amount of \$70 million are available under the Shovel-Ready program. Per Nebraska Revised Statute § 81-12,225(2), the total appropriation for grants to capital projects will be divided. Thirty million (\$30 million) is allocated to nonprofit organization holding a certificate of exemption under 501(c)(3) of the Internal Revenue Code that are qualified nonprofit organizations as listed in Nebraska Revised Statute § 81-12,221(5)(c). The remaining funding will be divided equally among each of Nebraska's congressional districts.

4 Pre-Award and Application Submission

4.1 Pre-Award

The following action(s) are required prior to submission of an application for this program.

4.1.1 Debarment and Suspension

Applicants and any recipients or sub-recipients that are debarred, suspended, or otherwise excluded from state or federal assistance programs or activities are ineligible for this program.

Additionally, during the application process, Applicants must disclose information about any and all proceedings involving the entity, its principles, or employees that are ongoing or reached final disposition within the most recent 10-years that:

1. Is or was in connection with the award or performance of a grant, cooperative agreement, or procurement Award Agreement from the State of Nebraska or the Federal Government; or
2. Is one of the following:
 - a. A criminal proceeding that resulted in a conviction under verdict or plea;
 - b. A civil proceeding that resulted in a finding of fault and liability and payment of a monetary fine, penalty, reimbursement, restitution, or damages;
 - c. An administrative proceeding that resulted in a finding of fault and liability and your payment of a fine, penalty, reimbursement, restitution, or damages;
 - d. A bankruptcy proceeding; or
 - e. Any other criminal, civil, or administrative proceeding if:
 - (i) It could have led to an outcome described in paragraph 2(a)-(c) of this subsection;
 - (ii) It had a different disposition arrived at by consent or compromise with or without an acknowledgment of fault on your part; and
 - (iii) This requirement to disclose information about the proceeding does not conflict with applicable laws and regulations.

Failure to disclose may result in Applicant being determined ineligible for this program.

4.1.2 Acknowledgement of Terms and Conditions for State Grants

Recipient must attest to DED in the grant application and award agreement that funds will only be utilized for activities allowed under the state grant.

The Recipient must acknowledge and will agree to in the grant application and award agreement that funding for any activities performed by the Recipient determined to be unallowable by DED, State Oversight Monitors, or Auditors must be returned to the DED.

4.2 Application Submission

Applications are submitted electronically through DED's Grant Management System, AmpliFund, at any time after the application live date and on or before the application close date.

4.2.1 Documentation Required for Application – Content & Forms

To successfully apply, you will need to complete all required fields and sections of the application. Applicants may access the application portal on the program webpage – <https://opportunity.nebraska.gov/programs/business/shovel-ready-grants/>

Applications will have the following sections:

- Opportunity Details
- Project Information
- Forms
- Budget

Applicants must provide the following, as applicable:

- Current copy of Articles of Incorporation
- Current copy of By-Laws
- Nebraska Secretary of State - Certificate of Good Standing
- Evidence of Board Approval for grant request
- Letter from IRS of 501(c) designation
- 2020-2022 IRS Form 990
- 2020-2022 Income Statements, Cash Flow, and Balance Statements
- Match Ledger

4.2.2 Timely Receipt Requirements and Proof of Timely Submission

Applications must be submitted by the Application Deadline indicated in Section 2.1. Applications must be completed via DED's Grants Management System (GMS), AmpliFund, and must fully comply with all requirements within the time period specified. Applications that do not include all the documentation or attachments required or have not been fully completed, will not be considered. At its discretion, DED may request supplemental materials from Applicants. Please utilize links and other information found in Section 8 of this document to assist with your application submission.

4.3 Conflicts of Interest in the Management of Awards

Recipient must disclose to the DED any financial conflicts of interest that arise and are required to be managed during the life of the award. Such a conflict of interest would arise when the employee of Recipient or any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in or a tangible personal benefit from a firm considered for an Award Agreement. Recipient employees may neither solicit nor accept gratuities, favors, or anything of monetary value from the Award Agreement or be parties to Award Agreement.

5 Award Administration

5.1 Notice of Award

DED issues written Notices of Award (NOA) to Recipients of an award. The NOA will outline the anticipated grant amount. These funds will be reserved for the potential Recipient until the grant agreement is signed by both DED and the Recipient or until such time it is determined that a grant agreement cannot be entered between Recipient and DED.

5.2 Grant Agreement Terms and Conditions

Following DED's NOA, DED issues an electronic copy of the Shovel-Ready Award Agreement via DocuSign. The Shovel-Ready Award Agreement is entered into between DED and the Recipient. If the Recipient is an organization or other legal entity, an authorized representative of the Recipient must sign the Award Agreement.

The Recipient must review, sign, date, and return the agreement via DocuSign to accept Shovel-Ready Award. DED signs the Award Agreement after it is signed by the Recipient. Once all parties have signed the agreement, the Recipient will be required to provide the State of Nebraska W-9 and ACH Enrollment [Form](#) (via AmpliFund).

Unless otherwise directed, the executed agreement and any special conditions will be available within the GMS, under Tools > Documents > Public.

Recipient must attest to DED in the grant application and award agreement that funds will only be utilized for activities allowed under the state grant program. Projects must begin or resume by June 30, 2025.

The Recipient must acknowledge and will agree to in the grant application and agreement that any activities performed by the Recipient determined to be unallowable by DED, or State Oversight Monitors or Auditors must be returned to the DED for utilization on other allowable activities.

5.3 Award Disbursement

Following DED's issuance of the Notice of Conditional Award, the Recipient will be required to submit a Project Timeline. Once received, DED will review the document(s) and notify the Recipient within thirty (30) days of receipt whether DED has any questions regarding the timeline or award budget. Recipient will then have an opportunity to respond to the follow up questions. Once Project Timeline and Award Budget in AmpliFund have been approved and the Award Agreement is fully executed, the DED will notify the Recipient that they may submit the First Payment Request. As a best practice, the Recipient should submit the First Payment Request, no later than 90 days following approval of Award Budget, using the GMS for an advance payment for 50% of the total awarded amount, as pre-determined by your Award Agreement.

Recipients may request a second cash advance payment (a "bridge payment" request) one year after the initial advance payment of fifty percent (50%) was distributed to them by DED. The bridge payment request will be submitted by the Recipient using DED's GMS for twenty-five percent (25%) of their total award amount.

DED will require capital project expense and related documentation at the time of the bridge payment request. The Recipient must be current and in full compliance with all reporting and program requirements prior to approval of the bridge payment.

DED will require capital project expense and related documentation at the time of the bridge payment request. The nonprofit organization must be in full compliance with all quarterly reporting and other program requirements prior to approval of the bridge payment. If the Recipient does not request a bridge payment, the terms of their original contract remain unchanged.

Assuming the Recipient meets the terms of the Award Agreement, any remaining grant funds will be paid out as a reimbursement upon demonstrated completion of the approved capital project.

Expenses will be tracked against the Recipient's budget line items in AmpliFund. Proof of payment and supporting documentation must be included for each expense. Upon completion of its capital project, the Recipient will compile all expenses into a Reimbursement Payment Request, which will be submitted to DED for approval via AmpliFund. DED may reject the payment request and require resubmission if documentation is incomplete, funds are requested for ineligible costs, match contribution is not sufficient, or other issues are identified.

Upon DED's approval of the Reimbursement Payment Request, DED will disburse remaining grant funds up to the amount detailed in the reimbursement documentation. Funds are transferred electronically to the account designated on the State of Nebraska ACH Enrollment Form. If an email address was provided on the State of Nebraska ACH Enrollment Form, it will be notified once the payment has been processed.

Recipients can find detailed instructions for how to submit payment requests in the technical assistance user guides and other information found in Section 7 of this document. Payment of the reimbursement is subject to the Recipient's submission of supporting documentation and proof of payments for review and approval by DED.

"Supporting documentation" includes receipts, invoices, timesheets, etc., with sufficient information to demonstrate the amount of the cost and the allowability, applicability, and reasonableness of the cost.

"Proof of Payment" means canceled checks, bank statements, confirmation of wire or automated clearing house transfer, or similar documentation which provides substantiating evidence that payment has been made as claimed.

The timing of the final disbursement request depends on the Recipient's ability to document the expenditure of funds as required in the agreement but should be submitted to DED on or before the end of the contract term.

6 Post-Award Management and Implementation

6.1 Financial Management

Recipients are required to properly manage their financial resources. DED requires that Recipients maintain a financial management framework that allows for the appropriate recording and reporting of the receipt and expenditures of grant funds in accordance with all Nebraska state laws. A financial management system includes maintaining records that document compliance with state statutes, regulations, and the terms and conditions of the Award Agreement, data must be sufficient to permit the preparation of reports required by general and program-specific terms and conditions, and the tracing of funds to a level of expenditures adequate to establish that such funds have been used according to the state statutes, regulations, and the terms and conditions of the Award Agreement.

6.2 Internal Controls

Recipient must establish and maintain effective internal controls over the state award that provides reasonable assurance that the Recipient is managing the award in compliance with state statutes, regulations, and the terms and conditions of the Award Agreement, including but not limited to, taking prompt action when instances of noncompliance are identified including noncompliance identified in audit findings and taking reasonable measures to safeguard protected personally identifiable information and other information DED or Recipient designates as sensitive consistent with applicable state and local regarding privacy and responsibility over confidentiality.

6.3 Matching

Cash matching includes cash spent for project-related costs. Cash match may be funds from the applicant organization's own funds (general revenue), cash donations from non-federal/state third parties (nonprofits), or by other grants. Cash match must be related to the project for which the grant funds will be used. In-kind contributions will not be recognized as qualified matching funds for the purposes of this grant program. In-kind matching includes non-cash contributions provided by a third-party to support the project work including, but not limited to, supplies, real property and equipment.

The full cash match must be secured by payment or written pledge by December 31, 2024. Recipient must maintain records that clearly show the source, amount, and when the funds were contributed.

6.4 Insurance

The Recipient will be required to maintain insurance, at its own expense, and provide a Certificate of Insurance. Insurance coverage requirements will be set by DED and based off the scope of the Recipient's grant program.

6.5 Conflict of Interest

No officer, employee, or agent of the Recipient will participate in the selection, or the award or administration of an Award Agreement supported by the grant if a conflict of interest, real or perceived, would be involved. Such a conflict would arise when the officer, employee, or agent; any member of the immediate family of the officer, employee, or agent; any partner of the officer, employee, or agent; or any organization which employs or is about to employ any of the above has a financial or other interest in the firm selected for award.

Recipient's officers, employees, or agents will neither solicit nor accept gratuities, favors, or anything of monetary value from Award Agreement or, potential Award Agreement, or parties to sub-agreements during office tenure or for one year after the closeout of any project financed with the grant funds. This stipulation must be included in all other Award Agreements and sub-agreements related to projects financed with grant funds.

In the event a prohibited conflict of interest arises, the Recipient must immediately inform DED. Upon written request, exceptions may be granted by the DED on a case-by-case basis when it is determined that such an exception will serve

to further the purposes of the Program.

6.6 Registration Requirements

The Recipient must be authorized to transact business in the State of Nebraska and are expected to comply with all Nebraska Secretary of State and Department of Revenue registration requirements, including any registration requirements pertaining to types of business entities (e.g., person, partnership, foreign/domestic limited liability company, association, or foreign/domestic corporation). Construction agreements are expected to meet all applicable requirements of the Nebraska Award Agreement or Registration Act and provide a current, valid certificate of registration to the Recipient for the Recipient's records.

Upon request, the Recipient must submit copies of written agreements executed by the Recipient relating to any projects financed with grant funds.

6.7 Cost Principles

Recipients must assume responsibilities for administering state funds in a manner consistent with underlying agreements, program objectives, and the terms and conditions of the state awards. Costs pertaining to the state award should be allowable, allocable, and reasonable and treated consistently.

A cost is allowable if it is permitted as a cost within general state regulations and/or the terms of the Award Agreement. Costs expressly unallowable or mutually agreed to be unallowable should be identified and excluded from any billing, claim, invoice, or proposal related to the Award Agreement. Inclusion of an unallowable cost in an invoice does not make the cost allowable. Adding a justification to an unallowable cost in an invoice also does not make the cost allowable.

A cost is allocable to a particular Award Agreement if the goods or services involved can be directly charged to the Award Agreement based on the benefit provided.

A cost is considered reasonable if the nature of the goods or services, and the price paid for the goods or services, reflects the action that a prudent person would have taken given the prevailing circumstances at the time the decision to incur the cost was made.

A cost is treated consistently when all costs are incurred for the same purpose and in like circumstances are treated uniformly either as direct costs or as indirect costs.

6.8 Records Retention and Access

Recipient must maintain records and financial documents for five years after all funds have been expended or returned. Wherever practicable, such records should be collected, transmitted, and stored in open and machine-readable formats. Recipient must agree to provide or make available such records to the State of Nebraska, or the Nebraska Department of Economic Development.

6.9 Noncompliance Termination

If DED determines that the Recipient materially fails to comply with any term of this grant agreement, whether stated in a state statute or regulation, an assurance, in a state plan or application, a notice of award, or any other applicable requirement, DED, in its sole discretion may take actions including:

1. Temporarily withholding payments pending correction of the deficiency or more severe enforcement action by DED;
2. Disallowing or denying use of funds for all or part of the cost of the activity or action not in compliance;
3. Disallowing claims for reimbursement;
4. Wholly or partially suspending or terminating this grant;
5. Requiring return or offset of previous reimbursements;
6. Prohibiting the Recipient from applying for or receiving additional funds for other grant programs administered by DED until repayment to DED is made and any other compliance or audit finding is

- satisfactorily resolved;
7. Reducing the grant award maximum liability of DED;
 8. Terminating this Grant Agreement;
 9. Imposing a corrective action plan;
 10. Withholding further awards; or
 11. Taking other remedies or appropriate actions.

The Recipient's costs resulting from obligations incurred during a suspension or after termination of this grant are not allowable unless DED expressly authorizes them in the notice of suspension or termination or subsequently. DED, at its sole discretion, may impose sanctions without first requiring a corrective action plan.

6.10 Reporting

6.10.1 Financial Reporting Requirements

All Recipients must submit financial reports as required by the Shovel-Ready Award Agreement. Expenditures may be reported on a cash or accrual basis as long as the methodology is disclosed and consistently applied.

6.10.2 Program Performance Reporting Requirements

All Recipients must complete and submit performance reports as required by the Shovel Ready 2023 Grant Program Award Agreement.

6.11 Financial Review

The Recipient will be required to provide project and financial updates on their performance as outlined in the contract. At the request of the Department, the Recipient shall submit to desktop reviews, a procedures review, an annual audit, and quarterly on-site visits.

6.12 Department of Economic Development Monitoring and Reporting

DED is entrusted with the responsibility for the management, disbursement, and accountability of the Shovel-Ready Capital Recovery and Investment Act Grant Program. This responsibility extends to managing risks associated with the grants management process to facilitate efficient operation and compliance with regulatory and programmatic requirements. Monitoring and reporting are critical. DED must have up-to-date information on awards, and it is equally important for Recipients to meet performance goals and ensure compliance with applicable rules and regulations.

Recipient will:

- Be responsible for oversight of the operations of the state award-supported activities;
- Monitor its activities performed under the state award to ensure compliance with applicable state requirements and performance expectations are being achieved. Monitoring will cover each program, function and activity;
- Submit performance report for each open project to DED within 15 days of the reporting period end date, which will include, but not be limited to, the following:
 - Information indicated in the Performance Report section above;
 - Comparison of actual accomplishments to the objectives of the state award established for the period. Where the accomplishments of the state award can be quantified, a computation of the cost.
 - The reason for not meeting established goals, if appropriate; and
 - Additional pertinent information including, when appropriate, analysis and explanation of cost overruns or high cost units;
- Inform DED if the following occur between performance reporting dates:
 - Problems, delays, or adverse conditions which will materially impair the ability to meet the objective of the state award. This disclosure must include a statement of the action taken, or contemplated, and assistance needed to resolve the situation and;
 - Favorable developments which enable meeting time schedules and objectives sooner or at less cost than anticipated or producing more or different beneficial results than originally planned; and
 - Submit annual audit to DED, as indicated above.

7 Technical Assistance for Using the GMS

To administer this program, DED uses its Grants Management System (GMS) known as AmpliFund. Applications will be submitted, and awards will be managed through the GMS.

7.1 DED Help Portal

User guides about DED’s specific business processes for accessing and using the GMS to apply and facilitate the grant are available on DED’s website, <http://opportunity.nebraska.gov/amplifund/>. The help portal is organized by topic. You can enter key words into the search bar to find specific articles.



7.1.1 Application User Guides

For instructions on registering to apply, please see **User Management** (<https://dednebraska.zendesk.com/hc/en-us/categories/7865709789851-User-Management>).

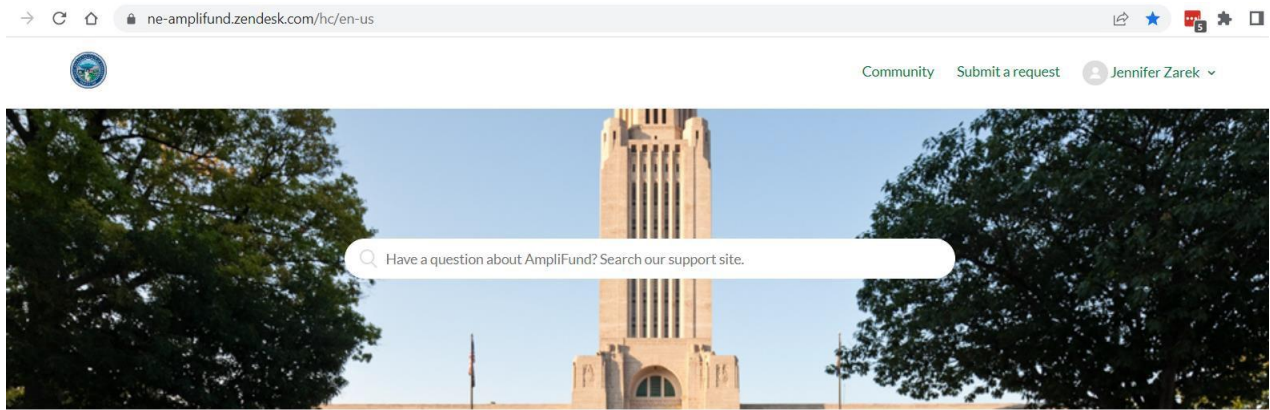
For instructions on applying through the GMS, please see **How to Apply** (<https://dednebraska.zendesk.com/hc/en-us/categories/7542920001051-How-to-Apply>).

7.1.2 Award User Guides

For initial instructions on managing your award, please see **Getting Started with your Award** (<https://dednebraska.zendesk.com/hc/en-us/categories/7865773985307-Getting-Started-with-your-Award>). Other post-award user guides can be found by topic, such as Payment Requests or Amendments.

7.2 GMS Help Portal

For user guides about using AmpliFund, please visit <https://ne-amplifund.zendesk.com>. This help portal will help you learn how to use the system, navigate the system, and more.



7.3 Customer Support

If you need help using the GMS to apply or manage your award, you can reach out to customer support in three different ways:

1. Call toll-free 1 (844) 735-0239
 - a. Available from 7:00am-7:00pm CDT
2. Online chat
 - a. Available from 8:00am-4:00pm CDT



3. Email support@ne-amplifund.zendesk.com

Record of Change

Find the Version identifier on the cover page of this document. Summary of Changes includes a brief description of the revisions.

Version	Date	Summary of Changes
1.0	07/2023	1. Initial Program Version: Shovel-Ready Program 2023
1.1	03/2024	1. Section 5.3 (Optional Bridge Payment Advance information added) 2. Use of terms "Beneficiary/Beneficiaries" changed to "Recipient/Recipients" throughout
1.2	02/2025	1. Section 5.3: Bridge payment information updated