



NIH Electronic Submission of Grant Applications Program Office of Extramural Research

Service Provider Questionnaire

Company Click Commerce, Inc. | Research and Healthcare
Product eResearch Portal Solution Software

1. Briefly describe your product/service.

Click Commerce's eResearch Portal Solution Software saves time and improves accuracy by optimizing an organization's existing pre-award and post-award processes with configurable, easy-to-use software. Proposal routing time is reduced to zero, nothing is misplaced during processing, and team members across organizations can check proposal status at any time. Click's eResearch Portal Grants solution operates with Click's SF424 eSubmission solution for federally mandated electronic submission through Grants.gov. Click's eSubmission forms library has been engineered to provide secure, program office or institution-wide access to SF424 tools—including ongoing updates—for creating complete, accurate applications with the best probability of acceptance through electronic federal gateways. Click systems support multiple browsers on both PC and Mac clients.

2. Concisely list specific benefits of your product or service.

eResearch Portal Solution for Grants and Contracts:

Support for legacy systems and processes

- Configurable to the exact needs of each institution
- Supports all current web browsers and platforms
- Integrates easily with other administrative systems and single sign-on solutions

Shorter preparation times, increased accuracy

- Allows grants management staff and researchers to monitor the status of electronic Grants.gov submissions
- Clarifies tasks with an intuitive user interface and progressive disclosure of information based on responses to question sequences
- Speeds proposal development by eliminating duplicate data entry: pre-populates information such as biosketch PDFs, previous research summaries, human and animal research information from the IRB or IACUC modules, and other institutional and organizational routing information.
- Sends automated email notifications and reminders.
- Provides full error checking to catch missing fields, incorrect values and text-limited fields

Secure collaboration

- Allows researchers and grants management personnel at each institution—together with all external stakeholders—to collaborate on proposals
- Provides a flexible extranet security mechanism, allowing content to be secured via role, organization, IP Address, or individual user account.
- Offers a fully configurable workflow system capable of routing applications through multi-step review cycles in serial or parallel
- Enables digital signatures and complete proposal audit and change logs capable of tracking field level changes over time, including a complete history of who did what and when

Reporting and post-award Grants management support

- Features a user friendly reporting system able to query any field on a grant or research proposal; reports can then be published to specific audiences or exported to Excel format
- Boasts a full document management system including support for server side PDF and MS Word Document generation as well as automatic conversion of Word and HTML documents to PDF format
- Provides post-award grants management support, including budget reconciliation and financial analysis
- Allows FOA feeds from Grants.gov

eResearch Portal Solution for SF424 eSubmission:

- Operates standalone or integrated tightly to the eResearch Portal Solution for Grants to support online budget creation
- Provides the same secure collaboration, simplified data entry, and error checking as eResearch Portal Solution for Grants
- Includes complete set of SF424 Research and Related (R&R) forms for submissions to NIH and to the National Science Foundation (NSF); updates for other agencies also included
- Links to Grants.gov to provide timely updates of Funding Opportunity Announcements (FOAs) with easy system finder access
- Optionally routes reviews for sign-off according to your institution's own policies
- Enables PDF application generation, allowing you to view completed SF424 as the agency would
- Makes status of eSubmissions available as processed by Grants.gov

3. Describe the type of customers you service (e.g., individuals, small businesses, small institutions, mid-large institutions, foreign institutions).

Click Commerce Research and Healthcare customers include many of the leading academic medical centers and healthcare research institutions in North America.

- 4. What types of electronic applications can be submitted through your product/service (e.g., all NIH grant programs that allow electronic submission through Grants.gov, all NIH grant programs except X, all grant programs submitted through Grants.gov and processed by eRA Commons including NIH partners, all grant programs offered through Grants.gov)?**

Click's eResearch Portal Solution Software supports all NIH and NSF opportunities. The product also includes forms supporting opportunities from DoE, Air Force, Army, DoD, FDA, CDC and DoC. Click customers receive on-going support for new forms as part of their maintenance agreements.

- 5. Do you offer any special services to assist small businesses/institutions or foreign applicants through the submission process (e.g., staff that can provide assistance traversing the registration and/or submission process, special hours of support or support channels for foreign applicants, support in languages other than English, special process for applicants with limited Internet connectivity)?**

Click's eResearch Portal Solution Software is typically configured jointly by Click and the support staff at each institution. As such, it's the responsibility of the institution's staff to provide support to researchers using the system. Click Commerce does not offer services to assist small institutions with direct submissions.

- 6. What is the lead time needed to implement your solution?**

Depending on organizational complexity, 4 to 8 months.

- 7. Describe your cost strategy (e.g., flat fee per application, negotiated based on volume and/or services selected).**

Perpetual license fee with service fees for configuration and annual support (including forms updates).
