NIH eRA eXchange Partnership Program
Service Provider Questionnaire

Solution Name: **GrantSlam**

Company Name: **Cayuse Software**

1. What is the name of the solution you developed to help grantees submit electronic applications to the NIH?

GrantSlam

2a. Is your solution a product or is it a service that can be purchased by an institution?

Product—with either a small service fee for handling the electronic submission on behalf of the institution or expanded customer support.

2b. If a product, do you offer site licenses, concurrent user licenses, desktop licenses or other pricing mechanisms?

We offer all of the above. We also have a "provider package," whereby an institution can acquire our server software and provide service intramurally.

2c. If a service, describe your service contracts?

N/A

3a. If your solution is a product, is it an enhancement to an existing product?

Yes. GrantSlam is an evolving product, used successfully by many for more than ten years.

3b. If yes, is it necessary to purchase the entire package?

Yes, so that the grantee will have everything needed to prepare and submit the proposal. Volume discounts are available.

4. If your e-application solution is a service, do you offer other related services? If so, describe the services and their associated costs.

N/A

5. Is your solution appropriate for small, medium, and/or large institutions? (Small=<50 applications submitted per year; medium=50–200 applications submitted per year; large=>200 applications submitted each year.)

Our solution is scalable from one user, working on his/her own laptop, to any size institution.

6. Does your solution require the purchase of hardware?

No.

7a. Do you provide customer support?

Yes, and we are repeatedly praised for the quality of what we provide.

7b. If so, when is this service available?

Service is available from 7:00 a.m.–3:00 p.m. PST, and from 7:00 a.m.–5:00 p.m. starting 3 days before and including each e-submission deadline.

7c. How many concurrent calls can you handle?

Currently configured for four calls during pilots; expandable according to demand.

7d. Describe the skills of your customer support team.

We are former research administrators, researchers, and experienced software people. We have significant domain knowledge and have been providing customer support to researchers and administrators for more than ten years.

7e. How do you charge for customer support?

$72/year. Volume and multi-year discounts are available.

8. What operating systems/platforms are compatible with your solution? Is there a requirement for a specific database system?

Currently Windows and Mac OS X, with electronic submission from a Windows box only. Enterprise installations currently require FileMaker Pro Server. Our next version is under development and will require an SQL-compliant relational database with JDBC support. It will run on Windows or Linux servers.

9a. Explain how the institution supplies you with grant application data and attachments. (Through downloadable forms? Through a Web interface? Through PDF files? Through system-to-system data streams?)

At the Institution, the forms are completed in GrantSlam and the science is written. When ready to submit, GrantSlam quickly extracts the data, produces the PDFs, and combines them for secure transmission to NIH. The resulting package is only transiently with us, en route to the NIH. Our approach is to place the power and the data in the hands of the Institution.

9b. How many users can submit proposals concurrently?

There is no built-in limit. Response time may slow somewhat as the number of concurrent proposals increases. As volume increases, we will add capacity.

9c. Will the institution be able to capture the data transmitted to the NIH? If so, how?

With GrantSlam, nearly all the data would already be on their system. Furthermore, (1) we will provide a service for them to acquire the data from our server and (2) they can become their own provider by using a copy of our server. Contact us for a fuller

explanation or demo.

10a. Did you take part in any of the NIH eRA CGAP pilots?

Yes, all of them.

10b. If so, provide contact information for at least one participating client.

Mr. Bob Beattie, University of Michigan, beattie@umich.edu, 734-936-1283

Dr. Galen Kaufman, UTMB–Galveston, gdkaufma@utmb.edu, 409-772-2721

---

11. Do you offer free trials?

Yes. See www.cayuse.com/esub.htm or give us a call.

---

12. Provide contact information for a specific company representative who can respond to institution inquiries.

Ben Priest, brp@Cayuse.com, 503-297-2108 x202

---

13. Do you have plans for enhancing and/or expanding your product or service? What are they?

As NIH accepts more types of proposals electronically and as Grants.gov comes on line, GrantSlam will meet those opportunities. We also have significant product upgrades under development. Call or write for details.

---

14. Briefly describe the background of your organization.

For more than ten years, Cayuse has been dedicated to facilitating proposal preparation and submission; electronic submission is the logical extension of our efforts. We maintain frequent contact with the Federal Demonstration Project (FDP), Commons Working Group (CWG), Society of Research Administrators (SRA) and the National Council of University Research Administrators (NCURA).