NIH eRA eXchange Partnership Program
Service Provider Questionnaire

Solution Name: **Formatta Egrants Server**

Company Name: **Formatta Corporation**

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

Formatta Egrants Server

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

Our solution is both a product and a service. Institutions can license and install the product at one of their locations, or use Formatta's online service.

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

Institutional site license.

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

No service contract is required for our accessing the online service version of Formatta Egrants Server, we simply charge a fee for each successfully submitted application.

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

Yes, Formatta Egrants Server is an extension of Formatta Server.

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

No, purchasing a license for Formatta Egrants Server includes a license for any required Formatta Server components. Additional Formatta Server products are available at an additional cost.

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

No.

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.)

The solution is appropriate for all institutions.

6. Does your solution require the purchase of hardware?

No. Specialized or dedicated hardware is not required. A basic server configuration and Internet access are sufficient.

7a. Do you provide customer support?

Yes.

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

Monday through Friday 9:00 a.m.–5:00 p.m. EST.

7c. How many concurrent calls can you handle?

Ten (10).

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

Formatta's technical support team provides support for installation, maintenance and operation of Egrants Server; Filler and Designer installation and maintenance; Server installation, configuration and maintenance; and integration with database structures.

7e. How do you charge for customer support?

Free customer support is included with the service. A customer support package is included in a site licence. Addition support is charged on a per incident basis.

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

Formatta Egrants Server runs on Windows, Solaris, Unix and Linux platforms and is compatible with Oracle, SQL Server and MySQL databases. Formatta Filler runs on Windows 95 and higher. Mac OS X and Linux support is scheduled for Q4 05.

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?)

Egrants Server is a Web interface with downloadable eforms. Institution personnel log into the Web interface to generate an application and download the pre-filled eform version of the application form. Once completed, the eform and attachments are then uploaded into the Web interface for validation and transmission to NIH.

9b. How many users can submit proposals concurrently?

Formatta Egrants Server can handle multiple users concurrently, but the exact number will vary depending on the user's server and network as well as on NIH's server and the amount of current network traffic.

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

Yes, the institution will be able to save the completed application (forms, data, and attachments) prior to submitting it to the NIH. This data will be stored in the Egrants Server database. Users can also save the form to their local PC.

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

Yes, we took part in the last eight pilots.

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

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11. Do you offer free trials?

Yes, Formatta Egrants Server has a free trial period.

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

Joseph Goyette

Toll-free: 888-993-6767 ext. 2214

Email: goyette@formatta.com

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

Formatta is continuously enhancing its products. We plan on supporting submission to other agencies, via the Grants.gov interface.

14. Briefly describe the background of your organization.

Formatta Corporation is a leading eforms company specializing in electronic forms automation for government agencies and the private sector. Formatta is expanding its product line to incorporate electronic grant application submission.