

NIH eRA eXchange Partnership Program

Service Provider Questionnaire

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| Solution Name: | ERGO |
| Organization Name: | University of Texas Southwestern Medical Center |

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| <i>1. What is the name of the solution you developed to help grantees submit electronic applications to the NIH?</i> |
| ERGO (Electronic Research Grant Organizer) |

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| <i>2a. Is your solution a product or is it a service that can be purchased by an institution?</i> |
| <p>ERGO is a Web-based system that allows forms and/or grants to be submitted electronically through institutional processes and to outside agencies.</p> <ul style="list-style-type: none"> • Automatically pre-populates known information about faculty into forms /grants. • Electronically routes forms/grants through institutional process (extensible workflow engine). • Supports real-time tracking, audit capabilities, and secure storage of all information in a relational database. • Enables the printing of forms/grants in their institutional paper format, but paper is no longer required. |
| <i>2b. If a product, do you offer site licenses, concurrent user licenses, desktop licenses or other pricing mechanisms?</i> |
| N/A. ERGO was designed to help faculty at The University of Texas Southwestern Medical Center at Dallas submit grants and forms electronically to appropriate parties. |
| <i>2c. If a service, describe your service contracts?</i> |
| N/A |

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| <i>3a. If your solution is a product, is it an enhancement to an existing product?</i> |
| Yes, we plan to extend our institutional form/grants management system called ERGO to meet NIH requirements for electronic submission. |
| <i>3b. If yes, is it necessary to purchase the entire package?</i> |
| N/A |

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| 4. <i>If your e-application solution is a service, do you offer other related services? If so, describe the services and their associated costs.</i> |
| N/A |
| 5. <i>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.)</i> |
| Large (900+) |
| 6. <i>Does your solution require the purchase of hardware?</i> |
| The database and a Java application server currently run on a Windows server. However, the application is built on the J2EE platform, which is hardware independent. |
| 7a. <i>Do you provide customer support?</i> |
| Yes. |
| 7b. <i>If so, when is this service available?</i> |
| Currently available only to UT Southwestern Medical Center personnel. |
| 7c. <i>How many concurrent calls can you handle?</i> |
| N/A |
| 7d. <i>Describe the skills of your customer support team.</i> |
| N/A |
| 7e. <i>How do you charge for customer support?</i> |
| N/A |
| 8. <i>What operating systems/platforms are compatible with your solution? Is there a requirement for a specific database system?</i> |
| Server Support: All server technology currently runs on Windows servers. However, the application is built on the J2EE platform, which is hardware independent. Client Support: Macintosh operating systems using Internet Explorer (IE) or Netscape browsers and Windows operating systems using IE browser. |
| 9a. <i>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?)</i> |
| All the above. We use all the above methods to fill out portions of grants. |
| 9b. <i>How many users can submit proposals concurrently?</i> |
| No limit. Hardware must be scaled to meet predicted demand. |

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

Yes, information is stored in a relational database and can be extracted in various formats (e.g., XML, SOAP, file delimited) for institutional purposes.

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

No. We plan on becoming certified by the Oct. and/or Nov. pilots.

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

N/A

11. Do you offer free trials?

Not at this time.

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

Shane Closser: Shane.closser@utsouthwestern.edu (ERGO Lead)

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

Yes. This product is being enhanced daily. We are working with executive management, faculty, granting agencies, and our Research Administration department to add new features that encourage and facilitate the submission of grants.

14. Briefly describe the background of your organization.

Our three institutions train more than 3,520 students, residents and postdoctoral fellows each year. Our biomedical research advances are a result of more than 2,000 research projects annually totaling more than \$298 million. Southwestern Medical Center physicians conduct more than 2 million outpatient visits and treat thousands in our affiliated hospitals.