

# NIH eRA eXchange Partnership Program

## Service Provider Questionnaire

**Solution Name:** Proposal Development  
**Company Name:** InfoEd International, Inc.

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

**Proposal Development**

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

**InfoEd offers Proposal Development as a licensed product that can be deployed at a customer site, or as a subscription service hosted on InfoEd's own systems.**

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

**Site licenses or annual subscription service.**

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

**Customers can get the full functionality of the licensed product through InfoEd's subscription service without the upfront license cost and none of the hassles of maintaining the necessary hardware. The subscription service is the perfect arrangement for smaller institutions looking for 'plug-and-play' eRA. Customer support is included with the annual subscription along with InfoEd product upgrades. InfoEd's Proposal Tracking module, for managing grants concept-to-closeout, is a prerequisite for deploying Proposal Development. InfoEd also has related products for Sponsored Funds Management and Time and Effort Tracking.**

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

**Electronic submissions to NIH are now a built-in feature of an existing InfoEd product. InfoEd's Proposal Development module provides an institution with a single electronic system for preparing, reviewing and submitting grant applications that supports both sponsor requirements and internal organizational requirements. In addition to direct electronic submissions to NIH, the module supports submissions to all other major Federal sponsors and includes a tool for building additional templates for non-Federal sponsors.**

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

**InfoEd's Proposal Tracking module, for managing grants concept-to-closeout, is a prerequisite for deploying Proposal Development. InfoEd also has related products for Sponsored Funds Management and Time and Effort Tracking.**

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

All of InfoEd's software modules are available through an annual subscription as an alternative to a site license. Note: InfoEd's Proposal Tracking module, for managing grants concept-to-closeout, is a pre-requisite for deploying Proposal Development. InfoEd also has related products for Sponsored Funds Management and Time and Effort Tracking. Beyond grants management, InfoEd also has solutions for Human Studies, Animals Studies, Environmental Safety, and Tech Transfer.

*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.)*

By providing both licensing and subscription pricing models, InfoEd endeavors to make its solutions available to institutions of all sizes. Site License pricing is based on research volume so smaller institutions are not obliged to pay the same amount that the larger institutions pay.

*6. Does your solution require the purchase of hardware?*

InfoEd provides hosted subscription access to its products. In this model, InfoEd supplies all of the hardware and technical support. For larger institutions that prefer to host the systems and data locally, InfoEd makes site licenses available.

*7a. Do you provide customer support?*

Yes. InfoEd is the largest software company focused on serving the research administration arena. The company has an entire Support department. A support person is assigned to every account.

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

8 a.m.–8 p.m. Eastern Time, for routine product issues. There is 24-hour, 7 day/week tech support for any operating system and hardware issues.

*7c. How many concurrent calls can you handle?*

No threshold. Customers designate primary InfoEd contacts at their institution, which centralizes communications, eliminating redundant communications.

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

InfoEd's Support department is filled with responsive and professional staff with many years of experience in research administration and/or in software systems.

*7e. How do you charge for customer support?*

Each product includes one year of Support from the 'go live' date. Licensee's subsequently pay annual Maintenance to continue Support. Support is included in the annual subscription price for hosted customers.

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

InfoEd provides the systems infrastructure for subscription customers. For larger institutions looking to license the systems and deploy them locally at their own site, InfoEd supports both Microsoft SQL Server and Oracle databases. The application server requires Windows 2000/2003. Detailed system requirements are provided to customers.

*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?)*

Grant application data can be collected through the interface, through uploaded documents, and system-to-system data streams. InfoEd's comprehensive and flexible system accommodates both an institution's unique requirements/work-flow as well as the unique process an investigator might follow in completing/submitting any given proposal. The Proposal Development tool supports collaborative, multi-session preparation and does not impose workflow or data entry constraints on the users.

*9b. How many users can submit proposals concurrently?*

No limit. InfoEd's software is scalable to support the activity of the largest research institutions.

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

Yes. InfoEd's products are institution-centric. Beyond fulfilling sponsor application rules, their primary mission is to fulfill the internal data requirements and enforce internal business rules. The scope and capabilities far exceed that which would be necessary for purely NIH submissions.

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

Yes. InfoEd was a participant in the NIH eRA CGAP pilot. InfoEd may have been the first company to successfully submit live RO1s to the NIH. These submissions were on behalf of investigators at University of Connecticut Health Center; University of Illinois, Urbana; University of Miami; and Virginia Commonwealth University. Most recently, InfoEd successfully made a submission on behalf of investigators at the University of California, Los Angeles.

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

**Richard Valenzuela**  
CIO for Research Services  
University of California, Los Angeles

***11. Do you offer free trials?***

**Unlimited free demonstrations. Hands-on trials can be arranged.**

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

**Dave Duggal, 800-727-6427, [dduggal@infoed.org](mailto:dduggal@infoed.org)**

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

**InfoEd has been continually enhancing and expanding its products since its first software release in 1991. Since software upgrades are included with Support, InfoEd customers uniquely see their systems appreciate over time as they grow to reflect evolving technology and industry requirements.**

***14. Briefly describe the background of your organization.***

**InfoEd was created 13 years ago by its Founder and still president Ed Johnson. Ed has nearly 30 years' experience in Research Administration and in systems used in support of Research Administration. InfoEd has grown to a company of nearly 50 staff and is the leading provider of software solutions for managing research programs. The company's products are in use at more than 500 institutions worldwide including many renowned medical centers, universities, institutes and corporations. InfoEd's comprehensive software suite of twenty software modules covers four major areas of research administration: pre- and post-award sponsored programs; protocol compliance; clinical trials; and tech transfer. InfoEd software reduces the administrative burden by transforming inefficient manual processes into streamlined electronic processes. As a result, the InfoEd modules improve customer service for researchers, workflow for administrators and decision support for senior officials. Though the modules can function independently, they are fully integrated and can be accessed through a single, centralized research portal. When used in conjunction with each other, the products enable seamless data sharing and communications between administrative offices. InfoEd's 'faculty friendly' Web-browser based interface facilitates researcher participation and allows centralized management of remote sites and users.**

**For more information, visit [www.infoed.org](http://www.infoed.org), or call 1-800-727-6427.**