

NIH eRA eXchange Partnership Program Service Provider Questionnaire

Solution Name: GAMS and ManageGrants.com
Company Name: ERA Software Systems, Inc.

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

1a. GAMS (Grant Application and Management System)

1b. managegrants.com

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

1a—GAMS is a product

1b—managegrants.com is a service

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

GAMS, the product, is offered as a site license.

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

Managegrants.com is a monthly usage charge based on the total number of proposals submitted in a 12-month period. This is a very nominal monthly charge for institutions submitting fewer than 50 proposals per year.

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

Yes, GAMS is now XML-compliant.

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

GAMS can be purchased as individual stand-alone modules (proposal development, award management, billing/accounts receivable) or as an entire package.

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 other services are offered at this time.

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.)

Yes, both products are appropriate for all institutions, but we believe the service is most appropriate for small and medium research institutions. GAMS is most

appropriate for large institutions.

6. Does your solution require the purchase of hardware?

GAMS solution requires hardware purchases; ManageGrants.com is Web-based and requires no hardware other than a PC or Mac and an Internet connection.

7a. Do you provide customer support?

Yes, 24/7 toll-free phone support and Web-based service request system.

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

See 7a.

7c. How many concurrent calls can you handle?

Seven.

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

All have in-depth knowledge of research administration, federal forms, and federal electronic systems. They also know the GAMS/managegrants.com applications extremely well.

7e. How do you charge for customer support?

GAMS charges an annual maintenance fee that guarantees all new software releases and customer support. Managegrants.com includes the cost of customer support in the monthly rental fee.

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

Both GAMS and ManageGrants.com operate in the Windows2000 or Windows2003 environment; however, ManageGrants.com is hosted by ERASS and does not require a specific environment at the institution. Currently, GAMS uses SQL Server 2000 and IBM U2 Universe 9.0+

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?)

GAMS and ManageGrants.com use a Web interface for collecting data from the applicant and for compiling all parts of the final application. Rich-text documents, e.g., the research plan and biosketch, are converted to PDF and attached to the application through a Web interface.

9b. How many users can submit proposals concurrently?

There is no known limitation on concurrent submissions.

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

Yes, the data can be downloaded in a CSV flat file for parsing into the institution's

local data warehouse.

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

ERA Software has participated in every NIH eRA CGAP pilot. We had successful submissions in each of the pilots in October, November, March, June, and July.

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

Leanne Every
Proposal Preparation, GAMS
University of Massachusetts, Amherst
Phone: 413-545-5892
E-mail: every@resqs.umass.edu

11. Do you offer free trials?

Free trials are available to any institution that would like to participate in the NIH pilot tests.

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

Richard Schaefer
rschaefer@erasoftware.com
info@managegrants.com
Toll-free: 1-866-ERA-SOFT
408-445 8130

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

Yes, we are always enhancing our product to meet the changing needs of the market. We will be adding components to the software for system-to-system communication with Grants.gov when that becomes available, and, more long-term, we are in the process of converting our application under the .NET framework. We are enriching the user interface, streamlining workflow and increasing system-to-system compatibility (both internally at the institution and externally with federal agencies). We are expanding the reporting services and regulatory-compliance functionality offered by the application.

14. Briefly describe the background of your organization.

ERA Software Systems is a woman-owned California corporation. The ERA design team created the concept for the first fully integrated grant and contract management application for commercial use while at the University of Southern California. The Grant and Application Management System (GAMS) was commercialized in 2000.