



NIH Electronic Submission of Grant Applications Program Office of Extramural Research

Service Provider Questionnaire

Company

InfoEd International

Product

Proposal Development

1. Briefly describe your product/service.

Since its inception in 1991, InfoEd's sole mission has been to optimize administrative support for discovery by providing the research community with superior technology and services. Today, over 600 medical centers, universities, institutes and corporations across the globe use the company's products to support their operations. InfoEd's comprehensive software suite features targeted solutions for Grants and Contracts; Human Studies and Clinical Trials; Animal Studies, Breeding and Census; Environmental Safety; Intellectual Property; and Expertise Management. Each solution area is especially designed to eliminate the redundant effort, last minute paper chases, and compliance blind spots that represent near universal challenges for research offices. InfoEd's web-based eRA Portals provide a single convenient gateway to all of the company's software modules. The eRA Portals connect investigators and administrators across departments, campuses and continents to facilitate seamless research collaboration from concept-to-commercialization. InfoEd's Enterprise Platform is the common foundation for the software suite that enables linkages between the solution areas. Grants and contracts can be linked to protocols, protocols can be linked to clinical trials, intellectual property disclosures can be linked back to grants and contracts, and so on in near infinite combination. With InfoEd, institutions can overcome systemic barriers to information sharing and establish unprecedented coordination enterprise-wide. Our applications are browser based, require no product-specific software on user's computers, and can be implemented in either Oracle or SQL server databases.

2. Concisely list specific benefits of your product or service.

Baselined Code: InfoEd's baselined code offers a universal model for supporting the complex requirements of research offices worldwide. Instead of pursuing ad hoc customization projects, InfoEd focuses on translating the collective wisdom of its customers into product improvements that benefit all.

Configurations: While InfoEd's expert systems support the specialized requirements of research offices worldwide they also include the built-in flexibility necessary to accommodate each customer's unique requirements. These system setups are non-technical in nature.

Linked Objects: InfoEd's relational database enables linkages between InfoEd records, so users can readily track associated components including proposals, protocols, clinical trials and IP disclosures. The InfoEd Relationship Manager provides a graphical view of a record's associations, including the status and high-level details of each item. The items are also

hyper-linked so users with the appropriate permissions can conveniently navigate between related objects.

Workflow: InfoEd includes a configurable workflow utility that makes it possible for research offices to automate their administrative processes. Workflow design within InfoEd is non-technical; a designated staff member can readily chart the path records will take from concept to closeout. Once configured, InfoEd workflow maps provide a bird's eye view of where all records are in the process, providing unparalleled operational transparency.

eForms: InfoEd eForms Builder provides research offices with an easy to use design tool for creating interactive online institutional forms (e.g. protocol applications; case report forms; proposal cover sheets; etc). While eForms can be modeled on existing documents, eForms can respond intelligently to researcher inputs, expanding or collapsing to reveal only those fields/sections/pages, which are relevant to each study, eliminating unnecessary paperwork and validating administrative completeness on-the-fly. The robust eForm technology also provides for inline help, field level reporting, version control and change history as part of a comprehensive solution for managing official submissions.

Reporting/Alerts: InfoEd includes an intuitive ad hoc reporting tool with all of its modules. The reporting tool provides access to all system fields including any fields added by the organization, but is filtered automatically based on each user's security permissions. In addition, InfoEd also supports ODBC conventions so designated staff can export data as necessary for formatting or advanced statistical analysis.

nTier Security: InfoEd's application level security supports complex operational requirements, while maintaining ease of use.

Document Management: InfoEd's Document Management enables comprehensive record keeping of all science documents, letters of intent, technical reports, non-disclosure agreements, contracts, etc in a single central repository. Virtually any file type can be uploaded and linked to a relevant publication, proposal, protocol, trial, or disclosure. Attachments are stored in the database and are retrievable with InfoEd's Reporting Tool. Text based documents (e.g. .doc, .txt, .rtf, .pdf) are fully text searchable from within the system. All documents are time/date stamped upon load for version control and audit purposes.

Integration: InfoEd offers an Enterprise and a Financial Staging Area to facilitate import/export between InfoEd and 3rd party institutional systems.

Professional Services: InfoEd is a full-service solution provider. The company compliments its product offering with comprehensive services that include pre-implementation planning, project management, and ongoing customer support.

3. Describe the type of customers you service (e.g., individuals, small businesses, small institutions, mid-large institutions, foreign institutions).

InfoEd works with small and large universities, medical centers and research institutes across the United States and around the world.

4. What types of electronic applications can be submitted through your product/service (e.g., all NIH grant programs that allow electronic submission through Grants.gov, all NIH grant programs except X, all grant programs submitted through Grants.gov and processed by eRA Commons including NIH partners, all grant programs offered through Grants.gov)?

All grant programs submitted through Grants.gov and processed by eRA Commons including NIH partners as well as applications to the NSF are supported currently. During 2008, InfoEd's proposal development module will support all grant programs offered for electronic submission via Grants.gov. In addition, proposals not supported for electronic submission via Grants.gov may be created and routed for internal review using InfoEd.

5. Do you offer any special services to assist small businesses/institutions or foreign applicants through the submission process (e.g., staff that can provide assistance traversing the registration and/or submission process, special hours of support or support channels for foreign applicants, support in languages other than English, special process for applicants with limited Internet connectivity)?

InfoEd staff provide information and guidance on acquiring a certificate(s) and configuring servers for electronic submission to Grants.gov. Our support system is active 24 hrs/day for customers to log issues and questions and InfoEd maintains staff in various foreign countries to provide basic coverage outside typical US business hours.

6. What is the lead time needed to implement your solution?

On average, the ability for a customer to successfully submit their grant applications electronically takes 4 – 6 months. This includes installation of the software, as well as the training and configuration required.

7. Describe your cost strategy (e.g., flat fee per application, negotiated based on volume and/or services selected).

Negotiated based on research volume and services selected.