

# NIH eRA eXchange Partnership Program

## Service Provider Questionnaire

**Solution Name:** grantsERA  
**Company Name:** Research and Management Systems (RAMS)

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

grantsERA

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

grantsERA is a comprehensive Web-based, grants-management product: professional and institutional profiles; proposal development; institutional routing and review; grant management and reporting; electronic submission and award notification.

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

grantsERA is offered as a site license with two available pricing mechanisms: purchase or annual subscription. The price for either mechanism is scaled based on the institution's annual grant/contract expenditures.

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

N/A

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

Yes. grantsERA extends the proven grant management capabilities of RAMS' current product (ecGrant) by integrating new Web-based proposal development, institutional routing and approval, and electronic submission with traditional pre- and post-award grant management capabilities.

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

Yes. grantsERA offers a single integrated solution for electronic submission and grants management.

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

N/A

*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. grantsERA is a scalable, comprehensive grant management solution for any size organization. By linking the price to the institution's grants/contracts expenditures, the cost of grantsERA also scales to fit any size institution. The typical grantsERA customer will have grants/contracts expenditures of \$2M–\$100M.

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

No. grantsERA is a turn-key solution that includes the hardware, operating system, Microsoft SQL database and Microsoft IIS webserver software. Optionally, a client can install grantsERA on an existing Microsoft SQL server.

*7a. Do you provide customer support?*

Yes. RAMS' customer support staff has extensive grant-management experience and provides both how-to and traditional technical support. RAMS customer support services include onsite training, a toll-free help desk, online tutorials and online answers to frequently asked questions.

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

Customer service for grantsERA is available during normal business hours (8 a.m.–5 p.m. ET). Extended customer service hours are provided for major agency grant application deadlines.

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

Currently we have 8 toll free numbers into our customer service department.

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

The RAMS customer support team has been supporting online grant applications since 1998. (RAMS operates proposalCENTRAL—an online grant application website—for 15 non-profit foundations that provide grants for health research). In addition to deep product knowledge, the customer support staff has extensive knowledge about grant management from the grantee and the grantor perspective. Our staff is experienced with all major Web browsers for both the Mac and PC. Finally, because of our extensive experience supporting applicants at deadlines (proposalCENTRAL), our customer support staff is sensitive and responsive to applicants who are under the pressure of a deadline.

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

Customer support is included in the price of the annual subscription and under the purchase option with an ongoing maintenance agreement.

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

Microsoft SQL server and database software. It comes as a turnkey solution with no IT expertise required, but can be installed on an institution SQL server if desired. grantsERA is a Web-based application and it is compatible with both PCs and Macs.

*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?)*

grantsERA is a Web-based product installed at the institution within their intranet. For the Pilot, the institution used a version of grantsERA that was installed at RAMS on a Web server. The institution/applicants were provided with .DOC templates that were completed off-line and converted to .PDF before being uploaded to their application in the grantsERA Web interface.

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

grantsERA does not have any limit on the number of users that can submit concurrently.

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

Yes. All the application data is stored in the grantsERA database and is available for the institution as part the grant management capabilities of grantsERA, like management reporting, post award management, and export to other institutional systems.

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

Yes, applicants using the RAMS software for application preparation and submission successfully submitted grant applications for every NIH eRA CGAP pilot deadline (10/2003, 4/2004, 6/2004, 7/2004).

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

Dr. William Casky, Children's Mercy Hospital, [wcasky@cmh.edu](mailto:wcasky@cmh.edu), 816-234-3149

Dr. Gerald Goldberger, Florida Atlantic University, [ggolber@accfau.edu](mailto:ggolber@accfau.edu) 561-297-2312

Ms. JoAnn Yates, Smith-Kettlewell Eye Institute, [joann@ski.org](mailto:joann@ski.org) 415-345-2036

*11. Do you offer free trials?*

No. However, RAMS does offer a free Web-based demo for prospective clients.

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

Mr. Paul Rodman, [prodman@ramscopy.com](mailto:prodman@ramscopy.com); 404-451-0516 or

Jacob Inman [jinman@ramscopy.com](mailto:jinman@ramscopy.com), 800-875-2562 ext 245

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

Yes, grantsERA will continue to be enhanced based on feedback from our customers and through our ongoing work with NIH and the other federal agencies supported by Grants.gov. Expected enhancements include more rules-based capability to aid

application preparation; expanded electronic submission to more agencies (e.g., Grants.gov, proposalCENTRAL, state agencies); a regulatory-compliance module; intellectual-property management; and additional functionality for supporting clinical trials.

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

RAMS is a recognized leader in electronic grant management solutions. RAMS has provided software solutions and services for grant management since 1989. RAMS developed the first online grant opportunity alert service. RAMS implemented the first website to support applications to multiple grant-making foundations—proposalCENTRAL. Through a cooperative agreement with the largest federal R&D agencies, RAMS helped establish the data standard for electronic grant applications.