

NIH eRA eCGAP

Service Provider Q&A

Post-Meeting—October 20, 2004

1. Is there an update on load testing plans mentioned during the last call?

Answer:

We are in the process of putting together a load testing plan which we will implement internally with our testing team, utilizing the Load Runner product.

2. Is there an update on how the certification and affiliation process will be done for SBIR's that plan on deploying their software to sites in January?

Answer:

The way it will work is that each physical site, regardless of the software used, will need to be registered and certified with NIH. If a Service Provider deploys their software to a new physical site and that site trades directly with NIH, essentially we have a new trading partner and that site or installation needs to be registered and certified. Each site or installation should have its own account, password and certificates and will represent specific institutions and applicants.

3. We experienced two problems for the October 1 submission, and wanted to know if they were going to be fixed for the next pilot?

- a. Page Numbering is off when the Modular Budget Justification exceeds a single page
- b. Table of Contents does not reflect that an appendix is included.

Answer:

These are not fixed in the system that is deployed in production right now. They will be rectified for a future release but not in time for the Nov. 1 receipt date.

4. Can an institution be affiliated with more than one service provider?

Answer:

Yes.

5. When applicants have questions for the NIH, what contact information should they be given?

Answer:

Applicants can email, call or fax.

**You can reach the NIH Commons User Support Branch via email:
commons@od.nih.gov**

Or by phone:

**Help Desk can be reached toll free by calling (866) 504-9552
or at (301) 402-7469**

The fax number is (301) 451-5675, while the TTY number is (301) 451-5939

6. NIH has stated that the PDF converted using MS Word will not be supported. Are there any plans to fix this, and if so, is there a time that is being targeted for the release? Does NIH have any recommendations for applicants to use to convert documents that are supported?

Answer:

The PDF converted documents using MS Word are now supported in the system currently in production. Once we deploy, hopefully this will not be an issue for you all anymore.

We test using Adobe Acrobat versions 5 or 6, not 4.

7. Applicants have noticed that without the new versions of Adobe Acrobat Reader and Adobe Acrobat, the images generated from electronic submission really did not look good, and had many formatting problems. Has anyone else reported any problems like this? Does NIH plan to release any requirements that the PDF viewer applicants, signing officials and the NIH reviewers should be using when viewing the documents generated by the electronic submission?

Answer:

We are not aware of any such issues. Please provide a detailed description of the issues to cgapsupport@mail.nih.gov and we will follow up accordingly.

8. I saw a flier from a service provider that stated that they were "NIH eCGAP certified" and the flier sported a logo. Is there an eCGAP certified logo? Can you make up your own?

Answer:

We have not authorized any flier or eCGAP certification logo. We will check into that and let you know.

9. How many applications did NIH receive for the Oct. 1 receipt date?

Answer:

Thirty applications were submitted of which 26 were verified including one full budget application.

10. Why is it more work to submit full budget data in electronic form than it is on paper? There is a lot of concern that while one has to submit only the first year budget data for personnel expenses when submitting in paper form, we are required to submit personnel expenses for the outlying years two through five when submitting in electronic form.

Answer:

We are going to review our requirements and implementation for full budget applications to determine if there is more burden in electronic than paper. If there is a difference that is significant enough to keep applicants from electing to submit electronic full budget applications, we will revisit the decision we made to get there.