

# NIH eRA eXchange Partnership Program

## Service Provider Questionnaire

**Solution Name:** *HealthProposal.net*

**Company Name:** *Clinical Tools, Inc.*

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

**HealthProposal.net**

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

**Service**

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

**N/A**

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

**We have different suites of value-added services that expand upon the core capability. They can be purchased on a "per proposal," "per PI annual contract" or "per Institution annual contract." Costs vary depending on volume.**

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

**N/A**

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

**N/A**

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

**Services relate to access to other automated tools that enhance E-Research such as reference management, biosketch management, proposal tracking, and researcher training. Many are still in development.**

*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.)*

**Small, medium and large. Our design is expected to handle thousands of proposals per submission deadline.**

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

**No.**

*7a. Do you provide customer support?*

**Yes. We prefer that users post questions and concerns to their “problem list” so we can respond online, but we support phone calls as well.**

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

**Support is offered during normal business hours.**

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

**We typically receive few, if any, calls since we put our effort into designing a system that “supports itself.” We could certainly expand our support group to handle more if necessary. Currently there are 5 people qualified to answer most questions.**

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

**We have skills ranging from a Ph.D. with grant writing and grant reviewing expertise to SOAP/XML experts to PDF translation skills. All understand the Commons since Commons questions are often the reason for many questions (e.g., how do I change this field? why didn't I get an email reminder?).**

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

**Online support is free. Some phone support is free. More comprehensive phone support requires a service agreement. In most cases, questions relate to Commons or PDF and thus the user could probably obtain the answer for free from the NIH or their local IS Department.**

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

**PC, Linux, Unix, Mac as long as you have a standard graphical Web browser.**

*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?)*

**Data is entered using standard XHTML Forms (as seen on most websites). PDFs are uploaded to our servers.**

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

**Our system is designed to “scale” by adding additional front-end Web servers. We anticipate handling 500 proposals per submit date within 6 months and 2,000 proposals within 1 year. A user can spend as little as 45 minutes putting the data and PDFs into our system and submitting.**

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

We are building a “submission server” that would allow the Institution to “receive” a proposal just as NIH does and using similar technology. The Institution could use the server to perform proposal tracking and review, communicate with the PI, or simply archive submitted proposals. Our system will allow PIs to “download” the XML that we generate and deliver it to NIH so the proposal should be "portable" to another system.

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

Yes, we have submitted 11 proposals to NIH.

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

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*11. Do you offer free trials?*

Yes, we feel it is essential to match Grants.gov’s core functionality and price (free). Free submission includes very few bells and whistles but will get the job done (just as it does via Grants.gov).

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

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

Because our service is Web-based, expansion is quite possible. We see multiple ways that institutions can benefit by expanding use of our service beyond simple e-

submission including a biosketch management service, researcher training service and internal review and proposal tracking service.

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

Clinical Tools (<http://clinicaltools.com>) received more than 3.7 million in NIH funding in 2003 from 9 projects and was the 409<sup>th</sup> ranked institution in terms of NIH funding. The company specializes in research and development related to the application of Internet-based computer technology to meet health goals. In addition to expertise in electronic grant writing, submission and management, CTI has expertise in developing websites to promote consumer health, and professional education. CTI develops and maintains all technology from XML tools to Java software to Linux server configuration in-house and only uses open-source technology in HealthProposal.net.

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