

by eRA Commons including NIH partners, all grant programs offered through Grants.gov)?

It is important to realize that support for a specific opportunity is defined by an application's ability to support the schemas that define the forms included for a specific opportunity and the ability to transfer those documents electronically to Grants.gov. As we do contain the functionality to submit electronically to Grants.gov and because each opportunity *could* contain a wide variety of combinations of forms, it is more pertinent for us to document the forms that are submitted by GAMS in order to accurately describe the support for electronic applications GAMS provides.

GAMS Provides support for **all Government wide forms** as well as most agency specific forms. The NIH agency specific forms supported by the system are listed below

<u>Form</u>	<u>Version</u>
HHS CheckList	1.1
HHS CheckList Form PHS-5161	1
HHS CheckList Form PHS-5161	1.1
HHS_CheckList	1
PHS 398 Checklist	1
PHS 398 Checklist	1.1
PHS 398 Cover Letter File	1
PHS 398 Cover Letter File	1.1
PHS 398 Cover Page Supplement	1
PHS 398 Cover Page Supplement	1.1
PHS 398 Modular Budget	1
PHS 398 Modular Budget	1.1
PHS 398 Research Plan	1
PHS 398 Research Plan	1.1

If you would like to inquire about support for other agency forms please contact our sales representative at sales@erasoftwareystems.com.

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)?

ERA is a customer-centric organization that provides a personalized experience for the client through support of phone, email, and live-chat access. The ERA support team distinguishes itself from its competition through its people who understand the grants business and have expert knowledge about the product. ERA spends time "knowing" about the customer to offer organization specific recommendations on how to use and implement the software. We do not support foreign institutions.

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

Within a week of signing an ASP agreement the application will be configured and ready for use. Site implementations can take as much as 6 months lead time before the application is ready for use because the organization generally has to acquire all hardware and setup an environment where the applications will be hosted. As a general rule the time to fully implement the solution is dependant upon the resources committed to the implementation of the project, the resources access to organization information sources and the time allocated for resources committed to working on the project.

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

GAMS is provided as a site license as well as an application service provider. A site licenses is sold for a fixed price plus implementation and professional services charges. The ASP model cost is defined by a one time setup and implementation fee and charged on a monthly basis for use. Monthly charges vary depending on the application package purchased.