



Service Level Understanding

**Research Administration Partner Pod
(RAPP)**



Revised 3/6/2026



Table of Contents

Acronyms List.....	3
Section I – General Information and Objectives	4
SLU Purpose and Expectation	4
RAPP Vision.....	4
RAPP Mission	4
RAPP Structure	4
Section II – RAPP Service Components.....	5
RAPP Locations	5
Expectations for Response	5
RAPP Services.....	5
Pre-Award Services	5
Post-Award Services.....	7
Section III – RAPP Performance Metrics	8
Tracking Effectiveness	8
Key Performance Indicators	8
Pre-award.....	8
Post-award.....	8
Faculty/Department Service Related Metrics	8
Escalation Procedures: Failure to Meet Performance Expectations	9
Section IV – SLU Maintenance	9
Conditions Requiring Maintenance	9
Periodic Review of SLU.....	9
Ad Hoc Maintenance Requests.....	9
SLU Modification Review	9
RAPP Partnership Agreement	10



Acronyms List

1. **A/R:** Accounts Receivable
2. **CDA:** Confidentiality Disclosure Agreement
3. **CITI:** Collaborative Institutional Training Initiative
4. **COI:** Conflict of Interest
5. **DAC:** Departmental Award Checklist
6. **eRA:** Electronic Research Administration
7. **F&A:** Facilities and Administrative
8. **PO:** Purchase Order
9. **FFR:** Federal Financial Report
10. **GA:** Grants Administrator
11. **GCA: Grants and Contract Administrator (usually in OPAM)**
12. **GL:** General Ledger
13. **HR:** Human Resources
14. **IACUC:** Institutional Animal Care and Use Committee
15. **IDC:** Indirect Costs
16. **IRAT:** Industry Research Agreement Team
17. **IRB:** Institutional Review Board
18. **JIT:** Just in Time
19. **NCE:** No Cost Extension
20. **NIH:** National Institutes of Health
21. **NOA:** Notice of Award
22. **NSF:** National Science Foundation
23. **OGA:** Oracle Grants Accounting
24. **OPAM:** Office of Proposal and Award Management
25. **ORIO:** OHSU Research Integrity Office
26. **OSD:** Online Salary Distribution
27. **PI:** Principal Investigator
28. **PMS:** Payment Management System
29. **RAPP:** Research Administration Partner Pod
30. **R&D:** Research and Development
31. **RDA:** Research, Development and Administration
32. **SLU:** Service Level Understanding
33. **UGCA:** Unit Grants and Contracts Administrator (UGCA, department-level support)



Section I – General Information and Objectives

SLU Purpose and Expectation

The purpose of this Service Level Understanding (SLU) is to establish a cooperative partnership between the Research Administration Partner Pod (RAPP) and the departments, schools, and centers it serves.

This SLU will outline:

- The services that RAPP offers and the working relationship between RAPP and the departments, schools, and centers it serves
- The key performance indicators (KPIs) used to measure the quality of service provided
- The governance structure of the partner pod and the escalation model for resolution

RAPP will work closely with the units (departments, orgs, projects, schools, and centers) to meet their research administration needs. Communication, feedback, and accountability are critical to ensure excellent service.

RAPP Vision

We facilitate OHSU's administration of research funding and agreements at the department level (i.e., projects, schools, centers, and institute levels).

RAPP Mission

The OHSU Research Administration Partner Pod (RAPP) will provide consistent and high-quality pre- and post-award support to OHSU research faculty embedded across OHSU. To that end, RAPP operates under the following guiding principles:

- **Consistency and Excellence:** RAPP will provide a high level of expert and standardized research administration services to designated departments, schools, and centers, while also maintaining flexibility to meet the unique needs of each PI they serve.
- **Continuous Improvement:** RAPP will regularly review operating procedures and key performance indicators to ensure processes are streamlined and efficient, and to meet the needs of the PIs and units.
- **Collaborative Effort:** RAPP will work with central research administration offices, PIs, and administrators to ensure that research administration across the institution best serves PIs' needs.
- **Professional Growth:** RAPP fosters and supports education, training, and professional development for all RAPP and research administration staff.

RAPP Structure

Each pod will have designated RAPP Unit Grants and Contracts Administrators (UGCAs) to serve pre- and post-award research administration needs. If your RAPP UGCA is out of the office for a planned or unplanned absence, a designated backup from the RAPP team will be available to meet your needs. RAPP team members are available on the RAPP [website](#).

The Senior Director of RAPP reports to the Vice President, Research & Education Finance & Strategy. RAPP performance evaluations will be based on input from the PIs and administrators with whom RAPP works closely. During annual performance evaluations, the Senior Director will solicit the views of the staff member's manager and the department administrator on the performance of the staff member serving the corresponding department. Should performance issues arise at other times, the PI, Department Chair or administrator may contact the Senior Director. It is critical to address performance issues as soon as they become a concern.



Section II – RAPP Service Components

RAPP Locations

The RAPP Unit Grants and Contracts Administrators (UGCAs or RAPP staff) serving your department will continue to work remotely with regular and stated office hours. The UGCAs have office hours, so you can expect communication during those set hours. Should you require an in-person meeting, they will meet you either via WebEx or in person.

Expectations for Response

RAPP staff will respond to any request (whether submitted by a PI, Dept. Chair or department administrator) submitted within **one business day**, with the understanding that when a PI and UGCA are actively working on a proposal or urgent concern, communication will be more frequent. If your RAPP staff member is out of the office, whether on a planned or unplanned absence, their designated backup staff member will address your request. For planned absences, UGCAs must notify their PIs of the individual who will serve as their backup. For unplanned absences, UGCAs must include their backup's contact information in their out-of-office message. The Senior Director will always triage work.

UGCAs will constantly strive to meet expected service goals. Please be aware of the following annual events that may impact processing time:

- Major proposal cycle submission deadlines (e.g. National Institutes of Health)
- OHSU Fiscal Year closing
- OHSU and Federal holidays

RAPP Support

RAPP will collaborate with OPAM, CRSO, Tech Transfer, ORIO, the departments, and the PI, who will share responsibility for the entire award life cycle. RAPP staff will also support the PI by preparing any documentation needed for review and approval by central research administrative offices, such as sub-award documents (e.g., OPAM, CRSO, Tech Transfer). High-level roles and responsibilities are outlined below.

Pre-Award Services

Process	RAPP Responsibilities	PI/ Department Responsibilities
Proposal Development	<ul style="list-style-type: none"> • Manages InfoEd PD Checklist • Assist with the development of the administrative components of a proposal, including budget, budget justification, biosketches, etc. • Ensures compliance with institutional and sponsor-specific policies 	<ul style="list-style-type: none"> • Dept. Chair approves proposed cost sharing • PI alerts UGCA their intent to propose at least 6 weeks in advance of sponsor deadline depending on complexity of proposal (i.e. subawards, cost-share, multi-component, etc.) • PI completes scientific components of the proposal and assists in budget/budget justification development
Proposal Review and Submission	<ul style="list-style-type: none"> • Coordinates the routing and submission process with OPAM • Serve as the primary liaison between PIs and OPAM, ensure timeliness of submission, and communicate internal and external deadlines 	<ul style="list-style-type: none"> • Dept. leader or FA approve proposal (Dept. is confirming that PI is allowed to submit the proposal, and that the department is committing appropriate resources)



Process	RAPP Responsibilities	PI/ Department Responsibilities
Just in Time Submissions	<ul style="list-style-type: none"> • Assists with development administrative components of Just in Time or other pre-award requests from the sponsor • May provide general guidance on regulatory approvals required for Just in Time submissions • Coordinates getting materials to OPAM or Sponsor 	<ul style="list-style-type: none"> • PI prepares all scientific components of JIT submissions • PI can delegate RAPP UGCA to assist with a JIT in eRA Commons, if desired
Award Acceptance	<ul style="list-style-type: none"> • Facilitates updates to award budget, if required • May provide general guidance on regulatory approvals required to accept award • Revises budget based on awarded amount (if varies from proposed budget) • Coordinates DAC completion with post-award GCA and OPAM 	<ul style="list-style-type: none"> • PI approves revised budget, if necessary • PI meets with UGCA to review award terms and conditions and grant purchasing guidelines • Department Administrator is notified of significant budget changes
Award Modifications	<ul style="list-style-type: none"> • Identifies need for award modification that requires OPAM or Sponsor prior approval • Completes internally required forms (e.g., OGA Establish/Extend Account Request Form) • In collaboration with PI, drafts letter of request to the Sponsor (if applicable) • Forwards required forms to OPAM for review, if applicable 	<ul style="list-style-type: none"> • PI and Senior Administrator approves OGA Establish/Extend Request Form (for advance accounts, pre-award costs)
Progress Report Submissions	<ul style="list-style-type: none"> • Beginning 30 days prior to the due date of a progress report (or 45 days for paper submissions), prepares all administrative components for Progress Report (RPPR) submissions and final RPPRs • May provide general guidance on regulatory approvals required for Progress Report submissions • Coordinates getting all materials to OPAM or Sponsor 	<ul style="list-style-type: none"> • PI prepares all scientific components of Progress Report submissions (including ensuring the proper publications are linked in accordance with the NIH Public Access Policy) • PI can delegate RAPP UGCA to assist with a Progress Report in eRA Commons if desired



Post-Award Services

Process	RAPP Responsibilities	PI/ Department Responsibilities
Monthly Budget Reconciliation	<ul style="list-style-type: none"> Monitors spend patterns on sponsored accounts by reviewing data from the OGA monthly and updating PI on balance and burn rate on a quarterly basis 	<ul style="list-style-type: none"> Department manages non-sponsored department accounts PI meets with UGCA monthly (at a minimum) to review grant accounts and pending submissions Department Administrator may attend monthly meetings if desired
Annual Budget Management	<ul style="list-style-type: none"> Compiles financial information from current and pending grants to accurately project out for the current and upcoming fiscal year (in consultation with PI) and provides the data to the department Meets with Department Administrator to review grant budget information 	<ul style="list-style-type: none"> Department Administrator incorporates information from RAPP into annual department budget
Salary Distribution	<ul style="list-style-type: none"> Monitor and communicate labor distribution on research accounts and make research related requests to department administrator in home org Obtains approval for salary distribution from the PI 	<ul style="list-style-type: none"> Department Administrator creates and processes OSD Department Administrator initiates payroll forms
Effort Reporting	<ul style="list-style-type: none"> Reviews all effort reports to ensure completeness Notifies Certifier once reports have been reviewed 	<ul style="list-style-type: none"> Approved Certifier – Certifies Effort Reports
Interim Financial Reporting	<ul style="list-style-type: none"> Reviews financial report for accuracy Verifies carryforward amount (if applicable) 	
Cost Transfers	<ul style="list-style-type: none"> Reviews expenses on sponsored accounts monthly and identifies expenses that must be transferred in accordance with the Sponsor, OPAM, and OHSU policies Prepares Cost Transfer form and completes > 90 day justification, if necessary Routes Cost Transfer form for approval 	<ul style="list-style-type: none"> PI reviews and approves cost transfers that credit and debit accounts for federal awards only



Subcontract management	<ul style="list-style-type: none"> • Based on the awarded budget, submits Subcontract and subcontract amendment requests. Communicates with subcontractor as needed for relevant spending and budget information. • Reviews all invoices received from subcontractors according to the Subrecipient Invoice Review Checklist • Follows-up with subcontractors who are not submitting invoices in a timely manner • Routes to PI for approval 	<ul style="list-style-type: none"> • PI approves subcontract invoices for payment • PI notifies UGCA should there be an issue with the work being completed by a subcontractor
-------------------------------	--	--

Process	RAPP Responsibilities	PI/ Department Responsibilities
Closeout	<ul style="list-style-type: none"> • Reconcile all sponsored accounts in preparation for closeout • Alert home org department administrator of labor distribution changes that need to be made • Notify PI, purchasers, and department administrators that grant is ending at least 30 days prior to expiration • Ensure final subcontract and consulting invoices are received • Review final financial reports and invoices prior to submission to Sponsor 	<ul style="list-style-type: none"> • PI approves final financial reports • PI completes all final technical reports required by Sponsor • Department terminates employees (if applicable) once an award ends and processes paperwork as necessary



Section III – RAPP Performance Metrics

Tracking Effectiveness

Timely, efficient, and accurate service, along with accountability, are components of RAPP. To ensure that we meet these goals, we will track key performance indicators. The key performance indicators will be monitored by RAPP management and officially assessed annually and published. Survey results will be used to identify areas where RAPP is meeting or exceeding expectations, or where attention may be needed to improve service.

Key Performance Indicators

Pre-award

Service Level Measures

Percentage of proposals that meet [OPAM internal submission](#) deadlines (at least 10 days prior to deadline for draft proposal to OPAM; 3 days prior to deadline for final proposal to OPAM)

Post-award

Compliance Risk and Service Level Measures

Number of Pre-Award Accounts open greater than 90 days

DAC Turnaround Time for award setup (measuring the time in RAPP's queue only)

Number of Accounts where the project period has ended > 120 days and the account is in deficit (> \$1,000) or where there is a surplus remaining (> \$1,000)

Percentage of accounts reviewed with a PI monthly

Number and dollar amount of cost transfers both greater than and less than 90 days prior to current date

Number of Effort reports certified by institutional due date

Faculty/Department Service-Related Metrics

Service Level Measure

PI and department administrator satisfaction with RAPP support (regular surveys)



Escalation Procedures: Failure to Meet Performance Expectations

If RAPP fails to meet the expectations outlined in this document, a PI, Chair, Dean, Director or Administrator can take the following steps:

1. **Communicate the problem directly to your RAPP staff member**

Strong communication is the key to the success of the partnership between the Departments and RAPP. If a problem arises, the first step is to identify it specifically and discuss possible resolutions with your RAPP UGCA. Depending on the need, you may do this in a meeting in your office, phone call, or email to your RAPP UGCA.

2. **Contact RAPP Senior Director**

If discussions with the appropriate UGCA do not resolve the problem, please contact the Senior Director to discuss it and identify a resolution.

Section IV – SLU Maintenance

Conditions Requiring Maintenance

The SLU should accurately reflect on the services provided by RAPP staff to the Departments that they serve. As processes and policies evolve, changes to services and service levels may be required. Updates and changes to the SLU can be identified, presented, and confirmed through the processes described below.

Periodic Review of SLU

The Vice President of Research & Education Finance & Strategy and the Senior Director will meet annually to review the SLU to determine if the services and service-level commitments meet the needs of the local units served. During the early stages of RAPP implementation, more frequent reviews—possibly as often as quarterly—may be necessary to ensure that the SLU accurately reflects the needs of the PIs and departments, as well as RAPP's capacity to meet them.

Substantial changes in the institution, such as a significant increase in sponsored research, should also prompt a review of the SLU.

Ad Hoc Maintenance Requests

The Vice President, Research & Education Finance & Strategy; the Senior Director; Department Chairs; Administrators; the Deans; and the Center Directors may propose changes to the SLU outside the regular review process. This review process is outlined below.

SLU Modification Review

The SLU will be reviewed for proposed changes/revisions and to consider any outstanding resource needs. The reviewers include the Senior Director of RAPP, RAPP staff members, Administrators from the supported units, and other central research administration offices (e.g., OPAM and ORIO).

The Vice President, Research & Education Finance & Strategy; Senior Director; Chairs; Department Administrators; the Deans; and the Centers may submit requested updates and recommendations, each with a brief rationale. At the direction of the review committee, the Senior Director will implement all approved changes to the SLU document. The SLU will be posted on the RAPP [website](#) to promote accountability.

The Vice President, Research & Education Finance & Strategy and the Senior Director will be responsible for implementing changes to the SLU and communicating changes to their stakeholders.



RAPP Service Level Understanding

Overview

This document is an agreement between the RAPP unit and the signatory of the center/school/dept listed below. The purpose of this document is to establish a shared understanding of the defined responsibilities for supporting local research administration needs.

Under the Senior Director's leadership, this agreement establishes the parameters under which the unit will provide responsive, proactive, and high-quality services to OHSU PIs. Roles are organized to deliver services in a professional manner, providing both subject matter expertise and compliance to relevant policies and procedures.

Commitments and Expectations

Staff managed by the Senior Director will work closely with the PI and provide a high level of service in a timely manner, as outlined in the RAPP Service Level Understanding. The PI will work collaboratively with dedicated staff and respond to requests promptly.

When expectations of the PI or the RAPP unit are not met, the PI, RAPP staff member, or the Administrator should bring this to the Senior Director's attention. If necessary, the Senior Director and/or the PI can escalate the issue to the Vice President, Research & Education Finance & Strategy. All parties will endeavor to resolve the issue fairly; however, if it is unresolvable, staffing for the signatory unit listed below may be reevaluated.

Affirmation of Agreement

I agree to this agreement, including the roles and service expectations outlined herein:

Name – Unit Receiving Service

Name – Senior Director, RAPP

Signature – Unit Receiving Service

Signature – Senior Director, RAPP