BCELN

British Columbia Electronic Library Network

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Request for Quote for:

**Digital Repository Platform
to Support the British Columbia
Shared Digital Resources & Institutional Repository Network**

RFQ# BCIR201411

Closing Date/Time:
Friday, January 2, 2015 5:00 PM Pacific Time

Issue Date: Friday, November 14, 2014

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SECTION 1: GENERAL INFORMATION

1.1 Introduction

British Columbia Electronic Library Network (BC ELN), on behalf of the BC Shared Digital Resources & Institutional Repository Advisory Committee, is seeking a quotation for a software platform to support a province-wide, collaborative institutional repository network for British Columbia post-secondary institutions. The BC Shared Digital Resources & Institutional Repository Network (hereafter referred to as the BC IR Network or BC IRN) will be a province-wide network of digital repositories that:

- Provides access to faculty and student research output across all post-secondary institutions;
- Supports the management of institutional digital resources;
- Showcases BC as a hub for knowledge creation across Canada and around the world.

BC IR Network implementation is supported by funding from the British Columbia Ministry of Advanced Education, with coordination by BC ELN. Development of the BC IRN has been spearheaded by the BC IRN Advisory Committee, made up of representatives from a variety of post-secondary institutions actively planning to implement an IR in the near future. The Advisory Committee is moving forward with the first phase of selecting an IR platform and implementing it at 1-3 first adopter BC ELN partner libraries early in 2015. Subsequent adopters will be brought on individually through 2015.

A second phase of the project will be to implement a search portal (tentatively framed the Provincial Digital Library) to search across the BC IR Network as well as other digital repositories in BC, including those in other sectors. Responses to this RFQ that demonstrate potential for components of this second phase may be retained by the Advisory Committee to follow up on at a later date.

For more information on the BC IR Network project, visit: <http://www.eln.bc.ca/view.php?id=2190>.

A Software Selection Committee made up of representatives from BC institutions actively planning to move forward with an IR has undertaken an evaluation process to identify a suitable platform for phase one of the project. Based on an environmental scan and preliminary assessments including demos from sites with existing installations, a longlist of vendors has been identified. The Software Selection Committee is pleased to submit this RFQ to you as a long-listed vendor.

1.2 Background

BC Electronic Library Network is a partnership between the Province of British Columbia and its 32 post-secondary libraries. BC ELN's purpose is to develop, promote and maintain system-wide mechanisms that allow post-secondary libraries to meet the expanding information needs of the province's learners, educators, and researchers at the lowest possible cost. For more information about BC ELN visit: <http://www.eln.bc.ca>

1.3 Scope

The BC post-secondary sector is made up of over 32 post-secondary institutions. These range from specialized institutes to small colleges to large universities. Their full-time student populations range from 312 at Alexander College to 42,000 at the University of British Columbia. The total service population for the post-secondary sector is over 187,000. To learn more about the BC post-secondary sector, visit the BC Ministry of Advanced Education website: <http://www.aved.gov.bc.ca/publicpsed/welcome.htm>

1.4 Purpose

BC ELN is, through this RFQ process, seeking proposals from respondents who have developed a digital repository platform suitable for supporting the BC IR Network. The information submitted in response

to this RFQ will be used to determine the most suitable option for providing digital repositories at institutions across the province. Responses to this RFQ that demonstrate potential for components of the second phase (Provincial Digital Library) of the project may be retained by the BC IRN Advisory Committee to follow up on at a later date.

1.5 Issuing Office

For the purposes of this RFQ, the Issuing Office shall be designated as follows:

BC Electronic Library Network (BC ELN)
W.A.C. Bennett Library, 7th Floor
Simon Fraser University
8888 University Drive
Burnaby, BC
CANADA V5A 1S6

Attn: Sunni Nishimura, BC ELN Coordinator
        Email: sunnin@eln.bc.ca   Phone: 778.782.6937

1.6 Closing Date and Time

Responses to this Request for Quote must be received electronically in PDF format by the Issuing Office no later than Friday, January 2, 2015 @ 5:00 PM Pacific Time.

Quotes will not be accepted after the stated Closing Date and Time.

Respondents may not make alterations or modifications to their Quotes after the Closing Date and Time.

1.7 Key Dates

Listed below are the important events and the target dates and times by which these events are expected to be completed:

Issue date of the Request for Quote	Friday November 14, 2014
Inquiries/Questions Up To	Friday December 12, 2014
Closing Date and Time – Quote Submission	Friday January 2, 2015 no later than 5:00 PM Pacific
Respondents may be requested to perform an online community demo	January 5 - 30, 2015**
Software Selection Subcommittee Evaluation and Clarification of Quotes Completed and Recommendation Submitted to Advisory Committee	Late January 2015**
Advisory Committee Deliberations Completed and Acceptance of Successful Proponent (If Any)	Late January – early February 2015**
Expected Date of Implementation at Pilot Sites	Late March 2014**

** Dates are considered tentative.

1.8 Receipt Confirmation

Respondents are advised to confirm receipt of the RFQ in writing to the Issuing Office [see 1.5]. Respondents that do not confirm receipt of this RFQ may not be sent any amendments or addenda. Receipt confirmation does not obligate the Respondent to submit a Quote.

1.9 Proposal Format

Respondents are requested to submit Quotes electronically in PDF format, making sure to quote the RFQ number "RFQ# BCIR201411". Proposals must be submitted to the Issuing Office on or before the closing date. Respondents should contact the Issuing Office [see 1.5] to confirm receipt of the Quote.

BC ELN may reproduce any of the documentation, provided that such reproduction is made solely for internal use or for any purpose as required by law (e.g. Provisions of the British Columbia Freedom of Information and Protection of Privacy Act).

1.10 Proposal Costs

The Respondent has the responsibility for any costs associated with preparing its Quote in response to this RFQ. In no event will BC ELN be responsible for the costs of preparation or submission of any proposal.

1.11 Irrevocable Offer

Quotes submitted to BC ELN shall constitute a valid and irrevocable offer by the Respondent which is open for acceptance by BC ELN from after the closing date and time until the expiration of the 90th day following the Closing Date and Time in section 1.6.

1.12 Inquiries and Changes

All inquiries regarding the RFQ should be directed to:

Sunni Nishimura, BC ELN Coordinator

Phone: 778.782.6937

BC ELN accepts no responsibility for delays, or failure to receive or properly download electronic inquiries, or for equipment failures or all other risks.

It is the Respondent's responsibility to inquire about and clarify any requirements of this Request for Quote that are not understood, and to obtain their own information on all matters and things that may in any way influence them in making their Quote and fixing prices.

If you discover any inconsistency, discrepancy, ambiguity, errors, or omissions in this Request for Quote, please notify BC ELN immediately in writing.

BC ELN shall not be responsible for, and the Respondent shall not rely upon, any instructions or information provided to any Respondent other than those received in writing in accordance with the requirements of the RFQ documents. BC ELN shall not be bound by oral or other informal explanations or clarification not contained in written addenda.

1.13 Basis of Selection

BC ELN will not necessarily accept the lowest price or any Quote and reserves the right to cancel this request for quote at any time before or after the closing date and time without award.

BC ELN may require a respondent to provide pertinent financial information to verify the Respondent's financial stability. Similarly BC ELN may require information from a respondent in sufficient enough detail to conduct any number of references.

BC ELN will evaluate proposals based on the following:

1.13.0   The Respondent's suitability and capability to provide a high quality system as described in Attachment A and determined by the information contained in the Respondent's Quote and associated technical documentation supplied by the Respondent in response to this Request for Quote.

1.13.1   The Respondent's financial Quote including system costs both one-time and ongoing, value added components, and overall value proposition.

1.13.2   The Respondent's relevant experience (including references), qualifications, past performance and success in providing a system of the type described in Attachment A.

1.13.3   The quality of the Quote, specifically: Quotes shall be prepared in a straight forward manner, and shall describe the Respondent's offering(s) and equipment capabilities in a format that is reasonably consistent, comprehensible, and appropriate to the purpose.

1.13.4   Other criteria as deemed appropriate by BC ELN (quality of personnel, ability to deliver, etc.).

1.14 Confidentiality

The Respondent acknowledges that BC ELN is a public body subject to the BC Freedom of Information and Protection of Privacy Act (the Act) <http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00>. The Respondent shall review the Act and determine the categories of records which are excepted from disclosure under the Act. The Respondent shall clearly mark "Confidential' all information regarding the items and conditions, financial and/or technical aspects of the response, which in the Respondent's opinion are of a proprietary or confidential nature at the relevant item or page.

1.15 Disclosures

The Respondent shall disclose any current litigation that might affect any offers and delivery of its software to BC ELN.

SECTION 2: GUIDELINES FOR SUBMISSION OF QUOTES

2.0 Format for Quote

In order to receive a uniform format of Quotes from all Respondents, the following guidelines for formatting the Quote have been outlined:

2.1 Qualifications and References

The Respondent is requested to describe, to a maximum of 1 page, what makes them the most qualified respondent and why their platform is most suitable for the BC IR Network. In addition, the Respondent is requested to provide 3 references for comparable organizations (i.e. multi-institutional / consortial).

2.2 Proposed Software

The Respondent shall complete the functional requirement checklist in Attachment A and provide elaborations where requested.

> **2.2.1** In responding to this RFQ, the respondent warranties that the merchantability and fitness of the goods and service proposed in their RFQ response are a reasonable fit for the general purposes of the BC ELN IR project as described in this RFQ.

2.3 Support

Please provide license and support agreement, including any warrantees, etc..

2.4 Implementation and Start-up

Describe, to a maximum of 1 page, implementation and start-up requirements for this platform. Include personnel requirements for implementation, including type of personnel, expertise, and estimated number.

2.5 Costs

All prices must be quoted duty exempt and PST/GST excluded.

The Respondent shall provide a complete explanation of the costing model, including separate prices for the following where applicable:

> 2.5.1 Remote hosting provided by respondent, including any data storage and/or transfer fees
> 2.5.2 Local installation and hosting, including any applicable data storage and/or transfer fees
> 2.5.3 Remote or local hosting by a 3rd party
>
> 2.5.4 Additional costs for 2.4 Implementation and Start-up requirements.
>
> 2.5.5 Any charges not specified above which will be or may be billed to BC ELN by the Respondent in performing the work proposed. In addition, the Respondent shall clearly indicate any known possibility for unanticipated charges to BC ELN other than the Respondent's charges specified in its Quote, as well as make any suggestions for cost savings in any area.

2.6 Value Added Options

Respondents should describe any value-added services it is prepared to supply as part of the contract. Unless otherwise stated, it is understood that there are no extra costs for these services. Of particular interest are any potential benefits to the BC post-secondary system.

2.7 Delivery Dates

The Respondent shall specify its best delivery date in days from BC ELN's acceptance of the successful Quote.

2.8 Promotional Materials

Promotional materials may be included but there is no guarantee of use or review.

SECTION 3: ATTACHMENT A – FUNCTIONAL REQUIREMENTS CHECKLIST

This checklist must be completed indicating the respondent's status:

      Y = Yes, currently supported

      N = No, not currently supported

      If under development, please provide a date by which feature will be supported.

Where indicated the Respondent should provide elaborations.

Requirements have been labeled as:

      M = Mandatory

      H = Highly Desirable

      D = Desirable

      O = Optional

	Requirements	Importance	Currently Supported?	Supported by: (MM/DD/YY)	Notes
1	**Platform**				
1.1	Full functionality with Windows OS	HD			
1.2	Full functionality with Mac OS	HD			
1.3	List all hardware and software required to operate the product:				
1.4	Cross-browser compatibility (IE, Firefox, Safari, Chrome)	HD			
1.5	Remote hosting provided by respondent	HD			
1.6	Local installation and hosting	HD			
1.7	Remote or local hosting by a 3rd party	HD			
1.8	No download or plugin required for user	HD			
1.9	No user registration required for viewing content	HD			
1.1	Mobile browser compatibility	HD			
1.11	Links to example production sites:				
2	**Security, Privacy & Copyright**				
	Ideally the platform should allow individual user accounts. However, allowing users to enter personal information brings the service under the jurisdiction of the BC Freedom of Information and Protection of Privacy Act (FOIPPA) <http://www.bclaws.ca/civix/document/id/complete/statreg/96165_00>, which regulates the collection of and access to personal information. FOIPPA requires that personal information be stored in Canada and not accessed from outside Canada.				
	If this requirement is not met, in order to meet FOIPPA's requirements, individuals must consent in writing for their personal information to be stored and/or accessed from outside Canada. An electronic method may be used to give this consent, but only where the individual's identity has been formally authenticated.				
2.1	Enable conformity with BC FOIPPA (Respondent to elaborate)	HD			

2.2	Respondent can host in privacy-compatible jurisdiction	HD			
2.3	Reasonable technological and physical security exists to protect against unauthorized access or disclosure of personal information	M			
2.4	Minimal private information required for accounts	D			
2.5	Content license integrated into workflow (Creative Commons and other) (Respondent to describe methods)	HD			
2.6	Distribution permission/consent integrated into workflow	HD			
3	**Administrative Functions**				
3.1	Tiered administrative privileges, e.g. system-level and institution-level	HD			
3.2	**User accounts**				
3.2.1	Option to add/edit user accounts locally	HD			
3.2.2	Self-registration for contributing users	HD			
3.2.3	Automated user registration via LDAP/CAS/SIS/Shibboleth integration (for contributing users)	HD			
3.2.4	Ability to give editing privileges to other users beyond author	HD			
3.2.5	Assign users to groups with different privileges (item-based, collection-based, etc.)	HD			
3.2.6	Tiered user privileges (viewing content, adding content, modifying and deleting content, modifying metadata, etc.)	HD			
3.3	**Statistical Reporting**				
3.3.1	Consortial administrator can run reports on usage per institution	HD			
3.3.2	Institutions' administrators can run reports on usage and other metrics (respondent to elaborate on reporting capabilities)	HD			
3.3.3	Public-facing display of usage statistics for individual items	HD			
3.3.4	Export of statistical reports (respondent to elaborate as to file formats, standards, etc.):	HD			

3.3.5	Generates statistical reports on collection level	HD			
3.3.6	Generates statistical reports on item level	HD			
3.3.7	Generates statistical reports on repository level	HD			
3.3.8	Generates statistical reports on institution level	HD			
3.3.9	Generates statistical reports at consortial level	HD			
4	**Display / Usability**				
4.1	Customizable interface (e.g. system messages, logo, fields)	HD			
4.2	Context help available	D			
4.3	Accessible for vision-impaired users	HD			
4.4	Option for user to customize font size, resize sectors, organize page areas etc.	D			
5	**Structure**				
5.1	**Individual separate instances, with shared central instance**				
5.1.1	Provide separate, customized repositories for each institution	HD			
5.1.2	Metadata from individual installations can be collected and searched from a central site	HD			
5.1.3	Searches and browsing on central instance can be filtered by repository/institution, in addition to other criteria (see Searching)	HD			
5.1.4	Separate repositories (or "collections") can be created within each instance	HD			
5.1.5	Items can be moved between collections	HD			
5.1.6	Items can be held in more than one collection	HD			
5.1.7	Ingests metadata from other IRs using different software	HD			
5.2	**Modifications/editing/deleting**				
5.2.1	Items can be batch edited and deleted	HD			
5.2.2	Content locking option (only one user to edit file at any time)	HD			

5.3	**Standards compliance**				
5.3.1	Compliance with commonly-used metadata standards (Respondent to list)	HD			
5.3.2	Compliance with other metadata standards (Respondent to list)	O			
5.3.3	Compliance with other non-metadata standards (respondent to list)	O			
5.4	**Content preservation and sustainability**				
5.4.1	Able to convert files to stable formats	D			
5.4.2	Record/file version control (recoverable revisions)	D			
5.4.3	Automated backups (describe backups and transactional logging for system recovery)	HD			
5.4.4	Ability to connect to storage area network	HD			
5.4.5	Disaster recovery plan (describe)	HD			
5.4.6	Backup testing capabilities (describe)	HD			
5.4.7	Ease of migration to other products (describe export methods)	HD			
5.4.8	Ease of migration from other products (describe import methods)	HD			
5.4.9	LOCKSS-compatible	D			
5.5	**Extensibility**				
5.5.1	Modules available to extend functionality	HD			
5.5.2	No upper limit to number of records (respondent to elaborate)	HD			
6	**Content Types Supported**				
6.1	**Documents:**				
6.1.1	PDF, PDF/A	M			
6.1.2	ePub and other e-book formats (list in Notes field)	HD			
6.1.3	MS Word (.doc, .docx)	HD			
6.1.4	PowerPoint (.ppt, .pptx)	HD			
6.1.5	MS Excel (.xls, .xlsx)	HD			
6.1.6	WordPerfect (.wpd, .wp, .wp7, etc.)	HD			
6.1.7	RTF, TXT, UTF-8, etc.	HD			

6.1.8	HTML, XML	HD			
6.1.9	Pages (.pages)	HD			
6.1.10	OpenDocument (.odt, .odf)	HD			
6.1.11	TEI	HD			
6.1.12	TeX	D			
6.1.13	PostScript (.ps)	D			
6.1.14	ODP	HD			
6.1.15	Other (respondent to list)				
6.1.16	Format conversion (respondent to elaborate)	D			
6.2	**Images**				
6.2.1	JPG/JPEG	HD			
6.2.2	JPEG 2000	HD			
6.2.3	PNG	HD			
6.2.4	GIF	HD			
6.2.5	SVG	HD			
6.2.6	TIFF	HD			
6.2.7	BMP	HD			
6.2.8	WEBP	D			
6.2.9	PSD	HD			
6.2.10	EPS	HD			
6.2.11	AI	HD			
6.2.12	DNG	HD			
6.2.13	RAW	HD			
6.2.14	NEF	HD			
6.2.15	CRW	HD			
6.2.16	DCR	HD			
6.2.17	ORF	HD			
6.2.18	Other file formats supported (respondent to list)				
6.2.19	Format conversion (respondent to elaborate)	D			
6.3	**Audio**				
6.3.1	WAV	HD			
6.3.2	BWF	D			
6.3.3	FLAC	HD			
6.3.4	3GP	D			
6.3.5	ACT	D			
6.3.6	AC3	HD			

6.3.7	AU	D			
6.3.8	AWB	D			
6.3.9	M4A	HD			
6.3.10	MP3	HD			
6.3.11	MPC	D			
6.3.12	OGG/OGA	D			
6.3.13	RAW	D			
6.3.14	WMA	HD			
6.3.15	AIF/AIFC/AIFF	HD			
6.3.16	RA	D			
6.3.17	Other file formats supported (respondent to list)				
6.3.18	Format conversion (respondent to elaborate)	D			
6.4	**Video**				
6.4.1	MOV, QT	HD			
6.4.2	MPG/MPEG/MPE	HD			
6.4.3	MP4	HD			
6.4.4	SWF	HD			
6.4.5	AVI	HD			
6.4.6	WMV	HD			
6.4.7	FLV	HD			
6.4.8	MPEG-1	HD			
6.4.9	MPEG-2	HD			
6.4.10	MJ2	D			
6.4.11	Other file formats supported (respondent to list)				
6.4.12	Format conversion				
6.5	**Datasets**				
6.5.1	XLS, XLSX	HD			
6.5.2	CSV	HD			
6.5.3	SPSS	HD			
6.5.4	SQL	HD			
6.5.5	DAT	HD			
6.5.6	Other file formats supported (respondent to list)				
6.6	**Other**				
6.6.1	GIS data (respondent to list supported formats)	HD			
6.6.2	Other content types supported				

	(respondent to list)				
7	**Content management**				
7.0.1	Content may be submitted by non-administrator users (author submission)	HD			
7.0.2	Can associate multiple files with single record	HD			
7.1	**Ingestion methods**				
7.1.1	Batch	HD			
7.1.2	Individual	HD			
7.1.3	Respondent description of ingestion methods:				
7.1.4	Option to set embargoes	D			
7.1.5	Option to restrict access by group, user, IP, etc. (respondent to describe)	HD			
7.2	**File processing**				
7.2.1	Stores original-quality copies of images and audiovisual files	HD			
7.2.2	Automatically produces multiple sizes of images and audiovisual files for download	D			
7.2.3	Optical character recognition (OCR) for uploaded documents	HD			
7.2.4	Indexes full text of each file	HD			
7.3	**Adding and Generating Metadata**				
7.3.1	Respondent's description of how product generates and uses metadata:				
7.3.2	Automated generation of metadata via text analytics	HD			
7.3.3	Allows entry and validation of additional metadata (e.g. subject headings, names, dates, descriptive metadata, etc.)	HD			
7.3.4	Automatically checks incoming metadata. Records not containing the minimally defined set of fields to be flagged as problems, either to be returned to the submitter, or sent locally for metadata enhancement.	HD			
7.3.5	Batch application of metadata to batch-uploaded files	HD			
7.3.6	Batch upload of metadata via various file formats (respondent to list):	HD			

7.3.7	Customizable and expandable metadata fields	HD			
7.3.8	Search function dynamically incorporates new metadata fields	HD			
7.3.9	Support for user-created tags as additional metadata field	O			
7.3.10	Generates stable URLs for each content item	HD			
7.3.11	Discoverability for researchers/contributors, e.g. ORCID ID	D			
7.3.12	Visibility & indexing: OAI-PMH metadata, optimised for search engines	HD			
7.3.13	Optimized for Google Scholar discovery	HD			
7.3.14	Discovery Layer compatibility (Describe compatibility with major Discovery tool respondents ie. EDS, Summon, etc..)	HD			
8	**Searching, Browsing and Displaying Results**				
8.1	General search properties				
8.1.1	Fielded searching capabilities, including keyword, title, author, subject/field of study, and content type	M			
8.1.2	Full-text searching (allows searching of full text and highlights results)	HD			
8.1.3	Federated (cross-collection) searching	HD			
8.1.4	Field-based reordering of results, including relevance, subject, and publication date	HD			
8.1.5	Ability to modify or filter results after searching	HD			
8.1.6	Intuitive search interface	HD			
8.1.7	Search interface handles synonyms and stemming (e.g. Google's "Did you mean…")	HD			
8.1.8	Ability to limit searches by source and content type/category	HD			
8.1.9	Allow the use of proximity operators, Boolean operators, nesting and so forth for experienced users (advanced searching).	HD			

8.1.10	Allows complex searches incorporating combinations of fields, repositories, and Boolean operators	HD			
8.1.11	Searches rich metadata, but displays simple metadata in results	HD			
8.1.12	Content returned includes restricted-access materials	HD			
8.1.13	Full-text materials to be returned where possible.	HD			
8.1.14	Provides a controlled vocabulary/thesaurus	HD			
8.2	**Cross-searching**				
8.2.1	Display results from cross-searching databases separately, and with origin of results clearly identified.	D			
8.2.2	Provide option to select which database/repository (or multiple) to search	HD			
8.3	**Search personalization**				
8.3.1	Ability to create, save, and manually or automatically re-run complex advanced searches	HD			
8.3.2	Alerts of new resources via email and RSS.	HD			
8.4	**Browsing/Visualization**				
8.4.1	System to offer subject specific browsing, to aid structured resource discovery (by metadata or otherwise)	HD			
8.4.2	System to provide visualisation to aid resource discovery	D			
8.4.3	Presentation of content in browsing mode (Respondent to describe):				
8.4.4	Search results presentation (respondent to describe):				
8.4.5	Item level presentation (including viewers, etc. - respondent to describe):				
8.4.6	Items link to related items (automatically generated via metadata)	D			
8.4.7	Social media sharing buttons (Twitter, Facebook, etc.)	HD			
8.5	**Documents**				
8.5.1	Online display (Respondent to	HD			

	describe method)				
8.5.2	Export in multiple formats:				
8.5.2.1	PDF	HD			
8.5.2.2	HTML	HD			
8.5.2.3	XML	HD			
8.5.2.4	Plain-text	D			
8.5.2.5	MS Office	D			
8.5.2.6	Other (respondent to list)				
8.6	**Images**				
8.6.1	Previews in search/browse results	HD			
8.6.2	Format conversion	D			
8.6.3	Presentation on site? (e.g. thumbnails - respondent to describe methods)				
8.6.4	Download full resolution	HD			
8.6.5	Download resized	HD			
8.7	**Audio-visual**				
8.7.1	Previews in search/browse results	HD			
8.7.2	Format conversion	D			
8.7.3	Stream	HD			
8.7.4	Download	HD			
8.8	**Datasets**				
8.8.1	Download	HD			
8.8.2	Export in multiple formats (.xlsx, .csv, .xml, etc.) (Respondent to elaborate)	HD			
8.9	**Citations**				
8.9.1	Able to present exportable citations formatted for various styles	HD			
8.9.2	Recognizes and uses CSL (Citation Style Language) files; able to install new styles using this format	HD			
8.9.3	Respondent's explanation of how product handles citations:				
9	**Training & Support**				
9.1	Technical support	M			
9.2	**Training available**				
9.2.1	in person	HD			

9.2.2	online	HD			
9.2.3	documentation (searchable electronic file formats preferred)	M			
9.3	**Support**				
9.3.1	Live support	HD			
9.3.2	On-going support (e.g. ongoing training, mentoring)	HD			
9.3.3	Feature/bugfix requests (Respondent to explain their procedures for handling feature and bug fix requests)				
9.4	**On-going maintenance**				
9.4.1	For respondent hosting	HD			
9.4.2	For local hosting	HD			
9.4.3	For third-party hosting	HD			
9.4.4	Respondent's description of maintenance:				
10	**Other features**				
10.1	Scholarly communication features (i.e. journal publishing, etc.) -- Respondent to elaborate, and include any additional pricing details	O			
10.2	List any other features not included here that differentiate the product:				