



## AskAway Software Evaluation Committee Terms of Reference

*Last updated August 21, 2018*

AskAway is a collaborative post-secondary chat reference service that is maintained by the BC Electronic Library Network (BC ELN) and participating libraries. AskAway provides real-time chat reference support to students, staff, and faculty at 31 participating institutions. AskAway conducts regular software reviews to determine which chat reference software product best meets the current needs of the service.

### **Mandate**

The AskAway Advisory Committee has mandated the AskAway Software Evaluation Committee to:

- Finalize functional requirements of chat reference software for the operation of AskAway;
- Prepare and disseminate a Request for Quotation (RFQ) to selected vendors;
- Evaluate vendor responses, including functional requirements compliance;
- Arrange a demonstration and/or trial of shortlisted software, facilitating participation and gathering feedback from a wide group of AskAway service providers and coordinators; and
- Make a recommendation to the AskAway Advisory Committee of a software platform that best fits AskAway's currently outlined needs.

### **Membership**

The AskAway Software Evaluation Committee is made up of five members representative of user groups (local coordinators, service providers), with a balance of institution type and geographic location.

Members will be available for frequent meetings and committee work for the duration of the software evaluation process, expected to be September 2018 – January 2019.

### **Communication**

Communication among AskAway Software Evaluation Committee members will take place primarily via listserv.



## Meetings

AskAway Software Evaluation Committee meetings will be held virtually and/or in person as needed.

## Deliverables

The AskAway Software Evaluation Committee will deliver a recommendation to the AskAway Advisory Committee of the software platform that best fits AskAway's currently outlined needs.

## Timeline

Early-October 2018	Develop set of functional requirements and perform weighting of requirements
Mid-October 2018	Develop bid document (RFQ)
Late-October 2018	Send RFQ to vendors
Late-November – December 2018	Begin scoring RFQ responses
Early-January 2019	Trial and demonstration period
Mid-January 2019	Software Evaluation Committee meets to perform final scoring of functional requirements
Late-January 2019	Software Evaluation Committee makes final recommendation to AskAway Advisory Committee