

Appendix B: Collections management system questionnaire for vendors

Provide a brief description of the vendor and product:

Vendor information

Is the product open source / open access / community supported?

What is the cost of your collections management system (CMS)?

What is the cost for installation alone and for installation with migration?

What are the vendor hosting and support services?

Are there add-on features?

What is the total cost from installation to providing ongoing services?

Modules

Do you offer additional plug-ins or modules beyond the basic collections management needs?

If so, what are they (digital asset management, online collections or exhibitions, conservation, digital preservation)?

Hosting

Do you provide hosting services?

If so, what services are available?

Migration

What is your typical data migration process?

How long does it take on average?

Training

What kind of training do you provide?

Support

What ongoing support is available (hours, languages, support network)?

Requirements

Are there any hardware or software requirements for running your CMS (operating system, server requirements, web browser)?

If so, what are they?

System integration

Can your CMS integrate with other systems (website, digital asset management, archive or library collections management)?

If so, how do they integrate?

Product demonstrations

Do you provide demos of your system?

If so, how do institutions access them?

Documentation

Do you provide documentation?

What types of documentation?

When is the documentation made available (please indicate if it is accessible prior to signing the contract)?

Standards

What data standards, vocabulary standards and metadata schemas does your CMS support?

Electronic media

What formats does your CMS support?

References

Which organizations with similar needs could provide a reference?