

AOAC INTERNATIONAL

Request for Proposals — eOMA

Electronic Delivery Platform for the Official Methods of Analysis of AOAC INTERNATIONAL (eOMA)

Hosting, search, access control, and commerce for AOAC’s collection of 3,000+ official methods.

Issued by	AOAC INTERNATIONAL
RFP reference	AOAC-eOMA-2026-01
Issue date	7/21/2026
Notice of intent to bid (optional)	8/14/2026
Questions due	8/14/2026
Proposals due	9/9/2026 5:00 p.m. ET
Submit to	Jonathan Goodwin, Deputy Exec Dir & CHRO, jgoodwin@aoac.org
Companion RFP	AOAC Electronic Quality Management System (EQMS). See Section 1.5

1. Introduction and Background

1.1 About AOAC INTERNATIONAL

AOAC INTERNATIONAL is a globally recognized, independent nonprofit (501(c)(3)) association, founded in 1884, that advances food safety and product integrity through standards, validated test methods, and laboratory quality programs. Its vision is global alignment for trusted analytical solutions, serving analytical chemists, microbiologists, laboratories, regulators, and industry worldwide. Validated methods are scrutinized, approved, published, and maintained through a formal, consensus-based process — including expert review and a First Action/Final Action validation pathway — before they are added to, revised within, or repealed from the Official Methods of Analysis of AOAC INTERNATIONAL (OMA).

1.2 The Official Methods of Analysis of AOAC INTERNATIONAL (OMA)

The Official Methods of Analysis of AOAC INTERNATIONAL (OMA) is a compendium of more than 3,000 methods. Each method may include procedural text, equations, tables, and figures, and may be accompanied by metadata, external links, and supplementary files. The electronic version of the compendium is updated continuously as methods are added, revised, or repealed. These updates follow AOAC’s established review and approval processes, and they require ongoing document uploads and content changes by AOAC staff. There are also printed editions of OMA, but they are not within the scope of this RFP.

For the purposes of this RFP, methods must be delivered digitally as a collection of methods and as individual methods.

1.3 Purpose of this RFP

AOAC seeks proposals for an electronic delivery platform (“eOMA”). The platform will host all methods, their associated metadata, and any supplementary files; support full-text search of documents and metadata; and provide access through individual and organization-based subscriptions, single-document sales, and discounted or complimentary access for certain individuals and certain documents. AOAC will own and control all hosted documents and other content. AOAC currently delivers OMA through a third-party platform but will consider transition to a new dynamic digital delivery solution.

AOAC will consider both off-the-shelf (commercial) and custom solutions and will evaluate proposals based on total cost of ownership, including, but not limited to, the following aspects. Please see Section 2, Scope of Work, and Section 4 for more details:

- existing data and document conversion;
- development costs;
- hosting pre- and post-launch;
- solution implementation;
- quality and intuitive nature of search and end-user experience to reach materials quickly;
- responsiveness of the solution to desktop and mobile platforms;
- subscription, single, and bulk sale support and integration with AOAC's membership model;
- ongoing maintenance and support costs after launch;
- data backup, security, secure monitoring and intrusion detection, and IT best-practice compliance;
- staff pre-launch training;
- post-launch staff and user training material development;
- knowledge base and end-user support quality and availability 24/7 for an international audience;
- usage analytics, auditing, and compliance support;
- potential for future flexibility, scalability, and sustainability at a reasonable post-launch development cost as needs change. Single- and multi-year maintenance plans with discounted prepaid blocks will be considered if offered.

AOAC may, in the future, expand the scope of this platform to host and sell additional publications beyond OMA; vendors should note any architectural implications of this potential expansion.

1.4 Intellectual Property

AOAC owns and retains all rights, title, and interest in the OMA compendium and all content therein, including the methods, AOAC-authored content, and AOAC-generated metadata, regardless of which platform hosts them. No part of this RFP process, and no resulting agreement, transfers ownership of that content or metadata to the selected vendor. Any software, configuration, or integration work product developed specifically for AOAC under a resulting agreement will be addressed in the definitive contract, including whether AOAC will own or license that work product.

AOAC will treat each vendor's proposal, pricing, and other submitted materials as confidential and will not disclose one bidder's materials to another bidder. AOAC will share Q&A responses with all participating vendors, as described in Section 3.2.

1.5 Relationship to the EQMS RFP

AOAC is issuing a separate RFP for an Electronic Quality Management System (EQMS) to manage AOAC documents through their lifecycle (draft → review → approval → publication → revisions → archive). Vendors may respond to this eOMA RFP, to the EQMS RFP, or to both, and may propose an integrated solution spanning both. Vendors are encouraged to recommend how their solution can integrate with an EQMS if responding only to the eOMA RFP.

Please state clearly which RFP(s) your proposal addresses.

1.6 Print Production

In addition to electronic delivery, AOAC has historically published print editions of the OMA and is evaluating options for the next print edition of OMA. This RFP is for the eOMA electronic delivery platform only; print production and fulfillment are out of scope for this RFP and may be addressed through a separate process or system.

2. Scope of Work

The selected vendor will provide a cloud-hosted platform, plus implementation and ongoing support, covering at minimum:

- Content hosting and management for 3,000+ PDF documents (methods, standards, and appendices) and associated metadata, images, data tables, and supplemental files, including bulk initial load and ongoing updates and replacements.

- Discovery and search, including full-text and faceted search available to the public and to external search engines without login, with designated content of document previews before purchase.
- Access management, including role-based access, individual and institutional accounts, paywall/login behavior, Digital Rights Management (DRM) and watermarking, and designated free/open-access content.
- Multi-level, configurable access and commerce options, including individual and institutional subscriptions, single-document and bundled purchases, payment processing, and license management.
- Integration with AOAC systems, notably iMIS, AOAC's Association Management Software, for authentication, membership-level access, subscription, and invoicing, while ensuring immediate delivery of purchased content.
- Security, analytics, compliance support, implementation, and long-term maintenance.

Commerce

AOAC will retain full control over pricing for individual methods, subscriptions, bundles, and institutional licenses. The platform should allow AOAC staff to set and update pricing directly within the eOMA administrative interface, and pricing information should preferably be stored within the eOMA platform. Vendors should describe how their solution supports pricing management, including any alternative approaches such as managing pricing through iMIS via API integration.

The platform must apply membership-based pricing and discounts using membership status retrieved from iMIS. Pricing will be structured in three tiers, verified against iMIS membership/subscription status at the time of purchase: (a) existing OMA subscribers: free access; (b) AOAC members (non-subscriber): discounted pricing; (c) non-members: full price. Vendors should describe how membership eligibility, pricing rules, discounts, and final transaction amounts are determined and synchronized between eOMA and iMIS for financial reconciliation, including how tier determination and real-time verification are handled at checkout.

The platform should support distinct pricing for AOAC-curated groups of methods (e.g., by matrix category or analyte). AOAC should be able to set and update prices for these groupings independently of individual method pricing. AOAC does not currently plan to offer user-selected ad-hoc bundle pricing, given limited transaction volume; this may be revisited in the future. Vendors may optionally describe support for this capability as a differentiator.

Vendors should describe how their proposed solution supports the purchase workflow scenarios described in Section 4 (Compatibility and Integration), including iMIS-led commerce and hybrid commerce approaches.

Additional detailed, itemized requirements appear in Section 4.

3. How to Apply

3.1 Timeline

AOAC intends to follow the schedule below. All dates are placeholders and may be revised. Note that the AOAC Board of Directors approves overall funding for the initiative; it does not select the vendor.

Milestone	Target date
RFP issued	<i>July 21, 2026</i>
Notice of intent to bid (optional)	August 14, 2026
Vendor questions due (written, by email)	August 14, 2026
AOAC responses/addenda issued	August 26, 2026
Proposals due	September 9, 2026
Shortlist notified; demonstrations scheduled	September 25, 2026
Vendor demonstrations	October 2026
Pricing in hand for AOAC review	Late November 2026

Selection and contract negotiation	November 30, 2026
Board approval of project funding	Early December 2026
Anticipated project kickoff	January 2027

3.2 Questions

All questions must be submitted in writing to Jonathan Goodwin (jgoodwin@aoac.org) by the date above. Answers will be shared with all participating vendors. Vendors should not contact other AOAC staff or volunteers regarding this RFP.

Vendors must disclose any actual or potential conflicts of interest in their proposal.

Incumbent vendors are welcome to submit proposals.

3.3 What to include in your proposal

Proposals should be concise and organized in the following order. If 3rd parties will be involved in the solution, please include references and required background, as well as an indication of sections where a 3rd party will participate.

- Executive summary — your understanding of AOAC’s needs and your recommended approach (whether off-the-shelf, configured, or custom).
- Company profile — background, relevant scale, and similar deployments (especially scientific/standards publishers, scholarly content, or accreditation bodies).
- Solution description — architecture, hosting, and how the solution meets the requirements.
- Completed requirements response — the Section 4 table with a response code (see Section 4.2) and a brief note for each line.
- Implementation plan — approach, timeline (showing completion by September 2027), import or migration, and parallel-run strategy, content and metadata ingestion, and AOAC resource expectations.
- Integration approach — specifically iMIS, SSO, and payment processing; and, where applicable, how you would integrate or cooperate with AOAC’s EQMS.
- Security and compliance — hosting, data protection, backups, uptime/SLA commitments, security monitoring, and firewalls. Vendors must describe compliance with WCAG 2.1 AA accessibility standards, GDPR, CCPA, and data-storage-location requirements.
- Support model — implementation support, post-implementation support for the 24–36 months after launch, ongoing support tiers, SLAs, and maintenance, including the end-user support model described in Section 4.
- Pricing — a complete cost breakdown covering implementation, recurring license or subscription fees, hosting, and support/maintenance (itemized per Section 5).
- References — at least three comparable client projects and outcomes, with length of relationship indicated.

4. Technical and Functional Requirements

The table below sets out AOAC’s requirements for the eOMA platform. Each requirement uses MUST, SHOULD, or MAY to signal how essential it is, and carries a matching priority:

- Priority 1 — MUST: required for a viable solution.
- Priority 2 — SHOULD: important and strongly preferred, but not essential.
- Priority 3 — MAY: desirable; offered capabilities will help differentiate proposals.

4.1 Solution context

The public and external search engines must be able to discover method titles and selected metadata fields (e.g., method number, analyte, matrix, technique) without logging in. Individual methods do not include abstracts, so some content (such as titles, applicability statements) and metadata must be indexable by external search engines

(e.g., Google, Bing), while the full text of methods remains behind the paywall; the platform's own full-text search must cover the complete method text for entitled users. From a search result, a user can access a method either through a full OMA subscription or by purchasing a single method.

4.2 How to respond

For each requirement, enter one response code and a short explanation in your response copy of this table:

Code	Meaning
F	Fully met out of the box (standard configuration).
C	Met through configuration (no custom code).
D	Met through custom development (describe scope and cost).
P	Planned on a published roadmap (give target date).
N	Not available.

4.3 Requirements

Requirement ID:	Priority	Specification
File Types, Uploads, and Changes		
A.1	1	The platform MUST support multiple file types, including PDF, equations, images, and data tables, as well as supplemental files. Currently, tables and images are typically embedded within PDFs; the platform must also be able to host separate supplemental files (e.g., video, audio, instrument-condition files, etc.) as AOAC's needs expand.
A.2	1	The platform MUST support complete and accurate display of formatted text, special characters (e.g., Greek letters), equations, scientific notation, and figures, consistent with AOAC's published methods, regardless of the device used to view them.
A.3	1	For oversized tables (larger than a standard letter/A4 page, including those originally set in landscape orientation), the platform MUST provide an accessible online viewing option (e.g., a portrait-oriented, scrollable, or spreadsheet-like view), in addition to the complete and accurate version included in the downloadable PDF or supplemental file.
A.4	2	The platform SHOULD allow content upload and hosting of any file type (e.g., PDF, images, video, audio, instrument-condition files, etc.).
A.5	3	The platform MAY accept LaTeX files or a similar source format.
A.6	1	The platform MUST support an initial bulk load of all PDFs and other files, and MUST allow files to be regularly uploaded and replaced thereafter by AOAC staff administrators.
A.7	1	The platform MUST provide bulk upload/sync tools for large updates (at a minimum of 100 GB) by AOAC staff administrators.
A.8	2	The platform SHOULD provide a preview-before-publish capability (Draft → Review → Publish workflow) for AOAC staff administrators and/or select volunteers with appropriate role-based access, and SHOULD allow updates to be staged in advance at a specified date/time before release or revocation.

A.9	2	The platform SHOULD allow a method to be ingested as a PDF initially and later migrated to a structured format (e.g., XML/HTML) without re-uploading the content.
A.10	2	The platform SHOULD be able to generate HTML versions of methods using AOAC's OMA style and formatting specifications (e.g., multi-column layouts).
A.11	2	The platform SHOULD support the sale and delivery of predefined, AOAC-curated bundles of methods as a single downloadable product. The initial bundle content may be prepared and supplied by AOAC as a precompiled file, such as a PDF. The platform is not required to dynamically collate individual methods into a bundle at the time of purchase.
A.12	1	The platform MUST allow related items to be linked to a method (e.g., supplements, errata, and related methods by method number). Version control of methods is managed by the EQMS; the eOMA platform displays and links only the current published version, identified by an OMA number that incorporates the year of any change along with a brief description of the change.
Metadata		
B.1	1	The platform MUST support definable, searchable metadata fields (e.g., method number, title, analyte, matrix, technique, status, program, keywords).
B.2	1	The platform MUST support metadata upload and MUST allow AOAC staff to designate which metadata fields are publicly visible.
B.3	1	The platform MUST allow metadata to be edited and updated by AOAC staff, both for an individual method (its metadata values) and for the metadata schema itself (adding, renaming, or removing fields/tags).
B.4	2	Vendors SHOULD propose a plan for generating keywords, as AOAC PDFs do not currently contain them.
B.5	1	Metadata MUST support controlled vocabulary and scientific terminology (e.g., CAS numbers, chemical synonyms).
B.6	2	The platform SHOULD support automated extraction of metadata from PDFs for the initial bulk upload and for ongoing uploads.
B.7	1	The platform MUST provide document-level landing pages with structured metadata and linked supplements.
B.8	1	The platform MUST support inclusion of links to external websites and DOIs (e.g., JAOAC and other journals, reference material product webpages, etc.).
Searchability		
C.1	1	The platform MUST provide full-text search of methods, metadata, tables, figures, and supplemental files for entitled users, without requiring login to search.
C.2	1	The platform MUST allow method titles and selected metadata fields (e.g., method number, analyte, matrix, technique) to be indexed by external search engines (e.g., Google, Bing) without requiring login. AOAC methods do not include abstracts, so metadata — not abstracts — is what must be indexable; full method text remains behind the paywall.

C.3	1	The platform MUST provide faceted (multi-step) filtering by parameters such as method number, matrix, analyte, technique, status (First Action/Final Action), year, program, and discipline.
C.4	1	The platform MUST return search results quickly (target under one second).
C.5	1	The platform MUST provide a method preview, displaying AOAC-defined public fields, to a searcher before purchase.
C.6	1	Method pages (preview/HTML) MUST load in under two seconds; the available download MUST reflect the user's access permissions — a preview/sample for unauthenticated users, and the full method PDF after purchase or subscription.
C.7	2	The platform SHOULD support synonyms and controlled vocabulary (e.g., “aflatoxin” = “mycotoxin”, “LC-MS/MS” = “LCMSMS”).
C.8	1	The platform MUST support CAS numbers and controlled vocabulary to improve scientific search accuracy.
C.9	1	The platform MUST provide search analytics, including zero-result searches and top-search reporting.
C.10	3	The platform MAY provide spelling-suggestion (“did you mean”) functionality for misspelled search terms (e.g., “kratum” → “Did you mean Kratom?”).
C.11	3	The platform MAY provide an AI search assistant, scoped exclusively to AOAC's own OMA content (not external or competitor resources), that suggests relevant AOAC methods based on logical associations among matrices, analytes, and other metadata; AOAC staff MAY review and adjust suggested results.
Persistent Identifiers / DOIs		
D.1	1	The platform MUST support persistent identifiers (DOIs) for citation and linking within OMA.
D.2	2	The platform SHOULD support automated creation of DOIs.
Access Management		
E.1	1	The platform MUST support role-based access for, at minimum, one or more AOAC administrators (who can designate additional AOAC staff with administrative access, and/or volunteer editors with limited access roles) and subscribers/users.
E.2	2	The platform SHOULD support an institutional account manager role for institutional/organizational subscribers, allowing a designated contact to manage the list of individuals with access to that subscription. Editor/reviewer roles for content workflow belong to the EQMS rather than eOMA.
E.3	1	The platform MUST require login to access items behind paywall and, after login (which MAY be via iMIS/SSO), MUST return the user to the same page or search position.
E.4	1	The platform MUST provide individual account access and management.
E.5	1	The platform MUST give each user access to a library of the methods they have purchased or are entitled to from their account, in a well-marked, easy-to-find location similar to a Library or “My Methods.”
E.6	3	The platform MAY provide a shared institutional “My Methods”/library view, in addition to individual views, for institutional subscribers.

E.7	1	The platform MUST display only the current published version of each method, with the change date and a brief description of the change. A previously purchased or downloaded PDF of a superseded version is not retroactively altered. The platform MUST record all purchases and downloads and MAY automatically notify users who have purchased or are entitled to a method when it is updated or repealed. AOAC will define the policy for whether updated access is granted automatically, on a case-by-case basis, or requires a new purchase.
E.8	2	The platform SHOULD include a section on the eOMA homepage (or equivalent) listing recently updated methods (e.g., updated or changed within the past 12 months). This list should be database-generated and not hard-coded on the webpage.
E.9	1	The platform MUST provide content protection through DRM/online-only access/watermarking, as practicable; the vendor must describe its approach.
E.10	1	The platform MUST allow certain content to be free and open-access on an individual-document basis (e.g., open-access methods and front/end matter).
E.11	1	The platform MUST watermark downloaded files for copyright protection, in addition to any DRM.
E.12	1	The platform MUST allow AOAC to define download permissions, print permissions, and device limits.
E.13	1	The platform MUST include controls to deter password sharing.
E.14	2	The platform SHOULD provide a mechanism to detect and flag suspected end-user policy (EUP) violations (e.g., abnormal concurrent-login patterns suggestive of credential sharing) and report them to AOAC administrators for review.
E.15	2	The platform SHOULD offer download options governed by license terms (e.g., file format, number or frequency of downloads, single- vs. multi-device use).
E.16	2	The platform SHOULD support single sign-on (SAML, Shibboleth, Azure AD) as well as IP-address-based recognition for institutional/corporate subscribers, consistent with standard practice for libraries and corporate labs.
E.17	2	The platform SHOULD support proxy access (e.g., EZproxy, OpenAthens) for institutional subscribers.
E.18	1	The platform MUST provide institution-level usage reporting.
E.19	1	The platform MUST be cloud-hosted, in a reputable, secure data center, for fast access and documented uptime (see Security section).
E.20	1	The platform MUST support integration with an external Digital Rights Management (DRM) solution, should AOAC choose to implement one in the future. In the absence of DRM, the platform MUST support expiring download links, limited download counts, user-specific watermarking, and authenticated access to downloadable files.
E.21	1	The platform MUST automatically generate user-specific watermarked PDFs at the time of download. Watermarks will be defined by AOAC and MUST include, at minimum, the purchaser's name, email address, purchase date, AOAC's copyright/license notice, and a disclaimer stating that the method reflects the version current as of the download date and that it is the purchaser's responsibility to

		verify whether a newer version has since been published. This process MUST be fully automated and require no staff intervention.
E.22	1	The platform MUST provide access to content independent of location (no blackout locations). (Availability of the purchase/checkout step, where it depends on AOAC's payment infrastructure, is addressed in the Compatibility and Integration section below.)
E.23	1	The platform MUST support at least 500 concurrent users with no fixed cap and SHOULD scale resources on demand (elastic scaling) to accommodate growth and peak usage. As a security control, the platform MUST limit the number of simultaneous active logins under a single set of credentials.
E.24	2	The platform SHOULD allow institutional seat access to be transferred from one user to another (e.g., reassigning a seat or the remainder of an institutional subscription).
Commercial Model — Subscription / Sales		
F.1	1	The platform MUST support institutional subscriptions (multi-user, IP-based, SSO).
F.2	1	The platform MUST support individual subscriptions (annual, monthly) as defined by AOAC.
F.3	1	The platform MUST support single-method purchase with individual method pricing and immediate delivery (online view and PDF download). Single-method purchases do not expire; purchasers retain ongoing access to their purchased PDF in their document library, subject to the watermarking/DRM requirements above and repealed methods.
F.4	2	The platform SHOULD allow discounts based on criteria defined by AOAC.
F.5	1	The platform MUST support three pricing tiers verified against iMIS membership/subscription status at the time of purchase: (a) existing OMA subscribers: free access; (b) AOAC members (non-subscriber): discounted pricing; (c) non-members: full price. Please describe in the proposal how tier determination, real-time verification, and price calculation are handled.
F.6	2	The platform SHOULD support the sale and immediate delivery of predefined, AOAC-curated method bundles at a price determined by AOAC. AOAC may supply the initial bundle content as a precompiled file, such as a PDF. User-defined/ad-hoc bundle pricing is not currently required but MAY be proposed as an optional capability.
F.7	3	The platform MAY allow purchase of a specified number of files (e.g., 25 downloads).
F.8	2	The platform SHOULD support seat-based licensing with tiered pricing (e.g., 1–10 users at one per-user rate, 11–20 users at a lower per-user rate).
F.9	2	The platform SHOULD provide license management and enforcement (e.g., seat counts, concurrent-user limits, IP ranges, and controls to deter credential sharing).
F.10	2	The platform SHOULD automatically provision and de-provision access when a subscription is created, renewed, lapses, or is canceled (driven by iMIS data).
F.11	2	The platform SHOULD provide a streamlined purchase experience for new purchasers while maintaining accurate customer records and

		entitlement management. Vendors must describe the account creation and checkout process required for new purchasers, including whether guest checkout, simplified registration, or other approaches are supported.
F.12	1	The eOMA site MUST support credit-card purchases for individual methods and subscriptions through either integration with iMIS payment processing, a third-party payment processor, or another AOAC-approved payment workflow. Vendors must describe available checkout experiences, including account creation requirements, guest checkout capabilities, payment processing options, and how successful payment triggers entitlement and immediate access to purchased content. Purchase orders, checks, ACH, wire transfers, and other offline payment methods will not be accepted directly through the eOMA checkout process. Customers requiring offline payment methods must be directed to AOAC Customer Service. The solution must support synchronization with iMIS after offline payments are manually recorded and approved by AOAC staff, allowing entitlement and access to be updated automatically.
F.13	2	The platform SHOULD support subscription renewal workflows and reminders, configurable via a WYSIWYG interface available to staff.
F.14	2	The platform SHOULD support applicable sales tax / VAT calculation. (Sales tax and VAT today are handled through iMIS as AOAC's payment processor of record; the final approach will depend on the iMIS purchase-workflow scenario selected — see Compatibility and Integration.)
F.15	3	The platform MAY integrate with a CRM (e.g., Salesforce, HubSpot) for institutional and individual licensing. For AOAC, iMIS itself functions as AOAC's CRM/AMS and is addressed under the iMIS integration requirements below; this item is retained for vendors whose broader client base may require a separate CRM.
F.16	2	The platform SHOULD support marketing of eOMA and other AOAC services and products — for example, suggesting similar methods based on a user's download/purchase history, or promoting other AOAC programs — as a potential incremental revenue stream.
Compatibility and Integration		
G.1	1	The platform MUST be responsive and optimized for access and performance across desktop, tablet, and mobile devices, and for an international audience, including reliable performance over low-bandwidth connections. All content will be in English at launch.
G.2	3	The platform MAY support additional languages for the user interface, navigation, and platform content in the future.
G.3	1	The platform MUST support two-way integration with iMIS. The platform must query iMIS to validate membership status and applicable discounts at the time of purchase. It must send all completed transactions, customer updates, and subscription records back to iMIS for financial reconciliation and system-of-record storage. The platform must provide immediate access to purchased content regardless of iMIS availability. The proposed solution should support either of the following purchase-workflow scenarios for iMIS integration: Scenario A: iMIS-led commerce (leveraging iMIS's existing payment

		processing, rates, and membership data); Scenario B: hybrid commerce (transactions processed within the eOMA platform or a separate payment gateway, with completed transactions and customer updates reported back to iMIS for reconciliation). The requirements in this RFP are intentionally written to remain neutral between these scenarios; vendors should describe how their platform could support either model, including handling of new (non-member) purchasers, sales tax/VAT, seat/license transfers, SSO, and the payment-processing and offline-payment-routing requirements described above. AOAC may provide additional details through an addendum during the RFP process.
G.4	1	iMIS MUST be treated as the system of record for customer data, with real-time synchronization for authentication, subscription management, and access provisioning.
G.5	1	The platform MUST support purchases by users who are not yet in iMIS, creating or linking a customer record at the point of sale so that delivery is immediate.
G.6	2	The platform SHOULD support embedded multimedia (e.g., videos or interactive diagrams) for both public and paywalled content.
G.7	2	The platform SHOULD provide APIs for metadata and document updates (e.g., integration with the EQMS).
G.8	3	The platform MAY link directly to laboratory information management systems (LIMS), as a potential future revenue stream; AOAC has not yet evaluated the associated content-control risk.
User Comments Capability		
H.1	2	The platform SHOULD provide a user feedback (comment) field, with comments visible only to AOAC's site-wide administrator(s) and triggering an email alert.
Analytics, Compliance, and Notifications		
I.1	1	The platform MUST provide analytics on usage frequency to identify the most-used methods.
I.2	1	The platform MUST provide institution-level usage analytics.
I.3	2	The platform SHOULD provide a dynamic dashboard, with drill-down detail by method, institution, and time period, to display usage and other analytics data.
I.4	2	The platform SHOULD provide accreditation support consistent with ISO/IEC 17025 (e.g., audit trail / digital logs of method access and download).
I.5	2	The platform SHOULD support notification capabilities for errata, corrections, or method repeals. AOAC will determine notification policies.
Accessibility and Regulatory Compliance		
J.1	1	The platform MUST comply with WCAG 2.1 Level AA accessibility standards (e.g., alternative text for images, keyboard navigation, screen-reader compatibility).
J.2	1	The platform MUST comply with the EU General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA) in its handling of personal data, given AOAC's international user base.

J.3	2	Vendors SHOULD describe any additional data-residency or industry compliance certifications relevant to a global scientific-publishing platform (e.g., ISO/IEC 27001).
Vendor Support		
K.1	1	The vendor MUST support implementation and launch.
K.2	1	The vendor MUST provide long-term support and maintenance (security and other updates). The vendor must provide appropriate documentation.
K.3	1	The vendor MUST describe its end-user (customer) support model, including available channels (e.g., email, chat, phone), hours of coverage (24/7 coverage preferred, given AOAC's international audience), languages supported, and escalation procedures for unresolved issues.
Security		
L.1	1	The platform MUST provide security controls to prevent unauthorized access to, or alteration of, methods and metadata, and to manage subscription access.
L.2	1	The platform MUST provide automated backup and disaster recovery.
L.3	1	The platform MUST provide cybersecurity controls, including security monitoring, firewalls, and uptime/availability commitments, as well as access controls to the hosting facility.
L.4	1	The platform MUST meet a minimum uptime of 99.5% and MUST use a global content delivery network (CDN) for international performance, without blocking access based on any single vendor's country restrictions.
L.5	2	The platform SHOULD provide options for MFA and/or passkey-based access.
L.6	2	The platform SHOULD include controls to detect and mitigate automated scraping, excessive downloading, or unauthorized harvesting of AOAC content. Vendors should describe available protections, such as rate limiting, bot detection, monitoring, CAPTCHA challenges, or other security controls.

5. Pricing and Project Timeline

Project timeline. The selected platform must be fully implemented and live by September 2027. Vendors must provide a project plan with milestones demonstrating how this date will be met, including content and metadata migration and any parallel-run period. AOAC may provide penalties for these milestones at its discretion.

Pricing. Provide complete, transparent pricing so AOAC can assess the total cost of ownership over a five-year period. At minimum, break out:

- One-time implementation, configuration, and content/metadata migration costs, including any development identified in your Section 4 response, and projected five-year rates and costs of supporting that development.
- Recurring license or subscription fees, and the basis for them (e.g., per seat, concurrent users, content volume, transactions).
- Hosting, storage, and bandwidth costs, and how they scale.
- Support and maintenance fees by tier, including security updates, backups, uptime/SLA commitments, security monitoring, and firewalls.
- Transaction or payment-processing fees, if any.
- Assumptions, exclusions, and annual price-escalation terms.

Vendors MUST describe end-of-contract export capabilities, including delivery of all PDFs, metadata, user accounts, and purchase history in non-proprietary formats, along with transition support.

Where relevant, indicate licensing models offered (e.g., concurrent vs. permanent/named licensing) and any pricing efficiencies if AOAC also selects your EQMS solution.

6. Evaluation Criteria

Proposals will be evaluated on overall value to AOAC, not lowest price alone. Among the factors AOAC will consider:

- How well the solution meets the requirements.
- Total cost of ownership, both implementation and ongoing maintenance, and AOAC's ability to operate the platform long-term.
- Solution maturity, overall approach, and implementation risks.
- Ability to meet the September 2027 completion date.
- Integration with AOAC systems (notably iMIS), SSO, and payment processing, and the migration approach.
- Security, reliability, and support.
- Vendor stability and relevant references.

7. Attachments

- Attachment A: Vendor response template (the Section 4 requirements table with response-code and pricing columns; also serves as the detailed specification).