

TENDER DOCUMENT

“Discovery service b-on”

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Scope

Fundação para a Ciência e a Tecnologia (FCT, I.P.) intends to acquire a Discovery Service for b-on, which must include the supply of the items identified in annex A with the characteristics mentioned in annexes A to D.

1. Term

The term of the shall commence on the date of its signature through 31 December 2024.

2. Price and payment conditions

For the purchase contemplated in this contract, FCT will pay a maximum amount of 41.208 €.

The total price will be paid in two yearly instalments, each one representing half of the contractual price.

The supplier will issue the invoice for the 2023 price after the contract is signed by both parties, and the invoice for the 2024 price in February 2024.

The invoices will be paid within 30 days of receipt.

3. Management of the contract

Joana Novais is designated for the purposes of monitoring the performance of the contract under the terms of article 290 of the Code of Public Procurement.

4. Applicable law

The contract will be ruled by Portuguese law.

ANNEX A Programs

The supplier shall provide the following programs in SaaS regime:

Discovery Service (DS)

- HTML and PDF full text formats
- Full open access button/link availability
- Discovery Service basic tools: filters, export citations, bibliographic details record, ...
- Comprehensive knowledge Index daily updated. Publishers, databases, aggregators and collections, to integrate in the central index are listed in Annex D
- Knowledge base search service for publications in b-on holdings
- Intelligent relevance algorithm
- Implementation of thematic/institutional profiles
- Integration of research starters (sort of wikipedia scientific encyclopedias)
- Integration of related terms search, with visual interface
- Auto complete multi language for the search terms
- Auto complete of titles subscribed in real time
- SSO with Shibboleth and/or SimpleSAMLphp Shibboleth (SAML 2.0) / Athens and creation of automatic account
- Ability to create union catalogs based on data downloaded by members subscribers of DS catalog
- Real time information on the number of copies in the catalog and their availability
- Possibility of ILL module integration by institution
- Support and interface versions for mobile devices
- Integration with Scopus and WOS metadata, including number of citations at the record level
- Integration of impact factor JCR and Scimago at the record level
- Image search based on metadata
- Customization of interfaces according to customer needs in SaaS mode
- Development of API and modules for several apps (Moodle, Vufind, Drupal, etc.)
- Integration of audio tools (listen articles in HTML) for people with disabilities
- Integration with several thesaurus (Mesh, Inspec, Hein Online, etc.)
- Ability to search individually in the content of a single journal
- The research interface must be in Portuguese from Portugal
- The research interface must be customized to b-on's profile/interface
- User individual registration/login to personal account (folders, alerts and save and export citations).

Full Text Finder

- OpenURL compliant
- Integration with Google Scholar
- Single management interface
- Automatic integration of subscriptions and access to html and PDF full text
- Placard in the search results list with the exact title identifying suppliers and their subscription years
- Ability to search individually in the content of a single journal

ANNEX B
MAINTENANCE AND SUPPORT SERVICES

- a) The maintenance and support services to be supplied by the supplier include the following:
- Central secured data center
 - Hardware maintenance
 - Monitoring services
 - Redundant infrastructure systems with no single point of failure (power, climate control, fire control)
 - Redundant infrastructure devices – no single point of failure (routers, firewalls, load balancer, switches, storage)
 - Backups
 - Hardware and operating system upgrades and patches
 - Application upgrades, patches, and maintenance
 - Application availability based on SLA as delineated in Annex C
- b) Training (b-on team and end users). Online training and production of materials (e-learning and e-flyers).
- c) All reasonable efforts to resolve claimed errors or faults reported by FCT to the supplier, supply of revisions and updates, supply of migration tools requested by the CUSTOMER for new versions of the PROGRAMS;
- d) Support documentation for the versions of the SOFTWARE supplied;
- e) Implementation services of the solution for b-on consortium

The supplier shall grant to FCT the right to access and use the Programs in SaaS regime identified as such in Annex A during the contract's term.

ANNEX C
Supplier's Response of Support Incidents

The supplier shall commit to the following levels of response to incidents:

Response level	Description	Initial response	Status Updates
I	An inoperable production system	4 business hours	Every 4 business hours until resolution
II	An inoperable production module	8 business hours	Every 8 business hours until resolution
III	Other production performance related issues, typically a module feature working in correctly	2 business days	Every week until resolution or determination as a defect or enhancement request
IV	Non-performance related incidents, including: general questions, requests for information, documentation questions, enhancement requests	4 business days	Every 2 weeks until resolution or determination as a defect or enhancement request

ANNEX D

List of publishers, databases, aggregators and collections, with their metadata, to integrate in the central index:

- ACM_DIGITAL_LIBRARY
- ACM_DIGITAL_LIBRARY_PROCEEDINGS
- AGECON_FREE
- AIP_JOURNALS
- AMERICAN_CHEMICAL_SOCIETY_JOURNALS
- ANNUAL_REVIEWS_COMPLETE
- BIOMED_CENTRAL_JOURNALS_FREE
- BIOMED_CENTRAL_OPEN_ACCESS_FREE
- BIOMED_CENTRAL_SELECTED_FREE
- CLARIVATE - WEB OF SCIENCE (1899-PRESENT)
- CLARIVATE - WEB OF SCIENCE - SCIENCE CITATION INDEX EXPANDED (1899-PRESENT)
- CLARIVATE - WEB OF SCIENCE - SOCIAL SCIENCE CITATION INDEX (1955 – PRESENT)
- CLARIVATE - WEB OF SCIENCE - ARTS & HUMANITIES CITATION INDEX (1975 – PRESENT)
- CLARIVATE - WEB OF SCIENCE - CONFERENCE PROCEEDINGS CITATION INDEX (1990 – PRESENT)
- CLARIVATE - WEB OF SCIENCE - INDEX CHEMICUS (1993 – PRESENT)
- CLARIVATE - WEB OF SCIENCE - CURRENT CHEMICAL REACTIONS (1986 – PRESENT)
- CLARIVATE - CURRENT CONTENTS (1998-PRESENT)
- CLARIVATE - DERWENT INNOVATION INDEX (1963-2012)
- CLARIVATE - KCI (1980 – PRESENT)
- CLARIVATE - MEDLINE (1950-PRESENT)
- CLARIVATE - SCIELO CITATION INDEX (1997 – PRESENT)
- CLARIVATE - JOURNAL CITATION REPORTS (1997 – PRESENT) & ESSENTIAL SCIENCE INDICATORS (10 YEARS ROLLING FILE)
- COIMBRA_UNIVERSITY_PRESS_IMPACTUM_JOURNALS
- COIMBRA_UNIVERSITY_PRESS_POMBALINA_BOOKS
- DOAB_DIRECTORY_OPEN_ACCESS_BOOKS_FREE
- DOAJ_DIRECTORY_OPEN_ACCESS_JOURNALS_FREE
- DOI
- EBSCOHOST_ACADEMIC_SEARCH_COMPLETE
- EBSCOHOST_BUSINESS_SOURCE_COMPLETE
- EBSCOHOST_CINAHL
- EBSCOHOST_CINAHL_PLUS_WITH_FULL_TEXT
- EBSCOHOST_eBOOK ACADEMIC COLLECTION
- EBSCOHOST_HEALTH_BUSINESS_FT_ELITE
- EBSCOHOST_MEDLINE_WITH_FULL_TEXT
- EBSCOHOST_PSYCHOLOGY_AND_BEHAVIORAL_SCIENCES
- ELSEVIER_SD_FREEDOM_COLLECTION
- ELSEVIER_SD_FREE_ACCESS_JOURNALS
- EMERALD_A-Z_JOURNALS
- EMERALD_BUSINESS, MANAGEMENT AND STRATEGY EJOURNALCOLLECTION - EBMS
- EMERALD_ACCOUNTING, FINANCE AND ECONOMICS EJOURNAL COLLECTION - EAFE
- EMERALD_HEALTH AND SOCIAL CARE EJOURNAL COLLECTION - EHSC
- EMERALD_ENGINEERING EJOURNAL COLLECTION - EENG
- EMERALD_MARKETING EJOURNAL COLLECTION - EMAR

- EMERALD_HR, LEARNING AND ORGANIZATION STUDIES EJOURNAL COLLECTION - EHRLOS
- EMERALD_EDUCATION EJOURNAL COLLECTION - EEDU
- EMERALD_LIBRARY STUDIES EJOURNAL COLLECTION - ELIB
- EMERALD_PROPERTY MANAGEMENT & BUILT ENVIRONMENT EJOURNAL COLLECTION - EPMBE
- EMERALD_OPERATIONS, LOGISTICS AND QUALITY EJOURNAL COLLECTION - EOLQ
- EMERALD_INFORMATION AND KNOWLEDGE MANAGEMENT EJOURNAL COLLECTION - EIKM
- EMERALD_PUBLIC POLICY AND ENVIRONMENTAL MANAGEMENT EJOURNAL COLLECTION - EPPEM
- EMERALD_TOURISM AND HOSPITALITY MANAGEMENT EJOURNAL COLLECTION - EMTH
- EDUCATION RESOURCE INFORMATION CENTER – ERIC_FULL_TEXT
- ERUDIT_OPEN_ACCESS_JOURNALS_FREE
- HIGHWIRE_PRESS_FREE
- IEEE_XPLORE_ASPP
- IEEE_XPLORE_CONFERENCE_SERIES
- IEEE_XPLORE_JOURNALS
- IEEE_XPLORE_POP_ALL
- INSTITUTE_OF_PHYSICS_JOURNALS
- JSTOR_EARLY_JOURNAL_CONTENT_FREE
- LIBRARY INFORMATION SCIENCE & TECHNOLOGIES ABSTRACTS - LISTA
- NATURE
- NCBI_PUBMED_FREE
- OAPEN_FREE
- PORTICO_ARCHIVE
- PUBMED_CENTRAL_JOURNALS_FREE
- PUBMED_CENTRAL_OPEN_ACCESS_FREE
- RCAAP
- ROYAL_SOCIETY_OF_CHEMISTRY_ONLINE_JOURNALS
- ROYAL_SOCIETY_OF_CHEMISTRY_ONLINE_JOURNALS_ARCHIVE
- ROYAL_SOCIETY_OF_CHEMISTRY_ONLINE_JOURNALS_FREE
- ROYAL_SOCIETY_OF_CHEMISTRY_DATABASES
- SAGE_COMMUNICATION_MEDIA_STUDIES_COLLECTION
- SAGE_PREMIER_COLLECTION
- SAGE_EDUCATION_COLLECTION
- SAGE_MANAGEMENT_AND_ORGANIZATION_STUDIES_COLLECTION
- SAGE_MATERIALS_SCIENCE_ENGINEERING_COLLECTION
- SAGE_NURSING_PUBLIC_HEALTH_COLLECTIONSAGE_ORTHOPAEDICS AND SPORTS MEDICINE_COLLECTION
- SAGE_ONCOLOGY_COLLECTION
- SAGE_PHARMACOLOGY_AND_BIOMEDICAL_COLLECTION
- SAGE_POLITICS_INTERNATIONAL_RELATIONS_COLLECTION
- SAGE_PSYCHOLOGY_COLLECTION
- SAGE_SOCIOLOGY_COLLECTION
- SAGE_URBAN_STUDIES_AND_PLANNING_COLLECTION
- SCIELO_FREE
- SIAM_SOCIETY_FOR_INDUSTRIAL_AND_APPLIED_MATHEMATICS_CURRENT
- SPRINGER_LINK_BOOKS_ARCHITECTURE_AND_DESIGN_2005

- SPRINGER_LINK_BOOKS_ARCHITECTURE_AND_DESIGN_2006
- SPRINGER_LINK_BOOKS_ARCHITECTURE_AND_DESIGN_2007
- SPRINGER_LINK_BOOKS_ARCHITECTURE_AND_DESIGN_2008
- SPRINGER_LINK_BOOKS_BEHAVIORAL_SCIENCE_2005
- SPRINGER_LINK_BOOKS_BEHAVIORAL_SCIENCE_2006
- SPRINGER_LINK_BOOKS_BEHAVIORAL_SCIENCE_2007
- SPRINGER_LINK_BOOKS_BEHAVIORAL_SCIENCE_2008
- SPRINGER_LINK_BOOKS_BIOMEDICAL_AND_LIFE_SCIENCES_2006
- SPRINGER_LINK_BOOKS_BIOMEDICAL_AND_LIFE_SCIENCES_2007
- SPRINGER_LINK_BOOKS_BIOMEDICAL_AND_LIFE_SCIENCES_2008
- SPRINGER_LINK_BOOKS_BIOMEDICAL_AND_LIFE_SCIENCES_2009
- SPRINGER_LINK_BOOKS_BUSINESS_AND_ECONOMICS_2005
- SPRINGER_LINK_BOOKS_BUSINESS_AND_ECONOMICS_2006
- SPRINGER_LINK_BOOKS_BUSINESS_AND_ECONOMICS_2007
- SPRINGER_LINK_BOOKS_BUSINESS_AND_ECONOMICS_2008
- SPRINGER_LINK_BOOKS_CHEMISTRY_AND_MATERIAL_SCIENCE_2005
- SPRINGER_LINK_BOOKS_CHEMISTRY_AND_MATERIAL_SCIENCE_2006
- SPRINGER_LINK_BOOKS_CHEMISTRY_AND_MATERIAL_SCIENCE_2007
- SPRINGER_LINK_BOOKS_CHEMISTRY_AND_MATERIAL_SCIENCE_2008
- SPRINGER_LINK_BOOKS_COMPLETE
- SPRINGER_LINK_BOOKS_COMPUTER_SCIENCE_WITHOUT_LECTURE_NOTES_2005
- SPRINGER_LINK_BOOKS_COMPUTER_SCIENCE_WITHOUT_LECTURE_NOTES_2006
- SPRINGER_LINK_BOOKS_COMPUTER_SCIENCE_WITHOUT_LECTURE_NOTES_2007
- SPRINGER_LINK_BOOKS_COMPUTER_SCIENCE_WITHOUT_LECTURE_NOTES_2008
- SPRINGER_LINK_BOOKS_COMPUTER_SCIENCE_WITHOUT_LECTURE_NOTES_2009
- SPRINGER_LINK_BOOKS_EARTH_AND_ENVIRONMENTAL_SCIENCE_2005
- SPRINGER_LINK_BOOKS_EARTH_AND_ENVIRONMENTAL_SCIENCE_2006
- SPRINGER_LINK_BOOKS_EARTH_AND_ENVIRONMENTAL_SCIENCE_2007
- SPRINGER_LINK_BOOKS_EARTH_AND_ENVIRONMENTAL_SCIENCE_2008
- SPRINGER_LINK_BOOKS_EARTH_AND_ENVIRONMENTAL_SCIENCE_2009
- SPRINGER_LINK_BOOKS_ENGINEERING_2005
- SPRINGER_LINK_BOOKS_ENGINEERING_2006
- SPRINGER_LINK_BOOKS_ENGINEERING_2007
- SPRINGER_LINK_BOOKS_ENGINEERING_2008
- SPRINGER_LINK_BOOKS_HUMANITIES_SOCIAL_SCIENCES_AND_LAW_2005
- SPRINGER_LINK_BOOKS_HUMANITIES_SOCIAL_SCIENCES_AND_LAW_2006
- SPRINGER_LINK_BOOKS_HUMANITIES_SOCIAL_SCIENCES_AND_LAW_2007
- SPRINGER_LINK_BOOKS_HUMANITIES_SOCIAL_SCIENCES_AND_LAW_2008
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_COMPUTER_SCIENCE_2005
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_COMPUTER_SCIENCE_2006
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_COMPUTER_SCIENCE_2007
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_COMPUTER_SCIENCE_2008
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_COMPUTER_SCIENCE_2009
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_MATHEMATICS_2005
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_MATHEMATICS_2006
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_MATHEMATICS_2007
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_MATHEMATICS_2008
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_PHYSICS_2005

- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_PHYSICS_2006
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_PHYSICS_2007
- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_PHYSICS_2008
- SPRINGER_LINK_BOOKS_MATHEMATICS_AND_STATISTICS_WITHOUT_LECTURE_NOTE
S_2005
- SPRINGER_LINK_BOOKS_MATHEMATICS_AND_STATISTICS_WITHOUT_LECTURE_NOTE
S_2006
- SPRINGER_LINK_BOOKS_MATHEMATICS_AND_STATISTICS_WITHOUT_LECTURE_NOTE
S_2007
- SPRINGER_LINK_BOOKS_MATHEMATICS_AND_STATISTICS_WITHOUT_LECTURE_NOTE
S_2008
- SPRINGER_LINK_BOOKS_MEDICINE_2005
- SPRINGER_LINK_BOOKS_MEDICINE_2006
- SPRINGER_LINK_BOOKS_MEDICINE_2007
- SPRINGER_LINK_BOOKS_MEDICINE_2008
- SPRINGER_LINK_BOOKS_NONSERIES_PRE2005
- SPRINGER_LINK_BOOKS_PHYSICS_AND_ASTRONOMY_WITHOUT_LECTURE_NOTES_20
05
- SPRINGER_LINK_BOOKS_PHYSICS_AND_ASTRONOMY_WITHOUT_LECTURE_NOTES_20
06
- SPRINGER_LINK_BOOKS_PHYSICS_AND_ASTRONOMY_WITHOUT_LECTURE_NOTES_20
07
- SPRINGER_LINK_BOOKS_PHYSICS_AND_ASTRONOMY_WITHOUT_LECTURE_NOTES_20
08
- SPRINGER_LINK_BOOKS_PROFESSIONAL_AND_APPLIED_COMPUTING_2005
- SPRINGER_LINK_BOOKS_PROFESSIONAL_AND_APPLIED_COMPUTING_2006
- SPRINGER_LINK_BOOKS_PROFESSIONAL_AND_APPLIED_COMPUTING_2007
- SPRINGER_LINK_BOOKS_PROFESSIONAL_AND_APPLIED_COMPUTING_2008
- SPRINGER_LINK_JOURNALS_STANDARD
- SPRINGER_LINK_ONLINE_JOURNALS_ARCHIVE_COMPLETE
- TAYLOR_FRANCIS_ONLINE_COMPLETE
- WILEY_ONLINE_LIBRARY_FULL COLLECTION
- WILEY_ONLINE_OPEN ACCESS & FREE TITLES