



Tender Document

Discovery service b-on 2025



TENDER DOCUMENT

Scope

Fundação para a Ciência e a Tecnologia (FCT, I.P.) intends to acquire a Discovery service b-on 2025, which must include the supply of the items identified in annex A with the characteristics also mentioned in annex A to D.

1. Term

The contract shall take effect on January 1, 2025 and expires on December 31, 2025, without prejudice to the obligations that must last beyond the termination of the contract¹.

2. Price and payment conditions

For the purchase contemplated in the contract, FCT will pay a maximum amount of 20.808,00 € (twenty thousand, eight hundred and eight euros).

FCT will pay the successful bidder the price for which the bidder proposes to supply the services mentioned in this tender document.

The supplier will issue the invoice after the contract is signed by both parties.

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.

¹ It shall be effective retroactively in accordance with Article 287 (2) of the Code of Public Procurement.



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 updated daily. 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);
- 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;
- 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 the European variant of the Portuguese language;
- 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).

Link Resolver

- 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;
 - 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	The SaaS Service is not available	2 business hours	Every 4 business hours until resolution
II	An inoperable production module	4 business hours	Every 8 business hours until resolution
III	Other production performance related issues, typically a module feature working incorrectly	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_CURR
ENT
- 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
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- SPRINGER_LINK_BOOKS_LECTURE_NOTES_IN_MATHEMATICS_2008
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- 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_NOTES_2005
- SPRINGER_LINK_BOOKS_MATHEMATICS_AND_STATISTICS_WITHOUT_LECTURE_NOTES_2006
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- SPRINGER_LINK_BOOKS_MATHEMATICS_AND_STATISTICS_WITHOUT_LECTURE_NOTES_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_2005
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- SPRINGER_LINK_BOOKS_PROFESSIONAL_AND_APPLIED_COMPUTING_2008
- SPRINGER_LINK_JOURNALS_STANDARD
- SPRINGER_LINK_ONLINE_JOURNALS_ARCHIVE_COMPLETE
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