EUI/2013/DISCOVERY

Tender for a Web-Scale Discovery Service
for the Library of the European University Institute
# Table of contents

**INVITATION TO TENDER** .......................................................... 4  
**SPECIFICATIONS FOR TECHNICAL AND ECONOMIC PROPOSALS** ........................................... 5  
**TITLE I - GENERAL INFORMATION ON THE TENDER** ................................................................. 6  
  - Introduction ................................................................................................................................. 6  
  - Preamble ...................................................................................................................................... 6  
  - Objective ...................................................................................................................................... 6  
  - Background ................................................................................................................................. 7  
  - Article 1 – Definitions .................................................................................................................. 8  
  - Article 2 – Duration of the contract ........................................................................................... 8  
  - Article 3 – Estimated value of the contract ............................................................................... 9  
  - Article 4 – Procedure for submitting an offer ......................................................................... 9  
  - Article 5 – Exclusion criteria ........................................................................................................ 11  
  - Article 6 – Selection criteria ......................................................................................................... 12  
  - Article 7 – Evaluation procedure and award criteria ................................................................. 12  
  - Article 8 – Request for information ............................................................................................ 15  
  - Article 9 – Period of validity of offers ....................................................................................... 15  
  - Article 10 – Invoices ................................................................................................................... 15  
  - Article 11 – Penalties .................................................................................................................. 15  
  - Article 12 – Termination of the contract by the EUI ................................................................. 16  
  - Article 13 – Termination of the contract by the Service Provider ........................................... 19  
  - Article 14 – Disputes and Arbitration ......................................................................................... 19  
**TITLE II – TECHNICAL SPECIFICATIONS** .................................................................................... 21  
  - A. Content .................................................................................................................................... 21  
    - A.1 Central Index ......................................................................................................................... 21  
    - A.2 Metadata ............................................................................................................................... 21  
    - A.3 Local content ....................................................................................................................... 22  
    - A.4 Federated searching ............................................................................................................. 22  
  - B. Searching and displaying results ............................................................................................ 23  
    - B.1 Searching ............................................................................................................................ 23  
    - B.2 Federated searching ............................................................................................................. 24  
    - B.3 Displaying results ............................................................................................................... 25  
    - B.4 Sorting ................................................................................................................................. 26  
    - B.5 Facets .................................................................................................................................... 26  
    - B.6 Enriched content (book covers, abstracts, TOCs, etc.) .................................................... 27  
    - B.7 End user interaction ............................................................................................................ 27  
    - B.8 Presentation ....................................................................................................................... 28
Dear Sir / Madam,

The European University Institute (hereunder EUI), a doctoral and postdoctoral research institute in the social sciences, is an International Organisation, located in Florence, Italy. The Institute was set up by the Convention 19/4/1972, including a Protocol on privileges and immunities, which was ratified by the then Member States of the European Communities.

The EUI Library, in charge of the tender, is looking for a supplier who can meet the expectations and needs of the Library with respect to the selection of a Web-Scale Discovery Service and which can provide a high quality service combined with an economically interesting offer.

The tender will be conducted according to the description contained in the attached Tender Specifications, and in conformity with the rules and regulations of the Institute itself (Decision 8/2009 of the High Council establishing the regulatory and financial provisions of the Institute and Decisions of the President 8/2010 and 19/2010, establishing the criteria for the awarding of tenders). The procurement procedure applicable to this tender is the “restricted procedure with consultation of the CCPC”, which foresees: publication on the EUI website, invitations sent to at least 5 (five) economic operators and consultation of the EUI Consultative Committee on Procurement and Contracts (CCPC).

The submission of a bid for the tender implies acceptance of all related specifications contained therein.

The documents related to this tender are available at the EUI website:

http://www.eui.eu/About/Tenders/Index.aspx

Yours faithfully,

Pasquale Ferrara
The Secretary General
EUI/2013/DISCOVERY

Tender for a Web-Scale Discovery Service
for the Library of the European University Institute

SPECIFICATIONS FOR TECHNICAL AND ECONOMIC PROPOSALS
TITLE I - GENERAL INFORMATION ON THE TENDER

Introduction

Preamble
The EUI Library is considering selecting a Web-Scale Discovery Service to provide a single search interface for all its different information sources.

Objective
The European University Institute Library (EUI Library) provides services to postgraduate and postdoctoral researchers in the field of Social Sciences, with a specific focus on European matters. The EUI has a full FTE of 1100.

Over the years, the EUI Library has created a multilingual collection where traditional formats such as paper and microforms coexist with all types of electronic resources that are supplied by many different vendors.

As a result, the tools that allow researchers to identify and retrieve materials that pertain to their research are many, i.e. library catalogue, research repository, locally developed databases, vendor-supplied databases, etc. The research process can be very time-consuming and disperse, given the different separate sources available.

The EUI Library is searching therefore for a Web-Scale Discovery Service to bring together all those different sources under one single search interface.

The Library is interested in a solution with the following functionalities:

- Indexing of EUI Library local collection (library catalogue), consisting of around 600,000 titles
- Access to a central index where our electronic and print journals (around 17,000 titles) can be searched at article level, as well as e-books (around 37,000 titles) at chapter level, where applicable.
• Harvesting and indexing of *Cadmus*, the EUI research repository (around 13,000 titles)
• Possibility of harvesting and/or indexing of other locally-held databases
• A full-featured link resolver including a knowledge base of e-journals and e-books.
• Administration module for customisation of data display, style, layout, services offered, etc.
• Hosted solution

The above functionalities need to be covered by a maintenance and support service, and their initial implementation supported by a detailed project plan.

**Background**

The EUI currently maintains the following infrastructure, with which the Web-Scale Discovery service should seamlessly integrate or provide for valid alternatives.

• Millennium Library Management System (LMS). It provides the backend functionality for managing the Library collections, as well as the OPAC for EUI researchers. The local catalogue data originate from this system and information about the availability of holdings should be derived from it.
• WebBridge link resolver. Part of the Millennium LMS, it provides linking to electronic resources (plus further services) with it. Its knowledge base is populated with electronic resource coverage data maintained in Serial Solutions 360 Core service.
• Endnote, Citavi and Zotero reference managers. The EUI supports these three reference managers.
• Enrichment content (book covers, TOCs, abstracts, etc.) is provided by Content Café.
• *Cadmus*, the EUI research repository, is managed with DSpace software, version 1.8.2, OAI-PMH compliant.
• User authentication. We have three possible authentication methods:
  → Active Directory
  → EZProxy
  → Millennium Patron API
Article 1 – Definitions

− “Best value for money” means that the evaluation is done according to the best quality/price ratio.

− “Exclusion criteria” are general criteria related to legal and financial requirements stated in the tender documentation. Exclusion criteria are eliminatory (see Article 5).

− “EUI” means European University Institute.

− “May” indicates that the specified item is optional. (See also “must” and “should”).

− “Must” indicates that the specified item is mandatory.

− “Selection criteria” relates to the acceptance of the minimum requirements by tenderer as stated in Article 6 in this document. Selection criteria are eliminatory.

− “Service Provider” means the company to which the tender has been awarded, and to which the supply of services is entrusted.

− “Should“ indicates that the specified item is desirable. (See also “must” and “may”). Desirable items include some service features, some standards above the mandatory level, etc.

Article 2 – Duration of the contract

The contract has a duration of 36 (thirty-six) months. With the exception of events described in Articles 12 and 13, all software and services described herein shall be completely implemented no later than 3 (three) months from the date of signing of the contract.

At the date of the contract expiry, should the EUI not yet have awarded the tender for the subsequent contractual period, the Service Provider will be obliged to extend its service for a period of no more than 6 (six) months, under the same contractual conditions as applicable at the date of contract expiry.
**Article 3 – Estimated value of the contract**

The overall estimated value of the tender is Euros 100,000.00 (one hundred thousand/00) excluding VAT for the entire duration of the contract (36 months). This estimate includes implementation costs, as well as annual subscription fees (such as maintenance and support) and on-site training.

This estimate is to be considered purely indicative; it shall be used merely to determine the overall value of the tender and it does in no way commit the EUI to award a tender for the entire above-mentioned sum.

**Article 4 – Procedure for submitting an offer**

The documentation required to submit a valid tender must be divided between two envelopes “A” and “B”:

**Envelope A** must be marked “**Envelope A - Technical Proposal**” and must contain:

i) Evidence of economic and social capacity, i.e., copies or extracts from the most recent two years’ balance sheets (see Art 6)

ii) Technical Specifications (Title II)

- Original signed Technical Proposal, in paper (Annex 3)
- Two (2) additional copies of the signed Technical Proposal, in paper
- Annexes 1-2 signed
- Non-rewritable CD or DVD containing (a) an electronic copy of the submitted version of the Technical Proposal, in WORD (Annex 3)\(^1\); and (b) the electronic files requested in the Technical Proposal. See Annex 4 for detailed instructions

**Envelope B** must be marked “**Envelope B - Economic Proposal**” and must contain:

i) Economic Specifications (Title III)

- Original signed Economic Proposal, in paper (Annex 5)
- Two (2) additional copies of the signed Economic Proposal, in paper

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\(^1\) Please note that in case of doubt, only the signed Technical Proposal, as submitted in paper, will be considered valid.

EUI/2013/Discovery – Specifications
Both envelopes must be sealed. If self-adhesive envelopes are used, they must be sealed further with adhesive tape and the sender must sign across that tape.

Envelopes A and B must then be placed together and sealed in another envelope marked: “Tender EUI/2013/Discovery – EUI Library – Not to be opened by the mail service”.

This envelope must be placed in a larger envelope and delivered to the European University Institute at the address below.

Proposals must be drawn up in English.

Tenderers may submit offers:

a) by registered post, or by courier not later than 10/10/2013 in which case the evidence of the date of despatch shall be constituted by the postmark or the date of the deposit slip, to the following address:

European University Institute
Protocol office
Invitation to Tender EUI/2013/Discovery
Via dei Roccettini 9
50014 San Domenico di Fiesole (FI)
Italy

b) by hand delivery by the Tenderer in person or by an agent, no later than 16.00 (Central European Time) on 10/10/2013, against a dated and signed receipt, to:

European University Institute
Protocol office
Invitation to Tender EUI/2013/Discovery
Via dei Roccettini 9
50014 San Domenico di Fiesole (FI)
Italy
The EUI Protocol Office is open from Monday to Friday 9.00 to 12.30 and 14.00 to 16.00. It is closed on Saturdays and Sundays.

Tenderers are requested to inform the EUI by e-mail to: LibraryTender@eui.eu when their offer has been despatched. The EUI will acknowledge reception of the e-mail.

Please note the following:

- The submission of a bid for the tender implies acceptance of all related specifications contained therein;
- Delivery of the offer is exclusively the liability of the sender, should the envelope for any reason not reach the EUI before expiry of the deadline;
- No payment or reimbursement shall be due to the tenderer for having drawn up and submitted the offer or any other type of documentation submitted;
- The documentation submitted will not be returned;
- The EUI reserves the absolute right to choose not to award the tender or to extend the deadline for submission and none of the tenderers can exercise any rights over this decision;
- In conformity with the EUI’s regulations on data protection http://www.eui.eu/About/DataProtectionatEUI.aspx all data submitted by tenderers will be used exclusively for the purposes of the procedures for which they were submitted.

**Article 5 – Exclusion criteria**

Exclusion criteria are eliminatory.

- Tenderers must certify that they are not in one of the situations listed below, by completing and signing the form in Annex 2 - “Declaration Concerning Exclusion Criteria”.
- Contracts may not be awarded to candidates or tenderers who, during the procurement procedure:
a. are subject to a conflict of interest;
b. are guilty of misrepresentation in supplying the information required by the EUI as a condition of participation in the tender procedure or fail to supply this information.

**Article 6 – Selection criteria**

Tenderers must provide evidence of economic, financial, technical and professional capacity.

Tenderers who do not provide the documentation specified, or who are judged, on the basis of the documentation provided, not to have fulfilled the criteria specified below, will be excluded.

− Economic and financial capacity

Tenderers must provide evidence of the economic and financial capacity by presenting the balance sheets or extracts from balance sheets for at least the last two financial years for which accounts have been closed, where publication of the balance sheet is required under the company law of the country in which the economic operator is established.

− Technical and professional capacities

Tenderers must comply with the requirements as described in “TITLE II Technical Specifications” and “TITLE III Economic Specifications”. All requirements indicated with “must” are mandatory: non-compliance will be considered grounds for exclusion.

**Article 7 – Evaluation procedure and award criteria**

**Evaluation procedure**

Proposals will be first assessed according to the Exclusion criteria. Proposals which do not meet the Selection criteria will also be eliminated. It is important that all required information be supplied and attention be paid to the required procedures.

The tender will be evaluated according to the requirements as described in “TITLE II Technical Specifications” and “TITLE III Economic Specifications”.

EUI/2013/Discovery –Specifications
The tender will be awarded according to the principle of “Best value for money”, based on the evaluation performed by the EUI Consultative Committee for Procurements and Contracts.

**Award criteria**

Total score = 100

Technical proposal score = 80 (as specified in the table below)

Economic proposal score = 20

Decimal fractions are allowed in scores: e.g. 15.5

The Economic proposal will be awarded according to the following formula:

\[
\text{Score} = 20 \times \frac{\text{Minimum total price offered among all tenderers}}{\text{Total price offered by the tenderer}}
\]
<table>
<thead>
<tr>
<th>Technical proposal</th>
<th>Summary of the award criteria</th>
<th>Max Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content (Title II, A)</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>Central index (A.1)</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Metadata (A.2)</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Local content (A.3)</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Federated search (A.4)</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Searching and displaying results (Title II, B)</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Technology and Infrastructure (Title II, D)</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Link resolver (Title II, C)</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>80</strong></td>
<td></td>
</tr>
<tr>
<td>Economic proposal</td>
<td>Total cost for three years (Title III)</td>
<td>20</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>20</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total (Technical + Economic)</strong></td>
<td><strong>100</strong></td>
<td></td>
</tr>
</tbody>
</table>
Article 8 – Request for information

Information and clarification on the tender must be requested exclusively by email to LibraryTender@eui.eu and be submitted no later than 12.00 noon on 08/10/2013. Answers to questions will be provided anonymously and be published under the section “Questions and Answers” on the web page http://www.eui.eu/About/Tenders/Index.aspx. Information published on the EUI website shall be considered as a notification to all tenderers.

Article 9 – Period of validity of offers

Tenderers must keep their offer open, in respect of all the conditions therein, for a period of 6 (six) months after the deadline for the submission of offers.

Article 10 – Invoices

The first invoice must be issued after the implementation of the service. Subsequent invoices for maintenance fees included in the Economic offer shall be issued annually. Payments will be made by bank transfer within 60 (sixty) days from the date of the invoice. Please be aware that EUI has some privileges specified in the Protocol on privileges and immunities included in the Convention with the Member States: http://www.eui.eu/About/Convention.aspx. In particular the EUI is VAT exempt in EU countries for amounts exceeding Euros 300.00 (three hundred/00). A VAT exemption declaration will be provided to the selected tenderer, if relevant.

Article 11 – Penalties

Except for cases in which the law specifies otherwise, the EUI shall uphold compliance with the clauses agreed in these Tender Specifications by reserving the right to apply the following penalties, over and above reimbursement for any expenses incurred in ensuring that its activity could continue effectively and regularly:
• Delayed delivery of any deliverable based on signed project plan for causes attributable to the Service Provider, the Service Provider shall be charged a penalty of Euros 500.00 (five hundred/00) a day for each working day of delay for more than 2 (two) working weeks.

• For non-compliance with agreed support/maintenance time schedules the Service Provider will be charged a penalty of Euros 100.00 (one hundred/00) a day for each working day of delay.

The above-mentioned penalties shall be issued under the form of debit notes and deducted directly from the agreed payment.

The application and/or payment of penalties in no way exonerates the Service Provider from fully complying with the obligation it had breached.

**Article 12 – Termination of the contract by the EUI**

**Trial period**

The selected Service Provider will be subject to a trial period of 6 (six) months. During this time, if the execution of service is not equal to, or greater than, that offered in the tender by the Service Provider themselves, the EUI may proceed to terminate the contract, giving 30 (thirty) days’ notice via a registered letter with acknowledgement of receipt and award the service to the Service Provider that is second in the list of offers meeting the needs of the EUI.

**Grounds for termination**

The EUI may terminate the contract in the following circumstances:

(a) if a change to the Service Provider’s legal, financial, technical or organisational or ownership situation is likely to affect the performance of the contract substantially or calls into question the decision to award the contract;

(b) if delivery of the service and execution of the related tasks has not actually commenced within three months of the date foreseen, and the new date proposed, if any, is considered unacceptable by the EUI;
(c) if the Service Provider does not perform the contract as established in the tender specifications and the special provisions of the contract or fails to fulfil another substantial contractual obligation;

(d) in the event of *force majeure* or if the performance of the contract has been suspended by the Service Provider as a result of *force majeure*, where either resuming performance is impossible or the modifications to the contract might call into question the decision awarding the contract or result in unequal treatment of tenderers;

(e) if the Service Provider is declared bankrupt or is wound up, or has its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, or is subject to proceedings concerning those matters, or is in any analogous situation arising from a similar procedure provided for in national legislation;

(f) if the Service Provider or any natural person with the power to represent it or take decisions on its behalf has been found guilty of professional misconduct proven by any means;

(g) if the Service Provider is not in compliance with its obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which it is established or with those of the country of the applicable law of this contract or those of the country where the contract is to be performed;

(h) if the EUI has evidence that the Service Provider or natural persons with the power to represent it or take decisions on its behalf have committed fraud, corruption, or are involved in a criminal organisation, money laundering or any other illegal activity detrimental to the EUI’s financial interests;

(i) if the EUI has evidence that the Service Provider or natural persons with the power to represent it or take decisions on its behalf have committed substantial errors, irregularities or fraud in the award procedure or the performance of the contract, including in the event of submission of false information;
(j) if the Service Provider is unable, through its own fault, to obtain any permit or licence required for performance of the contract.

**Procedure for termination**

When the EUI intends to terminate the contract it shall formally notify the Service Provider of its intention specifying the grounds thereof. The EUI shall invite the Service Provider to make any observations. Without prejudice to the penalties set out under Article 11, in the case of point (c) of Article 12 (1), the EUI shall invite the Service Provider to provide information about the measures taken to continue the fulfilment of its contractual obligations, within 30 (thirty) days from receipt of the notification.

If the EUI does not confirm acceptance of these observations by giving written approval within 30 (thirty) days of receipt, the termination procedure shall proceed. In any case of termination, the EUI shall formally notify the Service Provider about its decision to terminate the contract. In the cases referred to in points (a), (b), (c), (e), (g) and (j) of the present Article the formal notification shall specify the date on which the termination takes effect. In the cases referred to in points (d), (f), (h), and (i) of the present Article the termination shall take effect on the day following the date on which notification of termination is received by the Service Provider.

**Effects of termination**

In the event of termination, the Service Provider shall waive any claim for consequential damages, including any loss of anticipated profits for uncompleted work. On receipt of the notification of termination, the Service Provider shall take all the appropriate measures to minimise costs, prevent damages, and cancel or reduce its commitments. The Service Provider shall have 60 (sixty) days from the date on which the termination takes effect to draw up the documents required by the special conditions for the tasks already executed on the date of termination and produce an invoice if necessary. The EUI may recover any amounts paid under the contract.

The EUI may claim compensation for any damage suffered in the event of termination.
On termination, the EUI may engage any other Service Provider to deliver the supplies or provide or complete the related services. The EUI shall be entitled to claim from the Service Provider all extra costs incurred in this regard, without prejudice to any other rights or guarantees it may have under the contract.

**Article 13 – Termination of the contract by the Service Provider**

Should the Service Provider decide to rescind the contract before its expiry date, without just reason or cause, the EUI reserves the right to charge the Service Provider for any and all the additional costs that are incurred by having to entrust the service to another supplier, as damages compensation.

In such a case, no amount is due to the Service Provider for any investments it may have made in order to implement the contract.

**Article 14 – Disputes and Arbitration**

Any dispute arising from the award of contracts or the application of the contracts signed can be transmitted, within 10 (ten) days, to a Mediator.

The EUI and the complainant shall jointly appoint the Mediator. A decision will be taken by the Mediator within 5 (five) working days.

The Mediator is asked to conduct the mediation in an effective, impartial and competent way, regardless of the denomination or profession of that third person in the Member State concerned and of the way in which the third person has been appointed or requested to conduct the mediation.

The European Code of Conduct for Mediators applies.

If the decision by the Mediator is considered unsatisfactory, any party to the mediation may activate the arbitration procedure mentioned below within 4 (four) weeks.
The costs of the mediation procedure shall be borne by the parties.

In order to start an arbitration procedure, each party shall appoint one arbitrator and the two appointed persons shall nominate a third arbitrator.

The decisions of the arbitration body will be taken by majority.

The costs of the arbitration procedure shall be borne by the party which loses the case.
Tender for a Web-scale Discovery Service for the Library of the European University Institute

TITLE II – TECHNICAL SPECIFICATIONS

Please respond to all questions and requests as accurately and concisely as possible, using the form in Annex 3, and providing only the information requested.

A. Content

A.1 Central Index

A.1.1 Please provide a file containing a list of the publishers and aggregators with whom you have agreements to include their metadata in the central index. Refer to Annex 4 for specific details on the required fields and formatting for this file.

A.1.2 A file containing the list of journals whose content is included in the central index must be provided. Refer to Annex 4 for specific details on the required fields and formatting for this file.

A.1.3 Please provide a file containing a list of e-book platforms/publishers whose content is included in the central index. Refer to Annex 4 for specific details on the required fields and formatting for this file.

A.1.4 Please provide a file containing a list of databases whose content is included in the central index. Refer to Annex 4 for specific details on the required fields and formatting for this file.

A.1.5 Is it possible to exclude specific central index data sources by default, so that results from those sources are not retrieved?

A.1.6 Which criteria do you use when selecting content for the central index?

A.2 Metadata: Please respond to the following questions as related to metadata of remote databases included in your central index.

A.2.1 Which sources do you use to obtain the metadata?
A.2.2 What are your criteria for evaluating the quality of the metadata?
A.2.3 How often is the metadata updated?
A.2.4 Is the metadata included AS IS from the source or is it modified or enhanced?
A.2.5 Which metadata elements do you use from publishers and other sources?
A.2.6 How do you usually enhance this metadata?
A.2.7 Which metadata elements are usually not indexed and why?

A.3 Local content
A.3.1 It must be possible to import bibliographic records from our local Library catalogue in MARC 21. Describe the process necessary to import such data in the Discovery Service (full loads, intermediate updates and deletes) and how often data can be imported.
A.3.2 Is it possible to process MARC21 local fields? Describe how these are handled.
A.3.3 Is it possible to import records from other local data sources? Specify which data formats and schemas are supported by the Discovery Service (MARC, EAD, MODS, METS, TEI, Dublin Core, etc.)
A.3.4 The Discovery Service should harvest the contents of Cadmus, the EUI research repository. Please describe how this is done and how often data can be harvested.
A.3.5 Describe in detail how local content is indexed and how the Library can influence the indexing of individual metadata elements.
A.3.6 Describe how local content is integrated with the central index in order to provide seamless search, retrieval and display functionalities.

A.4 Federated searching
A.4.1 Does the Discovery Service include a federated search functionality to search those databases whose content is not covered by the central index?
A.4.2 Provide a file containing a list of the databases already configured for federated searching and available in the Discovery Service. Refer to Annex 4 for specific details on the required fields and formatting for this file.
A.4.3 If a database is not already configured for federated searching, is there any cost for adding it to the Discovery Service?

A.4.4 Indicate the number of databases, from those available, which can be activated by the Library at any one time.

A.4.5 Is there a cost for activating federated search functionality for databases above the number specified in A.4.4?

A.4.6 What is the average time to create a search connector for a new database?

B. Searching and displaying results

B.1 Searching

B.1.1 Search limits. Describe which search limits can be applied and how they affect search results, including:

- Full text availability
- Date (start, end, range)
- Language
- Type of material
- Location (for Library holdings)
- Other (specify)

B.1.2 Describe which methods are supported for expanding searches (actively or passively), including:

- Stemming
- Synonyms of search terms used (is user informed about the synonyms used?)
- Suggestion for new searches related to the original search terms or metadata included in result set
- "Did you mean" feature for misspelt search terms
- Auto-complete search forms
- Hypertext searching from within search results (launching a new search)
- Other (specify)
B.1.3 Describe the following search types in the Discovery Service:

B.1.3.a Simple Search. Include a list of the metadata fields from the central index and local content which are searched by default. Can the Library customise this type of search?

B.1.3.b Advanced Search. Include a description of the elements and options included by default in the advanced search form and indicate whether additional elements can be added or default elements removed.

B.1.3.c Browse Search. Include a list of fields for which this type of search is available.

B.1.3.d Other types of searches (specify)

B.1.4 It should be possible to limit searches by any of the data sources (central index, local catalogue, research repository and other local databases) available for searching. Describe how this is achieved.

B.1.5 It should be possible to exclude a given resource type (e.g. newspaper articles) from the default search, yet still permit users to reintroduce results containing the excluded resource type, if desired. Describe how this is achieved.

B.1.6 A search history should be maintained at least during an active session. Entries from that search history should be reusable to launch searches again. Describe how this is achieved.

B.1.7 Describe each of the search operators supported in the Discovery Service, including:

B.1.7.a Boolean operators

B.1.7.b Proximity operators

B.1.7.c Phrase searching

B.1.7.d Truncation

B.1.7.e Other search operators (specify)

B.2 Federated searching

B.2.1 Are results from federated search databases integrated with other search results or do they display separately?
B.2.2 Is there a limit on the number of databases that can be searched simultaneously?

B.2.3 Is there a limit on the number of records that can be retrieved at a time from each database?

B.3 Displaying results

B.3.1 Availability information must be visible for each search result. Please describe how this is done and comment on the following:

B.3.1.a Real time availability for Library materials consisting of physical items (including circulation status, location and shelfmark)

B.3.1.b Indication of full text availability for remote items

B.3.2 Individual search result entries that are based imported bibliographic records from the Library must provide direct links to their original versions in the EUI Library Catalogue. Specify if there are additional options.

B.3.3 For resources for which the EUI has access to full text (either as indicated in our catalogue records in the 856 field, or items we have activated in your knowledge base), a direct link to full text should be provided. Describe how this is made possible.

B.3.4 Describe how the Discovery Service handles the integration of data from different sources, including:

B.3.4.a How duplicate records are identified and presented (de-duplication).

B.3.4.b How different versions of the same work are identified and presented (FRBRisation).

B.3.5 Describe how each search result can be individually distinguished:

B.3.5.a By type of material (books, journals, journal articles, etc.)

B.3.5.b By data source (central index, local catalogue, repository, etc.)

B.3.5.c By availability of full text

B.3.6 Describe in detail how bibliographic details in result lists and in full record displays can be customised by the Library for each data source and type of material, including:

- Fields displayed
• Order of fields
• Labels of fields
• Other (specify)

B.4 Sorting

B.4.1 How is sorting of search results based on relevance achieved? Describe which fields are used, how weightings are applied, etc.

B.4.2 Can the Library affect the relevance ranking? If so, describe precisely the process and the extent to which this is possible.

B.4.3 Please describe each of the available sorting options and what their default secondary sort options are.

B.4.4 When a user sorts search results by publication year, what is the default secondary sort option?

B.4.5 When a user sorts search results by author, what is the default secondary sort option?

B.4.6 When a user selects a sort option for a search in the Discovery Service, is it possible for the user to specify a secondary sort option?

B.5 Facets

B.5.1 It must be possible to refine search results by facets. Please describe how this is achieved.

B.5.2 Describe each supported facet category and whether any of them applies only to specific data sources (e.g. Library catalogue).

B.5.3 The Library should have the ability to customise facet categories and values. Please describe the customisation options available, including:

• Adding facet categories and/or values based on MARC21 fields in local bibliographic records
• Removing predefined values

B.5.4 Selection or de-selection of multiple facets should be possible within each facet category. Please comment.
B.5.5 Is the number of results per facet value displayed? Is it possible to order by default the facet values using the number of results per facet?

B.6 Enriched content (book covers, abstracts, TOCs, etc.)

B.6.1 Describe how enriched content can be integrated with the Discovery Service?

Describe the types of enriched content (book covers, abstracts, TOCs, etc.) that can be incorporated into:

- Search result lists
- Full record displays
- Saved result sets

B.6.2 List which third-party services and sources of enriched content are supported in the Discovery Service, and describe specifically if and how Content Café can be integrated into the Discovery Service.

B.6.3 Can multiple enriched content services or sources be used?

B.7 End user interaction

B.7.1 Users must be able to save search results, record by record or in batches.

Describe the extent to which your system permits saving results.

B.7.2 Describe how users can save their search queries and how they can later reuse them.

B.7.3 Describe the options (citation software or services, social networks, email, etc.) available for exporting results, both from search results and from saved result sets.

B.7.4 Indicate which citation formats and templates are available for exporting records using any of the above options.

B.7.5 Describe how users can set up and manage search alerts, and what options are available for receiving their results.

B.7.6 Indicate if RSS feeds are available for search results.

B.7.7 Personal accounts

B.7.7.a Can users login to personal accounts?
B.7.7.b Describe all benefits personal accounts offer to users.

B.7.7.c What personal preferences or customisations can be set up using a personal account?

B.7.7.d When a user’s affiliation with the Library ends, do users retain access to their personal account? If not, what options are available for the export of saved results?

B.7.7.e Could access to personal accounts be integrated with any of the Library’s authentication methods, using it as a Single Sign-On mechanism?

B.7.8 Users should be able to influence how results are sorted by relevance based on their field of research. Please comment.

B.7.9 Describe the help functions and documentation available to users and how the Library can customise them.

B.8 Presentation

B.8.1 Describe how the Library can customise the user interface to allow corporate branding and design. Include specific details of what can be customised by the Library in HTML templates, CSS, Javascript code, etc.

B.8.2 Mobile interface

B.8.2.a Describe the mobile interface of the Discovery Service.

B.8.2.b Indicate the differences in functionality with the desktop version.

B.8.2.c Indicate which mobile devices are supported, including platforms, versions, and browsers.

B.8.3 List web browsers supported, indicating version and operating system.

B.8.4 Integration with other applications and platforms

B.8.4.a Can Discovery Service search boxes be embedded into other applications, platforms or services?

B.8.4.b Can this Discovery Service search boxes be pre-limited to search only in a specific part of the collection?
B.8.4.c Describe all Discovery Service widgets available for integration into other applications and platforms

B.8.5 Usability and accessibility

B.8.5.a Are there any usability studies on the Discovery Service? Please provide details.

B.8.5.b Describe the Discovery Service’s compliance with WCAG 2.0 accessibility guidelines.

C. Link Resolver

C.1 Describe how the link resolver functions and how it is maintained, including its use of OpenURLs or CrossRef/DOI. What versions of the OpenURL standard are supported?

C.2 List which link resolvers from other vendors are supported in the Discovery Service, and describe in detail how the Innovative Interfaces, Inc. Millennium WebBridge link resolver can be integrated into the Discovery Service.

C.3 Describe in detail any differences in functionalities, linking or display when your link resolver is used with the Discovery Service, as compared to the use of another vendor’s link resolver.

C.4 Please provide a file containing a list of the content providers (specific databases, platforms, etc.) the knowledge base is populated with at the time of initial installation. Refer to Annex 4 for specific details on the required fields and formatting for this file.

C.5 List all of the data elements for individual titles in the knowledge base.

C.6 Describe the options available for exporting the Library’s holdings data from the knowledge base and specify whether there are any restrictions.

C.7 Describe the process for adding new content providers or titles into the coverage database and the tools available to the Library for adding new content directly. Describe how this is done for individual titles and using a batch process.

C.8 Describe the process for activating databases or individual titles in the coverage database. Describe how this is done for individual titles and using a batch process.
C.9 How does the system accommodate rolling horizon-type access?
C.10 Does the System regularly check links to see if they are working? If a user or library staff encounter a non-working link, to whom is this reported, how are corrections made, and how long will it take to get corrected URLs into production?
C.11 Apart from the integration of the link resolver with the Discovery Service, does it offer any other end user functionalities or interfaces (A-Z lists, citation search, subject browse, etc.)

D. Technology and Infrastructure

D.1 Infrastructure

D.1.1 The Discovery Service must be provided as a solution hosted remotely, under the SaaS model. Describe in detail:
   D.1.1.a The architecture and design of the system
   D.1.1.b The hosting facilities
   D.1.1.c Uptime, performance, disaster recovery, redundancy, backups and security, data protection
   D.1.1.d How upgrades, enhancements and patches are implemented and whether these can be done without limiting access to the service by users.

D.1.2 The hosting facilities must be located in Europe. Please provide details.

D.1.3 Describe the level of support for Unicode.

D.1.4 What standards does the system support?

D.1.5 Authentication

D.1.5.a Does the system support any of our authentication methods, as described in Title I, Introduction? Describe how each method can be implemented and used with the Discovery Service

D.1.5.b Is it possible to use more than one authentication method? If so, describe any advantages/disadvantages of this approach.

D.1.5.c Which other authentication methods are supported?
D.1.5.d If personal accounts are stored in the Discovery Service, describe the security measures that protect their data.

D.1.6 APIs and Web services
D.1.6.a Describe in detail the APIs and Web services available.
D.1.6.b Provide examples of developments using the Discovery Service’s APIs and Web services implemented by other academic institutions.

D.1.7 Describe any sandbox or test environment included with the Discovery Service. If available, is this included as part of the standard Discovery Service cost or is it offered as a separate option?

D.2 Implementation and systems management
D.2.1 Provide a detailed project plan that includes an estimated implementation/delivery schedule.
D.2.2 Provide a history of implementations of the Discovery Service in academic institutions using the Millennium LMS, including contact details and a brief description of the project.
D.2.3 An administration module must be provided for managing the Discovery Service. Describe the functionalities it provides.
D.2.4 Are there any internal logs available for monitoring security and tracking performance and usage of the system? Describe how they can be accessed and used.
D.2.5 Describe the reporting and statistical functions available in the system, and provide a complete list of the standard reports.
D.2.6 Apart from the standard reports supplied with the system, can the Library create custom reports, from an existing one or from scratch?
D.2.7 Describe the electronic formats the reports can be delivered in.
**D.3 Maintenance and support**

D.3.1 A maintenance and support service must be included with the annual subscription to the Discovery Service. Describe in detail the aspects of the maintenance and support service, including:

- **D.3.1.a Helpdesk characteristics**
- **D.3.1.b Service Level Agreements**
- **D.3.1.c Offices that would provide support to the Library and details of their staff**
- **D.3.1.d Standard and extraordinary service hours (GMT+1)**
- **D.3.1.e Methods of contacting the Helpdesk, including telephone, email, and platforms or portals for managing support tickets and customer self-servicing.**

D.3.2 Provide details about documentation provided (training manuals, help files, technical documents, guides, FAQs, how-to's, etc.) both for staff users and systems administrators.

D.3.3 Software development for the Discovery Service:

- **D.3.3.a** Describe how the software is developed and enhanced, and what methodologies are followed.
- **D.3.3.b** How often are new releases and versions implemented?
- **D.3.3.c** How can customers be involved in the software development process?
- **D.3.3.d** Describe the participatory platforms available for customers and third parties to share custom software developments and describe any restrictions on their usage.

D.3.4 Provide a roadmap of future developments, including key enhancements and timelines.

D.3.5 Describe the initial implementation training plan and any other future training opportunities.

D.3.6 Describe which participatory platforms (wikis, forums, user groups, email lists) are available for customers to share experiences and solutions.
D.4 Data Protection

D.4.1 The EUI has a EUI Data Protection Policy, as described on the EUI website - http://www.eui.eu/About/DataProtectionatEUI.aspx. Please provide your Data Protection Policy as it relates to hosting, handling user accounts and log files.
TITLE III - ECONOMIC SPECIFICATIONS

The Economic Proposal must be specified using the form in Annex 5.

**Total cost**

The tenderer should clearly indicate the total cost for three years of the Web-Scale Discovery Service, including all the services offered.

**Breakdown**

A breakdown by year should be presented for the Web-Scale Discovery Service, along with an itemised description of the following:

- One-time costs, such as for implementation and training
- Recurring costs
EUI/2013/DISCOVERY

Tender for a Web-Scale Discovery Service
for the Library of the European University Institute

ANNEXES
Tender for a Web-Scale Discovery Service
for the Library of the European University Institute

Annex 1 - Information about the Tenderer

<table>
<thead>
<tr>
<th>Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal form:</td>
</tr>
<tr>
<td>Country in which the business is registered (mandatory):</td>
</tr>
<tr>
<td>Registration number in the commercial register (mandatory):</td>
</tr>
<tr>
<td>VAT number:</td>
</tr>
</tbody>
</table>

**Other means of proof that tenderer is a natural or legal person**: If the tenderer is not included in a trade or professional register, and does not have an entry in the VAT register, then they must provide evidence of membership of a relevant organisation or provide a sworn declaration or certificate.
Usual office address:

Tel.: Fax: E-mail:

Representative duly authorised to sign on behalf of the tenderer:

Bank account:
IBAN:
SWIFT code (BIC):
Name of bank:
Address of bank:

Signature by the Tenderer (or by his/her duly authorised representative)

..........................................................

Place and Date

..........................................................
EUI/2013/DISCOVERY

Tender for a Web-Scale Discovery Service

for the Library of the European University Institute

Annex 2 - Declaration Concerning Exclusion Criteria

The Tenderer hereby declares:

- Not being in any of the following situations:
  - Being bankrupt or being wound up, or having their affairs administered by the courts, having entered into an arrangement with creditors, having suspended business activities, or being subject to proceedings concerning those matters, or being in any analogous situation arising from a similar procedure provided for in national legislation;
  - Having been convicted for an offence concerning one’s professional conduct;
  - Having been found guilty of professional misconduct proven by any means;
  - Having not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which the candidate is established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
  - Having been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the EUI’s financial interests;

- The EUI will be informed immediately of any change in the above circumstances and at any stage during the execution of the contract.

The Tenderer gives proof of being in a stable financial position.

Signature and Stamp by the Tenderer
(or by his/her duly authorised representative)

Place and Date

..................................................

...........................................
EUI/2013/DISCOVERY

Tender for a Web-Scale Discovery Service
for the Library of the European University Institute

Annex 3 - Technical Proposal

Name of Tenderer

Please respond to all questions and requests as accurately and concisely as possible, using the form below, and providing only the information requested.

<table>
<thead>
<tr>
<th>Ref.</th>
<th>Questions / Instructions</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.1</td>
<td>Central Index</td>
<td>A. Content</td>
</tr>
<tr>
<td>A.1.1</td>
<td>Please provide a file containing a list of the publishers and aggregators with whom you have agreements to include their metadata in the central index. Refer to Annex 4 for specific details on the required fields and formatting for this file.</td>
<td></td>
</tr>
<tr>
<td>Section</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>A.1.2</td>
<td>A file containing the list of journals whose content is included in the central index must be provided. Refer to Annex 4 for specific details on the required fields and formatting for this file.</td>
<td></td>
</tr>
<tr>
<td>A.1.3</td>
<td>Please provide a file containing a list of e-book platforms/publishers whose content is included in the central index. Refer to Annex 4 for specific details on the required fields and formatting for this file.</td>
<td></td>
</tr>
<tr>
<td>A.1.4</td>
<td>Please provide a file containing a list of databases whose content is included in the central index. Refer to Annex 4 for specific details on the required fields and formatting for this file.</td>
<td></td>
</tr>
<tr>
<td>A.1.5</td>
<td>Is it possible to exclude specific central index data sources by default, so that results from those sources are not retrieved?</td>
<td></td>
</tr>
<tr>
<td>A.1.6</td>
<td>Which criteria do you use when selecting content for the central index?</td>
<td></td>
</tr>
<tr>
<td>A.2</td>
<td>Metadata: Please respond to the following questions as related to metadata of remote databases included in your central index.</td>
<td></td>
</tr>
<tr>
<td>A.2.1</td>
<td>Which sources do you use to obtain the metadata?</td>
<td></td>
</tr>
<tr>
<td>A.2.2</td>
<td>What are your criteria for evaluating the quality of the metadata?</td>
<td></td>
</tr>
<tr>
<td>A.2.3</td>
<td>How often is the metadata updated?</td>
<td></td>
</tr>
<tr>
<td>A.2.4</td>
<td>Is the metadata included AS IS from the source or is it modified or enhanced?</td>
<td></td>
</tr>
<tr>
<td>A.2.5</td>
<td>Which metadata elements do you use from publishers and other sources?</td>
<td></td>
</tr>
<tr>
<td>A.2.6</td>
<td>How do you usually enhance this metadata?</td>
<td></td>
</tr>
<tr>
<td>A.2.7</td>
<td>Which metadata elements are usually not indexed and why?</td>
<td></td>
</tr>
<tr>
<td>A.3</td>
<td>Local content</td>
<td></td>
</tr>
<tr>
<td>-----</td>
<td>---------------</td>
<td></td>
</tr>
<tr>
<td>A.3.1</td>
<td>It must be possible to import bibliographic records from our local Library catalogue in MARC 21. Describe the process necessary to import such data in the Discovery Service (full loads, intermediate updates and deletes) and how often data can be imported.</td>
<td></td>
</tr>
<tr>
<td>A.3.2</td>
<td>Is it possible to process MARC21 local fields? Describe how these are handled.</td>
<td></td>
</tr>
<tr>
<td>A.3.3</td>
<td>Is it possible to import records from other local data sources? Specify which data formats and schemas are supported by the Discovery Service (MARC, EAD, MODS, METS, TEI, Dublin Core, etc.)</td>
<td></td>
</tr>
<tr>
<td>A.3.4</td>
<td>The Discovery Service should harvest the contents of Cadmus, the EUI research repository. Please describe how this is done and how often data can be harvested.</td>
<td></td>
</tr>
<tr>
<td>A.3.5</td>
<td>Describe in detail how local content is indexed and how the Library can influence the indexing of individual metadata elements.</td>
<td></td>
</tr>
<tr>
<td>A.3.6</td>
<td>Describe how local content is integrated with the central index in order to provide seamless search, retrieval and display functionalities.</td>
<td></td>
</tr>
<tr>
<td>A.4</td>
<td>Federated searching</td>
<td></td>
</tr>
<tr>
<td>A.4.1</td>
<td>Does the Discovery Service include a federated search functionality to search those databases whose content is not covered by the central index?</td>
<td></td>
</tr>
<tr>
<td>A.4.2</td>
<td>Provide a file containing a list of the databases already configured for federated searching and available in the Discovery Service. Refer to Annex 4 for specific details on the required fields and formatting for this file.</td>
<td></td>
</tr>
<tr>
<td>A.4.3</td>
<td>If a database is not already configured for federated searching, is there any cost for adding it to the Discovery Service?</td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>---------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>A.4.4</td>
<td>Indicate the number of databases, from those available, which can be activated by the Library at any one time.</td>
<td></td>
</tr>
<tr>
<td>A.4.5</td>
<td>Is there a cost for activating federated search functionality for databases above the number specified in A.4.4?</td>
<td></td>
</tr>
<tr>
<td>A.4.6</td>
<td>What is the average time to create a search connector for a new database?</td>
<td></td>
</tr>
</tbody>
</table>

**B. Searching and displaying results**

<table>
<thead>
<tr>
<th>B.1</th>
<th><strong>Searching</strong></th>
</tr>
</thead>
</table>
| B.1.1 | Search limits. Describe which search limits can be applied and how they affect search results, including:  
- Full text availability  
- Date (start, end, range)  
- Language  
- Type of material  
- Location (for Library holdings)  
- Other (specify) |
### B.1.2 Describe which methods are supported for expanding searches (actively or passively), including:
- Stemming
- Synonyms of search terms used (is user informed about the synonyms used?)
- Suggestion for new searches related to the original search terms or metadata included in result set
- "Did you mean" feature for misspelt search terms
- Auto-complete search forms
- Hypertext searching from within search results (launching a new search)
- Other (specify)

### B.1.3 Describe the following search types in the Discovery Service:

#### B.1.3.a Simple Search
Include a list of the metadata fields from the central index and local content which are searched by default. Can the Library customise this type of search?

#### B.1.3.b Advanced Search
Include a description of the elements and options included by default in the advanced search form and indicate whether additional elements can be added or default elements removed.

#### B.1.3.c Browse Search
Include a list of fields for which this type of search is available.

#### B.1.3.d Other types of searches (specify)
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B.1.4</strong></td>
<td>It should be possible to limit searches by any of the data sources (central index, local catalogue, research repository and other local databases) available for searching. Describe how this is achieved.</td>
</tr>
<tr>
<td><strong>B.1.5</strong></td>
<td>It should be possible to exclude a given resource type (e.g. newspaper articles) from the default search, yet still permit users to reintroduce results containing the excluded resource type, if desired. Describe how this is achieved.</td>
</tr>
<tr>
<td><strong>B.1.6</strong></td>
<td>A search history should be maintained at least during an active session. Entries from that search history should be reusable to launch searches again. Describe how this is achieved.</td>
</tr>
<tr>
<td><strong>B.1.7</strong></td>
<td>Describe each of the search operators supported in the Discovery Service, including:</td>
</tr>
<tr>
<td><strong>B.1.7.a</strong></td>
<td>Boolean operators</td>
</tr>
<tr>
<td><strong>B.1.7.b</strong></td>
<td>Proximity operators</td>
</tr>
<tr>
<td><strong>B.1.7.c</strong></td>
<td>Phrase searching</td>
</tr>
<tr>
<td><strong>B.1.7.d</strong></td>
<td>Truncation</td>
</tr>
<tr>
<td><strong>B.1.7.e</strong></td>
<td>Other search operators (specify)</td>
</tr>
<tr>
<td><strong>B.2</strong></td>
<td>Federated searching</td>
</tr>
<tr>
<td><strong>B.2.1</strong></td>
<td>Are results from federated search databases integrated with other search results or do they display separately?</td>
</tr>
<tr>
<td><strong>B.2.2</strong></td>
<td>Is there a limit on the number of databases that can be searched simultaneously?</td>
</tr>
<tr>
<td><strong>B.2.3</strong></td>
<td>Is there a limit on the number of records that can be retrieved at a time from each database?</td>
</tr>
</tbody>
</table>
### B.3 Displaying results

<table>
<thead>
<tr>
<th>B.3.1</th>
<th>Availability information must be visible for each search result. Please describe how this is done and comment on the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.3.1.a</td>
<td>Real time availability for Library materials consisting of physical items (including circulation status, location and shelfmark)</td>
</tr>
<tr>
<td>B.3.1.b</td>
<td>Indication of full text availability for remote items</td>
</tr>
<tr>
<td>B.3.2</td>
<td>Individual search result entries that are based imported bibliographic records from the Library must provide direct links to their original versions in the EUI Library Catalogue. Specify if there are additional options.</td>
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<td>B.3.4</td>
<td>Describe how the Discovery Service handles the integration of data from different sources, including:</td>
</tr>
<tr>
<td>B.3.4.a</td>
<td>How duplicate records are identified and presented (de-duplication).</td>
</tr>
<tr>
<td>B.3.4.b</td>
<td>How different versions of the same work are identified and presented (FRBRisation).</td>
</tr>
<tr>
<td>B.3.5</td>
<td>Describe how each search result can be individually distinguished:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>B.3.5.a</td>
<td>By type of material (books, journals, journal articles, etc.)</td>
</tr>
<tr>
<td>B.3.5.b</td>
<td>By data source (central index, local catalogue, repository, etc.)</td>
</tr>
<tr>
<td>B.3.5.c</td>
<td>By availability of full text</td>
</tr>
<tr>
<td>B.3.6</td>
<td>Describe in detail how bibliographic details in result lists and in full record displays can be customised by the Library for each data source and type of material, including:</td>
</tr>
<tr>
<td></td>
<td>• Fields displayed</td>
</tr>
<tr>
<td></td>
<td>• Order of fields</td>
</tr>
<tr>
<td></td>
<td>• Labels of fields</td>
</tr>
<tr>
<td></td>
<td>• Other (specify)</td>
</tr>
<tr>
<td>B.4</td>
<td>Sorting</td>
</tr>
<tr>
<td>B.4.1</td>
<td>How is sorting of search results based on relevance achieved? Describe which fields are used, how weightings are applied, etc.</td>
</tr>
<tr>
<td>B.4.2</td>
<td>Can the Library affect the relevance ranking? If so, describe precisely the process and the extent to which this is possible.</td>
</tr>
<tr>
<td>B.4.3</td>
<td>Please describe each of the available sorting options and what their default secondary sort options are.</td>
</tr>
<tr>
<td>B.4.4</td>
<td>When a user sorts search results by publication year, what is the default secondary sort option?</td>
</tr>
<tr>
<td>B.4.5</td>
<td>When a user sorts search results by author, what is the default secondary sort option?</td>
</tr>
<tr>
<td>B.4.6</td>
<td>When a user selects a sort option for a search in the Discovery Service, is it possible for the user to specify a secondary sort option?</td>
</tr>
<tr>
<td><strong>B.5</strong></td>
<td><strong>Facets</strong></td>
</tr>
<tr>
<td>--------</td>
<td>------------</td>
</tr>
<tr>
<td><strong>B.5.1</strong></td>
<td>It must be possible to refine search results by facets. Please describe how this is achieved.</td>
</tr>
<tr>
<td><strong>B.5.2</strong></td>
<td>Describe each supported facet category and whether any of them applies only to specific data sources (e.g. Library catalogue).</td>
</tr>
</tbody>
</table>
| **B.5.3** | The Library should have the ability to customise facet categories and values. Please describe the customisation options available, including:  
  - Adding facet categories and/or values based on MARC21 fields in local bibliographic records  
  - Removing predefined values |
| **B.5.4** | Selection or de-selection of multiple facets should be possible within each facet category. Please comment. |
| **B.5.5** | Is the number of results per facet value displayed? Is it possible to order by default the facet values using the number of results per facet? |
| **B.6** | **Enriched content (book covers, abstracts, TOCs, etc.)** |
| **B.6.1** | Describe how enriched content can be integrated with the Discovery Service? Describe the types of enriched content (book covers, abstracts, TOCs, etc.) that can be incorporated into:  
  - Search result lists  
  - Full record displays  
  - Saved result sets |
| **B.6.2** | List which third-party services and sources of enriched content are supported in the Discovery Service, and describe specifically if and how Content Café can be integrated into the Discovery Service. |
### B.6.3 Can multiple enriched content services or sources be used?

### B.7 End user interaction

#### B.7.1 Users must be able to save search results, record by record or in batches. Describe the extent to which your system permits saving results.

#### B.7.2 Describe how users can save their search queries and how they can later reuse them.

#### B.7.3 Describe the options (citation software or services, social networks, email, etc.) available for exporting results, both from search results and from saved result sets.

#### B.7.4 Indicate which citation formats and templates are available for exporting records using any of the above options.

#### B.7.5 Describe how users can set up and manage search alerts, and what options are available for receiving their results.

#### B.7.6 Indicate if RSS feeds are available for search results.

#### B.7.7 Personal accounts

##### B.7.7.a Can users login to personal accounts?

##### B.7.7.b Describe all benefits personal accounts offer to users.

##### B.7.7.c What personal preferences or customisations can be set up using a personal account?

##### B.7.7.d When a user’s affiliation with the Library ends, do users retain access to their personal account? If not, what options are available for the export of saved results?

##### B.7.7.e Could access to personal accounts be integrated with any of the Library’s authentication methods, using it as a Single Sign-On mechanism?
| B.7.8 | Users should be able to influence how results are sorted by relevance based on their field of research. Please comment. |
| B.7.9 | Describe the help functions and documentation available to users and how the Library can customise them. |

**B.8 Presentation**

| B.8.1 | Describe how the Library can customise the user interface to allow corporate branding and design. Include specific details of what can be customised by the Library in HTML templates, CSS, Javascript code, etc. |

**B.8.2 Mobile interface**

| B.8.2.a | Describe the mobile interface of the Discovery Service. |
| B.8.2.b | Indicate the differences in functionality with the desktop version. |
| B.8.2.c | Indicate which mobile devices are supported, including platforms, versions, and browsers. |

| B.8.3 | List web browsers supported, indicating version and operating system. |

**B.8.4 Integration with other applications and platforms**

| B.8.4.a | Can Discovery Service search boxes be embedded into other applications, platforms or services? |
| B.8.4.b | Can this Discovery Service search boxes be pre-limited to search only in a specific part of the collection? |
| B.8.4.c | Describe all Discovery Service widgets available for integration into other applications and platforms |

**B.8.5 Usability and accessibility**

<p>| B.8.5.a | Are there any usability studies on the Discovery Service? Please provide details. |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B.8.5.b</strong></td>
<td>Describe the Discovery Service’s compliance with WCAG 2.0 accessibility guidelines.</td>
</tr>
<tr>
<td><strong>C. Link Resolver</strong></td>
<td></td>
</tr>
<tr>
<td><strong>C.1</strong></td>
<td>Describe how the link resolver functions and how it is maintained, including its use of OpenURLs or CrossRef/DOI. What versions of the OpenURL standard are supported?</td>
</tr>
<tr>
<td><strong>C.2</strong></td>
<td>List which link resolvers from other vendors are supported in the Discovery Service, and describe in detail how the Innovative Interfaces, Inc. Millennium WebBridge link resolver can be integrated into the Discovery Service.</td>
</tr>
<tr>
<td><strong>C.3</strong></td>
<td>Describe in detail any differences in functionalities, linking or display when your link resolver is used with the Discovery Service, as compared to the use of another vendor’s link resolver.</td>
</tr>
<tr>
<td><strong>C.4</strong></td>
<td>Please provide a file containing a list of the content providers (specific databases, platforms, etc.) the knowledge base is populated with at the time of initial installation. Refer to Annex 4 for specific details on the required fields and formatting for this file.</td>
</tr>
<tr>
<td><strong>C.5</strong></td>
<td>List all of the data elements for individual titles in the knowledge base.</td>
</tr>
<tr>
<td><strong>C.6</strong></td>
<td>Describe the options available for exporting the Library’s holdings data from the knowledge base and specify whether there are any restrictions.</td>
</tr>
<tr>
<td><strong>C.7</strong></td>
<td>Describe the process for adding new content providers or titles into the coverage database and the tools available to the Library for adding new content directly. Describe how this is done for individual titles and using a batch process.</td>
</tr>
</tbody>
</table>
C.8 Describe the process for activating databases or individual titles in the coverage database. Describe how this is done for individual titles and using a batch process.

C.9 How does the system accommodate rolling horizon-type access?

C.10 Does the System regularly check links to see if they are working? If a user or library staff encounter a non-working link, to whom is this reported, how are corrections made, and how long will it take to get corrected URLs into production?

C.11 Apart from the integration of the link resolver with the Discovery Service, does it offer any other end user functionalities or interfaces (A-Z lists, citation search, subject browse, etc.)

### D. Technology and Infrastructure

<table>
<thead>
<tr>
<th>D.1</th>
<th>Infrastructure</th>
</tr>
</thead>
<tbody>
<tr>
<td>D.1.1</td>
<td>The Discovery Service must be provided as a solution hosted remotely, under the SaaS model. Describe in detail:</td>
</tr>
<tr>
<td>D.1.1.a</td>
<td>The architecture and design of the system</td>
</tr>
<tr>
<td>D.1.1.b</td>
<td>The hosting facilities</td>
</tr>
<tr>
<td>D.1.1.c</td>
<td>Uptime, performance, disaster recovery, redundancy, backups and security, data protection</td>
</tr>
<tr>
<td>D.1.1.d</td>
<td>How upgrades, enhancements and patches are implemented and whether these can be done without limiting access to the service by users.</td>
</tr>
<tr>
<td>D.1.2</td>
<td>The hosting facilities must be located in Europe. Please provide details.</td>
</tr>
<tr>
<td>D.1.3</td>
<td>Describe the level of support for Unicode.</td>
</tr>
<tr>
<td>D.1.4</td>
<td>What standards does the system support?</td>
</tr>
<tr>
<td>D.1.5</td>
<td>Authentication</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>D.1.5.a</td>
<td>Does the system support any of our authentication methods, as described in Title I, Introduction? Describe how each method can be implemented and used with the Discovery Service</td>
</tr>
<tr>
<td>D.1.5.b</td>
<td>Is it possible to use more than one authentication method? If so, describe any advantages/disadvantages of this approach.</td>
</tr>
<tr>
<td>D.1.5.c</td>
<td>Which other authentication methods are supported?</td>
</tr>
<tr>
<td>D.1.5.d</td>
<td>If personal accounts are stored in the Discovery Service, describe the security measures that protect their data.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>D.1.6</th>
<th>APIs and Web services</th>
</tr>
</thead>
<tbody>
<tr>
<td>D.1.6.a</td>
<td>Describe in detail the APIs and Web services available.</td>
</tr>
<tr>
<td>D.1.6.b</td>
<td>Provide examples of developments using the Discovery Service’s APIs and Web services implemented by other academic institutions.</td>
</tr>
</tbody>
</table>

| D.1.7     | Describe any sandbox or test environment included with the Discovery Service. If available, is this included as part of the standard Discovery Service cost or is it offered as a separate option? |

<table>
<thead>
<tr>
<th>D.2</th>
<th>Implementation and systems management</th>
</tr>
</thead>
<tbody>
<tr>
<td>D.2.1</td>
<td>Provide a detailed project plan that includes an estimated implementation/delivery schedule.</td>
</tr>
<tr>
<td>D.2.2</td>
<td>Provide a history of implementations of the Discovery Service in academic institutions using the Millennium LMS, including contact details and a brief description of the project.</td>
</tr>
<tr>
<td>D.2.3</td>
<td>An administration module must be provided for managing the Discovery Service. Describe the functionalities it provides.</td>
</tr>
<tr>
<td>D.2.4</td>
<td>Are there any internal logs available for monitoring security and tracking performance and usage of the system? Describe how they can be accessed and used.</td>
</tr>
<tr>
<td>D.2.5</td>
<td>Describe the reporting and statistical functions available in the system, and provide a complete list of the standard reports.</td>
</tr>
<tr>
<td>D.2.6</td>
<td>Apart from the standard reports supplied with the system, can the Library create custom reports, from an existing one or from scratch?</td>
</tr>
<tr>
<td>D.2.7</td>
<td>Describe the electronic formats the reports can be delivered in.</td>
</tr>
<tr>
<td><strong>D.3 Maintenance and support</strong></td>
<td></td>
</tr>
<tr>
<td>D.3.1</td>
<td>A maintenance and support service must be included with the annual subscription to the Discovery Service. Describe in detail the aspects of the maintenance and support service, including:</td>
</tr>
<tr>
<td>D.3.1.a</td>
<td>Helpdesk characteristics</td>
</tr>
<tr>
<td>D.3.1.b</td>
<td>Service Level Agreements</td>
</tr>
<tr>
<td>D.3.1.c</td>
<td>Offices that would provide support to the Library and details of their staff</td>
</tr>
<tr>
<td>D.3.1.d</td>
<td>Standard and extraordinary service hours (GMT+1)</td>
</tr>
<tr>
<td>D.3.1.e</td>
<td>Methods of contacting the Helpdesk, including telephone, email, and platforms or portals for managing support tickets and customer self-servicing.</td>
</tr>
<tr>
<td>D.3.2</td>
<td>Provide details about documentation provided (training manuals, help files, technical documents, guides, FAQs, how-to's, etc.) both for staff users and systems administrators.</td>
</tr>
<tr>
<td>D.3.3</td>
<td>Software development for the Discovery Service:</td>
</tr>
<tr>
<td>D.3.3.a</td>
<td>Describe how the software is developed and enhanced, and what methodologies are followed.</td>
</tr>
<tr>
<td>D.3.3.b</td>
<td>How often are new releases and versions implemented?</td>
</tr>
<tr>
<td>D.3.3.c</td>
<td>How can customers be involved in the software development process?</td>
</tr>
<tr>
<td>D.3.3.d</td>
<td>Describe the participatory platforms available for customers and third parties to share custom software developments and describe any restrictions on their usage.</td>
</tr>
<tr>
<td>D.3.4</td>
<td>Provide a roadmap of future developments, including key enhancements and timelines.</td>
</tr>
<tr>
<td>D.3.5</td>
<td>Describe the initial implementation training plan and any other future training opportunities.</td>
</tr>
<tr>
<td>D.3.6</td>
<td>Describe which participatory platforms (wikis, forums, user groups, email lists) are available for customers to share experiences and solutions.</td>
</tr>
<tr>
<td>D.4</td>
<td>Data Protection</td>
</tr>
<tr>
<td>D.4.1</td>
<td>The EUI has a EUI Data Protection Policy, as described on the EUI website - <a href="http://www.eui.eu/About/DataProtectionatEUI.aspx">http://www.eui.eu/About/DataProtectionatEUI.aspx</a>. Please provide your Data Protection Policy as it relates to hosting, handling user accounts and log files.</td>
</tr>
</tbody>
</table>
Tender for a Web-Scale Discovery Service
for the Library of the European University Institute

Annex 4 - How to prepare and submit electronic files

<table>
<thead>
<tr>
<th>Name of Tenderer</th>
</tr>
</thead>
</table>

This Annex refers to the electronic files requested in Title I, Article 4 (instructions for Envelope A) and Title II - Technical Specifications.

The files must be provided in a non-rewritable CD or DVD included with the tender documentation (see Title I, Article 4). When preparing the files, if any data for requested fields are not available, leave the fields blank.

In the following grid, please indicate in the boxes in the right column whether the related the files have been included with the tender documentation.
<table>
<thead>
<tr>
<th>FILES PROVIDED</th>
<th>YES/NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. An electronic copy of the submitted version of the Technical Proposal, in WORD (Annex 3)</td>
<td></td>
</tr>
<tr>
<td>2. A file containing a list of publishers and aggregators with whom you have agreements to include their metadata in the central index. (see Title II, A.1.1)</td>
<td></td>
</tr>
<tr>
<td>3. A file containing the list of journal titles whose content is included in the central index must be provided (mandatory). (see Title II, A.1.2) This should be a plain text file containing the following tab-separated fields, in the order indicated: 1. Journal title 2. ISSN (format: xxxx-xxxx) 3. E-ISSN (format: xxxx-xxxx)</td>
<td></td>
</tr>
<tr>
<td>4. A file containing a list of e-book platforms/publishers whose content is included in the central index. (see Title II, A.1.3) This should be a plain text file containing the following tab-separated fields, in the order indicated: 1. Name of E-Book platform or Publisher 2. Level of indexing of e-book titles (e.g. full-text, metadata only) 3. Source of indexing 4. Percentage of titles indexed</td>
<td></td>
</tr>
<tr>
<td>5. Please provide a file containing a list of the databases already configured for federated searching and available in the Discovery Service. (see Title II, A.4.2) This should be a plain text file containing the following tab-separated fields, in the order indicated: 1. Name of content provider 2. Name of database</td>
<td></td>
</tr>
<tr>
<td>6. Please provide a file containing a list of the content providers (specific databases, platforms, etc.) the knowledge base is populated with at the time of initial installation. (see Title II, C.4) This should be a plain text file containing the following tab-separated fields, in the order indicated: 1. Name of content provider 2. Name of database 3. Number of titles in database 4. Type of resources (journals, books, etc.)</td>
<td></td>
</tr>
</tbody>
</table>
EUI/2013/Discovery – Annex 5

Tender for a Web-Scale Discovery Service
for the Library of the European University Institute

Annex 5 - Economic Proposal Form

<table>
<thead>
<tr>
<th>Name of Tenderer</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Total cost for three years</th>
<th>EUR</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Products or Services with one-time costs</th>
</tr>
</thead>
</table>

*List all products or services with one-time costs (e.g. training, implementation) and provide an itemized description of what each cost includes:*

<table>
<thead>
<tr>
<th>Cost in Euros</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Products or Services with recurring costs</th>
</tr>
</thead>
</table>

*List all products or services with recurring costs (e.g. annual subscription, link resolver) and provide an itemized description of what each cost includes:*

<table>
<thead>
<tr>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>