EUI/2013/DISCOVERY

Tender for a Web-Scale Discovery Service

for the Library of the European University Institute

**Annex 3 - Technical Proposal**

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| 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.

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| **Ref.** | **Questions / Instructions** | **Responses** |
| **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) |  |

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| 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) |  |

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| 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? |  |

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| **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: |  |

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| 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? |  |

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| **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. |  |

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| 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. |  |

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| 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. |  |