



Co-funded by
the European Union



SILESIAN
UNIVERSITY
IN OPAVA



STARS EU



OpenAIRE

CONTRACT 101124529 — STrategic Alliance for Regional TranSition – STARS European University (STARS EU)

This agreement (hereinbelow the “**Agreement**”) is dated 1 October 2025 and entered into by and between:

(A) Silesian University in Opava, Na Rybníčku 626/1, 746 01 Opava, Czech Republic, ID No.: 47813059 (“**Contracting Authority**” or “**University**”);

and

(B) OpenAIRE AMKE ("Open AIRE"), a non-profit organization registered under TAXID EL997032008, with its registered office at 6 Artemidos Street, Marousi, 15125, Greece, (“**Contractor**” or “**OpenAIRE**”) (hereinafter referred to as the “**Contractor**”).

1. PREAMBLE

1.1. Whereas the University wishes the acquisition of digital infrastructure provided as a service that will be used to visibility, share and monitor research results in accordance with the principles of open science.

1.2. Whereas the University issued an Invitation to tender for a small-scale public service contract in accordance with the provisions of Sections 27, 31 and 6 of Act No. 134/2016 Coll., on Public Procurement under the title “**acquisition of a service to support open science and research for the STARS EU university alliance**”.

1.3. Whereas the Contractor is a pan-European non-profit organization established under the laws of Greece and a research information system that promotes and implements Open Science policies in Europe, and under this capacity it submitted a technical and financial proposal for the provision of a Custom Monitoring and Discovery System for the STARS-EU University Alliance.

1.4. Whereas, pursuant to paragraph 7 of the Invitation “*the supplier shall submit a draft contract in its tender, which will be based on the payment and business conditions of the contracting authority specified in Annex 2 to the Invitation*”.

1.5. For the purposes of this Agreement, “Alliance Members” means the universities listed on the STARS EU Alliance Website: <https://starseu.org/partners>.

IN CONSIDERATION OF the matters described above and of the mutual benefits and obligations set forth in this Agreement, the receipt and sufficiency of which consideration is hereby acknowledged, the University and the Contractor (individually the "**Party**" and collectively the "**Parties**") agree as follows:

2. SERVICES – TERRITORY – TERM

2.1. The Contractor undertakes, to provide a digital infrastructure in the form of a service (the "Service") that will serve to visibility, share and monitor research results in accordance with the principles of open science according to the conditions specified in the Call for tenders for a small-scale public contract for services (tender) entitled "**Acquisition of a service for the support of open science and research STARS EU ALLIANCE**".

2.2. This Agreement shall come into effect from 1 October 2025 and shall remain valid until 31 October 2027 (the "Term"). If the Agreement is signed later, it comes effect on the date of its publication in the Register of Contracts (13.3.).

2.3. The place of performance of the services under this Agreement shall be Silesian University in Opava, Na Rybníčku 626/1, 746 01 Opava, Czech Republic. The services provided pursuant to this Agreement will be used by members of the European STARS EU Universities Alliance.

3. PAYMENT

3.1. The remuneration for any Services provided by the Contractor (the "**Fee**") amounts to 41600, exclusive of VAT. The price is insurmountable and includes all costs necessary for proper performance. The University will not provide advances. The Fee will be paid in three (3) installments, as follows:

- 1st invoice (EURO: 4 000): no earlier than the 15th day after activation in 2025;
- 2nd invoice (EURO: 20 000): by 15 January 2026 for calendar year 2026;
- 3rd invoice (EURO: 17 600): by 15 January 2027 for 1 January 2027 to 31 October 2027

3.2. All relevant invoices will be delivered to the University forty-five (45) calendar days before each payment. All payments will be made in Euro currency, by crediting the following bank account:

- Account name: OpenAIRE AMKE
- IBAN: [REDACTED]
- SWIFT: [REDACTED]

3.3. The VAT will be paid by the University in the country of its registered office. If, on the basis of a double taxation treaty between the Czech Republic and the country of residence of the supplier, withholding tax is due, the prices quoted will be subject to withholding tax by the contracting authority.

3.4. For the avoidance of doubt, it is clearly stated that the remuneration agreed upon, covers the entire scope of services required for the proper performance of the contract, including all related costs (hosting, maintenance, administration, documentation, training, technical support, and handover at the end of the service and shall not be increased under any circumstances and no additional remuneration shall be owed by the University.

4. OBLIGATIONS OF THE PARTIES

4.1. The Contractor declares that it has become acquainted with the scope and nature of the subject-matter of performance and is aware of all the technical and quality conditions necessary for the implementation and has such capacities and expertise that are necessary for the implementation.

4.2. The University is bound to provide the Contractor with the list of the people responsible for each University that is a member of the EU STARS Alliance within two (2) working days of the effective date of the Agreement, and the Contractor undertakes to establish access for all responsible people promptly upon receipt of the list in question. For the avoidance of doubt, the Service shall be accessible and usable by all universities that are members of the STARS-EU European University Alliance as of the Effective Date (the "Alliance Members"), under the coordination and authorization of the University. The authoritative list of Alliance Members is published on the official alliance website at <https://starseu.org/partners/>.

4.3. The University shall not copy, modify, adapt, transmit, sell, distribute or otherwise use the Services, in whole or in part, except as expressly permitted in this Agreement.

4.4. The University is responsible for the data and content provided to the Contractor for the execution of this Agreement and represents and warrants that such content shall not (a) infringe any third party right, including, without limitation, third party rights in patent, trademark, copyright, data base sui generis right or trade secret; (b) constitute a breach of any other right of a third party, including without limitation, any right under contract or tort theories, (c) constitute confidential information in accordance with the definition set forth below. The University also warrants it has all necessary rights, licenses or has obtained the necessary permissions or consents from data subjects, if applicable, to provide such data.

4.5. The Contractor shall not provide third parties or use the information obtained in the performance of the University for purposes other than those stipulated by the Contract without the written consent of the University. However, the University acknowledges that all data inserted into the digital infrastructure of the Contractor is governed by Open Science principles, with the intent of enabling openness, transparency, and reusability of scientific data. Accordingly, there are minimal restrictions on how this data is processed, provided such processing aligns with Open Science guidelines and the scope of the Services.

4.6. The Parties shall cooperate in good faith as reasonably necessary for the performance of this Agreement, including by providing timely information, access, approvals, and assistance, and by coordinating activities and personnel.

5. INTELLECTUAL PROPERTY RIGHTS

5.1. As between the Contractor and the University, the Contractor owns all intellectual property rights in and to the services, hardware, software, data, and applications required to operate the services as well as the associated technology and documentation applied for the provision of the services. The supplier grants the University a limited, non-exclusive, non-sublicensable right to access and use its platforms and services mentioned herein during the Term of this agreement.

5.2. The University retains the full ownership of all data uploaded and stored using the services ("user data"). The University hereby grants the supplier the non-exclusive, worldwide, royalty-free right to access, copy, transmit, download, display, modify, make available, reuse and reproduce user data as necessary to provide, support, and enhance the Services in accordance with Open Science principles.

6. TERMINATION

6.1. The Agreement may be terminated exclusively: (i) by expiry of its term; (ii) by written agreement of the Parties; (iii) by written notice of termination by the University; or (iv) by written withdrawal by the University from the Agreement, all in accordance with the relevant legal regulations of the Czech Republic.

6.2. The University may withdraw from or terminate the Agreement by providing the Contractor with two (2) months' prior written notice, but only on the following grounds:

- a) the Contractor is unable to provide the services under the Contract even after an additional request to remedy, which shall not be shorter than ten (10) days; or
- b) there has been a repeated breach of the same contractual obligation by the Contractor (a repeated breach means a breach occurring at least twice within sixty (60) consecutive calendar days); or
- c) the Contractor becomes insolvent pursuant to Act No. 182/2006 Coll., on Insolvency and the Methods of its Resolution, as amended, or insolvent/bankrupt under other applicable legal regulations.

Withdrawal from the Contract is effective upon delivery of the written notice of withdrawal to the other Party and has ex nunc effect (immediate effect).

6.3. Unless expressly permitted otherwise in the Contract or its annexes, the University's notice of termination or withdrawal shall not be associated with the imposition of any sanctions or other non-punitive measures to the detriment of the University, including without limitation any obligation to compensate damages, to perform specific performance, or to assume other specific obligations.

6.4. Either Party may immediately terminate the Agreement if the other party ceases to carry on business or goes into administrative receivership or other form of insolvency proceedings.

6.5. Termination does not relieve University of its obligation to pay fees payable to the Contractor prior to the effective date of termination or withdrawal. For the avoidance of doubt, in case of termination of this Agreement, then the University shall owe the Contractor the prorated amount of the remuneration which corresponds to the Services provided until the effective date of termination, and the Contractor is obliged to return a proportionate part of the price paid according to the length of the service not properly provided.

6.6. Upon the University's request, the Contractor shall cooperate upon termination so that all data administered within the Platform are transferred back to the University in a manner enabling the University to continue handling such data without adverse impact on the quality or scope of services. Such transfer and cooperation shall be completed no later than sixty (60) calendar days from delivery of the notice of termination/withdrawal. The Contractor shall not be entitled to any remuneration for such cooperation.

7. FORCE MAJEURE

7.1. If the provision of the Services or any part thereof is rendered impossible or infeasible by any rule or regulation of any public authority or bureau, civil turmoil, strike, weather, bugs, viruses, trojan horses, or similar disruptions; server failures; hardware damages; system outages; delays; interruptions, or failures caused by the Internet, electronic communications, or any cause beyond the control of the Parties (a "**Force Majeure event**"), then it is understood and agreed that the Parties shall not be subject to any further liability and its performance shall be excused to the extent that it is prevented by reason of any of the foregoing conditions. In such a case, the Parties mutually agree that they shall aim to reschedule the performance of the Services for a later date, which shall be chosen by the Client after consultation with the Contractor, provided that the date takes place during the Term of the Agreement.

7.2. If the performance of the services is rendered impossible or infeasible due to a Force Majeure event as defined in clause 7.1., and/or the Parties cannot set on a new date for the performance of the Services, then each party will be excused from their performance and the Agreement shall be terminated immediately.

8. CONFIDENTIALITY

8.1. Each Party shall keep any Confidential Information received from or belonging to the other Party strictly confidential (using such measures as is necessary in accordance with good industry practice to protect commercially sensitive and confidential information, and in any case no lesser than the measures used to protect their own confidential information) and not disclose such Confidential Information to anyone (except on a need-to-know basis for internal use only where necessary to perform its obligations

under the Agreement to its employees or full time contractors bound by express written confidentiality obligations) or use such Confidential Information other than to perform its obligations under the Agreement without the prior written consent of the relevant Disclosing Party.

8.2. Confidential Information shall in this context mean: (a) all information of a confidential nature concerning the trade secrets or business dealings, methods of business, transactions, plans or affairs of a Party, (b) any proprietary information developed by the Parties in the course of carrying out the Agreement, (c) any document or information marked "Confidential," "Commercial in Confidence" or otherwise expressly designated as confidential, (d) in relation to the Client directly, and/or (e) any information which by its nature the Recipient ought reasonably to conclude was confidential information of the other Party in all cases whether encrypted or not and including all copies of the above on any media (including electronic media) whatsoever.

8.3. Notwithstanding the foregoing, Confidential Information shall not include information (a) which is or becomes or is in public domain, without any fault of the Recipient, (b) which was rightfully in the Recipient's possession at the time of disclosure by the Disclosing Party, (c) which is disclosed to the Recipient by a third party or third party source without any obligations of confidentiality after the time of disclosure by the Disclosing Party; or (d) which the Recipient can show, by documentary or competent evidence, to have been developed independently by the Recipient without using Confidential Information of the Disclosing Party.

9. PERSONAL DATA PROTECTION

9.1. For this Article, "Data Protection Laws" means all applicable data protection and privacy laws, including Regulation (EU) 2016/679 (GDPR); "Personal Data", "Processing", "Controller", "Processor", "Data Subject", "Personal Data Breach", "Supervisory Authority", and "Third Country" have the meanings in the GDPR; "EEA" means the European Economic Area.

9.2. Roles of the Parties (a) The University acts as Controller and the Contractor acts as Processor in relation to Personal Data processed for providing, operating, supporting, maintaining and improving the Services under this Agreement. (b) Each Party shall comply with the Data Protection Laws applicable to it.

9.3. The subject-matter, duration and other relevant details with respect to the processing activity in question are stipulated in Annex 2 of this Agreement.

9.4. The Contractor shall process Personal Data only on documented instructions from the University, including with regard to transfers to a Third Country or international organisation, unless required by EU or Member State law; in such case the Contractor shall inform the University before processing unless that law prohibits such information for important public interest reasons.

9.5. The University grants a general authorisation to engage sub-processors. The Contractor shall (i) inform the University at least 15 days in advance of any intended change concerning the addition or replacement of sub-processors, thereby giving the University the opportunity to object on reasonable grounds; and (ii) impose on sub-processors data protection obligations no less protective than those set

out in this Article by way of a written contract, including appropriate safeguards for international transfers. The Contractor remains fully liable for the performance of sub-processors.

9.6. Taking into account the nature of processing, the Contractor shall assist the University by appropriate technical and organisational measures, insofar as possible, for the fulfilment of the University's obligations to respond to requests for exercising Data Subject rights under the Data Protection Laws.

9.7. The Contractor shall assist the University in ensuring compliance with obligations under Articles 32 to 36 GDPR, including security of processing, Personal Data Breach notifications, data protection impact assessments and prior consultations, taking into account the nature of processing and the information available to the Contractor.

9.8. The Contractor shall notify the University without undue delay and in any event within 48 hours after becoming aware of a Personal Data Breach, providing sufficient information to enable the University to meet its obligations under the Data Protection Laws. (h) Deletion or return: At the choice of the University, the Contractor shall delete or return all Personal Data to the University after the end of the provision of Services relating to processing, and delete existing copies within 60 days, unless EU or Member State law requires storage. Deletion shall include secure erasure from backups upon their lifecycle expiry.

9.9. The Contractor shall make available to the University all information necessary to demonstrate compliance with this Article and allow for and contribute to audits, including inspections, conducted by the University or an auditor mandated by the University, on reasonable notice, during business hours, without undue disruption and subject to confidentiality and security requirements.

9.10. The Contractor shall not transfer Personal Data outside the EEA (or a country with an adequacy decision) without the University's documented instructions and only where appropriate safeguards under Chapter V GDPR are in place (including EU Standard Contractual Clauses and supplementary measures where required), and Data Subjects have enforceable rights and effective legal remedies.

9.11. Notifications and contacts: Contractor's data protection contact: [REDACTED] (or such other address notified in writing). University's data protection contact shall be notified in writing in accordance with clause 11.2.

9.12. The Contractor shall process Personal Data in accordance with this Article and its privacy policy (<https://www.openaire.eu/privacy-policy>)

9.13. The University warrants that it has a lawful basis and has provided all necessary notices (and, where required, obtained consents) for the processing described herein, and that its instructions shall comply with Data Protection Laws.

9.14. Notwithstanding the above, it is highlighted in respect to all secondary uses of data licensed under an open licence, as defined by the Open Source Initiative or the Free Software Foundation, the Contractor may act as a data controller.

9.15. The Contractor undertakes to ensure that any processing of personal data performed in connection with the use of the Services by the STARS EU Alliance Members shall be carried out to the same extent, with the same level of quality, and subject to the same safeguards as provided in this Article 9.

10. LIABILITY

10.1. The parties undertake to make every effort to prevent damage and minimize the damage caused. The Contracting Parties shall be liable for damage according to applicable legal regulations and the Contract. The Contractor is also liable for damage if part of the performance is provided through a subcontractor.

10.2. None of the Contracting Parties shall be liable for damage caused by a force majeure event in accordance with art. 7 of the Agreement. The Contracting Parties undertake to notify the other Contracting Party without undue delay of any obstacles that have arisen preventing the proper performance of the Contract and further undertake to make every effort to avert or resolve them.

10.3. In no event shall either party be liable to the other, or to any third party, for any special, indirect, incidental, punitive, exemplary, or consequential damages (including, but not limited to, loss of use, data, business, revenue, profits, goodwill, or savings), arising out of or in connection with the provision of the Services, whether based on contract, tort (including negligence), strict liability, or any other legal or equitable theory, regardless of whether such damages were foreseeable or whether the party was advised of the possibility of such damages.

10.4. The total aggregate liability of either Party for any claims arising out of or relating to the Services or this Agreement, regardless of the form of action (contract, tort, strict liability, or otherwise), shall not exceed the total amount of fees paid by the University for the Services during the twelve (12)-month period immediately preceding the claim. This limitation is cumulative, meaning all claims and damages shall be aggregated to determine if the limit has been reached.

10.5. Damages shall be paid in money or, if possible or expedient, by restoration to the previous state at the option of the aggrieved party in the particular case.

11. GENERAL TERMS

11.1. This Agreement and the documents referred to in it contain the whole Agreement between the Parties relating to the transactions contemplated by this Agreement and supersede all previous communications and/or agreements between the Parties.

11.2. All communication between the Parties in connection with the performance of this Agreement shall be conducted in the English language. Notices will be deemed to be effective upon personal delivery, one (1) day after deposit with express courier at the address set forth hereabove, five (5) days after deposit in the mails [REDACTED] for OpenAIRE and [REDACTED]

11.3. Any amendment or addition to this Agreement shall only be effective if in writing signed by an officer or other duly authorized representative of each of the Parties.

11.4. Any failure to exercise or any delay in exercising any right or remedy under this Agreement shall not constitute a waiver of that right or remedy or a waiver of any other right or remedy and no single or partial exercise of any right or remedy under this Agreement will prevent any further exercise of that right or remedy or the exercise of any other right or remedy. If a provision of the Agreement is invalid, the Contracting Parties shall make every effort to replace such defective provision with an impeccable provision that comes closest in purpose to the provision being replaced. Until the replacement, the rules contained in the generally binding legal regulations of the Czech Republic shall apply to relations between the contracting parties that are not contractually regulated due to the invalidity of any provision of the Agreement.

11.5. The Parties are independent contractors and nothing in the Agreement shall constitute or be deemed to constitute a partnership, joint venture or agency between the Parties; as such neither Party shall have any authority or power to bind, contract in the name of or create a liability for or against the other.

11.6. The parties agree to each other's use of the name of the business name, the general characteristics of the performance provided or taken and the form of cooperation as references in their commercial and marketing materials.

11.7. Neither party may assign this Agreement, in whole or in part, without the other party's prior written consent, except that either party may assign this Agreement without the other's consent in the case of a merger, reorganization, acquisition, consolidation, or sale of all, or substantially all, of its assets. Any attempt to assign this Agreement other than as permitted herein will be null and void. Without limiting the foregoing, this Agreement will inure to the benefit of and bind the parties' respective successors and permitted assigns.

11.8 The contractor acknowledges that it is obliged to cooperate in the performance of financial control pursuant to Act No. 320/2001 Coll., on financial control in public administration, as amended. All suppliers of the supplier (subcontractors) are also bound by this obligation.

12. GOVERNING LAW & JURISDICTION

12.1. This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of the Czech Republic, in particular by Act No. 89/2012 Coll., the Civil Code, as amended.

12.2. The Parties shall make every effort to ensure that all disputes arising out of or in connection with the Contract are settled primarily by mutual agreement. Notification of existing non-conformities will be sent in writing by e-mail to the other party to the address of the contact persons specified in the contract.

12.3. If the dispute is not settled within thirty (30) days, the Parties irrevocably agree that the general courts in the Czech Republic shall have exclusive jurisdiction to settle any dispute or claim that arises out

of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).

13. CLAUSE FOR THE PUBLICATION OF THE CONTRACT PURSUANT TO ACT NO. 340/2015

13.1. The Contract will be published in the publicly available Register of Contracts pursuant to Act No. 340/2015 Coll., as amended (hereinafter referred to as the "Register of Contracts"), and the publication of the Contract will be carried out by the Silesian University in Opava.

13.2. The other party will be informed of the date of publication of the Contract via email to

[REDACTED]

13.3. The Agreement comes into effect on the day of publication of this Agreement in the Register of Contracts.

13.4. The Contracting Parties declare that they have read the Agreement, that they agree with its contents, and attach their electronic signatures to it as proof of this.

IN WITNESS WHEREOF the parties have signed this Agreement electronically as follows:

THE PARTIES

Silesian University in Opava
Contracting Authority

OpenAIRE
Contractor

Yannis IOANNIDIS

[REDACTED]

ANNEX 1

TECHNICAL SPECIFICATION

Functional Components and Features

The system will comprise three integrated modules, accessible via secure web-based interfaces:

Discovery Gateway

A public-facing search and browse interface that enables users to explore research products affiliated with the members of the STARS-EU alliance. Features include:

Category	Description
Search & Discovery	Advanced search by research product type, author, project, funding, and institutional affiliation - Faceted filters and keyword-based exploration
Metadata Navigation	Viewing detailed metadata of individual research products- Linking across entities (e.g., authors, datasets, grants, software)
Manual Curation Tools	Add or edit records manually to enhance completeness- Establish relationships between outputs and STARS- EU alliance or units
Enrichment Functions	Add persistent identifiers (DOI, ORCID, ROR)- Tag outputs by research domain, community, or SDG- Custom notes or internal annotations
Affiliation Configuration	Rules for attribution based on author affiliation, acknowledgments, or institutional identifiers- Institutional curation authority to validate or override matches
Usability and Integration	User-friendly web interface- Option for integration in institutional websites or portals- Supports branding and institutional identity

Monitoring Dashboard

A dedicated dashboard for the STARS-EU alliance, along with individual dashboards for each university, will provide institutions with real-time insights and advanced visual analytics. It includes:

Category	Description
Indicators and KPIs	Volume of research outputs (publications, datasets, software, etc.)- Open Access levels (Gold, Green, Hybrid)- Open Data and Open Software availability-

	Licensing and reuse conditions- PID coverage (DOI, ORCID, ROR)- Compliance with funder and institutional Open Science policies
Visual Analytics	Time-series charts and trends- Unit/project/funder-level comparisons- Filtering by product type, access status, or domain
Interactive Reporting	Clickable and drill-down visualisations- Export of datasets, reports, and visual elements- Customised dashboards for presentations and reporting
Benchmarking Tools	Internal comparisons across organisational units- Optional inter-institutional benchmarking- Tracking alignment with national/EU Open Science goals
Policy Monitoring	Dashboards aligned with institutional strategies (e.g. SDGs, DORA, CoARA)- Narrative support for strategic planning and evaluations
Customisation Options	Indicator configuration- Multilingual support- Institutional branding and layout control

Admin Console

An internal tool enabling institutional control and configuration:

Category	Description
Affiliation Management	Define and customise rules for attributing research outputs to STARS –EU alliance - Configure inclusion based on author affiliations, funding acknowledgments, ROR/GRID IDs, or institutional keywords
Indicator Configuration	Tailor dashboards to show preferred KPIs and metrics - Enable or disable specific indicators, product types, or timeframes
Dashboard Customisation	Reorder, rename, or hide dashboard panels and charts - Apply colour schemes or thematic groupings aligned with institutional priorities
Access and Role Management	Define user roles and access permissions (e.g., admin, editor, viewer) - Control visibility of internal vs public views
Branding and Identity	Apply institutional logos, colour palette, and custom texts - Align interface presentation with STARS-EU alliance identity
Audit and Curation Logs	Monitor changes made by users (e.g., record edits, tag additions) - Track data enrichment and manual overrides for transparency

These components, jointly, **match all the functional expectations outlined in the requirement**, including discovery of outputs, linkage to STARS-EU research activities, tracking Open Science compliance, and providing actionable metrics through dashboards and reports.

Requirements for the service

The following table details the requirements laid out in Annex 1 and how they will be addressed.

Item	Requirement	Compliance	Detailed Response
Portal for the presentation of research outputs			
F1	Custom-Branded Community Portal Ability to create a dedicated, custom-branded portal accessible via its own domain, including visual customization options (logo, name, colors, typography, and layout).	Yes	<p>The Community Portal will be offered as an instance of OpenAIRE CONNECT, which can be configured according to the visual identity of the STARS-EU Alliance.</p> <p>It is possible to customise:</p> <ul style="list-style-type: none"> • Logo • Name • Background: colour or image • Colours of the pages, buttons, links, etc • Sections of the home page • Community menu <p>For advanced style changes, it is possible to override the default CSS.</p>
F2	Consistent User Experience Maintain visual and functional consistency with existing alliance services, using the main portal (e.g., https://starseu.org) as a reference for user interface styles and branding.	Yes	<p>See F1.</p> <p>In addition, the Community Portal can link to existing alliance services in the home page or in the Community menu.</p>
F3	Flexible Website Structure Support for a customizable page structure, including editable homepage, menus, and subpages,	Yes	<p>The portal can be configured by community managers, who will be able to</p> <ul style="list-style-type: none"> • Customise the structure and content of the home page

	with the option for content editing by designated users.		<ul style="list-style-type: none"> • Add a customised menu • Edit/hide/request new portal pages Adapt the look&feel to the visual identity of the alliance • Select the types of research products that will be discoverable by end-users
F4	Administrative Access Unlimited number of administrators and managers, with differentiated access and editing rights.	Yes	Users of the gateway can be: <ul style="list-style-type: none"> • Managers: with full edit rights • Members: read-only access • Logged-in users: read-only access • Not logged in users: read only access The portal can be configured to be: <ul style="list-style-type: none"> • Public: accessible to all • Restricted: accessible to managers • Private: accessible only by the OpenAIRE team Managers can configure the portal to allow members or logged-in users to use the Link functionality to add research products to the gateway or links among research products and projects.
F5	User Authentication Options <ul style="list-style-type: none"> ○ Federated login via academic identity providers (eduGAIN), ○ Social login via Google, GitHub, ORCID, ○ account-based login, ○ Integration with the STARS EU Alliance SSO 	Yes	The system will support all the authentication options and authentication via LinkedIn.

	<p>authentication system (SAML 2.0), e.g., https://campus.starseu.org/login, leveraging released identity attributes where needed.</p>		
F6	<p>Advanced Search & Filtering Discovery and filtering of research outputs by:</p> <ul style="list-style-type: none"> ○ Type of access (open, closed, embargo), ○ Type of output (e.g., publications, data, software), ○ Field of science (FoS), ○ Sustainable Development Goals (SDGs), ○ Community affiliation, ○ Funding source, language, and date range. 	Yes	<p>The discovery portal has built-in support for advanced search and filtering as requested.</p> <p>In addition, research outputs can also be filtered by affiliated organization and country.</p> <p>The advanced search allows to search by: abstract, type of access, author, ORCID, provenance, type of output, field of science, funding source, language, affiliation, PID, publication date, publisher, research community and subcommunity, Sustainable Development Goal, subject, title.</p>
F7	<p>Output Linking & Author Integration Ability to group and link outputs under specific projects and associate them with author identifiers (e.g., ORCID).</p>	Yes	<p>The system will provide an integrated functionality to import metadata from Crossref, DataCite, ORCID and to add links between publications, data, software, other research products, and projects. The contracting authority can decide to open the functionality to all logged-in users or to members. The contracting authority will be able to review and reject the added products and links.</p> <p>The users will be able to deposit an Open Access version of their article in Zenodo with a dedicated functionality integrated in the platform.</p>

			The users will be able to add their ORCID ids and enrich their ORCID profiles via the ORCID Search & Link Wizard integrated in the platform.
F8	Repository Compatibility Integration with public data repositories (e.g., Zenodo) for harvesting and display of research outputs.	Yes	<p>The system is powered by the OpenAIRE Graph, a high-quality, open, and interoperable metadata infrastructure that aggregates information from over 2,000 research data sources, including:</p> <ul style="list-style-type: none"> • OpenAIRE-compliant repositories, CRIS systems, and journals, adhering to the OpenAIRE Guidelines for Metadata Exchange. • Instrumental sources such as Crossref, DataCite, ORCID, and funder APIs, integrated through dedicated pipelines. <p>The OpenAIRE team can provide support to organisational tracking systems (e.g. CRIS system) and repositories in becoming compatible with the OpenAIRE guidelines, thus establishing a direct, automatic data integration workflow with the system, OpenAIRE, and the EOSC Resource Hub.</p>
F9	Custom Output Identification via TDM Ability to integrate or deploy a text and data mining (TDM) algorithm to identify alliance-relevant outputs with high accuracy	Yes	<p>OpenAIRE will extend its text and data mining (TDM) framework to deploy custom algorithms tailored to the STARS-EU alliance. These modules will identify alliance-relevant outputs with high accuracy, building on OpenAIRE's established ability to enrich community records through customised text mining. Examples include analyzing acknowledgements in publications to identify references to research infrastructures, and scanning full-text Open Access publications to</p>

			<p>uncover mentions of facilities, instruments, devices, or datasets.</p> <p>The development process is iterative and co-designed: STARS-EU provides the lists of concepts, entities, or keywords to be tracked (e.g. projects, infrastructures, datasets, or specific research priorities); OpenAIRE implements and tests the mining; alliance experts then validate the results; and, once verified, the modules are integrated into the enrichment pipeline. These customised enrichments are then exposed through the STARS-EU CONNECT Gateway, enabling systematic discovery, tracking, and monitoring of outputs most relevant to the alliance.</p>
F10	Usage Dashboards and Visual Reporting Standard and customizable analytics dashboards to display statistics at the level of the entire alliance and per institution.	Yes	The portal will include a default set of charts for the alliance and its members. A more complete set of charts and indicators are available in the Monitoring Tool.
F11	Automated Data Refresh Support for monthly data updates from publicly available and authoritative sources.	Yes	The data for the Open Science Dashboard will be a subset of the OpenAIRE Graph which collects metadata records from more than 150K scholarly communication data sources worldwide, including Crossref, DataCite, ORCID, Open Access institutional repositories, disciplinary repositories, data archives, aggregators and Open Access Journals. These metadata records are gathered in a data lake and enriched with links between research results and projects, author affiliations, subject classification, and links to domain-specific databases using dedicated inference algorithms. OpenAIRE's metadata records are cleaned, deduplicated, enriched, and transformed according to the OpenAIRE internal metadata model, generating the final OpenAIRE Graph. The OpenAIRE Graph is a decentralized and interoperable participatory Scientific Knowledge

			<p>Graph, where products of the research life-cycle are semantically linked and carry information about their access rights and the sources from which they have been collected and where they are hosted. A new version of the OpenAIRE Graph is available every month. Therefore, data and analytics are updated once a month, except in case of alert from the OpenAIRE Graph Data Quality team (e.g. a big data source experienced technical problems causing a temporary data loss)</p>
F12	<p>Integration with External Systems</p> <p>Provide interoperability with other platforms and tools via embeddable components (iframe), export features, and accessible APIs.</p>	Yes	<p>The portal offers the following interoperability and integration options:</p> <ul style="list-style-type: none"> • Export search results in CSV (up to 2K results) • Download CSVs listing the research products affiliated to an organisation • Download funder report: CSVs with research products affiliated to an organisation and funded by a given funder of choice • Download CSVs listing the research products funded by a project grant • Javascript to embed in web pages the list of research products funded by a project <p>In addition, metadata records are also available via:</p> <ul style="list-style-type: none"> • The OpenAIRE Graph API (link to documentation) • A snapshot of the records is published on Zenodo every 6 months (link to Zenodo deposition). <p>The portal is also integrated with ORCID and Zenodo.</p>

Monitoring Tool			
F13	Customizable Dashboard Interface Ability to fully customize the dashboard's visual identity (name, logo, structure), accessible from the client's designated domain.	Yes	<p>The Monitor Dashboard will be offered as an instance of OpenAIRE MONITOR, which can be configured according to the visual identity of the STARS-EU Alliance.</p> <p>It is possible to customise:</p> <ul style="list-style-type: none"> • Logo • Name • Sections of the dashboard/metrics <p>The Monitor Dashboard will be accessible from the OpenAIRE MONITOR's designated domain and via link from the Community Portal.</p>
F14	Cross-Institutional Monitoring & Filtering Capability to monitor, filter, and visualize research outputs at both the alliance-wide level and for individual member institutions.	Yes	<p>The Monitoring Tool will provide a centralized 'parent' dashboard at the alliance-wide level, complemented by individual 'child' dashboards for each member institution. This structure ensures that research outputs can be monitored, filtered, and visualized both comprehensively across the entire alliance and in detail for each institution.</p>
F15	Granular Access Control Support for multiple access levels, including: <ul style="list-style-type: none"> ○ Public dashboards, ○ Restricted internal dashboards (for alliance members), ○ Private dashboards (for draft review and internal analysis). 	Yes	<p>The Monitoring Tool will support multiple access levels, as stated, from the level of the total profile to the individual indicators:</p> <ul style="list-style-type: none"> • Public indicators for external stakeholders – Showcasing • Restricted indicators for alliance – members – Internal Monitoring • Private indicators for draft review and internal analysis
F16	Role-Based Management Management by multiple administrators with the ability to	Yes	<p>The Monitoring Tool will include role-based user administration to ensure secure and efficient access management:</p>

	invite users, assign roles, and configure permissions.		<ul style="list-style-type: none"> • Managers – Full administrators of the dashboard, with permissions to configure the dashboard, invite new users, and assign roles (managers or members). They have unrestricted access to all sections of the dashboard. • Members – Standard users of the dashboard with permission to access the restricted sections of the dashboard
F17	Text & Data Mining (TDM) Integration Integration of TDM capabilities to automatically classify and map research outputs to projects, authors, institutions, and domains.	Yes	<p>OpenAIRE will provide the full set of TDM enrichments available in the OpenAIRE Graph (https://graph.openaire.eu/docs/graph-production-workflow/enrichment-by-mining/), powered by the Information Inference Service (IIS). The enrichments automatically classify and map research outputs to projects, authors, institutions, and domains. The IIS mining modules include:</p> <ul style="list-style-type: none"> • Extraction of cited and acknowledged concepts: linking to projects, funders, datasets, software, bio-entities, accession numbers, EPO patents, EOSC services, and OpenAIRE community concepts. • Subject inference: Field-Of-Science (FoS) taxonomy (https://explore.openaire.eu/fields-of-science), and UN's Sustainable Development Goals (SDGs) classifications (https://explore.openaire.eu/sdgs) • Affiliation matching to recognised institutions • Citation matching across scholarly outputs • Document similarity detection • Metadata extraction from full texts.

			Through these modules, STARS-EU will directly benefit from production-grade enrichment pipelines already embedded in the OpenAIRE Graph.
F18	Data Export & Embedding Export of graphs, data tables, and analytics in common formats: CSV, XLS, PNG, PDF, SVG, with the option to embed visualizations in external websites.		<p>The Monitoring Tool will offer multiple export options to ensure flexibility in using and sharing results.</p> <p>Graphs can be exported in PNG, JPG, PDF, and SVG formats, while data tables will be available for download in CSV and XLS formats.</p> <p>Additionally, an 'Embed' function will allow individual visualizations to be integrated into external websites via iframes.</p>
F19	API Access Access to standard and bulk APIs to retrieve structured metadata on research outputs, projects, funding, licenses, and related entities.	Yes	<p>The OpenAIRE Graph API provides a comprehensive way for developers to explore the OpenAIRE Graph, a vast interconnected dataset that aggregates metadata from a wide range of scholarly resources. Access to the Graph API is open for everyone.</p> <p>Graph API: https://graph.openaire.eu/docs/apis/graph-api</p> <p>API Swagger documentation: https://api.openaire.eu/graph/swagger-ui/index.html#/</p> <p>Graph citations and relationships within the OpenAIRE graph: https://graph.openaire.eu/docs/apis/scholexplorer/api</p> <p>The rate limit is 10,000 results per query.</p> <p>For complete dataset access, consider using cursors or downloading the full OpenAIRE Graph dataset from Zenodo (https://graph.openaire.eu/docs/category/downloads).</p>

			<p>Details on the terms of use can be found at: https://graph.openaire.eu/docs/apis/terms</p> <p>RESTful Architecture – OpenAPI-based HTTP endpoints for seamless integration</p> <p>Structured Data – JSON responses.</p> <p>Powerful Search & Filtering – Query by keywords, funders, organisations, publication types, Open Access status and more.</p> <p>Entity Relationships – Retrieve linked data across publications, datasets, software, and projects.</p>
F20	<p>Umbrella Dashboard Support</p> <p>Ability to present combined indicators and activities from multiple institutions within a unified view.</p>	Yes	<p>The ‘Umbrella’ dashboard will serve as the central dashboard of the STARS EU University Alliance, bringing together indicators and activities that integrate research product metadata from all member institutions.</p> <p>From this main view, users will also be able to access the individual dashboards of each institution.</p> <p>In addition, the alliance-wide dashboard will provide benchmarking indicators, enabling comparisons across multiple institutions.</p>
F21	<p>Automated Monthly Updates</p> <p>System must support automated monthly updates based on current, publicly available Open Science sources.</p>	Yes	<p>The data for the Dashboards will be a subset of the OpenAIRE Graph which collects metadata records from more than 150K scholarly communication data sources worldwide, including Crossref, DataCite, ORCID, Open Access institutional repositories, disciplinary repositories, data archives, aggregators and Open Access Journals.</p> <p>These metadata records are gathered in a data lake and enriched with links between research results and projects, author affiliations, subject classification, and links to domain-specific databases using dedicated inference algorithms.</p> <p>OpenAIRE's metadata records are cleaned, deduplicated, enriched, and transformed according</p>

			<p>to the OpenAIRE internal metadata model, generating the final OpenAIRE Graph.</p> <p>A new version of the OpenAIRE Graph is available every month. Therefore, data and analytics are updated once a month, except in case of alert from the OpenAIRE Graph Data Quality team (e.g. a big data source experienced technical problems causing a temporary data loss)</p> <p>The contracting authority will be notified about such exceptional cases.</p> <p>In the case of on-request updates, OpenAIRE will take immediate action to integrate these updates so that they are available in the next version of the OpenAIRE Graph.</p>
F22	User Documentation & Support Access to detailed user guides, system documentation, and ongoing technical support.	Yes	<p>OpenAIRE will provide documentation regarding the methodology and terminology through the OpenAIRE MONITOR platform.</p> <ul style="list-style-type: none"> • https://monitor.openaire.eu/support/methodological-approach.html • https://monitor.openaire.eu/support/terminology-and-construction.html • https://monitor.openaire.eu/support/indicator-themes.html <p>2. The OpenAIRE Graph provides comprehensive documentation on the workflow process and all aspects of its production: https://graph.openaire.eu/docs/</p> <p>3. For the APIs documentation please see F19</p> <p>4. Technical support will be offered via email and a dedicated form integrated in the OpenAIRE MONITOR platform. OpenAIRE Helpdesk is based on Zammad (https://zammad.org) and offers functionality for issue tracking.</p>

			<p>In case of incident (hardware, software or related to content) a reply time of at most 48 hours is ensured, including the initiation of a resolution procedure.</p> <p>The final resolution time may depend on the specific incident. For example: on warranty terms from hardware suppliers for hardware incidents; one month for content related incidents that require an updated version of the OpenAIRE Graph (because the OpenAIRE Graph is updated once a month, see also F21)</p>
--	--	--	--

Ability to interconnect and collaborate with existing systems

F23	Standardized Data Access Provision of data access via well-documented and secure application programming interfaces (APIs) for integration with third-party tools and systems.	Yes	<p>Access to the Graph API will be offered for the University Alliance with example use cases to:</p> <ul style="list-style-type: none"> • Access all Research products (Publications, Research data, Research software, Other research products) • Access Publications • Access Open Access Publications • Access Research data • Access Research software • Access Other research products <p>Please see F19 for the complete documentation of the OpenAIRE Graph API.</p>
F24	Flexible Metadata Export Export of metadata in widely used, interoperable formats (e.g., JSON, XML, CSV) to support reuse and reporting.	Yes	<p>Research product metadata will be exportable to CSV through the University Alliance gateway, with a limit of 2,000 records. For larger datasets, use of the API is recommended (please see F19).</p> <p>For the data powering dashboard visualizations, export options to CSV and XLSX will also be available.</p>
F25	Federated Authentication Support for user login via multiple	Yes	<p>OpenAIRE will support federated authentication, enabling seamless and secure user login through</p>

	<p>identity providers, including but not limited to:</p> <ul style="list-style-type: none"> ○ eduGAIN ○ SAML 2.0-compliant systems, such as the STARS EU Alliance SSO (https://campus.starseu.org/login) ○ ORCID ○ Google 		<p>multiple identity providers. The system will be fully compatible with eduGAIN for federated academic and research access, SAML 2.0-compliant systems such as the STARS EU Alliance SSO (https://campus.starseu.org/login), ORCID and Google to offer additional flexibility for external collaborators. This approach ensures interoperability, user convenience, and compliance with widely adopted standards for authentication and identity management.</p>
	<p>Repository Interoperability Ability to connect with and harvest content from public and institutional research repositories, using standard protocols (e.g., OAI-PMH) and structured metadata schemas.</p>	Yes	<p>OpenAIRE ensures full repositories' interoperability by supporting connectivity and harvesting of content from both public and institutional research repositories. This is achieved through the use of standard protocols such as OAI-PMH and the adoption of structured metadata schemas. In addition, all harvested repositories are compatible with the OpenAIRE Guidelines, ensuring compliance with community standards for metadata quality, interoperability, and alignment with Open Science best practices. This guarantees that repositories' content is seamlessly integrated into the OpenAIRE Graph.</p>
F26	<p>Standards-Based Aggregation Compatibility with established harvest protocols & metadata interoperability frameworks, including:</p> <ul style="list-style-type: none"> ○ OAI-PMH ○ Dublin Core ○ DataCite Metadata Schema ○ Guidelines (Literature, Research Data, CRIS) 	Yes	<p>OpenAIRE shall guarantee immediate, automated monthly harvesting of all repositories that already expose a standard - compliant with the OpenAIRE Guidelines OAI-PMH interface. In cases that some of the repositories above have not meet required standards, OpenAIRE will provide the following support for their future aggregation:</p> <ul style="list-style-type: none"> • prepare and deliver to each repository operator a technical guideline (EN) describing the exact steps required to expose an OAI-PMH compatible interface. • organise a webinar for repository managers explaining the requirements, with

			<p>recording and slides made publicly available.</p> <ul style="list-style-type: none"> • provide an e-mail Q&A helpdesk. • integrate any repository that becomes compliant into the regular monthly harvesting workflow. <p>If a repository has not enabled a compliant interface, OpenAIRE will offer manual metadata ingestion. This service is subject to an additional fee and does not guarantee monthly updates; updates may occur on a semi-annual or annual basis, depending on the repositories' characteristics.</p> <p>The solution will ensure that research outputs from across the STARS EU Alliance are aggregated, searchable, and openly accessible through a centralised interface, enabling transparent monitoring, policy compliance tracking, and collaborative visibility across member institutions.</p>
Service and Support			
F27	Ensuring operation, including maintenance, backups and updates	Yes	<p>OpenAIRE will ensure the reliable operation of the system through a well-defined framework of maintenance, backups, and updates. Automated and scheduled backups will secure all critical data and configurations, ensuring rapid recovery in case of system failure.</p> <p>Service Maintenance includes but is not limited to adding/removing/replacing hardware on servers or network, bringing new servers online, patching servers/workstations/network devices, installing new/updated software on servers/workstations/network devices, etc. The network and/or systems will be interrupted only if it is absolutely necessary.</p>

			<p>It is understood that in some circumstances, Emergency Maintenance Windows will be required.</p> <p>OpenAIRE will announce all Maintenance Windows (Non-Standard, and Emergency) including which services will be affected and approximate durations via email to all the stakeholders.</p> <p>Scheduled Infrastructure Downtimes occur during an OpenAIRE Infrastructure maintenance window, which can be scheduled for infrastructure upgrades or scheduled infrastructure interventions (e.g., scheduled power cuts). Users will be notified in advance, at least > 24 hours before the Scheduled Infrastructure Downtime.</p>
F28	Guaranteed service availability of at least 99.9% outside of planned maintenance	Yes	<p>The Service will be available on a 24x7 basis except for maintenance windows or other scheduled or application-specific maintenance outlined herein. OpenAIRE's aim is to ensure that the services supporting the Open Science Dashboard are deemed reliable in terms of availability and performance. A failure is defined as any infrastructure-related incident causing the Open Science Dashboard to be unavailable. This can also include severe performance degradation. The target availability of VM Hosting is 99.9%.</p>
F29	Access to user support with a maximum response time of 48 hours	Yes	Please see F22
F30	Training and onboarding of users of all alliance partners in the range of min. 10 hours	Yes	<p>OpenAIRE will provide structured training and onboarding for users across all alliance partners, with a minimum of 10 hours. Training will combine live interactive sessions, hands-on demonstrations, to ensure that users are fully familiar with the platform's functionalities. This approach ensures that all alliance partners gain the necessary skills and confidence to efficiently use the system from the outset.</p>

F31	The ability to export all data after the end of the service	Yes	OpenAIRE will guarantee the ability to export all data at the end of the service. The export will include the latest data available from the most recent update of the OpenAIRE Graph, delivered in standard, machine-readable formats to ensure accessibility, portability, and reuse.
F32	Retention of data after the end of the service for at least 90 days	Yes	OpenAIRE will retain all data for a minimum period of 90 days after the end of the service. During this retention period, alliance partners will have continued access to the data.

Data Infrastructure and Quality

The system is powered by the [OpenAIRE Graph](#), a high-quality, open, and interoperable metadata infrastructure that aggregates information from over **2,000 research data sources**, including:

- **OpenAIRE-compliant repositories, CRIS systems, and journals**, adhering to the OpenAIRE Guidelines for Metadata Exchange.
- **Instrumental sources** such as Crossref, DataCite, ORCID, and funder APIs, integrated through dedicated pipelines.

Metadata is enriched via:

- Deduplication and metadata harmonisation.
- Persistent identifier linking (DOIs, ORCID, ROR, Grant IDs).
- **Full-text mining** to extract citations, affiliations, and references to datasets and software.
- Affiliation disambiguation algorithms co-validated with institutional input.

Detailed methodology: <https://graph.openaire.eu/docs/data-provision>.

ANNEX 2
DATA PROCESSING DETAILS

Nature and description of processing:	collection, receipt, recording, organisation, structuring, storage, adaptation, retrieval, consultation, use, transmission, disclosure (as instructed), alignment, restriction, erasure and destruction for service provision, user/account management, access control, security, support, maintenance, service improvement and reporting to the University.
Duration of processing:	For the Term and until deletion/return in accordance with clause 9.9.
Purpose of processing:	Processing of Personal Data necessary to provide the Service (digital infrastructure to support open science, including the Custom Monitoring and Discovery System) and related support/administration.
Types of personal data being processing	identification and contact data (e.g., name, email, affiliation, role). Special categories are not intended to be processed.
Types of data subjects:	University employees and contractors, researchers and students, members of STARS EU Alliance entities designated by the University, and other end users authorised by the University.