

Vendors must have an active, approved master contract under the SITE program and be approved in the category or categories listed in the RFO document in order to respond to and RFO. Vendor is responsible for reading all addenda associated with the RFO.

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO) For Technology Services Issued By

Office of MN.IT Services @ Minnesota Department of Administration

Project Title: MN Governor's Council on Developmental Disabilities Website Content Management – Electronic Government Services (GCDDs)

Category: Web Application Design and Development

Resources: Each vendor may submit a team of up to 2 resources to provide service in response to this RFO.

Business Need

The mission of the Minnesota Governor's Council on Developmental Disabilities (GCDD) is to provide information, education, and training to build knowledge, develop skills, and change attitudes that will lead to increased independence, productivity, self-determination, integration and inclusion (IPSII) for people with developmental disabilities and their families. Management of the GCDD's website content is integral to meeting the GCDD's mission and goals and in order to meet these goals the GCDD is looking to contract for web content management services.

Website traffic and the steady increase of customers to the GCDD websites is due, at least in part, to the fact that the GCDD makes every effort to understand the needs, requirements, expectations, and desires of customers related to Electronic Government Services. The rapid increase in the use of digital technology and social media by all customers, including individuals with developmental disabilities and families, and the expectation that information will be accessible to the fullest extent possible, has also prompted investments the GCDD has made in online training and application development.

Additional background is provided in Attachment A.

GCDD Website Goals:

- Provide information, education, and training that increases the knowledge, skills, and abilities of end users through a broad range of multiple media formats by:
- Promoting accurate historical archiving of resource materials;
- Use the latest technological advancements in communications that may include social networking;
- Showcase the positive roles and contributions of people with developmental disabilities; and
- Increase marketing efforts to ensure wide dissemination of Council products.

The GCDD is seeking responses from vendors with an awareness and understanding of best practices in the field of developmental disabilities, and experience and expertise in the design and development of website content, using an array of off the shelf software applications, and the ability to take advantage of and incorporate the latest technologies as they become available.

GCDD Website content includes all content for MNDisability.gov, which is the single entry point to more than 100 Minnesota state agency programs, products, and services including but not limited to:

- Project SEARCH,
- Disability Justice Resource Center, the GCDD's Facebook page,
- the GCDD's YouTube channel, and the
- Partners in Policymaking® online courses (Partners in Time, Partners in Education, Partners in Making Your Case, Partners in Employment and the EZ Read version, Partners in Time, and Partners in Living); and
- GCDD website – <http://mn.gov/mnddc> and Partners in Policymaking website – <http://mn.gov/mnddc/pipmAndCollecting/reportingallwebsitevisitordataonamonthlybasis>.

The awarded vendor resources will make website content changes and updates as needed throughout the contract term averaging 15 to 20 hours per month. The resources will provide management, general maintenance and updates, repair of broken links, troubleshoot, assure accessibility, create new web pages and convert existing pages to a responsive design format, and collect monthly visitor statistics and prepare a comprehensive report. Periodically a more significant change to website content will be necessary.

The work order contract will be for a term of one year with option to extend as allowed for under the SITE Program dependent upon the availability of federal funds and the satisfactory performance of the vendor.

Project Deliverables

The vendor's resource team will provide:

Maintenance, support and content management of the GCDD websites; including, but not limited to, the following:

1. MNDisability.gov;
2. Project SEARCH;
3. Disability Justice Resource Center websites;
4. Content management of the GCDD's Facebook page and the GCDD's YouTube channel;
5. Maintenance, support and content management of the Partners in Policymaking® online courses including but not limited to: Partners in Time, Partners in Education, Partners in Making Your Case, Partners in Employment and the EZ Read version, Partners in Time, and Partners in Living;
6. Updates to web pages to current accessibility standards as requested;
7. Web Application updates;
8. Creating new web pages and converting existing pages to a responsive design format as requested.(new content must be "accessible");
9. Other web content changes as requested.

Project Milestones and Schedule

- Contract start: August, 2016
- Estimated end date: September, 2017 with extension options
- Monthly: Monthly traffic collection and analysis As needed: Maintenance, Support, and content management of web sites
- As requested:
 - New content created to meet 508 and WCAG 2.0 accessibility standards.
 - Existing content alteration to meet 508 and WCAG 2.0 accessibility standards.

Project Environment

There are 2 main staff at the DDC: DDC Director and a Senior Grant Specialist. The vendor will receive requests, direction and information from the Senior Grant Specialist.

Web site files for the sites hosted on MNDisability.gov are uploaded and downloaded via SFTP (Secure File Transfer Protocol).

The user name and password, and assigned secure port are issued by MN.IT Services.

No server-side scripting language is available to the user assigned to the provided login.

Access to Web Trends web site statistics on MNDisability.gov is provided through a VPN (Virtual Private Network) connection supplied and managed by MN.IT.

Some sites are served and maintained in Wordpress.

Only off the shelf software technologies are allowed to be used.

Project Requirements

The vendor's resources may work remotely to provide support for GCDD content. The resources will be working on existing systems and managing content only. As content is updated or added, WCAG2.0 and Section 508 accessibility standards must be met.

Responsibilities Expected of the Selected Vendor

- Attend phone meetings and in-person meetings to discuss requested work.
- The vendor may replace the original resources who are assigned to this project using the SITE Program amendment process.
- Each GCDD work request must be documented and mutually agreed upon between the vendor and the state. Work requests must contain:
 - 1. Scope/task description
 - 2. Results/Deliverables
 - 3. Estimated hours to complete
 - 4. Estimated delivery/completion date
 - 5. Testing plan, if applicable
 - 6. Approval
- Reports must describe the status of ongoing vendor efforts.
- Complete the work described in approved work requests.
- Comply with Section 508 Standards, Web Content Accessibility Guidelines (WCAG2.0), and W3C recommendations as they apply to web site design and development.

Mandatory Qualifications *(To be initially scored as pass/fail. Thereafter, proposed resource(s) that meet the Mandatory Qualifications will be scored in part on the extent to which the resource exceeds these mandatory minimums. See RFO Evaluation Process, below)*

- 5 Years of experience in web technologies developing and supporting web content and functionality.
- 3 Years of experience working on accessible website, 1 year meeting Section 508 and WCAG accessibility standards.

Desired Skills

1. Knowledge and experience in designing and developing multimedia web-based applications for diverse audiences including people with developmental disabilities and individuals with low literacy skills.
2. Experience identify the technology tools and programming languages that will assure the best technology results and the greatest degree of flexibility and functionality for overall ease of website navigation and accessibility
3. Knowledge and experience using HTML editors (example, Dreamweaver) for maintaining static website content.
4. Knowledge and experience using dynamic web content management systems (example, SDL Tridion, Drupal) for maintaining dynamically-hosted website content.

5. Knowledge, experience, and expertise in the use/application of WCAG 2.0 and Section 508 Technical Standards (See State of Minnesota's Accessibility Standards at the link below: http://www.mnddc.org/news/pdf/Standard_OET000_Accessibility_090110.pdf ;
6. Knowledge and experience in marketing communications

Process Schedule

Process Milestone	Due Date
Deadline for Questions	07/11/2016, 12:00 PM (noon)
Anticipated Posted Response to Question	07/12/2016, 12:00 PM (noon)
Proposals due	07/21/2016, 3:00 PM
Anticipated proposal evaluation begins	07/22/2016
Anticipated proposal evaluation & decision	08/07/2016

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Roleen Marchetti
 Organization: MNIT
 Email Address: MNITcontracts@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

RFO Evaluation Process

All responses received by the response deadline will be reviewed by the State. Proposals will first be reviewed for responsiveness to determine if the mandatory requirements have been met. Proposals that fail to meet mandatory requirements will not advance to the next phase of the evaluation. The State reserves the right, based on the scores of the proposals, to interview a short-listing of candidates who have received the highest scores. In the event interviews are conducted, the State reserves the right to adjust the scores given to the written submissions based on additional information derived during the interview process. The State further reserves the right to remove a candidate from consideration if the candidate is unavailable for interview as requested by the State.

RFO Evaluation Process

The proposed resources will be evaluated on the following components.

Factor	Weight	Total Points
Mandatory Qualifications (after pass/fail met)	30%	30
Desired Skills	30%	30
Vendor background and understanding of MGCCDD needs	10%	10
Cost	30%	30
Total	100%	100

- A. Evaluation of Mandatory Requirements.** Points have been assigned to the Mandatory Requirements. The total possible points for each Mandatory Requirement are as follows:

Mandatory Requirements Weight

Mandatory Requirements	Weighted Value
5 Years of experience in web technologies developing and supporting web content and functionality.	15
3 Years of experience working on accessible website, 1 year meeting Section 508 and WCAG accessibility standards.	15
Total	30

- B. Evaluation of Desired Skills.** Points have been assigned to the Desired Skills. The total possible points for each Desired Skill are as follows:

Desired Skills Weight

Desired Skills	Weighted Value
Knowledge and experience in designing and developing multimedia web-based applications for diverse audiences including people with developmental disabilities and individuals with low literacy skills.	5
Experience identify the technology tools and programming languages that will assure the best technology results and the greatest degree of flexibility and functionality for overall ease of website navigation and accessibility	5
Knowledge and experience using HTML editors (example, Dreamweaver) for maintaining static website content.	5
Knowledge and experience using dynamic web content management systems (example, SDL Tridion, Drupal) for maintaining dynamically-hosted website content.	5
Knowledge, experience, and expertise in the use/application of WCAG 2.0 and Section 508 Technical Standards (see State of Minnesota's Accessibility Standards at the link below): http://www.mnddc.org/news/pdf/Standard_OET000_Accessibility_090110.pdf	5
Knowledge and experience in Marketing communications	5
Total	30

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

- Cover Page**
 - Master Contractor Name
 - Master Contractor Address
 - Contact Name for Master Contractor
 - Contact Name's direct phone/cell phone (if applicable)
 - Contact Name's email address

Consultant's Name(s) being submitted

2. Vendor's Background and Understanding of Need

Provide a description on the vendor's history and how it relates to this RFO and a description of the vendors understanding of the need.

3. Overall Experience:

Mandatory Qualifications (to be scored after pass/fail criteria met). Responder should establish that the proposed resource meets the mandatory qualifications under this RFO by attaching a resume identifying the companies and contacts where the resource has demonstrated the mandatory qualifications. (Be certain that the resume has dates of work and notes whether the resource was an employee or consultant.) If the proposal and resume do not demonstrate that the resource meets all of the mandatory qualifications, the State will discontinue further scoring of the proposal. *Copy this chart and insert into your proposal – use one chart for each resource if more than one is being submitted.*

RESPONSE MATRIX	
Resource Name:	
MANDATORY QUALIFICATIONS:	Provide Dates and Company Name where the resource has demonstrated the qualification
5 Years of experience in web technologies developing and supporting web content and functionality.	
3 Years of experience working on accessible website, 1 year meeting Section 508 and WCAG accessibility standards.	

B. Desired Skills. Responders should demonstrate the length, depth, and applicability of the proposed resource's prior experience pertaining to the Desired Skills. Responders should attach a resume identifying the desired skills, including companies and contacts where the proposed resource has demonstrated the desired skills described in this RFO. (Be certain that the resume has dates of work and notes whether the resource was an employee or consultant.) Points will be awarded based on the extent to which the proposed resource has the desired skills. *Copy this chart and insert into your proposal – use one chart for each resource if more than one is being submitted.*

RESPONSE MATRIX	
Resource Name:	
Desired Skills:	Provide Dates and Company Name where the resource has demonstrated the qualification
Knowledge and experience in designing and developing multimedia web-based applications for diverse audiences including people with developmental disabilities and individuals with low literacy skills.	
Experience identify the technology tools and programming languages that will assure the best technology results and the greatest degree of	

RESPONSE MATRIX	
flexibility and functionality for overall ease of website navigation and accessibility	
Knowledge and experience using HTML editors (example, Dreamweaver) for maintaining static website content.	
Knowledge and experience using dynamic web content management systems (example, SDL Tridion, Drupal) for maintaining dynamically-hosted website content.	
Knowledge, experience, and expertise in the use/application of WCAG 2.0 and Section 508 Technical Standards (see State of Minnesota's Accessibility Standards at the link below): http://www.mnddc.org/news/pdf/Standard_OET000_Accessibility_09_0110.pdf	
Knowledge and experience in Marketing communications	

4. Cost Proposal

Include a separate document labeled "Cost Proposal" which includes the name of each resource being submitted and their corresponding proposed hourly rate.

5. Conflict of interest statement as it relates to this project

6. Additional Statement and forms:

1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
3. Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
4. Certification Regarding Lobbying (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

Proposal Submission Instructions

- **Vendor is limited to submission of 1 proposal with up to 2 resumes/candidates in response to the Request for Offers**
- Response Information: The resume and required forms must be transmitted via e-mail to:
 - Roleen Marchetti (MNITcontracts@state.mn.us)
 - Subject line must read: "GCDD Website RFP Response"
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award,

an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at: <http://mn.gov/mnit/programs/policies/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Small Business Preference

Unless a greater preference is applicable and allowed by law, in accordance with Minn. Stat. § 16C.16, subd. 6a, the Commissioner of Administration will award a 6% preference in the amount bid on state procurement to certified small businesses that are majority owned and operated by veterans.

A small business qualifies for the veteran-owned preference when it meets one of the following requirements. 1) The business has been certified by the Department of Administration/Materials Management Division as being a veteran-owned or service-disabled veteran-owned small business. 2) The principal place of business is in Minnesota AND the United States Department of Veterans Affairs verifies the business as being a veteran-owned or service-disabled veteran-owned small business under Public Law 109-461 and Code of Federal Regulations, title 38, part 74 (Supported By Documentation). See Minn. Stat. § 16C.19(d).

Statutory requirements and certification must be met by the solicitation response due date and time to be awarded the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and

Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency.”

Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.

Attachment A

GCDD Authority and Purpose:

The GCDD receives an annual federal allocation under the Developmental Disabilities Assistance and Bill of Rights Act (DD Act) (P.L. 106-402). At least 70% of these funds must be directed towards projects and activities that will increase the independence, productivity, self-determination, integration and inclusion (IPSII) of people with developmental disabilities and their families in the community. The GCDD has identified measurable goals in seven areas (employment; self-advocacy; Partners in Policymaking®; cultural outreach; training conferences; customer research; and quality improvement) for achieving the IPSII results with the annual federal allocation that GCDD receives. GCDD is accountable for and must report IPSII results to the Administration on Intellectual and Developmental Disabilities (AIDD) on an annual basis.

Purpose of Funds

The DD Act funding supports State Plan goals and objectives through related grant projects and activities. The funds that can be devoted to a particular project or activity are limited but together the goals and objectives in our approved Five-Year State Plan must be met. The GCDD Grant Review Committee and the GCDD go through an annual allocation process to make funding decisions. Some projects or activities may span more than one year but there is no ability to commit funds for longer than a single year.

GCDD Website Background:

Since 1997, the use of GCDD funding has been shifting to Electronic Government Services. Website statistics were first collected in the last quarter of 2002 when 8,386 visits to its website were made.

In 2003, the GCDD conducted a survey on Electronic Government Services. Participants were asked to review four Minnesota government agency websites. Three provide services to individuals with developmental disabilities and the GCDD. These were compared with best practices websites of counterpart agencies in eight other states.

Respondents were given a list of attributes to guide the review process; those attributes included the ability to locate a website, interactive tools, ability to apply for services directly on-line, opportunity for citizen feedback, layout is visually pleasing, and language is appropriate.

As website visits have increased, and new technologies have offered other avenues for accessing websites, the use of mobile devices and social media are playing an important role in how information is used, shared, and disseminated.

In 2011, a total of 213,668 unique visits were made to the websites and 535,521 items were downloaded. Visits from mobile browsers were few but not regularly tracked or included in the GCDD's Annual

Business Results. Facebook users and visits were not tracked until 2011 and video files were not tracked until 2013 (The GCDD now has a YouTube channel).

Between October 1, 2014 and September 30, 2015 a total of 334,401 visits were made to the GCDD and Partners websites. Facebook visits totaled 122, 320 and 70,350 video files were viewed.

For the first five months in the current federal fiscal year: 154,192 website visits, 26,154 Facebook visits and 175,678 items have been downloaded.

GCDD Partners in Policy Making Background

Another significant GCDD investment is the Partners in Policymaking® leadership training program. TGCCDD developed the Partners program in 1987. The program educates self-advocate's, adults with disabilities, and parents of children with developmental disabilities/ It informs participants on best practices in the field and the communication skills needed to work effectively in partnership with elected public officials on systems change and positive public policies for individuals with developmental disabilities and their families.

The classroom-model program has also been converted into a series of five accessible online courses, covering the knowledge and skills training presented in eight weekend sessions. In 2015, online learning visits totaled 7,900. Updates and additions to the courses are made on an ongoing basis.

Website Content Background

The GCDD and Partners websites are require frequent content changes to assure they are both technically current and content current. The historical archives alone comprise an increasingly expansive collection of documents, images, videos, and other resources

Web technology has changed considerably over time, not only offering new ways of presenting materials but also requiring that content developed some time ago be updated so that it remains available and accessible to a customer base that is broader and more diverse than ever before. Changing technology has affected GCDD's websites in the following ways:

- Accessibility: Providing access to knowledge on a cross enterprise, anywhere, any place basis.
- Flexibility: Providing a flexible workflow, one that can be fine-tuned and configured to meet changing business needs, including supporting different learning design paradigms (both structured and unstructured forms of learning engagement).
- Extensibility: Allowing additional components to be integrated easily using some form of open based software architecture.
- Reusability. Critical to saving time and costs; the ability to create and index content based on standardized metadata that allows constituent parts to be reused by creators or customers of the content.
- Interoperability: Allowing content and other data to be exchanged and shared by separate tools and systems connected via the internet.
- Scalability. The ability to handle growth, and increasing volumes of work without jeopardizing performance or improving performance with additional hardware/software proportionate to the increased capacity.
- Security. Assuring that the security of data, information or knowledge is not compromised
- Standards compliance. Standards are evolving in the areas of metadata, open content structures, user management data, enterprise, integration services, etc.