

GLOSSARY

List of Acronyms

Table 1 – This table lists all acronyms used in the 511 RFP Contract.

Term	Definition
ACHD	Ada County Highway District (Operates a TMC)
ADA	Americans with Disabilities Act
API	Application Programming Interface
ATIS	Advanced Traveler Information System
ATMS	Advanced Traffic Management System
AVI	Automatic Vehicle Identification
AVL	Automatic Vehicle Location
CAB	Change Advisory Board
CAP	Corrective Action Plan
CARS	Condition Acquisition and Reporting System
CAT	Contract Administration Team
CCTV	Closed Circuit Television
CIS	Center Internet Security
CMS	Changeable Message Signs
CMT	Contract Management Team
COOP	Continuity of Operations Plan
CSS	Communications Support System
CSV	Comma-Separated Value
CVO	Commercial Vehicle Operation
DAIR log	Decision, Action, Issues, Risk
District 1	Coeur d'Alene
District 2	Lewiston
District 3	Boise
District 4	Shoshone
District 5	Pocatello
District 6	Rigby
DMS	Dynamic Messaging Signs
DOP	Department of Purchasing
DOT	Department of Transportation
DR	Disaster Recovery
ETS	Enterprise Technology Services
FedRAMP	Federal Risk and Authorization Management Program

FHWA	Federal Highway Administration
FIPS	Federal Information Processing Standards
GeoJSON	Geographic JavaScript Object Notation
GPS	Global Positioning System
HTML	Hypertext Markup Language
IDS	Information Dissemination System
iNET	Intelligent NETworks®, an ATMS by Parsons - Current System.
IP Address	Internet Protocol Address (a device's communication address on a network)
ISP	Idaho State Police
IT	Information Technology
ITA	Idaho Technology Authority
ITB	Invitation to Bid
ITD	Idaho Transportation Department
ITMS	Intelligent Traffic Management System
ITS	Intelligent Transportation System
IVR	Interactive Voice Response
JPEG	Joint Photographic Experts Group
JSON	JavaScript Object Notation
LRM	Location Reference Method
LRS	Linear Referencing System
Kbps	Kilobits per second
Mbps	Megabits per second
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MTD	Maximum Tolerable Downtime
NIST	National Institute of Standards and Technology
NSA	National Security Agency
PII	Personally Identifiable Information
PDF	Portable Document Format
PMO	Project Management Office
PNG	Portable Network Graphics
PPE	Personal Protective Equipment
RCA	Root Cause Analysis
RCCN, RCCS	ISP's Regional Communication Center North; ISP's Regional Communications Center South
RPO	Recovery Point Objective
RTO	Recovery Time Objective

SA	511 System Administrator
SaaS	Software as a Service
SLA	Service Level Agreement
SOP	Standard Operating Procedure
SOW	Scope of Work
StateComm	State Communications Center for the State of Idaho
TIS	Traveler Information Station. See HAR.
TTY	Teletypewriter
UI	User Interface
U of I	University of Idaho
VMS	Variable Message Signs - See DMS & CMS
VPN	Virtual Private Network
VRT	Valley Regional Transit (for the Boise metro area)
WIM	Weigh-in-Motion
XML	Extensible Markup Language

Glossary of Terms

Table 2 – This table lists definitions of terms that are used in the 511 RFP Contract.

Term	Definition
511 System	A unified name for traveler information system provided by telephone, website, and mobile application.
24x7	An indication that a site is always open or a device is always available/operational, 24 hours a day - 7 days a week
Acceptance	A written document stating ITD acceptance of the project deliverable.
Amber Alert	Specialized incidents related to child abductions that involve a vehicle traveling on the transportation network. Notifications regarding these events may be localized or statewide in nature.
Authorization Policy Management	Methods for authenticating a user and provisioning the correct levels of access and functionality to them.
Backup Plan	A detailed document identifies the type of data, location, frequency, and procedures required for backing up System data. The plan also includes safety measures taken to protect and encrypt data and strategies for recovering data in the event of data loss.
Business Process	A series of tasks/steps that need to be completed by a person, department, or computer to achieve a business goal.
Change Advisory Board (CAB)	ITD team that approves intricate changes made to software connected to the ITD network for which any changes or updates need to be pushed through ITD end points
Contract	Any state written agreement, including a solicitation or specification documents and the accepted portions of the solicitation, for the acquisition of Property. Generally, the term is used to describe term contracts, definite or indefinite quantity or delivery contracts or other acquisition agreements whose subject matter involves multiple payments and deliveries.
Contractor	The contracted individual, firm, or company that will perform the duties and specifications of the contract.
Corrective Action Plan (CAP)	A corrective action plan is a detailed document that records exactly what should be done and what was actually done to rectify any non-conformance. It should be S.M.A.R.T. (Specific, Measurable,

	Attainable, Relevant, and Time-bound). Corrective action plans should be used when identified problems could negatively impact System implementation timelines or quality.
Cost Matrix	Tables in the Cost Proposal document where the Vendor must provide ITD the total cost of project implementation by phases and total cost of each year maintenance and support for up to five years.
Cost Proposal	An official ITD document that requires the Offeror to provide a fully-burdened rate which must include, but not be limited to, all operating and personnel expenses, such as: overhead, salaries, administrative expenses, travel, profit, and supplies.
Critical System Issue	Any issue prioritized as severity one (1) or two (2) that blocks the system workflow or impacts the functionality for majority of the system end users.
Data Breach	A Security Incident that involves sensitive, protected, or confidential information being copied, transmitted, viewed, stolen, or used by an individual unauthorized to do so.
Data Center	A physical location where all ITD data will be stored post implementation.
Event	Whenever something beyond normal, free-flow conditions impacts the safety or mobility of the transportation system. Events may be planned or unplanned. They may be recurring or one-time in nature. Events may be caused by congestion, crashes, debris on the road, protests, road work, special events, etc. Events entered in the Advanced Traveler Information System (ATIS) require information about the cause, location, impact and anticipated duration.
Event Management System	A subsystem of Operator Data Entry module that allows the operators to manually input and manage day-to-day road, traffic, and weather events to be published on the 511 dissemination modes.
FedRAMP	Federal Risk and Authorization Management Program; it is a federal government-wide program that standardizes the approach to security assessment, authorizing and continuously monitoring cloud products and services: https://www.fedramp.gov/ .
Floodgate	Specialized incidents that typically impact most or all of the transportation network, or of a unique nature that requires heightened attention from users of traveler information services.

GeoJSON	GeoJSON is a format for encoding data about geographic features using JavaScript Object Notation.
Go Live	The time-frame when all System implemented functionalities transitions to the production environment and is available for all end-users.
Incident Report	A report that outlines the incident occurred and the fix deployed.
Incident Response Plan	A plan with a documented process that helps IT professionals and staff recognize and deal with a cybersecurity incident like a data breach or cyber-attack. It has six phases: Preparation, Identification, Containment, Eradication, Recovery, and Lessons Learned.
ITD Data	Manually entered events in the 511 System as well as any data feed provided by ITD.
Key Personnel	An individual or group of people who perform essential function in the business and are considered subject matter experts.
Non-Critical System Issue	Any issue prioritized as severity three (3) or four (4) that impairs the system functionality but workaround exists.
Non-Privileged User Account	An operator who has the ability to create, modify, or delete events in the Operator Data Entry system.
Non-Public State Data	Sensitive information intended for agency use that may be exempted from public use and disclosure. Unauthorized disclosure may jeopardize the privacy or security of agency employees, organizations, or individuals. Direct access is limited to internal parties authorized in the performance of their duties. External agencies requesting this information for authorized agency business must be under contractual obligation of confidentiality or confidentiality with the disclosing agency (for example, confidentiality/nondisclosure agreement) prior to receiving the information. – ITA Policy 4130 https://ita.idaho.gov/psg/p4130.pdf
Offeror	Any vendor who submits a response to a formal solicitation.
Offeror Proposal	The vendor response to the formal solicitation.
Operator Data Entry System	An operator data entry module that allows the input and management of road, traffic, or weather events.

Performance Metric	The method to collect, analyze, and report information on key business goals to measure the performance and progress of business functions.
Personal Identifiable Information (PII)	State Data alone or in combination with other data that includes information relating to an individual that identifies the individual by name, identifying number, mark or description that can be readily associated with a particular individual and which is not a public record. Personal Identifiable Information (PII) includes but is not limited to the following: government-issued identification numbers (e.g., Social Security, driver's license, passport); account credentials, including usernames and/or passwords; financial account information, including account number, credit or debit card numbers; Protected Health Information (PHI) relating to a person; or education records covered by the Family Educational Rights and Privacy Act (FERPA), as amended, 20 U.S.C. 1232g, records described at 20 U.S.C. 1232g(a)(4)(B)(iv). State code section 28-51-104
Privileged User Account	A System Administrator of the 511 System with technical control of the System.
Project Manager	An individual who is responsible for planning, maintaining, and execution of a project. The person must also be accountable for managing the entire project resources, budget, and scope.
Project Staffing Plan	This document outlines the Contractor resources required to implement the System.
Proposal	A written response, including pricing information, to a Request for Proposals that describes the solution or means of providing the Property requested and which Proposal is considered an offer to perform in full response to the Request for Proposals. Price may be an evaluation criterion for Proposals, but will not necessarily be the predominant basis for Contract award.
Public User Account	A consumer user account with least privileges in the 511 System along with the ability to set amber alerts, event notifications, personalized feed, pre-defined routes, and other features associated with the personalized consumer accounts.
Rest Area	A public facility located next to a large thoroughfare such as a motorway, expressway, or highway, at which drivers and passengers can rest, eat, or refuel without exiting onto secondary roads.

Retainage	A portion of the agreed upon contract price deliberately withheld until the work is substantially complete to assure that contractor or subcontractor will satisfy its obligations and complete a project.
Road Segment	Physical locations on the transportation network designated by beginning and end points.
Road Work	Planned construction or maintenance related activities that impact the roadway.
Root Cause Analysis	A detailed analysis that identifies the root cause of a problem and approach for responding and fixing them. It also outlines the necessary steps taken to prevent it from occurring again.
Security Incident	An occurrence that potentially jeopardizes the confidentiality, integrity, or availability of an information system or that constitutes a violation or imminent threat of violating security policies, security procedures, or acceptable use policies. A Security incident can become a Data Breach if data was accessed or handled in accordance to the definition of a Data Breach provided. – NIST
Service	The performance of the specifications and requirements described in the Contract.
Service Level Agreement (SLA)	A contract between the vendor and the customer that defines the level of service expected from the vendor regarding system availability, quality, and responsibilities.
Service Level Report	A report provided by the Contractor measures the system performance, metrics, and goals achieved. It also lists the number of issues that occurred and remedies applied to prevent them from happening again.
Software as a Service (SaaS)	The capability provided to the State to use the Contractor’s applications running on the Contractor’s infrastructure (commonly referred to as “cloud infrastructure”). The applications are accessible from various client devices through a thin client interface such as a Web browser, or a program interface. The Contractor will manage and maintain to industry best practices in coordination with standards and policies provided by the state. The Contractor manages and controls the underlying cloud infrastructure including

	network, servers, operating systems, storage, and even individual application capabilities.
Solicitation	An Invitation to Bid, a Request for Proposals, or a Request for Quotation issued by the purchasing activity for the purpose of soliciting Bids, Proposals, or Quotes to perform a Contract.
System Administrator	A person who is responsible of managing and configuring various technical operations of an application such as setting up user groups and their permissions, and aligning business and system operations with provided requirements.
State	Any entity within the state of Idaho to include but not limited to ITD and DOP. The state of Idaho including each Agency unless the context implies other state(s) of the United States.
State Data	All information and data developed, documented, derived, stored, installed or furnished by the State under the Contract, including all data related to records owned by the State.
Statement of Work	A statement of work is a document routinely employed in the field of project management. It is the narrative description of a project's work requirement. It defines project-specific activities, deliverables and timelines for a vendor providing services to the client.
Term	The period of time from the execution of this Contract until its conclusion, unless this Contract is terminated prematurely.
Update	An enhancement, repair, patch or fix to a Service provided by the Contractor, in accordance with their regularly scheduled maintenance/development cycle, at the request of the state, or to resolve and/or prevent identified security vulnerabilities.
User	Any internal and external person with a pre-defined role to access the 511 System.
User Group	A set of individuals in the system application who have similar roles and permissions to carry out certain tasks.
User Report	A report that includes number of active and inactive users in the system, user's first and last name, email, username/user id, phone #, system permissions and roles, job role, and physical work location.

Vendor	The party interested in bidding for the formal solicitation.
Winter Road Reporting Module	A simplified Operator Data Entry system that provides an easy method for the operator to manually input and manage winter road condition reporting to be published on 511 dissemination modes.