

Definitions and Acronyms Specific to this RFP

Computer = Desktop PC, Laptop, Tablet

COTS = Commercial off the Shelf, Packaged software that meets the requirements of this RFP without code modification

County = York County, Virginia (also called ‘the County’)

Division = The organizational unit directly below Department

ESRI = Environmental Systems Research Institute, The vendor of York County’s GIS Software

Functional area = Department, division, office, or group that will use the software

GIS = Geographic Information System, System for relating and analyzing spatial and attribute data

Hansen = Infor Hansen, the vendor of York County’s existing system

IVR = Interactive Voice Response, technology that allows a computer to interact with customers through the use of voice and DTMF tones input via keypad

LDA = Land Disturbing Activity

Offeror = a vendor who has submitted a response to this RFP

RFP = Request for Proposals

SLA = Service Level Agreement, a part of a service contract where a service is formally Defined

SOW = Statement of Work, document defining the activities and deliverables the vendor must execute.

SQL = Structured Query Language, York County standard for accessing data in relational database management systems

“System” = chosen software solution (also called “software”)

Vendor = a company that can provide goods and/or services to York County

WMS = Work Management Software, the software York County is soliciting proposals for.