Service Definition

Argonaut – UTMC Command and Control

G-Cloud 12

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Commercial in Confidence

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Introduction – what the service is

Argonaut is the market leader for Urban Traffic Management Control (UTMC) command and control systems across the UK. Argonaut enables Traffic Managers to model, monitor and control the environmental effects of travel as well as reducing congestion to maximise the use of a limited road network, all using UTMC, RTIG, SIRI and other recognised industry protocols.

Idox Transport's UTMC compliant common database provides an open standard data store to collect and disseminate traffic and transport information from existing or new UTMC sub systems. It also provides Traffic Managers with the ability to develop better, integrated traffic and transport control strategies in line with current national and local transport policies.

There are a number of modules and options available depending on the network and traffic management needs and below is a short description of each.

Module	Description
Argonaut	Core element of modular UTMC, network control system. Provides an integrated view of traffic and travel information, integrating all data adaptors into a single data model which ensures Strategy Manager can automatically intervene to manage congestion and improve all different network targets. Uses sophisticated modern web technologies to deliver UTMC systems for the 21st century. Engineers can connect to the system from any internet terminal, subject to security arrangements, whether at work, working from home or during emergency cover out of hours. Effectively, if given sufficient privileges, an engineer could look at the network from his smartphone or tablet without needing to come in to the control room.
Argonaut - Traffic Signal Control	Traffic signal control providing fixed time, adaptive control, traffic signal priority and remote monitoring fo traffic signals. Compatible to all UK standards, the solution is entirely modular in design ensuring that all signals and algorithms are supported using the underlying architecture.
Argonaut - Variable Message Signs	Argonaut's adaptor which can automatically determine the appropriate legends to display on any operator station, or free-text, Car Park Guidance, RGB Pictogram VMS based on the conditions and command the VMS to display the appropriate information. The user can test messages and legends before committing them to the system and or the sign.
Argonaut - CCTV	Integration of Argonaut with CCTV systems supporting a wide variety of interfaces (either IP or serial) such as Traffic Wales and the Highways Agency's TIH network. Where the CCTV system does not have a defined open protocol we work closely with all parties to agree an approach.
Argonaut - Car Park Manager	Interfaces directly with the Car Park detectors and signs, providing a fully functional, configurable and feature rich Car Park Manager Module for Argonaut. The Operator views car park information graphically and in a tabular format, including locations/status, occupancies, maximum capacity, historic percentage and queuing after a defined point.
Argonaut - Team Working, Control Room Log	The Control Room Log is an integrated solution that works as an additional feature in Argonaut. It is developed to provide unrivalled assistance to controllers for recording all user actions and those initiated by the Strategy Manager. It not only records, but also helps to communicate and attain strategic control.

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Argonaut - Alerts	For Subscribed Users, travel alerts allow users to be automatically notified when a change in the user's defined route occurs. Users may then register for SMS and email alerts and may define the time periods for when they would like to be alerted.
Argonaut - Winter Maintenance	Features in both the Argonaut and Voyager solution. Assists local authorities to deploy winter maintenance treatment (gritting, de-icing, etc.,) on a route-by-route basis, and display live and static data to the people via the Voyager web portal.
Argonaut - Abnormal Loads	Abnormal Loads is a freight specific portal allowing freight operators' access to all information available on Voyager, focused on the needs of freight users. Features include news/events, branding/community engagement, low bridge, narrow lanes, weight restrictions mapped/bespoke dashboard on journey times and disruptions on a per route basis.
Argonaut - Streetworks and Road Works	The Argonaut strategic control system takes an automatic feed from the existing Street works system to include a copy of street works in the database. Idox Transport automatically publishes the street works to either the Voyager web outputs or to a page on your website, requiring no manual intervention.
Argonaut - Events Manager	The events management functions includes a whole range of capabilities extending beyond standard traffic functions. The system was used extensively through the Dorset Olympics Sailing Event to manage car parks, crowd management of beaches and cliff tops as well as integration with the UK's Police Silver and Gold command processes.
Argonaut - Portable Traffic Signals	The solution offers a Temporary Traffic Signals application and approval process, as a means to allow utility companies or their contractors and local authorities to apply and approve temporary signals applications online. The application and approval cycle is carried out electronically replacing the existing paper/fax based systems.
Argonaut - Skips and Scaffolding	Idox Transport has designed the Skips and Scaffolding solution to be a user-friendly online service, to enable companies to apply to place on the road, temporary structures such as skips, scaffolding, building materials, tables and chairs and site offices (e.g. Portakabins).
Argonaut - Speed Amelioration	Focusing on ameliorating vehicle speeds using traffic signals and data from various sources enabling authorities to minimise road disruptions and to automatically control traffic lights to help reduce the number of speeding vehicles. It reduces the risk of accidents e.g. such as approaches to schools and other congested areas.
Argonaut - DataBroker	Based on the Datex II standard, is a reliable single collective data hub that allows uninterrupted information exchange between disparate systems, deployed across diverse geographies, transferring data from one format to another. It works with the broadest possible range of data formats such as RTIG, SIRI, VDV, etc.
Argonaut - Team Working, White Board	Whiteboard's simple virtual addresses the collaboration needs for traffic management authorities. It facilitates teamwork within an authority and across authorities to enable cross boundary strategic control. Whiteboard helps to lay

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Module	Description
	down ideas and action plans for efficient team work, effective communication and prompt reaction with minimum disruptions.
Argonaut - Incident Management	The Incident Detection and Incident Management page allows total control and management of incidents from multiple parties. Incidents can be assigned, edited and deleted. Whilst in progress, network segments can be marked as inaccessible by direction of travel, service and stops.
Argonaut - Air Quality	Air quality monitoring in key areas. With static monitoring, integrating with any 3rd party monitoring system (UTMC enabled or not). Road side interface using our open platform UTMC out station unit, via 3rd party data feed or system interface. Our simple adaptor architecture dramatically speeds up and simplifies integration.
Argonaut - Access Control	Interfaces and controls highways systems that control access to traffic. The access control points include bridges, tunnels, railway crossings, bollards and other street furniture, and is delivered through a dedicated operator interface that gives access to the functions of controlling the variable directional signing and the traffic signals.
Argonaut - Team Working	Offers a number of options around team working, allowing working and information to be easily assigned or accessed in various ways. The modules enable closer cooperation between multiple parties with complete management and control through tracked audit trails. Allowing Office, Site or Home remote accessibility of documents.
Argonaut - Team Working, Dashbo.ard	Dashboard allows users to configure a range of valuable data values in one place with descriptive text. The dashboard message can contain data from one or more tables allowing users quick access to data without having to search or click between screens
Argonaut - Team Working, Inter Authority Data Sharing	The solution links all systems with an overarching software module to facilitate strategic control across boundaries. All Authorities may share read and write capabilities with the option of relevant permissions, set strategies in a neighbouring authority. However, the individual databases will be retained.
Argonaut - Road closures and diversion routes	The Route Closure and Diversion solution is a single source for planning, creating, managing and publishing route closure and diversion information. It deeply integrates with Icarus and Voyager which helps to efficiently manage and annotate temporary traffic arrangements to travellers, public transport operators, emergency services, etc.

Data back-up and BCDR

The entire system is hosted within our 6DG (www.6DG.co.uk) state-of-the-art Tier 3 hosting environment, with features including:

- Cisco firewall
- SSL protection
- Intrusion Protection System
- Availability ensured through redundant PSU, Internet connections, flood and fire proofing etc.

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The levels of data backup and restore, and disaster recovery provided is defined with each customer based on their specific requirements. Typically our standard is as follows:

- All servers are supported by a 24/7 product support team.
- All servers have redundant power supplies, UPS back up and back up generators in the case of power supply failure.
- All servers will be backed up by Idox Transport once per day as standard. Other backup regimes are available upon request.
- All servers will be scanned for viruses etc at least once per week, anti virus software is automatically updated as updates become available.
- All servers disk space and CPU usage will be monitored constantly and any resource failing to meet a minimum threshold is reported via email to Idox's Product Support team.

"Disaster Recovery as a Service" or "DRaaS" provides us with computing "Resources" as a virtual data centre that we can self-activate and manage if we need to invoke disaster recovery, allowing us to re-establish our services according to pre-defined Recovery Point Objectives (RPO). Backups of Application Server, Web Server and Local Databases are carried out. Additional database backups (to allow small data sets to be recovered instead of a full VM restore) are carried out with the help of scheduled jobs.

Idox automatically and manually monitor all system resources to ensure they are adequate for current and anticipated needs including storage.

Onboarding and offboarding support

Onboarding:

We will appoint a dedicated solution delivery team for the duration of the Project Implementation.

The team will:

- Provide a comprehensive project plan
- Manag**e** the overall project, including client and team management, to ensure a compliant solution is delivered to plan
- Lead the overall design and technical implementation, including assuring quality, compliance and integration to deliver a solution for customer approval
- Manage the data migration from existing systems and the overall system commissioning
- Provide user and stakeholder management and liaison, ensuring that the wider set of activities beyond just system implementation are managed, enabling better project engagement to meet programme timelines
- Deliver focussed training (based on the outcome of a training needs analysis that identifies different user types and abilities)
    - Training sessions can be delivered remotely if required.
    - All documentation given and training material is available online.

Offboarding:

At the end of a contract the system will be de-commissioned. The data is archived and can be exported and supplied to the customer if required**.** Once requirements are understood, these will be subject to a one-off fee.

Pricing overview

Please see attached pricing documents:

- Idox_G-Cloud12_Pricing
- Idox_G-Cloud12_SFIARateCard

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Service Constraints

Systems interfacing with Argonaut:

- Must be UTMC compliant
- Alternatively, must have a published protocol available for integration

Customisation available is restricted to:

- Bespoke messages, groups and names.
- Full user and roles capabilities with multi tenanted environment.

Maintenance windows:

Planned maintenance can be requested at any time.

Service Levels

The infrastructure is continuously monitored and proactively maintained guaranteeing 99.8% availability (server and connectivity infrastructure).

Our standard support agreement offers support during office hours only (0700 – 1700 Monday to Friday), and the ability to log support requests via email and our helpdesk web portal.

More information can be provided on request about:

- Our response and fix times.
- The enhanced support options available.

Service credit agreements

As standard we do not agree to service credit agreements.

The ordering and invoicing process

The order will be completed by return of the signed G-Cloud contract and invoicing will be issued as per the schedule set out in the contract.

How buyers or suppliers can terminate a contract

Contract termination will be as detailed in the G-Cloud contract.

After sales support

We provide support for technical issues via our support helpdesk and ongoing maintenance of the solution under the terms of our annual support and maintenance agreement. Standard and enhanced support packages are available, we can provide more information on request.

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