

GLOSSARY

Terms used in this document shall be defined in accordance with Appendix B, §2, Definitions, of this RFP, which is hereby incorporated by reference. In addition, the following definitions shall apply.

Term	Definition
§	Section
Abandoned Call Rate – SLR Measurement	The percentage of total calls received that self-release from ringing or queue before reaching a support professional.
AD	Active Directory
Agency	An entity of the state government. The term is used loosely to apply to all agencies, offices, divisions, departments, boards, state corporations, and academic institutions.
Alert Monitoring – SLR Measurement	The accurate acknowledgement of an alert and creation of an incident.
Asset Management	As defined by ITIL
Asset Tracking System	A module within ITS instance of ServiceNow used for asset tracking.
Assignment Group	Resources responsible for resolving or fulfilling service
“At Risk” amount	The amount is 10% of the sum of the invoices for the 12-month period. This is the maximum amount the Contractor is at the risk of paying as credits to ITS due to not meeting the SLRs during a 12-month period.
Availability of Service Desk - SLR Measurement	Refers to the time the service is fully functional and accessible for intakes via all communication channels. The availability measurement includes all Contractor-provided services, phone systems, circuits, software, and hardware for the solution.
Best Value	As defined by New York State Finance Law § 163(1)(j), means the basis for awarding contracts for services to the Bidder which optimizes quality, cost and efficiency, among responsive and responsible Bidders.
Bidder	Any eligible entity submitting a Bid Proposal to this solicitation.
Break-Fix	Incidents pertaining to any End User devices that requires replacement.
Break-Fix Technician	A technician who is dispatched to various locations and is responsible for resolving Break-Fix Incidents for the End User.
Chat Response Time – SLR Measurement	The time between End User chat initiation and agent response.
Cluster	A Cluster is a grouping of agencies that have similar challenges, customers, data, business processes, and common IT needs
Contractor	The successful Bidder who has executed a Contract as a result of an award made by the State in response to this RFP.

Term	Definition
Customer Satisfaction – SLR Measurement	Percentage of End Users that are either satisfied or very satisfied with the service they received.
Earn Back methodology	During each 12-month period of the contract, if the Contractor achieved a Yearly Performance Average in a SLR Measurement that was greater than, or equal to, the Expected Service Level in effect for such SLR Measurement during the 12-month period, described in Error! Reference source not found. , then Contractor shall be relieved from paying any SLR Credits tentatively due to ITS during such 12-month period for that SLR Measurement
Email Response Time – SLR Measurement	The time between receipt of an email and ticket creation
Emergency	The following definitions of an Emergency shall apply: “state disaster emergency” shall have the same meaning as set forth in section 20(2)(b) of the Executive Law and “other emergency situation” shall refer to a situation or occurrence which the CIO/Director of ITS or designee, in his/her sole discretion, has determined poses a risk to health and public safety or the conservation of public resources.
End User	A government employee (state or county) and other authorized individual who uses a computer system.
Enterprise	Any large, autonomous, private- or public-sector organization that uses information technology.
First Contact Resolution	Issues resolved by the service desk on the first interaction with the End User or citizen.
First Contact Resolvable	Issues where the Service Desk has the potential (eg. Access, ITS tools and ITS Procedures) to resolve the Issue.
First Contact Resolution Calculation of the - SLR Measurement	The percent of Issues resolved during the first interaction with the End User or citizen. This percentage is calculated on the total number of Issues resolved correctly divided by the total number of First Contact Resolvable.
Incident Assignment –SLR Measurement	Incidents unable to be resolved by the Service Desk are assigned to the appropriate vendor or ITS assignment group within 15 minutes of incident creation
Incident	As defined by ITIL
Incorrect Alerts	Number of alert incidents that were opened and assigned incorrectly to an ITS assignment group
Interaction	Various methods of communication to the Service Desk
Issue	Incidents, How-To questions, Service Requests including password resets.
ITIL	Information Technology Infrastructure Library
ITS	The New York State Office of Information Technology Services
IVR, ACD	Voice Communication Services
Knowledge	As defined by ITIL

Term	Definition
MDM	Mobile Device Management
MFD	Multi-function Device
MFP	Multi-function Printer
Microsoft SCCM	Microsoft System Center Configuration Manager
Microsoft SCOM	Microsoft System Center Operations Manager
Microsoft SCORCH	Microsoft System Center Orchestrator
NY.GOV.ID	Authentication and authorization service used by Specialty Applications
New York State Business Enterprise	The New York State Business Enterprise consists of state employees, consultants, business partners, governmental entities, and/or public benefit corporations.
Normal Business Hours	Monday through Friday, 7:00 AM to 5:00 PM ET (NYS Business Hours), excluding NYS holidays. A list of NYS Holidays can be found at http://www.cs.ny.gov/attendance_leave/2015_legal_holidays.cfm .
Password Reset – SLR Measurement	After verifying the End User’s identity the service desk will set the password to a desired new value, regardless of their current value.
Pricing	The Bidder’s pricing schedules set forth in the Bidder’s Cost Proposal.
Prime Contractor	The successful Bidder who has executed a Contract as a result of an award made by the State in response to this RFP.
Problem	As defined by ITIL
Project Services or Services	Those services to be provided by the Contractor, which are the purpose of this RFP, pursuant to the resulting Contract.
Proposal	The Bidder’s Administrative, Technical, and Price Proposals, (collectively referred to as “Submissions”) submitted in response to this RFP.
Public Sector Entities	Federal, State, or Local governmental entity
Reopened Incidents – SLR Measurement	The occurrence where the End User does not confirm closure of the incident due to the Issue not being resolved.
Resolution Time – SLR Measurement	The time between Incident assignment to the Contractor’s Break-Fix Assignment Group and Incident Resolution (End User confirmed).
Response Time – SLR Measurement	The time between Incident Assignment to the Contractor’s Break Fix Assignment Group and Contractor’s Break-Fix Technician’s acknowledgement of receipt and estimated arrival time being conveyed to the End User.
Service Request	As defined by ITIL
Severity Levels	"Severity levels" (or priority levels) are defined categories that identify the degree of business criticality and importance to the Client (the "business impact") of specific incidents, and the associated provider response requirements attributed to any such incident.
SLMS	Statewide Learning Management System
SLR Credits	Beginning with Steady State, Contractor’s failure to meet or exceed the SLRs, as specified, will result in SLR Credits to ITS. For each month during the 12-

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	<p>month period, the Contractor fails to meet the SLR Measurement (B) for a Service Measure (A), the SLR Credit will be equal to the Service Credit % (D) for that measure times 1/12th of the sum of the invoices for the 12-month period. If there are multiple occurrence of failure in a given 12-month period, the SLR Credit will be accumulated for each occurrence during that 12-month period. In any circumstances, the total SLR Credits for the 12-month period cannot exceed the “At Risk” amount.</p>
SLRs	Service Level Requirements
Speed to Answer – SLR Measurement	The time between when an End User’s call is placed in queue in the IVR/ACD system and the time a Service Desk support technician answers the call.
Specialty Application	An application where the source code is not widely distributed or known.
SPOC	Single Point of Contact
State	The State of New York (including the Office of Information Technology Services)
Start-Up Period	The timeframe for completing the necessary activities to ensure a smooth transition to the contractor by minimizing the risk of a reduction or loss of services and the impact on end-users
Steady State	Service desk support is completely transitioned from Start-Up period and baseline measurement period to a production ready environment
Subcontractor	Any firm engaged or assigned by the Contractor to perform work under the Contract, or any person so engaged or assigned who is not an employee of the Contractor.
Successful Bidder	The Vendor that is awarded the contract resulting from this procurement.
Susceptible to Award	A bidder is Susceptible to Award if the sum of the bidder’s technical score and cost score indicates the bidder has a chance of winning.
Tentative Awardee	Successful bidder subject to final approval
Unrelieved Service Level Credits	<p>For each 12-month period, any Service Level Credits that are not relieved via the “Earn back” methodology as described above shall be considered “Unrelieved Service Level Credits.”</p> <p>The monetary amounts associated with Unrelieved Service Level Credits shall be credited to ITS on the monthly invoice reflecting charges for the first month of the next 12-month period immediately following the 12-month period in which such Unrelieved Service Level Credits occurred, or if there shall be no further invoices, then the Contractor shall pay the amount of the Unrelieved Service Level Credits to ITS within fifteen (15) calendar days after the end of the last month of the Contract Term. If the final 12-month period is less than twelve (12) months long, the Expected Service Levels (C) for the period will be substituted for the missing month’s measurement value.</p> <p>If, during such 12-month period, Customer added a SLR Measurement, Contractor shall calculate the Yearly Performance Average for such period based on twelve (12) months of data by (a) using all available performance measurements for such period, excluding measurements obtained during any baselining period or when the SLR Measurement was initiated, and (b) for any</p>

Term	Definition
	months where no such data are available, substituting the Expected Service Level for the missing month's measurement value.
VIP	A person for whom special process handling is required.
Voice Mail Response Time – SLR Measurement	The time between customer delivery of voice mail on the Service Desk phone system and ticket creation
VOIP	Voice Over Internet Protocol
WAN	Wide Area Network