

## Appendix T: Estimated Volumes

ITS does not warranty that the information and data provided in the RFP is entirely accurate, and therefore it is subject to change. The Estimated Volume data in Appendix T is an estimate or a representative sampling based on the data available on the date and time of collection.

Description	Estimated Volume
Annual Interactions - last 12 months	Approximately - 1,440,000  Total Service Requests - 792,000 Password Reset Requests: <ul style="list-style-type: none"> <li>• End Users - 422,000</li> <li>• Ny.gov ID Citizens – 28,000</li> </ul> Total Incidents - 648,000
Number of Active O365 End Users	115,089
Number of VIP End Users	200
Transaction Handling	Currently approximately 864,000 of the transactions can be handled by End User Services desk staff and 576,000 are passed on to other ITS assignment groups.
EO 26 Translation Services	37 calls for a total of 385 minutes during the past year translated into Chinese, Creole, Italian, Korean, Russian and Spanish languages.
Alerts	Currently there are approximately 17,000 to 34,000 alerts discovered by monitoring annually.
Devices to be supported - Current	PCs/Laptops – 147,500 Zero / thin clients – 2,500 Mobile Devices – 28,000 Printers – 15,000

Description	Estimated Volume
	Estimate of annual volume of visits per year to replace end-user equipment statewide – 10,000
Devices to be supported - Next 12 months -	PCs/Laptops – 137,500 Zero / thin clients – 12,500 Mobile Devices – 28,000 Printers – 15,000