



APPENDIX F - GLOSSARY OF TERMS

IFB C000770 - Voice & Video Communication Services

The following definitions shall apply to this Solicitation:

Term	Definition
Bidder, Proposer, Offeror	Shall mean any person, partnership, firm, corporation or other authorized entity submitting a bid to the State pursuant to this IFB.
Bid	The Bidder's Administrative, Technical, and Cost Bid, (collectively referred to as "Submissions") submitted in response to this IFB.
Complete Restoration	Return of broken or unusable equipment to full active service in accordance with Manufacturers' specifications.
Confidential Information	Shall include any information where unauthorized access, disclosure, modification, destruction or disruption of access to or use of such information could severely impact the State Entity, its critical functions, its employees, its customers, third parties, or citizens of New York. This term shall be deemed to include, but is not limited to, the information encompassed in existing statutory definitions.
Contract	The resulting New York State Comptroller approved agreement for Locating Services between ITS and the Successful Bidder
Contractor	Shall mean a successful company(s) awarded a contract pursuant to this IFB.
CTX	Local Exchange Carrier Centrex is a central office-based telecommunications system owned by an outside service provider. It provides agency direct dial numbers per user and does not require on-site common control equipment such as an Electronic Key system or a Public Branch Exchange (PBX).
ET	Prevailing Eastern Time
IFB or Procurement	This Invitation for Bids entitled "IFB C000770 – Voice Operations Services."



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INC	Incident – ITSM ticket that tells what the issue is, location, who to contact, used to track progress, and documentation of resolution.
Issuing Office	Shall mean the New York State Office of Information Technology Services.
ITS	Shall mean the New York State Office of Information Technology Services.
ITSM	NYS Information Technology Service Management is the system of record that will be used to track all work requests.
Key Systems	A Key System doesn't actually switch calls, it simply selects a public switched telephone network (PSTN) line for the call to use, and the switching occurs at the central office.
MACD	Move, ADD, Change, or Delete services in communication network.
Maximum Response Time	The maximum time in which a Contractor must first arrive at the worksite for Repair Services as specified in section 3.3.4 after acknowledgment of the work assignment.
Maximum Resolution Time	The maximum time in which a Contractor must complete the work assignment.
NYS Facility(ies)	Shall mean any buildings own, leased, or occupied by the State of New York.
NYS Business Hours	Monday through Friday, excluding NYS Holidays, between the hours of 8:00 a.m. and 5:00 p.m. ET. Where a response or repair time is measured in "business hours," a business hour shall refer to one hour during NYS Business Hours, and a business hour shall not commence to run or continue to run outside of NYS Business Hours.
One-Time Service Response Fee per incident for <u>Standard</u> Services	Fee that occurs and is payable only once per incident, for response time to the service site location.



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One-Time Service Response Fee per incident for <u>Priority</u> Services	Fee that occurs and is payable only once per incident, for response time to the service site location.
PBX	Private Branch Exchange. A PBX is a physical (hardware and software), on-site switching system serving a private network of telephones in an office and provides connectivity to the public switched telephone network (PSTN).
POTS	Plain Old Telephone Service refers to the traditional, analog voice transmission phone system.
Project Services or Services	Those services to be provided by the Contractor pursuant to the resulting Contract.
Pricing	The Bidder's pricing schedules set forth in the Bidder's Cost Proposal.
Priority Response Services	Priority Response Services take precedence over Standard Services in an expedited timeframe that may require a contractor to work during normal business hours, nights, weekends and holidays.
PSTN	Public switched telephone network, connects the world's telephone lines.
RITM	Request Item – ITSM ticket work request that will be used by the contractor to document all steps of work.
Standard Services	Services that are completed during normal NYS business hours
State or New York State	Shall mean The People of the State of New York, which shall also mean the Office of Information Technology Services (ITS).
Successful Bidder	The Vendor that is awarded the contract resulting from this procurement.



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TMU	Telecommunication Management Unit with NYS ITS
Video Conference System	Components of a video conferencing system usually include a network for transferring data, such as local area networks, wide area networks, cellular wireless networks, and residential broadband.
Video Conference Endpoints	Video conferencing endpoints are the user controls where physical/logical connections to audio systems such as speakers, microphones, webcams, smart phone cameras and headphones must be connected to display in order for video conference users to see or hear one another.