



Office of Information Technology Services

APPENDIX E- GLOSSARY OF TERMS

IRFP C000979 - Salesforce Professional Services Enterprise

Agreement

Appendix E RFP Glossary of Terms

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.
Contract	The resulting State Comptroller-approved agreement between ITS and the successful bidder
Contractor	Shall mean a successful company(s) awarded a contract pursuant to this IFB.
ET	Prevailing Eastern Time
ITS	Shall mean Office of Information Technology Services
Pricing	The Bidder's pricing schedules as set forth in Attachment 4.
Bid	The Bidder's Administrative and Financial Proposal (collectively referred to as "Submissions") submitted in response to this IFB.
RFP or Procurement	This Request for Proposals procurement request



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IFB C000979 - Salesforce Professional Services Enterprise Agreement

Term	Definition
State or New York State	Shall mean The People of the State of New York, which shall also mean the New York State Office of General Services and the Office of Information Technology Services (ITS).
Subcontractor	A subcontractor includes any entity that receives funds from the vendor to perform work on a contract awarded by the State. If the vendor will have a subcontractor perform part of the work, a separate responsibility questionnaire and review must be conducted if: the subcontractor is known at the time of the contract award; and the subcontract is valued at \$100,000 or more. For example, a vendor is awarded a contract worth \$250,000 for an IT project. The vendor pays another firm \$125,000 to write the software that will be used for the IT project. The firm is considered a subcontractor and must complete a questionnaire since their compensation is over \$100,000. https://www.osc.ny.gov/state-vendors/vendrep/how-conduct-vendor-responsibility-review
Unanticipated Enhancements	Unanticipated Enhancements refer to additional functionality and deliverables unknown to the Client Agency at the time of initial SOW and purchase order that the contractor and NYS ITS mutually agree on submission of a change request as described in section 2.7.3 of the RFP.