
SECTION VIII: Decision Support System RFP Glossary of Terms and Abbreviations

Affiliate means a person or organization which, through stock ownership or any other affiliation, directly, indirectly, or constructively controls another person or organization, is controlled by another person or organization, or is, along with another person or organization, under the control of a common parent.

Agreement or Contract means the agreement entered into between the Parties resultant from this RFP.

Application means a program or group of programs designed for end users.

Benefit Plan means an indicator used in the NYS computerized enrollment system (NYBEAS), to indicate the NYSHIP health insurance option (e.g. Empire Plan or a NYSHIP participating HMO) chosen by an individual, or to indicate the particular benefit package within the NYS dental or vision plans that the individual is eligible for.

Benefit Program means an indicator used in the NYS computerized enrollment system (NYBEAS), to specify the entire benefit package the individual is eligible for and typically includes specific health, dental, and vision coverage benefit definitions. The benefit program varies based on multiple factors such as, the individual's bargaining unit /union affiliation, employer status, (e.g. State Agency, Participating Agency, Participating Employer), and employment status, (e.g. active, retired).

Business Day(s) means every Monday through Friday for administrative services, and every Monday through Saturday for DSS operations, under the terms of the contract resultant from this RFP, except for days designated as business holidays by the Department prior to January 1 of each calendar year.

Calendar Year/Annual means a period of 12 months beginning with January 1 and ending with December 31.

Completion Date means the date proposed by the Offeror and agreed upon by the Department, for delivery of a fully functional DSS; the completion date may not, in any case, exceed twelve (12) months after the contract effective date.

Conflict of Interest means a situation which has or may influence or appear to influence, compromise or bias the Offeror's/Contractor's actions and/or judgments in the Offeror's/Contractor's performance of Project Services. Such situations may result from the Offeror's/Contractor's direct or indirect interests, including but not limited to, financial, business, proprietary or personal interests, in the operation and/or administration of the New York State Health Insurance Program (NYSHIP). A Conflict of Interest can result from relationships between the Offeror/Contractor and any individual, entity or organization that existed prior to or that may arise during the term of the Contract.

Contractor means the Offeror selected in response to this RFP with which the Department intends to enter into an agreement to provide a decision support system solution.

Day(s) means calendar days unless otherwise noted.

Data Provider means an entity (an Insurer or the Department) that provides enrollment or claims data to the Contractor for loading into the DSS Solution.

DCS or Department means the New York State Department of Civil Service.

Decision Support System (DSS) or DSS Solution means a comprehensive and integrated data management system solution that provides the Department with a flexible, effective and efficient means of storing data, analyzing data, and generating business intelligence to be used by the Department and its designated Users.

Disaster Recovery Plan means a plan for continued operation in the event of a situation which incapacitates part or all of a contractor's resources including, but not limited to, personnel, IT equipment, data records, and the building or other physical infrastructure.

Empire Plan means the experience-rated health plan administered by the NYS Department of Civil Service to provide health insurance benefits for the employees, retirees and eligible dependents of New York State and NYSHIP Participating Agencies and Participating Employers. It has four components, the Medical Program, the Hospital Program, the Managed Mental Health and Substance Abuse Program, and the Prescription Drug Program.

Employee Benefits Division (EBD) means the division of the New York State Department of Civil Service responsible for administering the New York State Health Insurance Program.

ET means prevailing Eastern Time.

Excelsior Plan means a variation of the Empire Plan available to local government units which choose to participate in NYSHIP. The Excelsior Plan offers many of the same features of the Empire Plan with a higher degree of cost sharing between the employer and plan participants.

Firewall means a system designed to prevent unauthorized access to or from a private network based upon a set of rules and other criteria. Firewalls can be implemented in either hardware or software, or a combination of both.

Hardware means tangible objects such as disks, disk drives, display screens, keyboards, printers and chips.

Insurer means one of the several insurers or benefit administrators contracted by the Department to provide health insurance services for the NYSHIP.

Key Subcontractors means those vendors with whom the Contractor subcontracts to provide Project Services and incorporates as a part of the Contractor's Project Team.

Level 1 User means an individual designated by the Department to utilize the most advanced features of applications provided by the Vendor under the terms of the Contract and have the highest level of security permissions.

Level 2 User means an individual designated by the Department to have full access to all features/functions of the delivered DSS but with restricted security permissions,(e.g. the user will not have access to any individually identifying information).

Level 3 User means an individual designated by the Department to have access to limited functions of the DSS, (e.g. access to simple, predefined queries and standard reports, and would have the most restricted security permissions).

Licensed Product means software transferred upon the terms and conditions set forth in the Contract. “Licensed Product” includes error corrections, upgrades, enhancements or new releases, and any deliverables due under a maintenance or service contract (e.g. patches, fixes, PTFs, programs, code or data conversion, or custom programming).

Licensee means the New York State Department of Civil Service on behalf of the State of New York.

New Product Releases (Product Revisions) means any commercially released revisions to the version of a Product as may be generally offered and available to the market. New releases involve a substantial revision of functionality from a previously released version of the Product.

New York State Health Insurance Program (NYSHIP) means the health insurance program established by NYS to provide health insurance protection to employees, retirees and eligible dependents of New York State and participating agencies and participating employers. The program is administered by the NYS Department of Civil Service. NYSHIP provides health insurance coverage through the Empire Plan, Health Maintenance Organizations (HMOs); and the Student Employee Health Plan (SEHP).

Normal Business Hours means Monday – Friday 7:00 a.m. – 7:00 p.m. ET and Saturday 7:00 a.m. – 5:00 p.m. ET, unless specified otherwise by the Department.

NYBEAS means the New York Benefits Eligibility & Accounting System, a computerized enrollment system utilized by the Department for the administration of employee benefits.

NYS means New York State.

Offeror means a person or entity that submits a Proposal in response to this RFP.

“Or Equal” means that where a copyright brand name, trade name, catalog reference, or patented Product is referenced, references to such specific Product are intended as descriptive, not restrictive, unless otherwise stated. A comparable Product will be considered if proof of compatibility is provided, including appropriate catalog excerpts, descriptive literature, specifications and test data, etc. The Department’s decision as to acceptance of the Product as equal shall be final.

Plan means the Empire Plan.

Plan Sponsor means the Council on Employee Health Insurance which is composed of the President of the Civil Service Commission, Director of the Governor’s Office of Employee Relations, and the Director of Division of the Budget.

Plan Year means the period from January 1 to December 31 of each Year, unless specified otherwise by the Department.

President means the President of the Civil Service Commission and the Commissioner of the Department.

Product means a deliverable under the Contract which may include commodities, services and/or technology. The term “Product” includes licensed software.

Project Services means the entire package of decision support system services to be provided by the Contractor in accordance with the contract resultant from this RFP.

Proposal means the Offeror’s Administrative Proposal, Technical Proposal and Cost Proposal, submitted during the course of the procurement process including all responses to supplemental requests for clarification, information, and documentation.

RFP means the Request For Proposals, entitled New York State Decision Support System, dated June 30, 2010.

Software means computer instructions or data that can be stored electronically.

State means the State of New York.

Student Employee Health Plan (SEHP) means a health insurance plan for graduate student employees of the New York State University system, and as of January 1, 2009, for graduate student employees of the City University of New York that provides benefits through the various Empire Plan Insurance Contracts. Like the Empire Plan, the SEHP includes hospital, medical, managed mental health and substance abuse benefits, and prescription drug benefits. SEHP is administered by the New York State Department of Civil Service, Employee Benefits Division.

User means an individual designated by the Department to utilize application programs provided by the Contractor under terms of the contract resultant from this procurement.

Virus means any computer code, whether or not written or conceived by Contractor, which disrupts, disables, harms, or otherwise impedes in any manner the operation of the Product, or any other associated software, firmware, hardware, or computer system (such as local area or wide-area networks), including aesthetic disruptions or distortions, but does not include security keys or other such devices installed by Product manufacturer.