
If New York State law or regulations sets forth a different definition for any term, the definition in law or regulation shall govern.

Benefit means the duration and amount of money payable to an eligible employee during family leave.

Business Days means every Monday through Friday, except for those days which have been designated as business holidays by the State.

Business Hours means 8:30 AM until 5:00 PM, unless different hours are agreed upon between the parties.

Commissioner means the Commissioner of the New York State Department of Civil Service.

Contractor means the Offeror selected in response to this RFP with which the Department intends to enter an agreement to insure and administer the Program.

Days means calendar days unless otherwise noted.

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

DFS means the New York State Department of Financial Services.

Employee means any person in the service of the Employer who is designated eligible to participate in this Program by the State.

Employer means the State of New York in all its branches, departments and agencies.

ET means prevailing Eastern Time.

Family Leave shall have the same meaning as set forth in Workers' Compensation Law section 201.

Family Member means a child, parent, grandparent, grandchild, spouse, or domestic partner as defined in Workers' Compensation Law section 4.

Key Subcontractor(s) means those vendors with whom the Contractor subcontracts to provide Program Services and incorporates as a part of the Contractor's Program Team. Key Subcontractors include all vendors who will provide \$100,000 or more in Program Services over the term of the Agreement that results from this RFP, as well as any vendor who will provide

Program Services in an amount lower than the \$100,000 threshold, and who is a part of the Contractor's account team.

Language Access Requirements means providing telephonic translation services for limited English proficiency individuals for whom English is not their primary language; translations service shall accommodate the primary language as requested by such individuals.

New York State Average Weekly Wage (NYSAWW) means the wage promulgated by the New York State Department of Labor used to determine maximum employee premium contributions and maximum weekly employee benefits for the purposes of the PFL Program.

NYS means New York State.

Offeror means any entity submitting a Proposal in response to this RFP.

PFL or PFL Program means the New York State PFL as described in this RFP.

Proposal means both the Administrative and Technical Proposals submitted by the Contractor in response to this RFP.

Services or Program Services means all the efforts, services, activities and deliverables to be performed by the Offeror.

State means New York State.