Attachment U: Acronyms and Definitions

Acronyms –

For the purposes of this RFP, the following terms and acronyms have the meanings indicated below:

Terminology	Acronym
Benefits Application System	BAS
Best and Final Offer	BAFO
British Standards Institution	BSI
Business Process Re-engineering	BPR
Central Payroll Bureau Payroll System	CPB
Code of Maryland	COMAR
Commercial-off-the-shelf	COTS
Common Business Oriented Language	COBOL
Comptroller of Maryland Vendor Electronic Funds Transfer Registration Request Form	COT/GAD X-10
Consolidated Omnibus Reconciliation Act	COBRA
Customer Relationship Management	CRM
Deliverable Acceptance Notice	DAN
Department of Budget and Management	DBM
Department of Information Technology	DoIT
Deliverable Product Acceptance Form	DPAF
eMaryland Market Place	eMM
Exception time reporting	ETR
Employee Benefits Division	EBD
Employee Self-Service	ESS
Hands on Budget Office	HOBO
Human Resource Information System	HRIS
Instructor-Led Training	ILT
Interactive Voice Response System	IVR
International Board of Standards for Training, Performance and Instruction	IBSTPI
International Society for Performance Improvement	ISPI
International Standards Organization	ISO
International Electrotechnical Commission	IEC
Leave Accounting System	LAS
Manager Self-Service	MSS

Terminology	Acronym
Maryland Pension Administration System	MPAS
Maryland Time Entry and Leave Accounting Application	MDTime
Minority Business Enterprise	MBE
Notice to Proceed	NTP
Office of Personnel Services and Benefits	OPSB
Pre-Proposal Conference	PPC
Process Advisory Committee	PAC
Process Definition Requirements	PDR
Project Management Plan	PMP
Request for Proposal	RFP
Requirements Traceability Matrix	RTM
Software as a Service	SaaS
State Finance and Procurement	SFP
State Information Technology Project Request	ITPR
Statewide Personnel Management System	SPMS
Statewide Personnel System	SPS
Structured Query Language	SQL
System Boundary Document	SBD
System Development Lifecycle	SDLC
Systems and Application Risk Assessment	SARA
Telecommunications Industry Association	TIA
Time Entry Support System	TESS
Timekeeping	TK
User Acceptance Testing	UAT
Virtual Storage Access Method	VSAM
Visual Basic	VB.Net
Web-Based Training	WBT
Work Breakdown Structure	WBS

Definitions –

For the purposes of this RFP, the following terms have the meanings indicated below:

Terminology	Definitions
Agency	Lead user agency for the SPS implementation project.
Base Contract Amount	The amount the Contractor is authorized to invoice the State.
Benefits Application System	The current legacy system for administering the State's benefits programs, which will be replaced by the new SPS solution.
Best and Final Offer	A process through which the State may request Offerors who have submitted proposals determined to be reasonably susceptible of being selected for award to revise their initial proposals and submit, in writing revised proposals. This Best and Final Offer process may apply to the initial Technical or initial Financial Proposal (or both initial proposals).
Business / IT Sponsor	The executive representative of the State agency funding the project, often referred to as the project sponsor.
Business Process	A business process is a collection of related activities that produce something of value to the organization, its stakeholders, or its customers. Each business process has inputs, procedures, and outputs. A business process can be thought of as a cookbook for running a business.
Central Payroll Bureau Payroll System	The State's current payroll system which will integrate with the new SPS solution.
Code of Maryland	Code of Maryland Regulations available at *www.dsd.state.md.us*.
Commercial off-the-shelf software	Commercial off-the-shelf software products ready-made and available for sale to the public by independent software vendors.
Configuration	The functional and/or physical collection of hardware and software components as set forth in formal documentation. Also, the requirements, design, and implementation that define a particular version of a system (or system component).
Consolidated Omnibus Reconciliation Act (COBRA)	Act of congress to ensure employee medical insurance benefits will be extended for a specified period of time after employee termination.
Contract	The Contract for the SPS implementation project attached to this RFP as Attachment A.
Contract Manager	The person assigned by the State to manage the SPS implementation project. This individual will have overall responsibility and authority for the day-to-day activities associated with the SPS implementation project.
Contract Not-to-Exceed Amount	A discrete dollar amount for this Contract that shall not be exceeded.
Contractor	The selected Offeror that is awarded a contract by the State.

Terminology	Definitions
Deliverable	A formal product that shall be delivered to the customer as required by the Contract, also known as project "artifacts."
Department of Information Technology	State of Maryland information technology agency responsible for issuing this RFP and managing the resulting SPS implementation project on behalf of the State.
Disaster Recovery Test	The process of testing the failover process to the Disaster Recovery landscape and the process for then falling back to the Production landscape.
eMaryland Market Place	An electronic commerce system operated by the State of Maryland. This RFP and any addendums will be posted to eMM at: https://emaryland.buyspeed.com/bso/.
Evaluated Price	The total firm, fixed fee submitted by an Offeror for all of the non-optional components of the SPS implementation project. Each Offeror's Evaluated Price shall be utilized as the basis for scoring the Financial Proposal.
Financial Proposal	The Offeror's proposed price for performing the scope of work requested in the RFP. The Financial Proposal includes a completed Attachment N and the Requirements Traceability Matrix with cost information.
Fiscal Year	A fiscal year (or financial year, or sometimes budget year) is a period used for calculating annual ("yearly") financial statements in businesses and other organizations. The State of Maryland Fiscal Year begins July 1st and ends June 30th of the following year.
Fully Loaded Hourly Labor Rate	The billing rate of a labor category that includes all profit and direct and indirect costs. The indirect costs shall include all costs normally considered General and Administrative costs and/or routine travel costs, or which in any way are allocated by the Contractor against direct labor hours as a means of calculating profit or recouping costs which cannot be directly attributable to a deliverable.
Functional Requirement	A requirement that specifies a function (activity or behavior, based on a business requirement) that the system (or system component) must be capable of performing.
Gantt Chart	A list of activities plotted against time, showing start time, duration, and end time; also known as a bar chart.
General Requirement	A condition or capability that must be met or possessed by a system (or system component) to satisfy a contract, standard, specification, or other formally imposed documents.
Hardware	Physical computer technology equipment or parts.

Terminology	Definitions
Hosted Development Environment	A technical environment hosted by the Contractor or another third-party under subcontract to the Contractor containing the required software components and tools to support project development and testing activities until the State's technical environment is acquired and installed.
Information Technology Security Certification and Accreditation	A formal set of documents showing that the installed security safeguards for a system are adequate and work effectively.
Integrated Project Team	A multidisciplinary group of people who support the Project Manager in the planning, execution, delivery, and implementation of lifecycle decisions for the project.
Integration Test	Testing in which software components, hardware components, or both are combined and tested to evaluate the interaction between them.
Interactive Voice Response System	Phone-based application which is integrated with BAS to allow participants to update their benefits during the open enrollment period.
Interface Test	Testing of how the various components of a specific interface work together including extract, load, and transformation routines.
JobAps	Software as a Service recruitment and examination application currently being implemented by the State. The implementation of JobAps is being implemented through a separate contract; however, the integration of JobAps with the SPS solution and the Statewide Personnel Data Warehouse is part of the scope of this RFP.
Landscape	The entire set of conditions under which one or many environments operate as it relates to layout of the servers, architecture of the servers, response times, recoverability and integrated suite of programs providing a complete solution.
Leave Accounting System	Legacy leave management system utilized by some State agencies. This system is targeted for replacement by the new SPS solution.
Local Time	Time in the Eastern Standard Time zone as observed by the State of Maryland.
Maryland Time Entry and Leave Accounting Application	Time and leave management system initiated in 2006 which is currently utilized or planned for use by a small number of State agencies. This system is targeted for replacement by the new SPS solution.
Material Prices	The price the contractor charges the State for materials needed to perform this contract. Any material charges incurred by the Contractor shall be billed based on the prices established in the RFP Attachment N, Financial Proposal.
Multi-tenancy	Multi-tenancy is an architecture in which a single instance of a software application serves multiple customers.

Terminology	Definitions
Non-Functional Requirements	SPS requirements which apply across all system functions and features (Technical Infrastructure, System Security, etc.) or SPS requirements for services which go beyond one or more specific business functions of the system (Data Conversion, OCM, Training, etc.)
Notice to Proceed	Official notice in writing from the Procurement Officer authorizing the contractor to begin work described in the Contract.
Not-to-Exceed	A discrete dollar amount that may not be exceeded.
Offeror	An entity that submits a proposal in response to this RFP.
Office of Personnel Services and Benefits	The Division of the Department of Budget and Management responsible, along with staff in each State agency, for personnel administration, including policy development, guidance, and interpretation.
Pre-Proposal Conference	A meeting conducted by the State's Procurement Officer to provide an overview of the SPS implementation project and allow potential Offerors to request clarifications about RFP specifications.
Procedure	A series of steps (or instructions) required to perform an activity. Defines "how" to perform an activity.
Process	A finite series of activities as defined by its inputs, outputs, and controls (for example, policy and standards) and resources needed to complete the activity. A process defines "what" needs to be done.
Process Definition Requirements	Documents developed by the State during pre-implementation planning for the new SPS solution which delineates the business processes and underlying business rules in each in-scope functional area.
Procurement Officer	The DBM/DoIT representative for the resulting Contract. However, the State may change the Procurement Officer at any time by written notice to the Contractor.
Project Change Control Board	A team of State stakeholders responsible for reviewing and making a determination on how to proceed with any proposed Change Request.
Project Work Plan	The Contractor's plan for completing the scope of work for the SPS implementation project. An initial version of the proposed project work plan shall be submitted with the Technical Proposal and then updated during the Initiation Phase of the project by the selected Contractor. The work plan shall define anticipated project milestone dates, include required Contractor and State resources for each task/activity, and delineate dependencies between project tasks/activities.
Proposal	Response submitted by an Offeror to this RFP. This response will consist of two volumes: a Technical Proposal and a separate Financial Proposal.

Terminology	Definitions
Proposal Evaluation Team	State staff responsible for reviewing and evaluating Offeror's responses to this RFP.
Prospective Offeror	Those persons or firms who: (i) were sent this RFP; (ii) requested this RFP in writing; or (iii) otherwise obtained this RFP and notified the Procurement Officer in writing that they obtained this RFP.
R*STARS	The State's current financial management system which it will integrate with the new SPS solution.
Request for Proposal	This Request for Proposal for the Department of Budget and Management, including any attachments, exhibits, and addenda.
Requirements Traceability Matrix	Provides a method for tracking the functional requirements and their implementation through the development process.
Responsible Offeror	An Offeror with the capability in all respects to perform fully the Contract requirements and the integrity and reliability that shall assure good faith performance. In addition, the unreasonable failure of an Offeror to supply information promptly in connection with the determination of responsibility shall be grounds for a determination that the Offeror is not "responsible."
Retirement System	The State's system for managing its retirement programs, which will integrate with the new SPS solution.
SaaS HCM Solution	The Software as a Service human capital management solution which will serve as the core component of an Offeror's proposed SPS solution.
Scope	The established boundary (or extent) of what must be accomplished; during planning, this defines what the project will consist of (and just as important, what the project will not consist of).
Security and Controls Test	Test performed to verify that the SPS solution meets the State's security standards/policies and all of the specific security and controls requirements established for the SPS implementation project.
Software	Encoded computer instructions; within this RFP includes system software and COTS software.
Software as a Service (SaaS)	A software application implemented, operated, and maintained by a vendor for the State as a hosted, subscription-based solution. The SPS solution will be implemented as a Software as a Service solution. In addition, the JobAps recruitment and examination application with which the SPS solution must integrate is being implemented under a separate contract as a Software as a Service application for the State.
SPS Senior Program Manager	The person with the overall responsibility and authority for the day-to-day activities associated with the SPS implementation project. Also known as the Contract Manager,

Terminology	Definitions
Statewide Personnel Management System	Existing State personnel management system, which will be replaced by the new SPS solution.
Statewide Personnel System	New HCM management system for the State of Maryland to be developed, implemented, maintained, and operated under this RFP. SPS includes a SaaS HCM component, a business intelligence and business analytics capability provided through either the SaaS HCM solution or a separate data warehouse component, the JobAps recruitment Software as a Service application, integration with various State legacy systems and the technical infrastructure required to support SPS. JobAps is being implemented through a separate contract; however, the integration of JobAps with the other components of SPS is within the scope of this RFP.
Structured Query Language	Microsoft SQL server contains position data.
System Boundary Document	A formal document created during the System Concept Development Phase which lists the business case for initiating the system or project. It contains the mission, goals, objectives, high-level requirements, critical success factors, assumptions, responsible persons, projected costs associated with the investment, risks, scope, schedule, milestones, etc.
System Software	A type of commercial off-the-shelf software responsible for controlling, integrating, and managing the individual hardware components of a computer system.
Systems and Application Risk Assessment	A project conducted by the State of Maryland in 2006 to identify and quantify operational and service delivery risks associated with its current mission-critical enterprise applications. The recommendation to implement the new SPS solution is an outgrowth of this risk assessment effort.
Technical Infrastructure	The underlying hardware and operating system software components required to support the development, implementation, operation, and maintenance of the SPS solution.
Technical Proposal	The Offeror's presentation of its technical qualifications to perform the SPS implementation project, along with its detailed response to the Functional and Non-Functional Requirements.
Test	The process of exercising the product to identify differences between expected and actual results and performance.
Time Entry Support System	Legacy timekeeping application utilized by some State agencies. This system is targeted for replacement by the new SPS solution.
Training	The formal process of depicting, simulating, or portraying the operational characteristics of a system or system component in order to make someone proficient in its use.

Terminology	Definitions
Transmittal Letter	Cover letter accompanying the Offeror's Technical Proposal submittal which formally submits the Offeror's proposal and acknowledges receipt of all addenda to this RFP.
Unit Test	In testing, the process of ensuring that a single software unit executes as intended, independent of other software units.
User Acceptance Test	Formal testing conducted to determine whether or not a system satisfies its acceptance criteria and to enable the user to determine whether or not to accept the system.
Work Breakdown Structure	A hierarchical representation of the activities associated with developing a product or executing a process; a list of tasks.