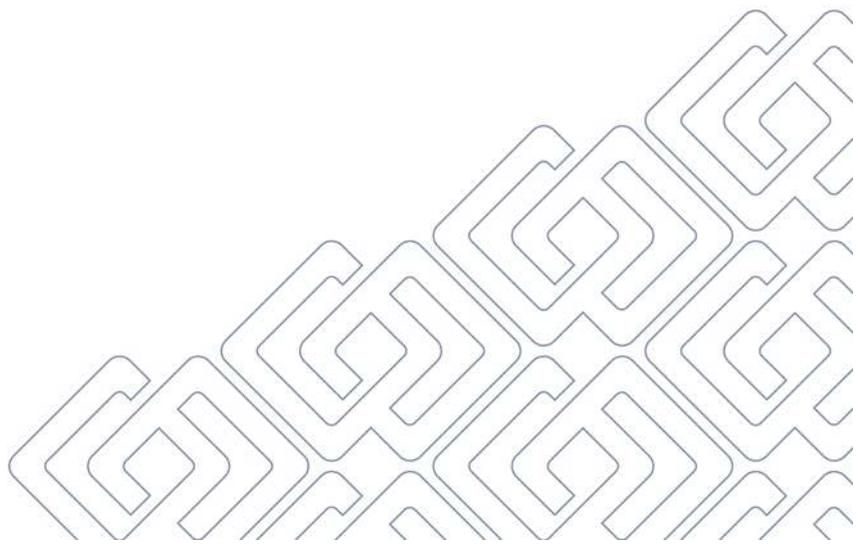


Public Safety Network

Appendix 2.

Glossary and Definition of Terms



In relation to the RFP the following words and expressions have the meanings described below.

Term	Definition
3G	Third Generation (3G) is the standard for cellular communication as defined by 3GPP.
3GPP	3rd Generation Partnership Program (3GPP) Releases (Rel) is the main standards organisation responsible for developing cellular communication networks, services and capabilities. 'Releases' refer to versions of the standards that manufacturers of cellular network equipment and devices align their features to.
4G	Fourth Generation (4G) is the standard for cellular communication as defined by 3GPP. This is the 'minimum' that can support MCx services.
4-wire E&M	Analog connection: use in this document is generally for connections between IP routers and radio interfaces.
5G	Fifth Generation (5G) is the standard for cellular communication as defined by 3GPP.
Agency Development and Operations Teams	After transition to the PSN services, each agency's development and operations teams (or equivalent) will be responsible for managing and co-ordinating the procurement and future development of products and services for PSN within their agency.
Aggregation	Section (E) Aggregation of the Solution, as described in Illustration 1 – Procurement Packages Overview set out in the <i>This Opportunity in a Nutshell</i> section of this RFP.
Aggregation Services	The services as described in <i>Schedule 6. Response Form Aggregation</i> .
AMS	Availability and Messaging System (AMS) is the cloud based alerting system (with mobile app) in use in some situations at Fire and Emergency New Zealand.
APB	Each agency will establish an Agency Project Board (APB) to oversee, manage and co-ordinate all aspects of the PSN projects within their agency.
APH	Cabinet Appointment and Honours Committee.
APN	Access Point Name (APN) identifies the data network that a cellular data connection is made to. Standard commercial users access the internet but this can be used to connect an enterprise user to a Private Network.

Term	Definition
ARO	An Agency Responsible Owner (ARO) is responsible for ensuring the outcomes and benefits of the programme are realised within their agencies. There is one ARO from each Emergency Services agency. This is an executive-level appointment.
Assurance	Assurance is the process of making sure that customers receive the levels of service that they have purchased or agreed to purchase. Assurance may include commitments to a high level of overall customer satisfaction about quality of service.
Assurance Plan	The purpose of the Assurance Plan is to provide an overview of the approach, high-level activities, roles and responsibilities for assuring that the PSN initiative's outcomes are achievable and that the programme risks are appropriately managed.
Availability	Ensuring that authorised users have timely and reliable access to information.
AVL	An Automatic Vehicle Location (AVL) system is the means for automatically determining and transmitting the location of a vehicle.
Backhaul	The communications between a radio or cellular site and the core network.
Baseline	The original scope, cost and schedule of the programme. It is used to measure how the programme's performance deviates from the original plan. A baseline is typically set at the start of a phase and reviewed and updated as a result of any approved changes to the plan.
Bearer	A service that allows transmission of information signals between network interfaces.
Benefit	A measurable gain from an investment which is perceived to be advantageous by a stakeholder.
Benefit Owner	The Benefit Owner is the individual accountable to the Senior Responsible Owner for the realisation of specified benefits within projects or programmes.
Benefits Realisation	The delivery of the expected benefits, as outlined in the Benefits Realisation Plan. This plan explains the prerequisites for delivering each expected benefit, how the delivery of each benefit will be measured, and who will be responsible for measuring and realising each benefit.

Term	Definition
Benefits Realisation Plan	A document which explains the prerequisites for delivering each expected benefit, how delivery of each benefit will be measured, and who will be responsible for measuring and realising each benefit.
Black Spot	A black spot is an area without coverage for communications services. Black spots occur in places where service providers have not installed any services (usually in places that are remote and have few customers). They can also occur in areas where there should be coverage but it is blocked by local features or topography (such as in gullies or inside buildings). In the latter case, users can often regain services by moving a short distance.
BSS	Business Support Systems (BSS) are the systems used by a telecommunications service provider to manage its customer-facing activities.
Building Act 2004	The Building Act 2004 and any amendment or replacement of that Act.
Business Change Management	Business change management is the process, tools and techniques to manage the people side of change to achieve the required business outcome. It incorporates the organisational tools that can be utilised to help individuals make successful personal transitions resulting in the adoption and realisation of change.
Business Day	<p>Any day in New Zealand, other than Saturday or Sunday, national public holidays or any day from Boxing Day up to and including the day after New Year's Day (as those terms are defined in the Holidays Act 2003).</p> <p>A clear business day is a full day from 9am to 5pm.</p>
Business Owner	The Business Owner defines the security requirements for their information system. They are responsible for managing and communicating the requirements and risks associated with their information system appropriately.
CAD systems	Computer-Aided Dispatch (CAD) systems are used in Communications Centres to record, manage and monitor incidents as well as communicate with operational personnel. NZ Police and Fire and Emergency New Zealand share the same system (CARD). The Ambulance services share the same system (InformCAD). CARD and InformCAD are connected by the InterCAD link, which allows incident information to be transferred between Emergency Services.
Capability	Capability is the collection of the services and technology required to meet Emergency Services operational needs.

Term	Definition
Capability Roadmap	The Capability Roadmap will provide the agencies with a view of the rollout of capability releases from service providers. It will be the reference document for the current state of all relevant releases of partial or whole capabilities that can be adopted by agencies for integration, testing, pilots and adoption.
Capex	Capital expenditure.
Cellular network	A cellular network is the infrastructure that commercial telecommunications providers (such as Spark, Vodafone and 2 Degrees) operate for cellular phone (cell phone) users. The network delivers voice, data, messaging and video services.
Cellular Prequalification Condition	Has the meaning given to that term in paragraph 1.1.3 of this RFP.
Centralised Funding Request	Each agency is responsible for their own operating budget, including their take up of PSN products and services. Where a new and common need is identified for all participating agencies, the agencies may request (and the Lead Entity may agree) to co-ordinate a single funding request on behalf of the agencies.
Centre of Excellence	A shared group that provides leadership, best practice advice, research, support and/or training. The Lead Entity will provide expertise related to global service management, service catalogue management, innovation and product evolution management.
Change Request	A change request is the mechanism through which a proposed change to the programme baseline is raised.
CIP	Crown Infrastructure Partners Limited, a registered limited liability New Zealand company, with company number 2346751 (or its nominees, assignees or successors).
CISO	Chief Information Security Officer.
Classified Information	Includes information that: <ul style="list-style-type: none"> • is by its nature classified; • is marked by either CIP, the Lead Entity, PSN or a Respondent as 'confidential' 'commercial in confidence', 'sensitive', 'in confidence', 'top secret', 'secret' or 'restricted'; • is provided by CIP, the Lead Entity, PSN, a Respondent, or a third party in confidence; and/or • CIP, the Lead Entity, PSN or a Respondent knows, or ought to know, is classified,

Term	Definition
	<p>but excludes information that is in the public domain through no fault of either CIP, the Lead Entity, PSN or a Respondent.</p> <p>Appropriate measures are taken as per the Government Communications Security Bureau's (GCSB) Protective Security Requirements (PSR).</p> <p>Located at www.gcsb.govt.nz/assets/GCSB-Documents/Guidelines-for-Protection-of-Official-Information-Wallchart.pdf</p>
Commercial Capacity Requirements	The requirements set out in Section 2 (Our Requirements) of the RFP, paragraph 2.8
Commission, Commissioning, or Commissioned	The successful completion of all commissioning testing processes, such that the Government Funded Infrastructure and its components are operational and able to deliver Network Services.
Communication Centre or Clinical Control Centres	Centres for Police, Fire and Emergency, and Ambulance services located in Auckland, Wellington, and Christchurch where 111 calls are answered, and operational personnel resources are dispatched and coordinated.
Communications Centre Voice Control Software	The Communications Centre Voice Control Software is a critical element of the LMR service. The Desktop Voice Control Software (or Console) is described as the system available at a dispatcher's (or other user's) desk to allow them access into the voice capability of an LMR system. The agencies are currently using the Instant Connect (previously Cisco IPICS) platform, but in two different environments (St John/Wellington Free Ambulance on one, Police/Fire and Emergency Services on another).
Competitors	Any other business that is in competition with a Respondent, either in relation to the goods or services sought under this RFP or in general.
Competitive Dialogue	A tendering process, created in the European Union, which allows more flexibility when dealing with complex or unusual procurements. MBIE recommend using Competitive Dialogue when procurement is complex or unusual and there isn't an identified solution or established market for the goods or services being procured, or when it is not possible to describe requirements without discussing possible solutions with potential suppliers.
Conflict of Interest	A conflict of interest arises when the interests (financial or otherwise) of an individual or organisation involved in the PSN programme could reasonably compromise, or appear to compromise, their judgement or actions when performing their duties in relation to the PSN programme.

Term	Definition
	<p>A Conflict of Interest may be:</p> <ul style="list-style-type: none"> • actual: where the conflict currently exists; • potential: where the conflict is about to happen or could happen; or • perceived: where other people may reasonably think that a person is compromised.
Confidentiality	Ensuring that only authorised users can access information.
Confidential Information	<p>includes information that:</p> <ul style="list-style-type: none"> • is by its nature confidential; • is marked by either CIP, the NGCC or a Respondent as 'confidential' 'commercially sensitive', 'sensitive', 'in confidence', 'top secret', 'secret', 'classified' and/or 'restricted'; • is provided by CIP, the NGCC, a Respondent or a third-party in confidence; and/or • CIP, the NGCC or a Respondent knows, or ought to know, is confidential, <p>but excludes information that is in the public domain through no fault of either CIP, the NGCC or a Respondent.</p>
Consent	Any resource consents, licenses, and/or other permissions from the relevant local, territorial and/or regional authority or property owner, required to provision and operate all or any part of Government Funded Infrastructure on any site, and (where applicable) in the case of a lease includes uninterrupted access to the site by the respondent.
Consumption-based Model	A type of contract that has no fixed commitments (volume or term) of services.
Contract	The written contract or contracts entered into by CIP and/or the NGCC and a successful Respondent(s) in respect of delivery of the PSN Objective.
Contract Award Notice	The notice CIP is required to publish on GETS pursuant to Rule 48 of the Government Procurement Rules when it has awarded a contract that is subject to those rules.
Control	A risk treatment implemented to reduce the likelihood and/or impact of a risk.
Cost Overrun	has the meaning given to it in Section 5 (Key Terms) of this RFP, paragraph 5.2.18.
Coverage Baseline	An agreed starting coverage position for cellular and LMR current state to support the procurement process.

Term	Definition
Coverage Testing	Coverage testing verifies that the required coverage is available for voice and data communications throughout the service areas. It will be performed on a regional basis and is completed by the service provider.
Critical Communications	These are the communications that the Participating Agencies need to be reliable so they can perform their primary missions; also known as mission-critical communications.
Crown	Her Majesty the Queen acting in right of New Zealand.
CSSI	Console Sub System Interface (CSSI) is the P25 standard for interfacing a network with the Communications Centre.
DBC	Detailed business case.
Deadline for Proposals	The deadline by which Proposals are to be delivered or submitted as stated in Section 1 (Key Information) of this RFP, paragraph 1.2.1.
Deadline for Questions	means the deadline by which Respondents are to submit questions as stated in Section 1 (Key Information) of this RFP, paragraph 1.2.1.
Deliverable	A deliverable is a tangible or intangible good or service produced as a result of a project or programme that is intended to be delivered to a customer (either internal or external). A deliverable could be a report, a document, a software product, a server upgrade or any other building block of an overall project.
Dependency	An action beyond the scope of the current initiative which is necessary for delivery of the required output, outcome or benefit.
Deployables	Deployables are portable cellular or radio repeaters that can establish temporary coverage. They can be mounted on vehicles, trailers or pallets. Some configurations allow them to be transported in a backpack or attached to a drone. They include an antenna, transmit, receive and backhaul link capability.
Device	Communications hardware used directly by a user. Devices can be hand-held (such as a typical cell phone or radio), or permanently installed in vehicles and buildings.
Direct Communications	<p>Also known as ‘device-to-device’ or ‘simplex’ communications. 3GPP often refer to this as “proximity services” or ProSe.</p> <p>The ability of a user device to communicate directly with another user device without the need for a network. This may be intentional, where users are in close proximity and do not need the network to connect to</p>

Term	Definition
	remote users, or can be employed when network services are not available.
Disbenefit	A negative impact that might occur as a direct consequence of implementing a particular solution. A measurable loss from an investment which is perceived to be disadvantageous by the stakeholder.
DMR	Digital Mobile Radio (DMR) is a Land Mobile Radio standard defined by ETSI and augmented through a Memorandum of Understanding (MoU) between the major suppliers.
DPS, formerly GCDO	The Digital Public Service (DPS) branch works with and through agencies to drive and deliver customer-centred digital government. Its role is to support and enable agencies to progress a modern and adaptive public service that can respond to New Zealanders' expectations of faster, more agile, accessible, inclusive and integrated government services. It does this by focusing on building agency capability to work together as a public service, identifying opportunities to design joined-up, responsive and robust digital services that accelerate our shift to a unified public service.
EACC	The Emergency Ambulance Communications Centre (EACC) includes the applications, systems, infrastructure and support services for the communications centres at St John and Wellington Free Ambulance (WFA).
ECN	The Enterprise Communications Network (ECN), also referred to as the PCN (Police Communications Network), is the IP network owned and used by Police for internal communications. Due to the infrastructure sharing with Fire and Emergency New Zealand and Wellington Free Ambulance (WFA), some of their traffic for Communications Centres and radio also traverses this network.
Ecosystem	Refers to a system including its interfaces, and the systems that those interfaces connect to.
EGB	The Executive Governance Board (EGB) governs the Next Generation Critical Communications Lead Entity and is responsible for the programme's strategic-level operations.
Eligible Agency	Any agency that is part of the New Zealand public sector or is included on the list of agencies that are mandated and/or eligible to use collaborative contracts, located at www.procurement.govt.nz/contracts/who-can-use-collaborative-

Term	Definition
	contracts/ . For clarity, the Eligible Agencies include the Emergency Services.
Eligible Agency Services	Services set out in a Services Catalogue and provided to Eligible Agencies pursuant to a TASA.
Emergency Services/ Emergency Services Sector	These terms refer collectively to New Zealand Police (Police), Fire and Emergency New Zealand (Fire and Emergency), St John New Zealand ambulance (St John) and Wellington Free Ambulance (WFA) Service (Incorporated) .
Emergency Services Agency Systems	Applications and/or services which are internal to the agency which may require interfacing to proposed solutions.
End-to-End Testing	End-to-end testing is carried out in a production like environment and validates that system dependencies behave as expected and data integrity is maintained between various components. End-to-end testing is completed by the agencies.
EPMO	Police’s Enterprise Portfolio Management Office.
ePRF	An Electronic Patient Report Form (ePRF) is used by St John and Wellington Free Ambulance to electronically capture patient assessment and interaction information.
ES(A)	Emergency Services (Agencies) - This term refers to the four primary Emergency Services agencies Police, Fire and Emergency, St John and WFA.
e-SIM	The embedded Subscriber Identification Module (e-SIM), also known as Electronic SIM, in a cellular device. Replaces or augments, existing ‘plastic’ SIM card with software that has the equivalent capability.
ETSI	European Telecommunications Standards Institute (ETSI) telecommunications standards body.
Evaluation Approach	The approach used by CIP and the Lead Agency to evaluate Proposals as described in Section 3 (Our Evaluation Approach) of this RFP.
Evaluation Criteria	The criteria against which Proposals will be evaluated by the Evaluation Panel, as described in Section 3 (Our Evaluation Approach) of this RFP, paragraph 3.2.16.
Evaluation Panel	The Evaluation Panel we establish in accordance with the Evaluation Approach.
Executive Group	The senior governance group established in Section 5 (Key Terms) of this RFP, paragraph 5.4.6

Term	Definition
Factory Testing	This testing provides the ability to ensure that equipment meets the minimum required level of specifications. This testing is completed by the equipment supplier or service provider and includes technical parameters, and functional and operational tests. Testing covers both hardware and software and is performed as the equipment would be implemented in the field.
Failure Mode Testing	This testing is completed by the service provider. It demonstrates what happens when a system component fails, how it recovers, alarm reporting and service problem escalation.
Financial Year	means the 12-month period ending 30 June each calendar year.
Fit-for-purpose	Fit-for-purpose means that services meet operational requirements within acceptable risk parameters.
Fulfilment	Fulfilment is the process of gathering the products and materials needed to complete an order and shipping those products or initiating the services that were ordered. This is common telecommunications terminology and can also be referred to as provisioning.
Full Duplex System	A communications system where both parties can communicate with each other simultaneously, e.g. telephone call.
Full-service Zone	An area where wide-area (networked) communications capabilities have the highest levels of availability and resilience. Cellular, LMR and satellite networks are available. Users will automatically connect to whichever cellular network is available (preferred network if multiple).
Gateway review	Gateway is an assurance methodology for major investments which was developed by the United Kingdom's Office of Government Commerce (OGC) in 2001. It is an independent and confidential peer review process that examines projects and programmes at key points in their lifecycles to assess their progress and the likelihood of successful delivery of their outcomes.
Geo Fence	The ability to geographically contain or restrict a service or device.
GEO Satellites	Geo Stationary Orbit (GEO) satellites are positioned at altitudes of 35,000km above the equator and stay in the same position relative to the earth. In the context of the DBC, GEO satellites would not provide the services suitable for PSN.
GETS	the Government Electronic Tenders Service located at www.gets.govt.nz .

Term	Definition
Global Service Management	Management of the levels of service provided by the service providers across the PSN, not agency specific.
GOV	Cabinet Government Administration and Expenditure Review Committee.
Government	New Zealand Government.
GPS	Global Positioning System (GPS) is the global navigation satellite system that provides geolocation and time information to a GPS receiver.
Government	The New Zealand Government.
Government Funded	Means is eligible for and (as the context requires) has been approved for, government funding.
Government Funded Infrastructure	Any infrastructure that is eligible for and, as the context requires, has been approved by CIP for government funding in respect of: <ul style="list-style-type: none"> • Priority Cellular; • MC Platform; • LMR; • Personal Alerting; and/or • Aggregation.
Government Funding	Government funding that will be provided by us to the Respondent to fund all or part the Provisioning by the Successful Respondent of the relevant Government Funded Infrastructure in accordance with the Contract.
Government Procurement Rules	means the Government's rules of sourcing available at www.procurement.govt.nz/procurement/principles-charter-and-rules/government-procurement-rules/ .
GST	The goods and services tax payable in accordance with the New Zealand Goods and Services Tax Act 1985.
Half Duplex System	A communications system where both parties can communicate with each other but not simultaneously. Communications operates in only one direction at a time (e.g. LMR, PTT over cellular).
Hardening	Hardening refers to adding infrastructure to a cellular or radio site so that the site stays operable if primary power and/or backhaul communications fail. This typically takes the form of batteries or a generator for power backup, and satellite or microwave for communications backup.
Health and Safety Management Plan	The health and safety management plan to be prepared by Respondents in accordance with Schedule 10. Health and Safety.

Term	Definition
Health and Safety Questionnaire	The health and safety questionnaire set out in Schedule 10. Health and Safety.
Health and Safety Requirements	The health and safety requirements in accordance to the Health and Safety at Work Act 2015.
HPUE	High-Power User Equipment (HPUE) is a specification that allows phones (and other mobile devices) to output stronger radio signals in specific radio frequency bands and situations. This improves coverage and indoor signal performance.
HSS	Home Subscriber Service (HSS) is a database that contains the cellular user and SIM identification information, addressing, profile information, mutual network terminal authentication and radio path encryption.
ICAP	Initial Call Answering Point (ICAP) is the service run by Spark for answering New Zealand's 111 emergency calls.
IDAM	Identity and Access Management (IDAM) is a framework of security and operational policies and technologies for ensuring that the proper people in an enterprise have the appropriate access to technology resources.
IDP	The Infrastructure Deployment Plan (IDP) is prepared in accordance with the IPSA.
IGC	Incident Ground Communications – localised communications at a scene, typically used in this document to describe Fire and Emergency’s communications at a fire ground.
IGMP	Internet Group Management Protocol – communications protocol used by hosts and adjacent routers on IP networks to establish multicast group memberships.
IMAP	Treasury’s Investment Management and Asset Performance (IMAP) team assists Ministers and Agency Chief Executives by: <ul style="list-style-type: none"> • establishing and maintaining fit for purpose policies and processes around investment and asset management; • running fair and transparent processes to ensure that investment decision-making across the State sector is robust, transparent, effective and efficient, and that investment decisions are informed and prioritised well, and align with government’s long-term goals; • Providing robust and informed advice; and • Facilitating knowledge sharing and collaboration.

Term	Definition
Impact	The outcome (consequence) of an event. The outcome can be positive or negative. However, in the context of information security it is usually negative.
IMS	The IP Multimedia Sub System (IMS) is the architectural framework for delivering IP multimedia services, e.g. Voice over IP.
Incident Control Point	A location (often a vehicle) at an incident ground, which is both the central point for command of the incident and the single point of contact between the incident ground and any party off-site, e.g. Communications Centre and/or a Coordination/Command Centre.
Incident Ground	The location of an incident including the Incident Control Point. May be very localised (e.g. location of a cardiac arrest) or may be spread across many kilometres (e.g. a scrub fire).
Information Security	Ensures that information is protected against unauthorised access or disclosure (confidentiality), unauthorised or improper modification (integrity) and can be accessed when required (availability).
InformCAD	New Zealand Ambulance's current Computer-Aided Dispatch system.
Integration	The Integration Points indicated in Illustration 1 - Procurement Packages Overview set out in the <i>This Opportunity in a Nutshell</i> section of this RFP.
Intellectual Property	All intellectual property rights and interests, including copyright, trademarks, designs, patents and other proprietary rights, recognised or protected by law.
Integrity	Ensuring the accuracy and completeness of information and information processing methods.
InterCAD	A system used primarily by Agency Dispatchers to request resources from other agencies. For example, a WFA Dispatcher could send an incident recorded in the Ambulance CAD system to the Police CAD system.
Investment	An asset or item that is purchased with the hope that it will generate income/value, reduce costs or appreciate in value. In an economic sense an investment is the purchase of goods that are not consumed today but are used in the future to create wealth. In finance, an investment is a monetary asset purchased with the idea that the asset will provide income in the future or appreciate and be sold at a higher price.

Term	Definition
Investment Logic Mapping	A technique to ensure that robust discussion and thinking is done upfront, resulting in a sound problem definition, before solutions are identified and before any investment decision is made.
IoT	Internet of Things (IoT) is the system of interrelated computing devices, mechanical and digital machines, and the ability to transfer data over a network without requiring human-to-human or human-to-computer interaction.
IP	Internet Protocol (IP) is the primary communications protocol in the Internet protocol suite for relaying packets across network boundaries. Its routing function enables internetworking, and essentially establishes the internet. It is in common use on most networks today and is used by most client-server applications.
IPICS/Instant Connect	The IP Interoperability and Collaboration System, has been renamed Instant Connect and is the system used by agencies for LMR dispatch.
IPSA	The Infrastructure Provisioning and Services Agreement (IPSA) is to be entered into between the Respondent and CIP for the Provisioning of the relevant Government Funded Infrastructure and/or the supply of the relevant services.
IQA	Independent Quality Assurance (IQA) is a general term which can describe a wide variety of quality assurance processes used to improve the outcomes of projects and programmes, from technical audit to project governance and peer review. For the DBC, an IQA was undertaken by an independent expert in preparing large New Zealand Government investment cases to review the documentation and process followed. This included a high-level review of management of scope, costs, schedule, benefits, risks, procurement, business change, communications and governance. This was in addition to the TQA and the Treasury Gateway review.
ISDN	Integrated Services Digital Network – set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the traditional circuits of the public switched telephone network.
ISSI	Inter Sub System Interface – P25 standard for interfacing multiple P25 networks.
ITQ	Invitation to Qualify (ITQ) is an invitation to suppliers, published on GETS, to apply to be included in an agency's pre-qualified suppliers list.

Term	Definition
IWF	InterWorking Function (IWF) relates to the 3GPP standards for the interconnection between MC services on cellular networks interconnecting with LMR networks.
Key Terms	The key terms set out in Section 5 (Key Terms) of this RFP.
KPI	A Key Performance Indicator (KPI) is a key measure of performance for the operational services to enable service providers to focus on the operational deliverables which are important to Emergency Services and against which the performance of the service providers will be measured. For example, whether the service provider achieves the agreed level of availability constantly.
Lead Agency	In December 2016, the Government approved funding to commence a Better Business Case process for replacing critical communications, with Police as the Lead Agency [EGI-16-MIN-0347 refers]. The Business case was approved in 2019 and the NGCC Lead Entity was established to govern the programme.
Lead Entity	The NGCC Lead Entity is accountable for delivering of the PSN programme and overseeing, operating and evolving the Emergency Services' mission-critical communications capability.
Lead Minister	The Minister of Police is the Lead Minister for the Lead Entity.
Legacy Services	These are services which are similar to, and will be replaced by, the new products and services in the service catalogue for the PSN.
LEO Satellites	Low Earth Orbiting (LEO) satellites are positioned at altitudes of 2000km or less. In a PSN context, they refer to a future generation of satellites that will be able to deliver fit for purpose mission-critical communications capability.
Likelihood	The chance of an event occurring.
LMR or radio	Land Mobile Radio (LMR) consists of half-duplex two-way radio transceivers (transmitting or receiving but not at the same time), which can be portable (walkie-talkie), vehicle or fixed in buildings. LMR supports group voice, one-to-one voice and narrow band data communications.
LMR Infrastructure	The infrastructure relating to the LMR glossary term above which meets the Infrastructure Requirements.
LMR Prequalification Condition	Has the meaning given to that term in paragraph 1.1.5 of this RFP.

Term	Definition
LMR Services	The Services as described in Appendix 1. Service Requirements relating to the LMR section of the Solution.
Local Area Communications	Communications directly between devices or via a repeater, but without involving a network.
LP-WAN	Low Power Wide Area Network (LP-WAN) is a type of wireless telecommunication wide area network designed to allow long-range communications at a low bit rate, requiring minimal power in end devices. Often used in the context of IOT.
LTE	Long Term Evolution (LTE) is a 3GPP standard for cellular communication networks. It typically refers to 4G technology and beyond.
MAM	Mobile Application Management (MAM) are the tools and processes to manage mobile applications on devices.
Managed Service	This is a type of contractual arrangement that involves a customer leasing services from a service provider on an 'outcomes' basis. The customer doesn't pay the upfront investment cost to establish the service. The service provider is responsible for implementing, supporting and updating the service.
Master Contract	The master contract will be the overarching agreement between the Service Providers and the NGCC Lead Entity and Crown Infrastructure Partners on behalf of the Participating Agencies. It contains the common contractual terms, the process by which agencies will enter into individual subscription agreements, and how the service catalogue will be managed and updated.
Maximum Funding Amount	The maximum amount of Government Funding that will be provided by us for Government Funded Infrastructure as specified in the Contract.
MBIE	The Ministry of Business, Innovation and Employment (MBIE) is the Government's lead business-facing agency and is responsible for providing leadership and support for government procurement.
MBSF	Mobile Black Spot Fund (MBSF) is funded by the New Zealand Government and managed by CIP. Its purpose is improving cellular network coverage, primarily on state highways and tourist destinations.
MBU	March Baseline Update (MBU) provides an opportunity for the department to seek Joint Ministers' agreement to: <ul style="list-style-type: none"> • Changes to baselines that Ministers are able to approve; • In-principle expense and capital transfers from one year to outyears (MBU only); and

Term	Definition
	<ul style="list-style-type: none"> • Retention of surpluses, where known at that time (MBU only); • Update CFISnet to reflect Cabinet decisions and other Joint Ministers' decisions affecting baselines that have been made since the previous baseline update, or the budget update (in the case of OBU); • Request their appropriation Ministers seek the Minister of Finance's agreement to: • Performance reporting exemptions; and • The establishment of Multi-Category Appropriations (MCAs).
MC Platform	Mission Critical (MC) Platform means Section (B) MC Platform of the Solution, as described in Illustration 1 - Procurement Packages Overview set out in the <i>This Opportunity in a Nutshell</i> section of this RFP.
MC Platform Prequalification Condition	Has the meaning given to that term in paragraph 1.1.4 of this RFP.
MC Platform Services	Mission Critical (MC) Platform Services are described in Response Form Schedule 3 (MC Platform).
MCPTT	Mission Critical Push-to-Talk (MCPTT) is an application to provide Land Mobile Radio like capability via a cellular network and a smartphone. An application on the cellular network that leverages the Mission Critical features of the telco network.
MC(x)	Mission Critical (something) (MC(x) is the communications services required for Emergency Services agencies to undertake operations relating to the safety of people or property. More accurately, this refers to the specific standards within the 3GPP standards that are designed to meet Emergency Services' requirements for operations relating to the safety of people or property.
MDM	Mobile Device Management (MDM) are the tools and processes to manage mobile devices.
MDT	Mobile Data Terminal (MDT) is a tablet-style interface designed to be mounted in a vehicle for easy access. This is coupled with an application used for providing response information and navigation tools to responders.
MDT Application	A specific application used by Ambulance Services that is running on a tablet device.
Messaging	Non-voice data supporting text, location and status/control type functions.

Term	Definition
Milestones	<p>A programme/project milestone is a task of zero duration that shows an important achievement in a project.</p> <p>The milestones applying to the Provisioning of the relevant Government Funded Infrastructure are set out in <i>Appendix 8. Deliver Milestones</i>.</p>
Minimum Service Zone	<p>Area where wide-area (networked) communications capabilities have the lowest level of availability/resilience. Only the satellite network is available.</p>
Mission Critical communications	<p>These are the communications that Emergency Services need to be reliable so they can perform their primary missions. Also known as critical communications, they include the ability to dispatch responders and coordinate their response to emergency incidents.</p> <p>To be reliable, mission-critical communications need networks built to a higher level of performance and resilience than commercial consumer-grade services.</p> <p>Mission-critical communications include the following features:</p> <ul style="list-style-type: none"> • priority access to the network (jumping to the front of the queue) when first responders need to access communications; • pre-emption – first responders (having the first call on network access and being able to displace non-emergency services users already on the network); • quality of service (communications that work appropriately ‘end-to-end’); and • hardened network (features that increase the resilience of the network such as extra power sources). <p>Communications services that are deemed mission-critical will evolve over time.</p>
MMS	<p>Multimedia Messaging Service (MMS) is a standard way to send messages that include multimedia content to and from a mobile phone over a cellular network. Users and providers may refer to such a message as a PXT, a picture message or a multimedia message.</p>
MNO	<p>A Mobile Network Operator (MNO) is a cellular service provider that owns the network infrastructure it uses to provide services to its customers.</p>
MoU	<p>Memorandum of Understanding (MoU) is a type of agreement between two or more parties to express a convergence of will between the parties, indicating an intended common line of action.</p>

Term	Definition
MUX	Multiplexer – device that selects between several analogue or digital input signals and forwards it to a single output line,
MVNO	A Mobile Virtual Network Operator (MVNO) is a cellular service provider that does not own the network infrastructure it uses to provide services to its customers. MVNOs have agreements with mobile network operators to obtain bulk access to network services, which MVNOs then re-sell.
NB-IoT	Narrow Band-Internet of Things (NB-IoT) is a Low Power Wide Area Network (LPWAN) radio technology standard developed to enable a wide range of devices and services to be connected using cellular telecommunications bands.
NEMA	The National Emergency Management Agency (NEMA) is the public service department of New Zealand responsible for providing leadership and support around national, local and regional emergencies. Originally established within the Department of Internal Affairs in 1959, it now operates as a business unit of the Department of Prime Minister and Cabinet.
Network	Network refers to the infrastructure that supports communication services and products that Emergency Services will use. The PSN network is expected to be a hybrid of cellular, satellite, Wi-Fi and radio technologies.
Network Requirements	means the network specifications and requirements for the Government Funded Infrastructure described in paragraph 2.5 of <i>Section 2. Our Requirements</i> and <i>Schedule 7. Network Requirements Response Form (Build)</i> .
Network Services	All of the ongoing services required for the operation of the Government Funded Infrastructure, including the Aggregation Services, Priority Cellular Services, LMR Services, MC Platform Services and Personal Alerting Services, as set out in <i>Appendix 1. Service Requirements</i> .
Network Testing	Network testing provides assurance that the risks of network implementation have been adequately addressed. This testing is completed by the service provider and includes lab testing and field testing.
NGCC	Next Generation Critical Communications (NGCC) is an independent business unit, hosted by Police, responsible for delivering the PSN programme that will modernise the communications capability for

Term	Definition
	Emergency Services by providing nationwide voice, messaging, data and video mission-critical communications.
NZISM	The New Zealand Information Security Manual (NZISM) is the New Zealand Government's manual on information assurance and information security.
OAuth	Open standard for access delegation, commonly used as a way for internet users to grant websites or applications access to their information on other websites but without giving them the passwords.
Objective	The intended outcome or goal of a programme, project or organisation.
OBU	<p>October Baseline Update (OBUs) provide an opportunity for department to seek Joint Ministers' agreement to:</p> <ul style="list-style-type: none"> • Changes to baselines that Ministers are able to approve; • In-principle expense and capital transfers from one year to outyears (MBU only), and; • Retention of surpluses, where known at that time (MBU only); • Update CFISnet to reflect Cabinet decisions and other Joint Ministers' decisions affecting baselines that have been made since the previous baseline update, or the budget update (in the case of OBU). <p>Request their appropriation Ministers seek the Minister of Finance's agreement to:</p> <ul style="list-style-type: none"> • Performance reporting exemptions, and • The establishment of Multi-Category Appropriations (MCAs).
Offer Validity Period	The period of time when a Proposal (offer) is held open by the Respondent for acceptance by us in accordance with Section 1 (Key Information) of the RFP, paragraph 1.7.1.
Operational Personnel	Any paid or volunteer personnel within the Emergency Services Agencies who are involved in delivering Emergency Services' operational functions.
Operational Testing	Each agency conducts operational testing on the pilot system to verify the functionality of all equipment and systems deployed in the field.
Opex	Operational expenditure.
OSA	The Officer Safety Alarm (OSA) is a GPS device worn by operational personnel which, when the alarm button is activated, sends an emergency message and the person's GPS co-ordinates to the Communications Centre.

Term	Definition
OSS	Operational Support System – systems used by a telecommunications service provider to manage their network(s).
Outcome	The result of change, normally affecting real world behaviour and/or circumstances. Outcomes should reflect the expected result at the end of your investment period. An outcome is the change occurring as a direct result of programme outputs.
Oversight Ministers	The Oversight Ministers are the: Minister of Finance, Minister of Police, Minister for Communications and Digital Media, and Minister for Infrastructure.
P25	Project 25 (P25) is a suite of standards for digital mobile radio communications designed for use by public safety organisations in North America and widely adopted there, as well as in Australia and by Police in Auckland, Wellington and Canterbury.
Panel Contract	A type of framework agreement that governs the relationship between the agency and each panel supplier. It sets out the terms and conditions that the parties agree to contract on in the event that the panel supplier is allocated a contract to provide specific goods, services or works.
Panel of Suppliers	A list of suppliers an agency has pre-approved to supply particular goods or services and who have agreed to the agency's terms and conditions for supply.
Participating Agencies	Refers to the agencies participating in the PSN programme collectively: Fire and Emergency New Zealand, New Zealand Police, St John Ambulance and Wellington Free Ambulance.
Patchy Coverage	Patchy coverage refers to areas where reliable performance is not typically experienced. This may be a temporary loss of all service, or a degradation of service with the experience tending to vary throughout the area, at different times and with different devices. This is as opposed to an area of no coverage (service never works) or an area of reliable coverage where service is always available (unless there is a planned or unplanned outage which will be remedied in due course).
PBX	Private Branch Exchange – a private telephone network used within a company or organisation. The users of the PBX phone system can communicate internally (within their company) and externally (with the outside world) using different communication channels like Voice over IP, ISDN or analogue.

Term	Definition
PCB	The Programme Control Board (PCB) operates the Programme and be responsible for its tactical-level operations.
PCG	The Project Control Group (PCG) is specified in the IPSA and Section 5. Key Terms of this RFP, paragraph 5.4.5
PCRF	Policy and Charging Rules Function (PCRF) is a function in a cellular network that provides real-time determination and enforcement of policy rules in a multimedia network. This is an important part of establishing appropriate network resources for MCPTT services.
Performance Testing	Performance testing is undertaken by the service provider and verifies that the solution meets the non-functional requirements for performance. It looks at execution flow, timing, response times, reliability, stability and scalability, as well as systems, applications and networks.
Personal Alerting	Refers to Section (D) Personal Alerting of the Solution, as described in paragraph 2.2.4 of <i>Section 2. Our Requirements</i> .
Personal Alerting Services	The services as described in <i>Schedule 5. Response Form Personal Alerting</i> .
Personal Information	Any piece of information that relates to an identifiable human being. People's names, contact details, health, financial health, purchase records: any piece of information that you can look at and say "this is about an identifiable person".
Pilot	A Pilot is a process where the business rollout or operational use of a commercial product is proven through a limited deployment in the field. In the PSN context this is post the PSN Network and Services Procurement Process as an early Transition activity for a specific product in a specific agency, before larger-scale rollout.
Point of Contact	The representative appointed by us and each Respondent respectively to be the point of contact for all communications during the RFP process. Our Point of Contact is set out in Section 1. Key Information of this RFP. The Respondent's Point of Contact is to be identified in its Proposal.
Portable Device	A device carried by a user, such as a handheld LMR handset or cell phone.
Predefined Status Message	A message in machine-readable format indicating the status of the vehicle or matters relating to the attendance of the vehicle at an incident etc. Reduces need for voice communications.

Term	Definition
Pre-emption	3GPP feature to displace non-Emergency Services users on a cellular network if the resources are required to serve Emergency Services users with MC requirements.
Price	The total amount, including all costs, fees, expenses and charges, to be charged by the Successful Respondent for the full delivery of the Requirements. Each Respondent's Proposal must include its Price.
Priority	3GPP feature to service Emergency Services users with Mission Critical requirements.
Priority Cellular	Refers Section (A) Priority Cellular of the Solution described in paragraph 2.2.4 of Section 2 (Our Requirements) section of this RFP.
Priority Cellular Infrastructure	The infrastructure relating to the Priority Cellular section of the Solution that meets the Infrastructure Requirements.
Priority Cellular Services	The services as described in <i>Schedule 2. Response Form Priority Cellular</i> .
Procurement Objectives/Outcomes	The draft Procurement Objectives are described in the Procurement Approach document and will be provided to the Market as part of the PSN Network and Services Procurement Process.
Product	A product is an item (such as Push to Talk, video calling or national roaming) that an Emergency Services agency can opt to use by selecting it from the Service Catalogue.
Programme change management or Change Control	Change control is the mechanism through which we identify, assess and approve or reject changes to a baseline.
Proof-of-Concept	A Proof-of-Concept is an exercise that provides evidence that a product or concept is feasible in a complete, but potentially one-off deployment. This is more developed than a prototype, as it is designed to prove that the product works as would be expected if it were to be productionised. In the PSN context this is an exercise either pre or post the PSN Network and Services Procurement Process to show that a product works.
Proposal	The response you submit in reply to this RFP comprising the Response Form, your bid, financial and pricing information, and any other information you submit.
Prototype	A prototype is an early sample, model or release of a product built to test an 'idea' for a solution, service or product, to see if it is technically feasible. In the PSN context this is an exercise likely to support the

Term	Definition
	PSN Network and Services Procurement Process, or in the early stages of future product development.
Provisioning	All activities required to provide, deliver and integrate the relevant Government Funded Infrastructure in accordance with the Service Requirements and the Contract.
Provisioning Commissioning Milestone	The Government Funded Infrastructure has been Commissioned and successfully passed UAT, such that the Government Funded Infrastructure and its components are operational and can deliver the relevant Services.
Provisioning Completion Date	The date that the Successful Respondent(s) has completed the Provisioning of the Government Funded Infrastructure in accordance with the requirements of the Contract.
Provisioning Completion Milestone	The completion of the Provisioning of the relevant Government Funded Infrastructure, such that the Government Funded Infrastructure is complete in all respects other than Commissioning.
ProSe	Proximity Services (ProSe) is a mission critical feature within the 3GPP standards to allow end devices to communicate directly with other end devices (without the use of the cellular network). It can also be used to allow a device in coverage of the cellular network to offer service to a device out of coverage in a relay fashion.
PSN	Public Safety Network (PSN) is the new name for the programme previously known as the NGCC Programme.
PSN Objective	means the Strategic Objectives set out in the <i>This Opportunity in a Nutshell</i> section of this RFP.
PSR	Protective Security Requirements (PSR) outline the Government's expectations for managing personnel, physical and information security.
PSTN	Public Switched Telephone Network (PSTN) is an aggregate of the world's circuit-switched telephone networks that are operated by national, regional or local telephony operators, providing infrastructure and services for public telecommunication.
PTT	Push-to-Talk (PTT) is a method of having a conversation (group or one-one) using a momentary button to switch between making a call and listening over a half-duplex system, be it radio or cellular.
Public Data	The personal information of the New Zealand public gathered or used by Emergency Services.

Term	Definition
QCI	A QoS Class Identifier (QCI) is a mechanism used in cellular networks to ensure traffic is allocated appropriate QoS.
QPP	QoS, Priority & Pre-emption.
QoS	Quality of Service (QoS) is a network's ability to deliver specific characteristics as required by an application to function correctly. This specifies minimal acceptable bandwidth, latency, jitter and packet loss levels.
Radio assurance activities	Assurance activities include maintaining radio devices and equipment at radio sites. These activities will ensure that the existing Emergency Services' networks remain fit for purpose until the agencies fully transition to the PSN capability.
RBI-2	Rural Broadband Initiative 2 (RBI-2) is funded by the New Zealand Government and managed by CIP. Its purpose is improving rural households' access to broadband communication.
Recovery Point Objective (RPO)	The earliest point in time that is acceptable to recover data from. The RPO effectively specifies the amount of data loss that is acceptable to the business.
Recovery Time Objective (RTO)	The amount of time allowed for the recovery of an information system or service after a disaster event has occurred. The RTO effectively specifies the amount of time that is acceptable to the business to be without the system.
RFC	Request for Comment (RFC) is a type of text document from the technology community authored by engineers and computer scientists in the form of a memorandum describing applicable methods, behaviours, research, or innovations.
Radio Spectrum	The radio spectrum is the part of the electromagnetic spectrum with frequencies from 3 kHz to 300 GHz. Electromagnetic waves in this frequency range, called radio waves, are extremely widely used in modern technology, particularly in telecommunications. To prevent interference between different users, the generation and transmission of radio waves is strictly regulated by national laws, coordinated by an international body.
Reduced Service Zone	Area where wide area (networked) communications capabilities have a reduced level of availability/resilience. LMR and satellite networks are available.
Remote	Areas of New Zealand that are not urban or rural.

Term	Definition
Reporting Requirements	The reporting requirements set out in <i>Appendix 15. Reporting</i>
RFP	Request for Proposals (RFP) means Sections 1 to 6 of this RFP, including all appendices, any other document attached to this RFP, and any subsequent information provided by us to Respondents through our Point of Contact or GETS.
RFP Terms	The RFP Process, Terms and Conditions set out in Section 6 of this RFP.
Requirements	The requirements set out in Section 2 of this RFP.
Response Form	The form and declaration prescribed us and used by a Respondent to respond to the RFP in the form set out in Schedules 1 to 12, duly completed and submitted by a Respondent as part of the Proposal.
Response Rules	The rules for responding to the different sections of the Solution, as set out in paragraph 1.1.2 of Section 1. Key Information of this RFP.
Resource	An Emergency Service agency vehicle, boat, helicopter etc, or individual member of personnel.
Risk	The effect of uncertainty on the business objectives. The effect can be positive or negative. However, in the context of information security it is usually negative.
Risk Appetite	The amount of risk that the organisation is willing to accept in pursuit of its objectives.
Risk Owner	A person or entity with the accountability and authority to manage a risk. Usually the business owner of the information system or service.
RS232	Recommended Standard 232 – a standard for serial communication transmission of data.
RSM	Radio Spectrum Management (RSM), a division of MBIE, is responsible for efficiently and effectively managing the radio spectrum in New Zealand.
RSM	Radio Status Messaging – short text-messages (usually pre-defined) that are sent in-band on an LMR network.
RSM	Remote Speaker Microphone (RSM) combines a loudspeaker, microphone and Push to Talk button (PTT) in a compact device with a clip to hold it in place and a cable to connect to a radio device.
Rural	A standard international or even New Zealand definition of rural is not available from the Department of Statistics. For the purpose of the

Term	Definition
	DBC, it can be largely described as areas of New Zealand accessible by public road, which are not classified as urban.
Sally-port	A secure entrance used at Police Stations and Prisons with two gates and a space large enough for Prisoner escort vehicles between. One gate must be closed before the other is opened.
SAML v2	Security Assertion Mark-up Language (SAML) v2 is an open standard for exchanging authentication and authorisation data between parties, in particular, between an identity provider and a service provider.
SCB	The Service Control Board (SCB) will operate under the Lead Entity and managed operational services once they are implemented and available on the service catalogue.
Security Testing	Security testing looks for vulnerabilities in LMR networks, Wi-Fi, cellular and radio systems. Device security testing looks at access controls.
Service	A Network Service and/or Eligible Agency Service (as applicable) relating to the Aggregation, LMR, MC Platform, Personal Alerting or Priority Cellular sections of the Solution, as set out in Appendix 1. Services Requirements.
Service Credits	The credits payable for Service Level failures under the IPSA (for Network Services) and TASA (for Eligible Agency Services).
Service Levels	The service levels which the Respondent must meet in relation to the Network Services and the Eligible Agency Services.
Service Provider	Service providers are the companies that are contracted to provide PSN services to Emergency Services. The programme will select a panel of service providers for the agencies to enter into a contract with.
Service Requirements	The specifications and Requirements relating to the Services set out in <i>Appendix 1. Service Requirements</i> .
Service/System Owner	Service/System Owners are responsible for managing the security and day-to-day operation of their information service/system.
Services Catalogue	means the Respondent's Services Catalogue attached to the IPSA (as updated from time-to- time) as described in paragraph 5.3.7 of Section 5 (Key Terms) of this RFP. Example catalogue is shown in Schedule 12 Service Catalogue.
Services Guidelines	Services Guidelines have been produced instead of technical requirements. These documents are how the programme anticipates the market will deliver the service as part of the overall solution to meet

Term	Definition
	business requirements. They do not dictate particular solutions but should be used as a baseline for guiding the development of proposed solutions.
SMS	Short Message Service (SMS) is the text messaging service component of cellular networks.
SIP	Session Initiation Protocol (SIP) is the signalling protocol used for initiating maintaining and terminating real-time sessions that include voice, video and messaging applications. SIP is used for signalling and controlling multimedia communication sessions in applications of internet telephony for voice and video calls, in private IP telephone systems, in instant messaging over IP networks, as well as mobile phone calling over LTE (VoLTE).
SLA	Service Level Agreements (SLAs) record the operational performance that must be delivered by the providers to the participating agencies. For example, there will be a specified availability level for a cellular network.
Simplex	A communications channel that operates in one direction at a time.
Site	The land or building on which any part of a Funded Infrastructure will be located.
Solution	The Government Funded Infrastructure and the Services.
Stakeholder	A person or organisation who can affect, be affected by, or perceive themselves to be affected by a risk eventuating.
Station	An operational base for an Emergency Service agency. A station may be permanently staffed, or only used to store vehicles and equipment.
Status (Control) Messaging	Codes sent over an LMR network, typically either a reference to a longer message that is displayed to the user, or a reference to enable an automation function to occur such as sounding a tone or opening a door.
St John New Zealand	The Priory in New Zealand of the Most Venerable Order of the Hospital of St John of Jerusalem.
Successful Respondent	Following the evaluation of Proposals and successful negotiations, the Respondent/s who is awarded a Contract(s) to deliver all or part of the Requirements.
Sustainable	Sustainable refers to communications services being provided in a way that means, financially and technically, they are long lasting and can

Term	Definition
	evolve when business needs change and new technology become available.
System Integration Testing	System integration testing ensures that integrated systems, interfaces and associated data flows are working as expected. This may include data validation testing, end-to-end process testing, two-way data transactions and other activities designed to exercise the integration points of the solution in a production-like manner.
System Testing	System testing is conducted by all suppliers to ensure that system components and internal integration between software and hardware are functioning as expected.
System-wide Monitoring	Monitoring of the SLAs and KPIs across all products and services provided within the PSN.
TAG	Trunked Analogue Gateway (TAG) are gateways used in the NZ Police network to translate between analogue voice traffic and trunked P25 LMR traffic.
TaaS	Telecommunications as a Service (TaaS) is an All-of-Government contract for standard telecommunications services (such as cellular, fixed telephony and data services) that is maintained by the Department of Internal Affairs.
Talkgroup	A logical grouping of devices that can openly communicate with each other. Talkgroups are used to separate individual organisations, geographical areas and/or operational activities. A talkgroup is the digital equivalent to a 'channel' on an analogue network.
TAP	Telocator Alphanumeric Protocol (TAP), formerly Motorola Page Entry (PET), is an industry standard protocol for sending short messages via a land-line modem to provider of pager and/or SMS services, for onward transmission to pagers and cellular phones.
TASA	Template Eligible Agency Services Agreement (TASA) is an agreement, substantially in the form attached to the IPSA, that will govern the supply of Eligible Agency Services (set out in the Services Catalogue) by the Successful Respondent(s) directly to an Eligible Agency.
Telecommunications Act	The Telecommunications Act 2001 and any amendment or replacement of that Act.
TIA	The Telecommunications Industry Association (TIA) is accredited by the American National Standards Institute (ANSI) to develop voluntary, consensus-based industry standards for a wide variety of information

Term	Definition
	and communications technologies products, and currently represents nearly 400 companies.
TICSA	The Telecommunications (Interception Capability and Security) Act (TICSA) 2013 establishes obligations for New Zealand's telecommunications network operators in two key areas – interception capability and network security.
Terminal	Terminals are end-user radio equipment such as portable 'walkie-talkies', vehicle two-way radios and pagers.
TETRA	Terrestrial Trunked Radio (TETRA) is a European standard for a trunked radio system. TETRA was designed specifically for use by government agencies, emergency services for public safety networks, rail transport staff for train radios, transport services and the military. TETRA is the European version of trunked radio similar to P25.
Threat	A potential cause of a risk.
TQA	A Technical Quality Assurance (TQA) is a review of the technical solution for a project or programme by an independent industry expert. The initial TQA reviews for this programme were undertaken by Analysis Mason (previously Mason Advisory) who are a UK-based consultancy with experience in similar programmes in other international jurisdictions.
Transparent Network Management	Tools and processes that provide a view of available communications capability at specific locations, both real-time and a proactive future view.
UHF	Ultra-High Frequency (UHF) radio frequencies in the range 300MHz to 3GHz. Travels a shorter distance than VHF but tends to have better in-building penetration.
UMS	Universal Messaging Server (UMS) is a server used in the Emergency Services' environments to convert messages between CAD and the wireless network environments.
Urban	As defined by the Department of Statistics, urban areas include main urban areas (population of 30,000+), satellite urban areas (towns and settlements with strong links to main urban centres), and independent urban areas (towns and settlements where <20% of the employed population works in a main urban area).
Usability Testing	Usability testing establishes whether devices are easy to use and if they are suitable for their application. The testing looks at end user experience including the functionality of all features.

Term	Definition
User	Any personnel who use a communications device or service.
UAT	User Acceptance Testing (UAT) is the process we conduct (in accordance with the test processes and procedures that will apply to the Government Funded Infrastructure) within a specified period of time of the relevant Provisioning Completion Milestone, subject to receipt from the Successful Respondent of a test readiness certificate.
USIM	Universal Subscriber Identity Module (USIM) is a microprocessor chip used to identify subscribers on a cellular network. USIM cards store subscriber information and authentication information, as well as providing storage space for data and applications.
Value for Money	Value for money means using resources effectively, economically and without waste, with due regard for the total costs and benefits of an arrangement, and its contribution to the outcomes the entity is trying to achieve. It does not necessarily mean selecting the lowest price but rather the best possible outcome for the total cost of ownership (or whole-of-life cost).
Vehicle	A machine used for transporting people or goods. A vehicle in the context of PSN may be considered on land (e.g. car, truck, motorcycle), water (ship, boat) or air (plane, helicopter).
Vehicle device	A communications device mounted in a vehicle.
VHF	Very High Frequency (VHF) radio frequencies in the range 30Mhz to 300Mhz. Travels longer distances than UHF but tends to have less in-building penetration.
VoIP	Voice over IP (VoIP) is a method and group of technologies for the delivery of voice communications and multimedia sessions over IP networks.
VPN	Virtual Private Network (VPN) extends a private network across a public network and enables users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network. Often the VPN will be encrypted to ensure integrity and confidentiality of the traffic.
Vulnerability	A weakness in an information system or service that can be exploited by a threat.
We, Our or Us	CIP, NGCC and/or Emergency Services (as the context may require).
Wearable	A device that is worn, which includes microphones, body worn cameras and officer safety alarms.

Term	Definition
WebEx Teams	WebEx Teams is the PSN programme’s collaboration solution used for instant messaging, calling and video conferencing.
Wialus	Wialus is the service provider who has delivered our coverage mapping tool.
You, Your or Respondent	A person, organisation, business or other entity that submits a Proposal in response to the RFP. The term ‘you’ or ‘Respondent’ includes your directors, officers, employees, contractors, consultants, agents and representatives and, in the case of a Proposal submitted by a joint venture or consortium, includes each member of that joint venture or consortium.