

**Agreement between the New York State Office of  
General Services and Logic House Ltd.  
for Hourly Based IT Services (HBITS)**



**Contract Number: PR65777  
Appendix G**

**Table of Contents**

**Worksheet #1: Contract Administrators**

**Worksheet #2: Toll-Free Number**

**Worksheet #3: Webcasting Technologies**

Contract Citation:  
 6.2.1 Contract Administrator  
 Contractor shall provide a dedicated Contract administrator to support the updating and management of the Contract on a timely basis. This individual will act as the primary point of contact for Authorized Users and the MSP. This individual shall fully understand the terms and conditions of this Contract.

The Contract administrator shall be a person at the Contractor's management level . The position cannot be staffed by the Contractor's clerical personnel.

6.2.1.1 Secondary Contact  
 The Contractor must also provide a secondary point of contact for Authorized Users and the MSP in the event that the primary point of contact, that is the Contract Administrator, is unavailable. This position may be staffed by whomever the Contractor determines can provide the best service to the State, however, the individual assigned may not act as the Contract Administrator. This individual shall fully understand the terms and conditions of this Contract.

<b>Company Name</b>	Logic House Ltd.
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Contract Administrator	Response
Contract Administrator Name (First Last)	Keith House
Address Line 1	49950 Jefferson Street
Address Line 2	Suite 130-391
City	Indio
State	CA
Zip Code	92201
Email Address	kahouse@logichouse.com
Phone Number (If different from Toll-Free Number)	888 689 8050
Fax Number	760 875 6997

Secondary Contact	Response
Secondary Contact Name (First Last)	Sheila House
Address Line 1	49950 Jefferson Street
Address Line 2	Suite 130-391
City	Indio
State	CA
Zip Code	92201
Email Address	kahouse@logichouse.com
Phone Number (If different from Toll-Free Number)	888 689 8050
Fax Number	760 875 6997

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**Appendix G**

Contract Citation:  
6.2.2 Toll-Free Number  
The Contractor shall provide a toll-free telephone number for the Authorized User usage which must be staffed at a minimum from 9:00 AM to 5:00 PM Monday through Friday.

<b>Company Name</b>	Logic House Ltd.
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<b>Required Information</b>	<b>Response</b>
Toll Free Number	888 689-8050

Contract Citation:

6.2.3 Webcasting

The Contractor must have access to Webcasting technology throughout the Contract. This service must be provided to the State and Authorized Users free of charge. Authorized Users may have security restrictions which preclude them from installing certain kinds of applications, software, and/or hardware. Contractor shall be responsible for providing Webcasting technology that is compliant with Authorized User(s) security restrictions.

OGS expects this technology to be utilized for Contractor meetings with OGS and Authorized Users. In addition, prospective Candidates offered by the Contractor may be expected to interview with the Authorized User via this technology. An Authorized User reserves the right to conduct Candidate interviews via the Contractor's Webcasting technology. An Authorized User also reserves the right to conduct in-person interviews for any Candidate placement.

<b>Company Name</b>	Logic House Ltd.
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#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
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1	Skype	<p>Setup Instructions  Go to <a href="http://www.skype.com">www.skype.com</a>  Set up your profile (i.e. user name, Skype user name, e-mail address, phone number and password).  Download the Skype application (free).  Go through the installation process on your laptop/PC/Desktop.</p> <p>Interviewing Instructions  When you want to interview someone, open the Skype application and search for the person using their Skype Name. After finding them in the search list, click on add a contact to add them.  The person to be interviewed must have a Skype account and Skype name.</p> <p>Place The Call for the Interview  Click on the Contact Name and then click on 'Video Call' to begin the call. The interviewee must be online when the call is placed in order for the video call to take place.</p> <p>Answering the Call  When a Skype call comes in, the person must click on the "Answer with Video" button to receive the call and begin the video call.</p> <p>Notes:  All of the Logic House candidates will have Skype accounts.  All Skype to Skype calls are free.  The HBITS Agency users and the Logic House candidates must have Skype accounts.  A PC/Laptop/Desktop with internet connectivity, a camera and a microphone are required to conduct Skype interviews.  There are numerous tutorials and overviews on how to access and use Skype at <a href="http://www.skype.com">www.skype.com</a></p>
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