Agreement between the New York State Office of General Services and PSI INTERNATIONAL Inc. for Hourly Based IT Services (HBITS)

Contract Number: PR65782
Appendix G

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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.

Company Name	PSI INTERNATIONAL Inc.

Contract Administrator	Response
Contract Administrator Name (First Last)	Fred Williams
Address Line 1	150 Broadway
Address Line 2	Suite 300
City	New York
State	New York
Zip Code	10038
Email Address	Joborders@psiint.com, fwilliams@psiint.com
Phone Number (If different from Toll-Free Number)	646-461-3345
Fax Number	888-767-6418

Secondary Contact	Response
Secondary Contact Name (First Last)	Ed Cassenti
Address Line 1	150 Broadway
Address Line 2	Suite 300
City	New York
State	New York
Zip Code	10038
Email Address	Joborders@psiint.com, ecassenti@psiint.com
Phone Number (If different from Toll-Free Number)	646-461-3349
Fax Number	888-767-6418

Contract Number: PR65782 **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.

Company Name	PSI INTERNATIONAL Inc.

Required Information	Response
Toll Free Number	1-888-352-1993

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.

Company Name	PSI INTERNATIONAL Inc.

#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
1	Webex	Web conferencing lets you connect with anyone, anywhere, in real time. WebEx combines desktop sharing, through a web browser with phone conferencing and video, so everyone sees the same thing while you talk.