

Agreement between the New York State Office of  
General Services and System Edge, LLC  
for Hourly Based IT Services (HBITS)

Contract Number: PR65786  
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.

<b>Company Name</b>	System Edge, LLC
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Contract Administrator	Response
Contract Administrator Name (First Last)	Leon Austin
Address Line 1	555 US Hwy 1 South
Address Line 2	
City	Iselin
State	New Jersey
Zip Code	8830
Email Address	leon@systemedge.com
Phone Number (If different from Toll-Free Number)	732-283-2647 x 119
Fax Number	732-283-2657

Secondary Contact	Response
Secondary Contact Name (First Last)	Shenoy Neeta
Address Line 1	555 US Hwy 1 South
Address Line 2	
City	Iselin
State	New Jersey
Zip Code	08830
Email Address	neeta@systemedge.com
Phone Number (If different from Toll-Free Number)	732-283-2647 x 116
Fax Number	732-283-2657

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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>	System Edge, LLC
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<b>Required Information</b>	<b>Response</b>
Toll Free Number	888-698-4709

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>	System Edge, LLC
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#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
1	Gotomeeting.com	webcam & microphone capability required
2	Skype.com	webcam & microphone capability required
3	bluejeans.com	webcam & microphone capability required