Agreement between the New York State Office of General Services and   CMA Consulting Services for Hourly Based IT Services (HBITS)

Contract Number: PR65767
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.

Company Name	CMA Consulting Services

Contract Administrator	Response
Contract Administrator Name (First Last)	Peter Chynoweth
Address Line 1	700 Troy Schenectady Road
Address Line 2	
City	Latham
State	NY
Zip Code	12110
Email Address	pchynoweth@cma.com
Phone Number (If different from Toll-Free Number)	518-783-9003
Fax Number	518-783-5093

Secondary Contact	Response
Secondary Contact Name (First Last)	Jon Barry
Address Line 1	700 Troy Schenectady Road
Address Line 2	
City	Latham
State	NY
Zip Code	12110
Email Address	proposals@cma.com
Phone Number (If different from Toll-Free Number)	518-783-9003
Fax Number	518-783-5093

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	CMA Consulting Services

Required Information	Response
Toll Free Number	1-800-276-6101

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	CMA Consulting Services

#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
1	Adobe Connect	Windows Requirements • 1.4GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows® XP or Windows 7; 2GHz Pentium 4 or faster processor (or equivalent) for Windows Vista® • Windows XP, Windows Vista, or Windows 7 (32-bit or 64-bit edition with 32-bit browser) • 512MB of RAM (1GB recommended) for Windows XP or Windows 7; 1GB of RAM (2GB recommended) for Windows Vista • Microsoft Internet Explorer 6 or later (32 bit only); Mozilla Firefox 3 or later; Google Chrome • Adobe® Flash® Player 10.1 for all users (hosts, presenters, participants, and administrators)
2	Skype	Requires Video camera, microphone, web browser and high speed internet connection.