

**Agreement between the New York State Office of
General Services and Computer Aid, Inc. (CAI) for
Hourly Based IT Services (HBITS)**

Contract Number: PR65768

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	Computer Aid, Inc.
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Contract Administrator	Response
Contract Administrator Name (First Last)	Tammy Harper
Address Line 1	95 Columbia Street
Address Line 2	
City	Albany
State	NY
Zip Code	12210
Email Address	Tammy_Harper@compaid.com
Phone Number (If different from Toll-Free Number)	(732) 593-7828
Fax Number	518.689.4881

Secondary Contact	Response
Secondary Contact Name (First Last)	Amy Stringer
Address Line 1	187 Wolf Rd
Address Line 2	Suite 302
City	Albany
State	NY
Zip Code	12205
Email Address	amy.stringer@linium.com
Phone Number (If different from Toll-Free Number)	518.689.0703
Fax Number	518.689.4881

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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.

Company Name	Computer Aid, Inc.
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Required Information	Response
Toll Free Number	1-855-546-4861

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	Computer Aid, Inc.
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#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
1	iLinc from iLinc Communications, Inc.	Web access, webcam required. Microphone optional
2	Citrix Go-to-Meeting	Web access, webcam required. Microphone optional
3	Skype	Web access, webcam required. Microphone optional