

**Agreement between the New York State Office of  
General Services and Knowledge Builders Inc  
for Hourly Based IT Services (HBITS)**



**Contract Number: PR65776  
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>	Knowledge Builders Inc.
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Contract Administrator	Response
Contract Administrator Name (First Last)	Mike Riley
Address Line 1	1977 Western Avenue 1
Address Line 2	Suite 1
City	Albany
State	NY
Zip Code	12203
Email Address	MRiley@Knowledgebuildersinc.com
Phone Number (If different from Toll-Free Number)	518-250-4189 (Work); 518-894-9393(Cell)
Fax Number	1-866-750-6278

Secondary Contact	Response
Secondary Contact Name (First Last)	Bob Law
Address Line 1	1977 Western Avenue
Address Line 2	Suite 1
City	Albany
State	NY
Zip Code	12203
Email Address	BLaw@Knowledgebuildersinc.com
Phone Number (If different from Toll-Free Number)	518-250-4189 (Work); 518-366-3266 (Cell)
Fax Number	1-866-750-6278

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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>	Knowledge Builders Inc
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<b>Required Information</b>	<b>Response</b>
Toll Free Number	1-855-518-4189

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.

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#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
1	Skype Small Business	
2	Cicso - WebEx	