

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

Contract Number: PR65775
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	NTT DATA, Inc.
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Contract Administrator	Response
Contract Administrator Name (First Last)	Carol Fitzgerald
Address Line 1	NTT DATA, Inc.
Address Line 2	18 Corporate Woods Blvd.
City	Albany
State	NY
Zip Code	12211
Email Address	carol.fitzgerald@nttdata.com
Phone Number (If different from Toll-Free Number)	(518) 815-2055
Fax Number	(518) 426-3290

Secondary Contact	Response
Secondary Contact Name (First Last)	Amelia Rome
Address Line 1	NTT DATA, Inc.
Address Line 2	18 Corporate Woods Blvd.
City	Albany
State	NY
Zip Code	12211

Email Address	amelia.rome@nttdata.com
Phone Number (If different from Toll-Free Number)	(518) 815-2057
Fax Number	(518) 426-3290

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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	NTT DATA, Inc.
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Required Information	Response
Toll Free Number	(800) 500-4021

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	NTT DATA, Inc.
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#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
1	Skype	PC running Windows XP, Vista or 7, both 32- and 64-bit operating systems. Internet connection - broadband is best. Speakers and micorphone. Recommend highspeed broadband connection of 4 Mbps down/512Kbps up and a computer with Core 2 Duo 1.8 GHz processor.
2	Oovoo	Requires Oovoo id. System requirements - Pentium 4 1Ghx with 256MB of RAM; 20MB hard disk space; Webcam and headset; broadband connection; Microsoft Windows XP, Vista or 7.
3	GoToMeeting	Internet connectivity.