

**Agreement between the New York State Office of
General Services and UNIVERSAL Technologies,
for Hourly Based IT Services (HBITS)**



**Contract Number: PR65788
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	UNIVERSAL Technologies, LLC
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Contract Administrator	Response
Contract Administrator Name (First Last)	Kendra Stringfellow
Address Line 1	194 Washington Ave.
Address Line 2	Suite 610
City	Albany
State	New York
Zip Code	12210
Email Address	kstringfellow@univstech.com
Phone Number (If different from Toll-Free Number)	518 463 6149 ext 105
Fax Number	518 463 9174

Secondary Contact	Response
Secondary Contact Name (First Last)	Jo Raquel
Address Line 1	194 Washington Ave.
Address Line 2	Suite 610
City	Albany
State	New York
Zip Code	12210
Email Address	salesgroup@univstech.com
Phone Number (If different from Toll-Free Number)	518 463 6149 ext 102
Fax Number	518 463 9174

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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	UNIVERSAL Technologies, LLC
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Required Information	Response
Toll Free Number	855 463 6149

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	UNIVERSAL Technologies, LLC
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#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
1	Skype Premium	Skype Name - universaltechnologies777. Capable of conducting video calls with 3 or more individuals. UNIVERSAL is also prepared to handle simultaneous webcasting sessions.