Agreement between the New York State Office of General Services and US Tech Solutions, Inc for Hourly Based IT Services (HBITS)

Contract Number: PR65789
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	US Tech Solutions, Inc

Contract Administrator	Response
Contract Administrator Name (First Last)	Manoj Agarwal
Address Line 1	10 Exchange Place
Address Line 2	Suite 1710
City	Jersey City
State	NJ
Zip Code	07302
Email Address	manoj@ustechsolutions.com
Phone Number (If different from Toll-Free Number)	201-524-9600 x7307 (off)/201-926-9098 (Cell)
Fax Number	201-524-9601

Secondary Contact	Response
Secondary Contact Name (First Last)	Sahay Anthonisami
Address Line 1	10 Exchange Place
Address Line 2	Suite 1710
City	Jersey City
State	NJ
Zip Code	07302
Email Address	nys@ustechsolutions.com
Phone Number (If different from Toll-Free Number)	201-524-9600 x7315 (off)/973-337-0096 (Cell)

Fax Number	201-524-9601

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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	US Tech Solutions, Inc

Required Information	Response
Toll Free Number	877-998-7832 X 307

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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	US Tech Solutions, Inc

#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
1	Skype	Client Installation- free
2	Microsoft Lync	Web URL/Client Installation- free
3	Zoho Meetings	Client Installation- free