

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



**Contract Number: PR65771  
Appendix G**

**Table of Contents**

**Worksheet #1: Contract Administrators**

**Worksheet #2: Toll-Free Number**

**Worksheet #3: Webcasting Technologies**

**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>	GCOM Software Inc.
---------------------	--------------------

<b>Contract Administrator</b>	<b>Response</b>
Contract Administrator Name (First Last)	Holly Savarese
Address Line 1	24 Madison Avenue Ext
Address Line 2	
City	Albany
State	New York
Zip Code	12203
Email Address	holly@gcomsoft.com
Phone Number (If different from Toll-Free Number)	(518) 869-1671 x227
Fax Number	(518)869-1673

<b>Secondary Contact</b>	<b>Response</b>
Secondary Contact Name (First Last)	Julie Burns
Address Line 1	24 Madison Avenue Ext
Address Line 2	
City	Albany
State	New York
Zip Code	12203

Email Address	hbits_reqs@gcomsoft.com
Phone Number (If different from Toll-Free Number)	518-869-1671 Ext. 230
Fax Number	(518) 869-1673

**Contract Number: PR65771**

**Appendix G**

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>	GCOM Software Inc.
---------------------	--------------------

<b>Required Information</b>	<b>Response</b>
Toll Free Number	(877) 571-9978

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.

<b>Company Name</b>	GCOM Software Inc.
---------------------	--------------------

#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
1	GoToMeeting	None
2	Skype	None