

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



**Contract Number: PR65766
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	CGI Technologies and Solutions Inc
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Contract Administrator	Response
Contract Administrator Name (First Last)	Dan Santandrea
Address Line 1	12 Corporate Woods Boulevard
Address Line 2	Suite 201
City	Albany
State	NY
Zip Code	12211
Email Address	daniel.santandrea@cgi.com
Phone Number (If different from Toll-Free Number)	(518) 514-3773
Fax Number	(518) 434-3697

Secondary Contact	Response
Secondary Contact Name (First Last)	Michael Keating
Address Line 1	7 Hanover Square
Address Line 2	7th Floor
City	New York
State	NY
Zip Code	10004
Email Address	michael.keating@cgi.com
Phone Number (If different from Toll-Free Number)	(212) 612-3773
Fax Number	(212) 612-3636

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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	CGI Technologies and Solutions Inc
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Required Information	Response
Toll Free Number	(888) 552-8070

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	CGI Technologies and Solutions Inc
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#	Name of Technology	Special Considerations (if any) for Use of Technology by Authorized Users
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1	Microsoft LiveMeeting	<p>To run Live Meeting Web Access, your computer must meet the minimum requirements listed in the table below. These are minimum system requirements that have been tested and are supported. Live Meeting Web Access requires a Java Virtual Machine (JVM) to be installed and running. Live Meeting Web Access may load and run correctly on other operating system, browser, and Java Virtual Machine combinations, but other combinations are not supported.</p> <p>BROWSER, OPERATING SYSTEM and JAVA VIRTUAL MACHINES</p> <ol style="list-style-type: none"> 1. Internet Explorer 8, 7, or 6 with SP2 Windows XP SP2 and Sun® 1.6.0_203, 1.6.0_193, 1.6.0_18 2. Internet Explorer 8, 7 with Windows 7, Windows Vista, Windows Server 2008, and Windows Server 2003, and with Sun 1.6.0_203, 1.6.0_193, 1.6.0_18 3. Firefox 3.5.7 and Firefox 3.0.6 with Windows 7, Windows Vista, Windows XP SP2, Windows Server 2008, and Windows Server 2003, and with Sun 1.6.0_203, 1.6.0_193, 1.6.0_18 4. Safari 4.0.4™ and Safari 3.2.2 with Windows 7, Windows Vista, Windows XP SP2, Windows Server 2008, and Windows Server 2003, and with Sun 1.6.0_203, 1.6.0_193, 1.6.0_18
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2	Go-To-Meeting	<p>To organize or attend an online meeting, webinar or training session, the following is required:</p> <p>For PC-based participants:</p> <ul style="list-style-type: none">• Internet Explorer® 7.0, Mozilla® Firefox® 3.0, Google™ Chrome™ 5.0 (JavaScript™ and Java™ enabled) or the latest version of each web browser• Windows® 7, Vista, XP or 2003 Server• Cable modem, DSL, or better Internet connection• Dual-core 2.4GHz CPU or faster with 2GB of RAM (recommended) <p>For Mac-based participants:</p> <ul style="list-style-type: none">• Safari™ 3.0, Firefox® 3.0, Google™ Chrome™ 5.0 (JavaScript™ and Java™ enabled) or the latest version of each web browser• Mac OS® X 10.5 – Leopard® or newer• Intel processor (1GB of RAM or better recommended)• Cable modem, DSL, or better Internet connection
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