



# Contractor Information

**Attachment 7 – Contractor Information**  
**Group 73600 – Award 22802**  
**Information Technology Umbrella Contract – Manufacturer Based (Statewide)**  
**Aggregate Hardware Buy 23-01 Agreement**

## Section 1. Contractor Information

Contract #	Contractor Name & Address	FED.ID. # / NYS Vendor #
PM69707	Ciara Technologies USA Inc. 1868 E. Broadway Rd Tempe, Arizona 85282	753265932 1100262344

## Section 2. Procurement Card and Prompt Payment Discount Information

Contractor accepts the New York State Procurement Card?  No  Yes – Up to \$15,000

Prompt payment discount percentage for payment within 15 days of delivery and/or receipt of voucher: 0%

Prompt payment discount percentage for payment within 30 days of delivery and/or receipt of voucher: 0%

## Section 3. Contact Information

Contract Role	Contact Name / Phone	Address	Contact E-Mail
Agreement Administrator	Jerred Bittle Sr. Sales Director - Public Sector, North America 613-797-1232	Ciara Technologies USA Inc. 6750 N Andrews Ave Suite 200 Fort Lauderdale, Florida 33309	<a href="mailto:jbittle@ciaratech.com">jbittle@ciaratech.com</a>
Account Manager	Jerred Bittle Sr. Sales Director - Public Sector, North America 613-797-1232	Ciara Technologies USA Inc. 6750 N Andrews Ave Suite 200 Fort Lauderdale, Florida 33309	<a href="mailto:jbittle@ciaratech.com">jbittle@ciaratech.com</a>
Sales / Billing	Steve Fortin Director of Sales - Public Sector, North America 418-564-7471	Ciara Technologies USA Inc. 6750 N Andrews Ave Suite 200 Fort Lauderdale, Florida 33309	<a href="mailto:sfortin@ciaratech.com">sfortin@ciaratech.com</a>
<b>Emergency Contact</b>	418-564-7471/ 844-231-1277/ nys@ciaratech.com; sfortin@ciaratech.com		

## Section 4. Issue Escalation Plan

<b>Problems/Issues</b>	<b>Initial Point of Contact</b> <i>[Contact Name/Phone/Email Address]</i>	<b>When to Escalate</b>	<b>Escalation Point</b> <i>[Contact Name/Phone/Email Address]</i>
Problems with orders: <ul style="list-style-type: none"> <li>• Not received on time</li> <li>• Wrong item shipped</li> <li>• Price discrepancies</li> </ul>	Luke Wiebe (613) 614-4600 <a href="mailto:lwiebe@ciaratech.com">lwiebe@ciaratech.com</a>	If no response after 24 Hours	Jerred Bittle (613) 797-1232 <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a>
Product Returns: <ul style="list-style-type: none"> <li>• Wrong Item</li> <li>• Change to order</li> <li>• Dead-on-arrival</li> </ul>	Andrew Barkoulas 1-866-787-0420 <a href="mailto:abarkoulas@ciaratech.com">abarkoulas@ciaratech.com</a>	If no response after 24 Hours	Steve Fortin (418) 564-7471 <a href="mailto:sfortin@ciaratech.com">sfortin@ciaratech.com</a>
Product Quality: <ul style="list-style-type: none"> <li>• Damaged Equipment</li> <li>• Missing Pieces</li> <li>• Dead-on-arrival</li> </ul>	Luke Wiebe (613) 614-4600 <a href="mailto:lwiebe@ciaratech.com">lwiebe@ciaratech.com</a>	If no response after 24 Hours	Angela Marracino 1-866-787-0426 EXT: 4208 <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a>
Product Information: <ul style="list-style-type: none"> <li>• PC Standards</li> <li>• Price Quotes</li> <li>• Compatibility</li> </ul>	Crawford Piesco (561) 214-0271 <a href="mailto:cpiesco@hypertec.com">cpiesco@hypertec.com</a>	If no response in 4 hours	Jerred Bittle (613) 797-1232 <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a>
Technical Support: <ul style="list-style-type: none"> <li>• Problems not resolved through support center</li> <li>• Unsatisfactory support</li> <li>• Website Issues</li> </ul>	Warren Jewell (954) 448-4780 <a href="mailto:wjewell@ciaratech.com">wjewell@ciaratech.com</a>	If no response in 4 hours	Angela Marracino 1-866-787-0426 EXT: 4208 <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a>
Contractor Website/ NYS online marketplace: <ul style="list-style-type: none"> <li>• Unapproved items</li> <li>• Missing configurations</li> <li>• Incorrect Pricing</li> </ul>	Jerred Bittle (613) 797-1232 <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a>	If no response in 4 hours	Angela Marracino 1-866-787-0426 EXT: 4208 <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a>