



# Contractor and Reseller Information

**Attachment 7 – Contractor Information**  
**Group 73600 – Award 22802**  
**Information Technology Umbrella Contract – Manufacturer Based (Statewide)**  
**Aggregate Agreement 25-01**

## Section 1. Contractor Information

Contract #	Contractor & Address	FED. ID.# & NYS Vendor #
PM69707	Ciara Technologies USA, Inc. 1270 E Broadway Rd, Suite 101 Tempe, AZ 85282	75-3265932 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 613-797-1232	9300 TransCanada Hwy Montreal, QC, H4S 1K5	<a href="mailto:jbittle@ciaratech.com">jbittle@ciaratech.com</a>
Account Manager	Robert Foley 585-415-9412	45 Ashwell Lane Rochester, NY 14626	<a href="mailto:rfoley@ciaratech.com">rfoley@ciaratech.com</a>
Sales / Billing	Crawford Piesco 561-214-0271	6750 N. Andrews Ave Fort Lauderdale, FL 33309	<a href="mailto:cpiesco@ciaratech.com">cpiesco@ciaratech.com</a>
<b>Emergency Contact</b>	Angela Marracino 866-787-0426 ext 4208, <a href="mailto:nys@ciaratech.com">nys@ciaratech.com</a>		

### Attachment D – Issue Escalation Plan

Bidder must include an Issue Escalation Plan using Attachment D - Issue Escalation Plan in accordance with RFQ Section 8.15 – Issue Escalation Plan.

Problems/Issues	Initial Point of Contact <i>[Contact Name/Phone/Email Address]</i>	When to Escalate	Escalation Point <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>	Crawford Piesco (561)-214-0271 <a href="mailto:cpiesco@ciaratech.com">cpiesco@ciaratech.com</a>	If no response after 24 Hours	Jerred Bittle <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a> (613) -797-1232
Product Returns: <ul style="list-style-type: none"> <li>• Wrong Item</li> <li>• Change to order</li> <li>• Dead-on-arrival</li> </ul>	Samuel Benoit (418) 891-1240 <a href="mailto:nys@ciaratech.com">nys@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>	Crawford Piesco (561)-214-0271 <a href="mailto:cpiesco@ciaratech.com">cpiesco@ciaratech.com</a>	If no response after 24 Hours	Angela Marracino <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a> 866-787-0426 EXT: 4208
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@ciaratech.com">cpiesco@ciaratech.com</a>	If no response in 4 hours	Jerred Bittle <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a> 613-797-1232
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 <a href="mailto:wjewell@ciaratech.com">wjewell@ciaratech.com</a> (954)-448-4780	If no response in 4 hours	Angela Marracino <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a> 866-787-0426 EXT: 4208
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 <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a> (613)-797-1232	If no response in 4 hours	Angela Marracino <a href="mailto:NYS@ciaratech.com">NYS@ciaratech.com</a> 866-787-0426 EXT: 4208