



Office of General Services Procurement Services

Corning Tower, Empire State Plaza, Albany, NY 12242 | <https://ogs.ny.gov/procurement> | customer.services@ogs.ny.gov | 518-474-6717

Contractor and Reseller Information

Attachment 7 – Contractor Information Group 73600 – Award 22802 Information Technology Umbrella Contract – Manufacturer Based (Statewide) Aggregate Agreement 26-01

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	jbittle@ciaratech.com
Account Manager	Crawford Piesco 561-214-0271	6750 N. Andrews Ave Fort Lauderdale, FL 33309	cpiesco@ciaratech.com
Sales / Billing	Crawford Piesco 561-214-0271	6750 N. Andrews Ave Fort Lauderdale, FL 33309	cpiesco@ciaratech.com
Emergency Contact	Angela Marracino 866-787-0426 ext 4208, nys@ciaratech.com		

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: - Not received on time - Wrong item shipped - Price discrepancies	Crawford Piesco (561)-214-0271 cpiesco@ciaratech.com	If no response after 24 Hours	Jerred Bittle NYS@ciaratech.com (613) -797-1232
Product Returns: - Wrong Item - Change to order - Dead-on-arrival	Samuel Benoit (418) 891-1240 nys@ciaratech.com	If no response after 24 Hours	Steve Fortin (418)-564-7471 sfortin@ciaratech.com
Product Quality: - Damaged Equipment - Missing Pieces - Dead-on-arrival	Crawford Piesco (561)-214-0271 cpiesco@ciaratech.com	If no response after 24 Hours	Angela Marracino NYS@ciaratech.com 866-787-0426 EXT: 4208
Product Information: - PC Standards - Price Quotes - Compatibility	Crawford Piesco (561)-214-0271 cpiesco@ciaratech.com	If no response in 4 Hours	Jerred Bittle NYS@ciaratech.com (613) -797-1232
Technical Support: - Problems not resolved through support center - Unsatisfactory support - Website Issues	Warren Jewell wjewell@ciaratech.com (954)-448-4780	If no response in 4 Hours	Angela Marracino NYS@ciaratech.com 866-787-0426 EXT: 4208
Contractor Website/ NYS online marketplace: - Unapproved items - Missing configurations - Incorrect Pricing	Jerred Bittle NYS@ciaratech.com (613) -797-1232	If no response in 4 Hours	Angela Marracino NYS@ciaratech.com 866-787-0426 EXT: 4208