MICROSOFT MASTER PREMIER SUPPORT AGREEMENT

Microsoft Agreement #00-11221

**TYPE OF CONTRACT:** Master Premier Support Terms and Conditions Agreement

**CUSTOMER:** State of Louisiana agencies, department and political subdivisions

**SCOPE:** Eliminates the need for agencies to negotiate terms and conditions for their individual service agreements for technical support. Also, small agencies can piggy-back services with larger agencies to share technical incidents, or they can sign up for a smaller number of incidents, resulting in a lower overall buy-in level cost.

**MICROSOFT CONTACT:** Erica Marley, (425) 704-5768, email [ericama@microsoft.com](mailto:ericama@microsoft.com) for enrollment information.

**STATE PURCHASING CONTACT:** Felicia Sonnier, (225) 342-8029, email [felicia.sonnier@la.gov](mailto:felicia.sonnier@la.gov)

**OIT CONTACT:** Barbara Oliver, (225) 219-6061, email [barbara.oliver@la.gov](mailto:barbara.oliver@la.gov)