

**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)