

**HELPFUL INFORMATION**

**ABOUT**

**LOUISIANA EMERGENCY PROCUREMENT**



**Developed June 2006**  
**(Revised September 2017)**

# LOUISIANA EMERGENCY PROCUREMENT

## TABLE OF CONTENTS

<b>FEMA Reimbursement Information .....</b>	<b>1</b>
<b>Louisiana Legislative Auditor Disaster Guide .....</b>	<b>1</b>
<b>Office of State Procurement.....</b>	<b>2</b>
<b>Purchasing Section.....</b>	<b>2</b>
<b>Professional, Personal, Consulting, and Social Services (PPCS)     Contracts Section .....</b>	<b>5</b>
<b>State Travel and Purchase Cards Section .....</b>	<b>7</b>
<b>Office of Technology Services (OTS) .....</b>	<b>9</b>
<b>Network Services (formerly OTM) Section.....</b>	<b>9</b>
<b>Production Support Services Section.....</b>	<b>9</b>
<b>Office of State Printing.....</b>	<b>10</b>
<b>Office of State Mail Operations.....</b>	<b>10</b>
<b>Office of General Services (OGS).....</b>	<b>11</b>
<b>Office of Risk Management (ORM) .....</b>	<b>12</b>
<b>Emergency Contacts .....</b>	<b>14</b>

## **Helpful Information about Louisiana Emergency Procurement**

This information is available on our website homepage at <http://www.doa.la.gov/pages/osp/index.aspx>. If time permits when there is an anticipated catastrophe (i.e., hurricane, tornado, flood, etc.), we suggest that this information be printed prior to the occurrence. Every effort will be made to keep the information current. Hyperlinks are throughout this document and it is suggested that each be linked and printed.

### **FEMA Reimbursement Information**

If FEMA will be involved in reimbursement of costs, the following may apply:

- FEMA maintains a list of maximum allowable costs for reimbursement. Information is available at <http://www.fema.gov>. FEMA restrictions will apply for reimbursement eligibility.
- FEMA recognizes other cooperative agreements between Federal, State and Local governments. Preferences should be given to local contractors where practicable.
- Photos may help support reimbursement applications.
- FEMA normally requires that some type of competition take place, and that prices are fair and reasonable.
- FEMA considers rental over purchase of large equipment to satisfy emergency needs. Note: The Office of State Procurement currently maintains several large equipment contracts (i.e., Industrial Limited, or Construction type equipment, such as excavators, dozers, forklifts, etc.); however, these contracts are for purchase only.

Contact Phone Number: 1-800-621-FEMA (1-800-621-3362); Website: <http://www.fema.gov>

### **Louisiana Legislative Auditor Disaster Guide**

The Louisiana Legislative Auditor's website contains helpful disaster information that may be of interest to you. Their website is <https://www.la.gov/auditResources/auditTools/>. This site includes information relating to FEMA requirements for contracts and reimbursements and Public Assistance Information.

*Price gouging is prohibited during a State of Emergency and penalties will be imposed in accordance with Louisiana laws.*

## **Office of State Procurement (OSP)**

Director: Paula Tregre  
Main Office Number: (225) 342-8010  
Help Desk Phone Number: (225) 342-8010  
Fax Number: (225) 342-9756  
Website: <http://www.doa.la.gov/pages/osp/index.aspx>  
Help Desk Email Address: [doa-osphelpdesk@la.gov](mailto:doa-osphelpdesk@la.gov)

### **Purchasing Section**

#### **Two types of emergencies**

- Usual Emergencies (brought about during the normal course of business); and
- Catastrophic Emergencies (where the Governor declares a State of Emergency).

#### **Usual Emergencies**

These types of emergencies are to be handled in accordance with the statutes and rules and regulations. State agencies follow La. R.S. 39:1598 and L.A.C. 34:V.1101-1111.

**Conditions for use** – The Chief Procurement Officer, or their designee above the level of procurement officer, may make, or authorize others to make, emergency procurements when there exists an imminent threat to the public health, welfare, safety, or public property under emergency conditions as defined in accordance with regulations.

**Written quotations** – Every effort shall be made to obtain quotations from three or more vendors when supplies, services, or major repairs are to be purchased on an emergency basis, except for standard equipment parts for which prices are established. Immediate purchasing shall be discouraged as much as is practicable. When supplies, services, or major repairs are urgently required, and time does not permit the obtaining of written quotations, the procurement officer may obtain quotations by telephone or otherwise, but such quotations shall be made on the relative purchase requisitions. So far as practicable, quotations shall be secured from institutions of the state as provided by law. Any offer accepted shall be confirmed in writing.

**Determination required** – The Chief Procurement Officer or their designee shall make a written determination of the basis of the emergency that includes the facts and circumstances leading to the conclusion that such procurement was necessary, as well as a written determination detailing the steps taken prior to selecting a particular contractor and the basis for the final selection. The written determination shall be included in the contract file either prior to contracting, or as soon thereafter as practicable.

**Scope of Emergency Procurement** – Emergency procurement shall be limited to only those supplies, services, or major repair items necessary to meet the emergency (i.e., don't purchase a year's supply of goods when the emergency only requires 2 months' of goods).

**Record** – A record of the emergency procurement shall be maintained that lists:

- Each contractor’s name and phone number;
- The amount and type of each contract;
- A listing of the supplies, services, or major repairs procured under each contract; and
- The identification number of each contract file.

The record of emergency purchases for the previous fiscal year shall be submitted to the legislature at the beginning of the legislative session.

State Agency procurements that exceed an agency’s delegated purchasing authority should receive prior approval from the Office of State Procurement.

### **Catastrophic Emergencies**

These kinds of emergencies may be handled differently only when the Governor declares a State of Emergency and issues an Executive Order outlining procedures to be followed. The following information should help you make decisions to satisfy your immediate needs. Keep in mind that although strict compliance with the Procurement Code may be waived by the governor, civil servants should be prudent spenders of the taxpayer’s money.

Purchases made for such emergencies should be well documented; to include receipts, invoices, purchase orders, rental agreements, etc., which will serve as a basis for settlement of claims and will support the State’s request for supplemental federal assistance.

### **Contract Information**

- The Office of State Procurement has statewide contracts that should provide the best pricing, and should be utilized before seeking other methods if they can satisfy your delivery requirements. Those contracts that were utilized after the last hurricane disaster period, or have the potential to satisfy emergency needs, have been identified in Louisiana’s Electronic Catalog (LA eCat), with the word “emergency” in the contract description field. These contracts can be found on the Office of state Procurement website in LA eCat at: . [https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/eCat/dsp\\_eCatSearchLagov.cfm](https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/eCat/dsp_eCatSearchLagov.cfm)  
By searching with the word “emergency”, you will find a list of the contracts.

Additional information is available for each contract (by clicking the “view notes” button in LA eCat) that may include:

- Contractor’s name and emergency primary/alternate phone numbers/email addresses (These emergency contact numbers provided are, in some cases, owner’s and/or employees’ personal cell and home phone numbers, which are to be used only during an emergency situation, outside of normal business hours.)
- The contractor’s normal hours of operation
- Whether contractor can provide products and services outside of their normal hours of operation, and if their contract prices will apply
- Information on alternate shipping locations, if they exist, to provide product if their facility is rendered inoperable
- Any special requirements by contractor
- Contingency Contract information. These contracts have been created for just-in-time deliveries for some commodities that may be needed immediately after a Declaration

of Emergency has been issued, and are identified on our contract list. Delivery should be quicker on the contingency contracts (usually 8 hours or less). If time permits, however, and your needs are known in advance, the regular state contracts will normally provide better pricing. Some of the contingency contracts have primary and secondary suppliers, or multiple suppliers, to satisfy anticipated quantity needs. Also, some contingency contracts may have additional fees associated with them, such as mobilization, de-mobilization, re-routing, etc.

- Also, there are several pre-order contracts such as MRE's, Bagged Ice, Water, Sports Drinks and Dry Ice. These can be used at any time, but the intent is that in anticipation of an emergency, agencies can pre-order in order to have the merchandise before the disaster (hurricane) reaches Louisiana. The delivery time is longer than the emergency contingency contracts, but pricing is less.
- Many items have been added to existing contracts (i.e., hand sanitizers), and new contracts have been created for products to satisfy emergency needs.
- If none of the existing contracts satisfy your needs, you should attempt to obtain telephone or fax bids depending on your capabilities at the time. Maintain files for each procurement (single or multiple items) and document your efforts. Example: Obtained telephone or fax bid from Company A, Company B, and Company C (which are all bona fide providers of Product or Service X). Awarded to the lowest bidder or state reason for how the selection was made. This type of file documentation is important when applying for FEMA reimbursement.

Staff will be available at the Office of State Procurement to assist you with your procurement needs. The phone number is (225) 342-8010.

### **Contract Supplier Information**

Contract suppliers may be in area(s) impacted by a disaster. When this happens, the Office of State Procurement will attempt to contact each contractor for alternate suppliers, distributors, telephone numbers, contact names, and relevant information.

### **Steps to take prior to an emergency**

- Pre-buy supplies, medicines, materials, batteries, generators and equipment believed to be needed to sustain your program of operation
- Have back-up paper documents for use during and after disasters when mainframe systems are unavailable (i.e., requisitions, solicitations, purchase orders and tabulations)
- Maintain lists of procurement personnel with emergency contact information, and disburse to appropriate personnel

### **Procurement Support Team (PST)**

Procedures for Emergency Procurements requiring Procurement Support Team review:

When an emergency is declared, Information Technology contracts in an amount of \$100,000 or greater for the procurement of information technology hardware, hardware maintenance, software, and software maintenance will still require the review and approval of the Procurement Support Team. If there is no time for a formal meeting, members shall communicate by phone, email or

other means available and make recommendations and comments. Such recommendations and comments shall be confirmed in writing as early as possible. Procurement support team members participating in emergency procurement shall participate in a follow-up meeting, at which time a written evaluation of the process will be prepared.

## **Professional, Personal, Consulting and Social Services (PPCS) Contracts** **Section**

The PPCS Contracts Section is authorized by law to set policy governing the procurement, management, control, and disposition of professional, personal, consulting and social services contracts entered into by state agencies.

Assistant Director:	Pamela Bartfay Rice, Esq.
Main Office Number:	(225) 342-7097
Office Fax Number:	(225) 342-8369
Help desk email address:	<a href="mailto:doa-pchelpdesk@la.gov">doa-pchelpdesk@la.gov</a>
Website:	<a href="http://www.doa.la.gov/pages/osp/pc/index.aspx">http://www.doa.la.gov/pages/osp/pc/index.aspx</a>

Emergency conditions may be present when there exists an imminent threat to the public health, welfare, safety, or public property.

**Usual emergencies** which are brought about during the normal course of business are to be handled in accordance with LAC 34:V. Subchapter B.

**Determination required** – In accordance with LAC 34:V. Subchapter B, an emergency situation must be determined in writing by the State Chief Procurement Officer or their designee. The using agency requesting an emergency procurement of services must indicate in writing the basis of the emergency. A determination by the State Chief Procurement Officer or their designee of the necessity of the contract will dispense with the requirement of a request for proposal for **consulting services** with a per contract value of \$50,000 or greater and/or **social services** with a value of \$250,000 or greater, per 12-month period.

**Scope of Emergency Procurement** – Emergency procurements of services which would otherwise require award via competitive negotiation using a Request for Proposals method of source selection shall be limited to only those services necessary to meet the emergency and/or to allow the agency time to prepare an RFP to solicit proposals for continuing services beyond the immediate emergency. Where practical, every effort should be made to obtain competitive proposals by whatever means available to ensure the most advantageous contract at fair and reasonable cost.

**Submittal of Contracts** – Agencies should submit the emergency contract and any required supporting documentation to the PPCS Contracts Section for approval as soon as possible, including copies of any records of soliciting proposals. While emergency conditions may require the agency to authorize the contractor to begin work prior to PPCS Contracts approval of the contract, agencies should not make payment under any such contracts until the contract has been approved by PPCS Contracts Section.

**Catastrophic emergencies** where the governor has declared a State of Emergency, or is likely to declare a State of Emergency in the immediate future, may be handled differently. State agencies are to follow any Executive Order regarding procurement issued by the governor. However, immediately prior to, during, and immediately after any such catastrophic event and prior to the issuance of the governor's Executive Order on procurement, the emergency declaration by the governor shall serve as the justification for the determination required by PPCS Contracts rules, and state agencies are to take whatever steps are necessary to secure needed services to protect the state's interest. State agencies should at all times be good stewards of the taxpayers' money and negotiate contracts at the most fair and reasonable cost to the state, seeking competitive proposals, wherever practical.

**Reporting of Contract Information** – It is the contracting agencies' responsibility to notify prime contractors of the reporting requirements under La. R.S. 39:1569 for any such emergency contracts awarded without competition pursuant to an executive order issued under authority granted under Louisiana Homeland Security and Emergency Assistance and Disaster Act.

**Format for providing required information** – Information prescribed by La. R.S. 39:1569 & (2) should be sent to [doa-pchelpdesk@la.gov](mailto:doa-pchelpdesk@la.gov) or mailed to the Office of State Procurement at 1201 North Third Street, Claiborne Building, Suite 2-160, P.O. Box 94095, Baton Rouge, LA 70804. All such information must be clearly identified by the contractors as required information pursuant to R.S. 39:1569.

**Contracts** – Office of state Procurement has available on its website, under Professional Contracts sample contracts which can be used in the event of an emergency where time does not permit an extended contract negotiation. It is advisable that agencies record any contractual arrangement for services in writing to avoid any future conflicts. It is the agencies' responsibility to include any required federal clauses on any contracts funded with federal funds.

**Contract Submittal** – Agencies should follow instructions in the governor's executive order regarding submittal to PPCS Contracts of any contracts awarded during a State of Emergency.

**Record** – Procurement of any professional, personal, consulting or social services under a catastrophic emergency should be well-documented, especially any attempts to solicit proposals, the methods used to determine fair and reasonable compensation, etc.

It is the agencies' responsibility to familiarize themselves with federal requirements, including, but not limited to, FEMA requirements, in order to support the State's request for supplemental federal assistance. Detailed records must be maintained for future audit purposes by state and/or federal auditors.

### **Procurement Support Team (PST)**

Procedures for Emergency Procurements requiring Procurement Support Team review:

When an emergency is declared, Information Technology contracts in an amount of \$100,000 or greater for the procurement of information technology consulting services will still require the review and approval of the Procurement Support Team. If there is no time for a formal meeting,

members shall communicate by phone, email or other means available and make recommendations and comments. Such recommendations and comments shall be confirmed in writing as early as possible. Procurement support team members participating in emergency procurement shall participate in a follow-up meeting, at which time a written evaluation of the process will be prepared.

### **State Travel and Purchase Cards Section**

Assistant Director: Tammy Toups  
Main Office Number: (225) 342-6322  
Office Fax Number: (225) 342-5019  
Website: <http://www.doa.la.gov/pages/osp/travel/index.aspx>

#### **P-Card Purchases**

The LaCarte Purchasing Card (P-Card) can add value to purchased goods/supplies during emergency conditions. Each cardholder is to be trained to know their agency's card limits and what purchases are authorized for payment using their P-Card account. However, under extreme situations, when larger limits and controls are needed to meet emergency circumstances, an employee should seek approval from their agency's Purchasing Card Administrator to remove Merchant Category Codes and raise dollar limits to expedite purchases. Once the emergency situation has ended, all card limits are to be reset to their original controls.

Remember that all purchases, whether using the P-Card for payment or not, shall follow the purchasing rules and regulations as declared during an emergency declaration.

Higher purchasing delegations may be granted by the Travel Section, and will be granted on a case by case basis.

#### **Catering Purchases**

The Office of State Procurement has a **Louisiana Emergency Supplier Network List** to reference for emergency food supplier and catering needs. These are only references, and your agency must follow any and all orders issued by the Governor's Office. The list of suppliers includes their company name, address, business phone and fax numbers, and their emergency contact names and numbers. NOTE: These emergency contact numbers are owner's/employee's personal cell and home phone numbers, which are to be used **ONLY** during an emergency situation, outside of normal business hours. The link to Catering is <http://www.doa.louisiana.gov/osp/emergency/catering.xls>. Or call (225) 342-6322 for more information. The list also includes vendor's servicing capabilities, areas of service and a brief menu/type of foods that are available.

#### **Travel Agency and Vehicle Rental Services**

The Travel Section has emergency contact numbers for vehicle rentals, as well as a resource list indicating additional vendors. Also included is the emergency contact number(s) for the contracted travel agency. The link to Vehicle Rental is <http://www.doa.la.gov/pages/osp/travel/groundtrans.aspx> and the link to Travel Agency is <http://www.doa.la.gov/pages/osp/travel/travelagency.aspx>. Or call (225) 342-6322 for more information.

**Hotel and Lodging Accommodations**

The Office of State Procurement, Travel Section has a contract with HotelPlanner for routine travel which may be used in an emergency situation. The link below includes both emergency contact information along with HotelPlanners' link to their portal <http://www.doa.la.gov/pages/osp/travel/hotels.aspx>. Or call (225) 342-6322 for more information.

## **Office of Technology Services (OTS)**

Chief Information Officer (CIO): Richard “Dickie” Howze  
Main Office Number: (225) 342-7105  
Office Fax Number: (225) 219-4994  
Website: <http://www.doa.la.gov/pages/ots/index.aspx>

The Chief Information Officer oversees the operation of information technology and information resources and provides for additional duties and responsibility for establishing and coordinating all information technology systems and services across the executive branch of state government and for acting as the sole centralized customer for the acquisition, billing, and record keeping of information technology systems or services provided to state agencies; and reviewing, coordinating, approving, or disapproving requests by state agencies for information technology procurement; and provides for the establishment of master purchasing contracts for equipment provided by individual manufacturers.

## **Network Services (formerly OTM) Section**

Network Services is responsible for establishing and coordinating all telecommunications systems and telecommunications services affecting the management and operations of the executive branch of state government and acts as the sole centralized customer for the acquisition, billing, and record keeping of all telecommunications systems or telecommunications services provided to state agencies.

Director: Catherine Shain / Jolene Ardoin  
Main Office Number: (225) 342-7701  
Office Fax Number: (225) 342-6867  
Website: <http://www.doa.la.gov/pages/ots/telecommunications/index.aspx>

## **Production Support Services Section**

Production Support Services is comprised of two agencies, the Office of State Printing and the Office of State Mail Operations.

State Printing is a full service print shop, offering design assistance, composition, bindery services, and the production of all types of products needed by agency customers. Examples of printed products offered include one color ink flat forms, full color booklets, pamphlets, brochures, variable imaged/addressed mail pieces, letterhead, and envelopes. Other kinds of printed products are available as are document binding, hole-punching, print-to-mail, and printing consulting services.

### **Office of State Printing Contact and Address Information**

Mailing: State Printing Office  
P. O. Box 94095  
Baton Rouge, LA 70804-9095

Physical: 627 North 4th Street  
Iberville Bdg; 7<sup>th</sup> Floor  
Baton Rouge, LA 70802

Phone: (225) 219-9570 (Diane McMahon)

Fax: (225) 219-9573

Email: [diane.mcmahon@la.gov](mailto:diane.mcmahon@la.gov)

Website: <http://www.doa.la.gov/pages/ospfm/index.aspx>

The Office of State Mail Operations offers messenger, mail processing, and presort/barcoding services. Its staff of messenger's pickup and deliver state agencies', boards', and commissions' interagency and postal mail from various post office facilities located throughout the Baton Rouge Metropolitan area.

### **Office of State Mail Operations Contact and Address Information**

Mailing: State Mail Operations  
P. O. Box 94095  
Baton Rouge, LA 70804-9095

Physical: 627 North 4<sup>th</sup> Street, Room B-147  
Baton Rouge, LA 70802

Phone: (225) 342-2672 (Paul Ramirez)

Fax: (225) 219-6085

Email: [paul.ramirez@la.gov](mailto:paul.ramirez@la.gov)

Website: <http://www.doa.la.gov/pages/osmo/index.aspx>

## **Office of General Services (OGS)**

### **Louisiana Property Assistance Agency (LPAA)**

LPAA manages the state's inventory of surplus assets. Examples of surplus property that may be immediately available in the Baton Rouge warehouse include: telephones, fax machines, copy machines, laptop and desktop computers, monitors, keyboards, and related kinds of computer peripheral accessories, desks, chairs, credenzas, file cabinets, student desks, student lockers, hospital beds, wheel chairs, food carts, stainless steel trays, medical diagnostic equipment, cots, food preparation and related kitchen equipment, saws, drill presses, welding equipment, carpentry power tools, mechanic tools, automotive testing equipment, trucks, cars, 4-wheelers, heavy equipment, material handling equipment, tractors and farm implements.

#### **LPAA Contact and Address Information:**

Mailing: P O Box 94095  
Baton Rouge, LA 70804-9095

Physical: 1059 Brickyard Lane  
Baton Rouge, LA 70802

Phone: (225) 342-6890 (Michael Proctor)

Fax: (225) 219-7703

Email: [michael.proctor@la.gov](mailto:michael.proctor@la.gov)

Website: <http://www.doa.louisiana.gov/lpaa>

### **Louisiana Federal Property Assistance Agency (LFPAA)**

LFPAA manages the distribution of federal surplus property to governmental agencies in Louisiana. Examples of surplus property that may be immediately available in the Baton Rouge warehouse include: cots, blankets, furniture, personal care kits, tents, beds, light units, fans, appliances, sleeping bags, lockers, cabinets, generators, heavy equipment, forklifts, pumps, lawn equipment, air shop equipment, hand tools, electric tools, compressors, trailers, construction equipment, wenches, cable, vehicles, boats, motors, body bags, weapons and other law enforcement equipment and supplies, camo clothes, boots and shoes, firefighting equipment.

#### **LFPAA Contact and Address Information:**

Mailing: P O Box 94095  
Baton Rouge, LA 70804-9095

Physical: 1635 Foss Drive  
Baton Rouge, LA 70802

Phone: (225) 342-7860 (Jim Desormeaux)

Fax: (225) 342-7863

Email: [James.Desormeaux@la.gov](mailto:James.Desormeaux@la.gov)

Website: <http://www.doa.louisiana.gov/lfpaa/home.htm>

## **Office of Risk Management (ORM)**

### **Claims**

As of August 1, 2015, all ORM claims are being handled by contracted Third Party Administrator, Sedgwick Claims Management Services. To report a claim, please go to <http://www.laorm.com/index.html> for assistance.

For contact persons (by unit) at ORM, please go to this website: <http://www.doa.louisiana.gov/orm/contactunit.htm>

The following actions should be taken by agencies when responding to an insured loss:

1. The Office of State Procurement has contracted for statewide emergency remediation services to provide temporary repairs necessary to prevent additional damage from occurring after a loss. The use of these designated contractors are mandatory. Please refer to the following website for detailed information: <http://doa.louisiana.gov/orm/pdf/IIN2015-5RemediationServices.pdf>.
2. Upon review of the loss details, ORM/Sedgwick will determine if a covered loss has occurred.
3. Once an initial scope of repairs has been determined by ORM/Sedgwick, no additional repairs will be considered without prior communication and approval from the ORM claims staff.
4. Upon completion of repairs, forward the invoice along with your directive as to who is to be paid along with a W-9 for the designated payee. In most instances, there is a \$1,000.00 deductible that will be applied to a covered loss.

### **Force Majeure**

When bidding for rental equipment prior to an emergency, where state contracts do not already exist, consider adding a force majeure clause to your insurance requirements to protect your agency. The information below is what you should include:

*“Force Majeure”* shall mean any event or circumstance beyond the reasonable control of and without the fault or negligence of the Party claiming Force Majeure that would prohibit either Party from carrying out its respective obligations under the Contracts, such as, but not limited to: war (declared or undeclared); sabotage; riot; insurrection; civil unrest or disturbance; military or guerilla action; acts of terrorism; economic sanction or embargo; civil strike not affecting any of the Parties; explosion; fire; earthquake; action of the elements; hurricanes; flood; lightning; wind; drought; peril of the sea; change of law or regulation or binding order of any Federal governmental authority; or other causes beyond the reasonable control of a Party except the inability to pay a sum of money when due.

**Insurance Requirements**

Language can be found at the following link: <http://doa.louisiana.gov/orm/pdf/uwcontr.pdf>. See Exhibits A and B of the Procedures Manual for Insurance Requirements in Contracts and Indemnification Agreements for the most standard insurance requirements.

## **Emergency Contacts**

### **Division of Administration (DOA) Sections**

#### **Office of State Procurement**

##### **Purchasing**

Main Office Number: (225) 342-8010  
Help Desk Number: (225) 342-8010  
Fax Number: (225) 342-9756  
Website: <http://www.doa.la.gov/pages/osp/purchasing.aspx>  
Help Desk email address: [DOA-OSPhelpdesk@la.gov](mailto:DOA-OSPhelpdesk@la.gov)

##### **Professional, Personal, Consulting and Social Services Contracts**

Main Office Number: (225) 342-8010  
Fax Number: (225) 342-8369  
Website: <http://www.doa.la.gov/pages/osp/pc/index.aspx>  
Helpdesk email address: [DOA-PChelpdesk@la.gov](mailto:DOA-PChelpdesk@la.gov)

##### **State Travel and Purchase Cards**

Main Office Number: (225) 342-6322  
Fax Number: (225) 342-5019  
Website: <http://www.doa.la.gov/pages/osp/travel/index.aspx>

#### **Office of Technology Services (OTS)**

Main Office Number: (225) 342-7105  
Fax Number: (225) 219-4994  
Website: <http://www.doa.la.gov/pages/ots/index.aspx>

#### **Network Services (formerly OTM)**

Main Office Number: (225) 342-7701  
Fax Number: (225) 342-6867  
Website: <http://www.doa.la.gov/pages/ots/telecommunications/index.aspx>

#### **Office of State Printing**

Office Number: (225) 219-9570  
Fax Number: (225) 219-9573  
Website: <http://www.doa.louisiana.gov/stateprinting>

#### **Office of State Mail Operations**

Office Number: (225) 342-7391  
Fax Number: (225) 219-6085  
Website: <http://www.doa.louisiana.gov/smo/smo.htm>

**Office of General Services (OGS)**

**Louisiana Property Assistance Agency (LPAA)**

Main Office Number: (225) 342-6890  
Fax Number: (225) 219-7703  
Website: <http://www.doa.louisiana.gov/lpaa>

**Louisiana Federal Property Assistance Agency (LFPAA)**

Office Number: (225) 342-7860  
Fax Number: (225) 342-7863  
Website: <http://www.doa.louisiana.gov/lfpaa/home.htm>

**Office of Facility Planning and Control (OFPC)**

Main Office Number: (225) 342-0820  
Fax Number: (225) 342-7624  
Website: <http://www.doa.la.gov/pages/ofpc/index.aspx>

**Office of Risk Management (ORM) Claims:**

Website: <http://www.doa.la.gov/pages/orm/index.aspx>  
For contact persons (by unit) at ORM, please go to this website:  
<http://www.doa.la.gov/pages/orm/CONTACT.aspx>

**Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)**

Main Office Number: (225) 925-7500  
Fax: (225) 925-7501  
Website: <http://www.gohsep.la.gov/>

**U.S. Department of Homeland Security**

Phone (Operator): (202) 282-8000  
Comment Line: (202) 282-8495  
Website: <https://www.dhs.gov/>

**Federal Emergency Management Agency (FEMA)**

Phone Number: 1-800-621-FEMA (1-800-621-3362)  
Website: <http://www.fema.gov>

**Louisiana Legislative Auditor Disaster Guide**

Website: <https://www.la.la.gov/auditResources/auditTools/>

**Louisiana State Police Information**

Phone Number: (225) 925-6006  
Website for LSP Emergencies: <http://www.lsp.org/emergency.html>

**American Red Cross (Baton Rouge area)**

Phone Number: (225) 291-4533  
Fax Number: (225) 292-4692  
Local website: <http://www.redcross.org/la/baton-rouge>  
National website: <http://www.redcross.org>

**USDA Food & Nutrition Service Food Distribution Programs**

Director: Mack Williams  
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