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KRISTY H. NICHOLS
COMMISSIONER OF ADMINISTRATION

State of Louisiana
Division of Administration
Office of State Procurement

Memorandum OSP 15-10

TO: State and Quasi Agencies
FROM: Paul A. Holmes, State Procurement Director *P.A.H.*
DATE: June 10, 2015
SUBJECT: Office of State Procurement Help Desk

The Office of State Procurement, formerly the Offices of State Purchasing and Travel and Contractual Review, has expanded its Help Desk and Customer Service system to better serve our customers, vendors and the public. All Purchasing and Professional Contracts inquiries can be directed as follows:

Phone Number: 225-342-8010

Emails (*preferred*):

Purchasing: DOA-OSPhelpdesk@la.gov

Professional Contracts: DOA-PChelpdesk@la.gov

Vendor Inquiries: Vendr_inq@la.gov

Our Help Desk hours are Monday through Friday, 8AM to 5PM (CST). We will endeavor to respond to all requests within 24 hours. We do not guarantee a resolution to an inquiry in that time period, but will acknowledge the inquiry and communicate with the requestor as needed to gather more information. Please note: standard inquiries/requests may take longer than 24 hours to receive a response when submitted on a Saturday or Sunday when our office is closed.