



*Early Childhood*  
IMPROVING SCHOOL READINESS

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## Saving Money Through State Contracts

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# Session Objectives

This session provides guidance for directors of learning centers to access cost savings by using state contracts.

## Participants in this session will:

- understand how to use the state contracts platform to save money on everyday items and big purchases,
- complete the necessary forms to be eligible to access state contracts,
- gain a better understanding of state procurement laws,
- understand resources and guidance for using state contracts.

# State Contracts and Early Learning Centers

Statewide contracts are purchasing contracts established by the Office of State Procurement (OSP).

These are:

- companies who want to do business with the State of Louisiana who have registered as vendors to determine eligibility,
- available to vendors statewide, typically for a year+ period, to address needs common across State agencies,
- companies who offer steep discounts because of the high volume of sales

Eligible users of the vendors include:

- All state agencies & departments;
- All political subdivisions of the State
- Authorized “quasi” agencies including early learning centers

# Eligibility

## Laws that govern state contracts for early learning centers:

- La. Revised Statutes 39: 1551 – 1755 also known as the Louisiana Procurement Code
- *La. R.S. 39:1556(39) which defines a “private procurement unit” for purposes of purchasing off of state contracts as “any regionally accredited independent college or university in the state that is a member of the Louisiana Association of Independent Colleges and Universities or any early childhood learning center as defined in R.S. 46:1403(A)(6).”*

# Benefits of State Contracts

## State Contracts benefit early learning centers in many ways

- **Price** due to economies of scale and bundled buying, prices are lower (think Sam's or Costco)
- **Scale** as users make bigger purchases, there is more competition and incentive to provide the best prices
- **Selection** because of the high volume of sales and benefits to vendors
- **Vendor customer service** and resources help support a positive buying experience
- **Effort** for creating and maintaining the contract is carried by the Office of State Procurement
- **Compliance** is required of participating vendors

# Variety of State Contracts

- There are over 650 statewide contracts covering many categories:
  - Food – US Foods; PON Foods; Bimbo; McKee; etc.
  - Dairy – Borden; Kleinpeter; Brown's Velvet; etc.
  - Janitorial Supplies – Economical; Berry Plastics; etc.
  - Janitorial Chemicals – AutoChlor; EcoLab; P&G; SupplyWorks; Staples; Diversey; WeChem; Steris
  - Furniture – HON; Virco; LA School Equip.; etc.
  - Vehicle Acq. – Gerry Lane; Hixson; Courtesy; etc.
  - MRO – Fastenal; Grainger; MSC; etc.
  - Office Supplies – Staples; Veritiv; etc.
  - Wireless – AT&T; Sprint; T-Mobile; Verizon; etc.
  - Microcomputers – Dell; Lenovo; IBM; Howard; etc...
  - IT – SHI; Cisco; HP; CarahSoft; Promethean; etc.
  - Copiers – Kyocera; Xerox; Sharp; Toshiba; etc.
  - Heavy/Ag. Equip. – John Deere; CAT; Doosan; etc
  - Vehicle Parts – NAPA; Safelite; Goodyear; Bridgestone; etc.
  - Vehicle Services – FuelTrac; GPS Insight; AssetWorks; etc.
  - Specialty Vehicles – Farber; Creative Bus; Ferrara Fire; etc.
  - Lab/Pharma – Fisher; VWR; Morris Dickson; etc.
  - Louisiana Herbicides – Dauterive; Houston; ChemSpray; Helena; etc

# How do I get started?

1. New users (all early learning centers) must first complete the [State Contract Questionnaire Form](#) and mail the completed form to the Office of State Procurement to be added to the list of eligible agencies allowed to purchase off state contracts.
2. You will receive confirmation from OSP before you can use the vendors and discounts.
3. Go to the [Saving Money](#) page on the Louisiana Department of Education's website to access links to the most commonly used contracts **OR** Access all state contracts via [LA eCat](#) if you do not find what you need. Search by contract description, vendor, contract #, line item description, etc.
4. Contact vendors to get pricing. "Scripts for Vendors" can be found on the Saving Money webpage to guide your outreach to vendors.

# Step One: State Contract Questionnaire Form

Complete the questionnaire to be eligible.

**Question A:**

- Enter your identifying information

**\*Question B:**

- *R.S. 17:470.33, R.S. 39:1556(39) and R.S. 46:1403(A)(6)*

**\*Question C:**

- Varies by Early Learning Center - N/A - See R.S. 39:1556(39) and 39:1702(B)

**\*Question D:**

- N/A

**\*Question E:**


- N/A

**If approved, do you wish to receive procurement email notifications?**

**Yes / No**

\*Prefilled for your convenience

**Office of State Procurement  
State of Louisiana  
Division of Administration**



**JOHN BEL EDWARDS**  
Governor

**JAY DARDENNE**  
Commissioner of Administration

**STATE CONTRACT QUESTIONNAIRE**

A. Name of Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_  
E-Mail: \_\_\_\_\_

B. Please cite the enabling legislation, if any that set up your organization.  
*R.S. 17:470.33, R.S. 39:1556 (39) and R.S. 46:1403(A)(6).*

C. List the source and percentage of your organization funding that is derived from public (city, parish, state or federal) sources.  
*Varies by Early Learning Center - N/A - See R.S. 39:1556(39) and 39:1702(B)*

D. If your answer to (C) is 100%, stop. If your answer to (C) is less than 100%, proceed to question (E).  
*N/A*

E. List any programs operated by your organization that are themselves 100% publicly funded programs?  
*N/A*

If approved, do you wish to receive procurement email notifications?  Yes  No

**Note:** Louisiana state contracts may be viewed on the Internet at:  
[http://www.prd1.doa.louisiana.gov/OSP/LaPAC/eCat/dsp\\_eCatSearch.cfm](http://www.prd1.doa.louisiana.gov/OSP/LaPAC/eCat/dsp_eCatSearch.cfm)

<p>_____ Signature of Authorized Person (Date)</p> <p>_____ (Print - Name &amp; Title of Authorized Person)</p>	<p><b>FOR OFFICE USE ONLY</b></p> <p>By: _____</p> <p>Date: _____</p>
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1201 N. Third Street, Suite 2-160 • P.O. Box 94095 • Baton Rouge, Louisiana 70804-9095 • (225) 342-8010  
Fax (225) 342-9758  
OSP Help Desk Email: DOA-OSP-Helpdesk@LA.Gov  
DOA-Professional Contracts Helpdesk Email: DOA-PC-Helpdesk@LA.Gov  
Vendor Inquiry Email: Vendor\_Inq@LA.Gov  
An Equal Opportunity Employer



# Step Two: Confirmation from OSP

- Once the [State Contract Questionnaire Form](#) is completed, mail or fax the form to the Office of State Procurement (OSP) at:
  - Office of State Procurement
  - Attn: OSP Quasi-Agency Approval
  - P.O. Box 94095
  - Baton Rouge, Louisiana 70804-9095
  - Fax (225) 342-9756
- It typically takes 2-3 days to process the form. This may take a longer period of time due to more centers applying.
- A decision letter will be mailed to the contact on the form.
- Approved Early Learning Centers will also be added to the list of approved state purchasing agencies located on OSP's [Approved Quasi Units webpage](#). Vendors will use this list to confirm an Early Learning Center (ELC) is eligible for the state discounted rates.

# Step Three: Vendor Selection and Procurement

The Department has created a simplified webpage for early learning centers. This page includes many of the commonly used consumables and equipment that a program might need.

<b>Consumables</b>	<b>Equipment and Services</b>
- Milk	- Cleaning
- Groceries	- Vehicles
- Food	- Tires
- Janitorial	- Computers
- Paper	- Copiers
- Office Supplies	- Furniture
	- Kitchen

# Step Three: Saving Money Page

Let's look at the [Saving Money Page](#) and its resources.

The screenshot shows the Louisiana Department of Education website. The header includes the logo and navigation links: HOME, ABOUT US, BESE, NEWSROOM, LIBRARY, CONTACT US. A search bar is located on the right. Below the header is a navigation bar with links: EDUCATORS, EARLY CHILDHOOD, TEACHING + LEARNING, MEASURING RESULTS, GRADUATION PATHWAYS, SCHOOL CHOICES, FUNDING.

The main content area is divided into three columns:

- Left Column (Navigation Menu):** A vertical list of links including: ACADEMIC APPROVAL, ADMINISTRATIVE SUPPORT, CHILD CARE ASSISTANCE PROGRAM, CHILD CARE FACILITY LICENSING INFORMATION, CLASS OBSERVATIONS, CLASSROOM RESOURCES AND INITIATIVES, CONTINUING PROFESSIONAL DEVELOPMENT, COORDINATED ENROLLMENT AND FUNDING, PERFORMANCE PROFILES, PUBLICLY-FUNDED PROVIDERS, PREPARING AND CERTIFYING TEACHERS, PRESCHOOL EXPANSION GRANT, UNDERSTANDING REVOKED LICENSES AND UNLICENSED CENTERS, and the highlighted link: SAVING MONEY THROUGH STATE CONTRACTS.
- Middle Column (Main Content):**
  - SAVING MONEY THROUGH STATE CONTRACTS FOR EARLY LEARNING CENTER DIRECTORS**

Under the Louisiana Revised Statutes 39:1551-1775, also known as the Louisiana Procurement Code, early learning centers were granted access to utilize state contracts for procuring services and equipment. **These contracts, managed by the Office of State Procurement (OSP), offer discounts on over 650 contracts for a variety of categories including food, dairy, janitorial supplies, office supplies, computers, telecommunications, and vehicles.**
  - BENEFITS OF STATE CONTRACTS**
    - Lower pricing
    - Quantity discounts
    - Variety of items and greater selections
    - Dedicated customer service and resources
    - Support from the Office of State Procurement
    - Guaranteed compliance of participating vendors
  - HOW DO I ACCESS STATE CONTRACTS?**

Before an early learning center can utilize a state contract, the center must first complete the [State Contract Questionnaire Form](#) and mail the completed form to the Office of State Procurement to be added to the list of eligible agencies allowed to purchase off state contracts. Approval to be added to the list should take 1-2 days.
  - WHERE CAN I FIND CURRENT STATE CONTRACTS?**
    - [Commonly Used Contracts for Consumables](#)
    - [Commonly Used Contracts for Equipment](#)
    - [Fleet Vehicle, Maintenance and Fuel Contracts](#)
    - A comprehensive list of contracts can be found within OSP's [Louisiana Electronic Catalog \(LA eCAT\)](#).
  - TRAINING**
    - [LDOE - Saving Money Through State Contracts Summit Presentation](#)
  - RESOURCES**
    - [Office of State Procurement Help Desks](#)
    - [Office of State Procurement Contacts](#)
    - [Vehicle Purchasing Process](#)
- Right Column (Hot Topics):** A box titled "HOT TOPICS FOR YOUR INFORMATION YOU MIGHT ALSO LIKE" is currently empty.

At the bottom of the page, there is a footer with contact information: Louisiana Department of Education, 1201 North Third Street, Baton Rouge, LA 70802-5243, Toll-Free 1-877-453-2721. It also features the "EMPLOYEE CENTER" logo and social media icons for ASK LDOE, YouTube, Twitter, Facebook, Instagram, and Email.

# Category not listed?

**If you cannot find your category listed, there may be a few reasons why:**

1. Reason: The category you are looking for is not on the Saving Money page.

Try this: Use the larger catalog (the E-Cat). Like a google search, get creative and try different search terms. *For example: "Milk" might be listed as "dairy." "Toys" might be found in "School supplies," or "Diapers/wipes" found in "paper"*

2. Reason: A vendor for that product may not exist.

Try this: Contact the Purchasing Help Desk. They will develop a Request for Information and begin soliciting vendors for the product you desire. While this takes time and planning, it could result in big savings for your center. When new contracts are added, those who checked the box on the Questionnaire form will be notified.

**The Early Learning Center Page has a link to the help desk if you need support.**

For assistance and help, email the Purchasing Help Desk ([DOA-OSPhelpdesk@la.gov](mailto:DOA-OSPhelpdesk@la.gov))

- Provides assistance in locating a contract,
- Sets up training on LA eCat
- Provides assistance with new and expiring contracts

# Existing Contract?

## **Q. What if you already use a vendor for a product?**

For example: You may currently purchase milk from a vendor that is listed on the state contract page.

**A. It is time to renegotiate your price.** Contact the vendor through your salesperson or the vendor listed. This situation is explained on the script resource.

## **Q. Why might products be available one month, but not the next?**

**A. The cost and availability of food items are likely to change** because availability and pricing on these items are less predictable long term. This also means that new foods might be offered each month. Ask your vendor what's available when you are placing orders.

# Step Three: LA eCat

The second option for locating state contracts is found via the Office of State Procurement's LA eCat system.

- Located at: [procurement.la.gov](http://procurement.la.gov) > Agency Center > [LA eCat - Louisiana's Electronic Catalog](#)
- Use either of the two boxes highlighted to search by contract description, vendor, or contract #.

**DIVISION OF ADMINISTRATION**  
STATE OF LOUISIANA

**Office of State Procurement**

**Louisiana's Electronic Catalog (LA eCat)**  
Search tool for items on state contracts. [Help](#)

**LaGov**

Contract	Vendor	Contract Line Item:	Catalog Items:
Contract # <input type="text"/>	Name <input type="text"/>	Line # <input type="text"/>	MDM Catalog Reference # <input type="text"/>
Contract Desc. <input type="text"/>	SEBD <input type="text"/> Any ▼ VSE <input type="text"/> Any ▼	Product Category <input type="text"/>	Supplier Part # <input type="text"/>
T-Number Desc <input type="text"/>	SE/HI <input type="text"/> Any ▼ DVSE <input type="text"/> Any ▼	Material # <input type="text"/>	Region <input type="text"/>
T-number <input type="text"/> <input type="button" value="Lookup"/>		Product Category/Line Item Description <input type="text"/>	Catalog Item Long Description <input type="text"/>
			Emergency <input type="text"/> Any ▼

- Search using singular word forms only.  
- Words separated by a space searches for items containing all words in any order.  
- Enclose a phrase in quotes to search for the exact phrase.  
- Words separated with OR searches for any of the words.  
- % can be used as a wildcard when searching

Search for:  Contracts  Contract Line Items  Catalog Items

# Step Three : LA eCat

For this example we searched under contract description for “formula”

Click on the contract number you are interested in purchasing from



Office of State Procurement

### Louisiana's Electronic Catalog (LA eCat)

Search tool for items on state contracts. [Help](#)

LaGov

Contract: Contract #  Contract Desc.  T-Number Desc  T-number  Coop?

Vendor: Name  SEBD  SE/HI  VSE  DVSE

Contract Line Item: Line #  Product Category  Material #  Product Category/Line Item Description

Catalog Items: MDM Catalog Reference #  Supplier Part #  Region  Catalog Item Long Description  Emergency

- Search using singular word forms only.  
- Words separated by a space searches for items containing all words in any order.  
- Enclose a phrase in quotes to search for the exact phrase.  
- Words separated with OR searches for any of the words.  
- % can be used as a wildcard when searching

Search for:  Contracts  Contract Line Items  Catalog Items

1-6 of 6  
1

Contract #	Contract Description	Vendor Name	T-number	Effective From - To	P-card
4400012795	WIC Infant Formula Rebate	ABBOTT LABORATORIES INC	91905	01/01/2018 - 12/31/2020	No
4400014176	MMCAP- Abbott Infant Formula	ABBOTT LABORATORIES INC	92938	03/12/2018 - 06/30/2020	No
4400014176	MMCAP -Mead Johnson Infant Formula	MEAD JOHNSON & COMPANY LLC	92938	03/12/2018 - 06/30/2020	No
4400014177	MMCAP-Gerber DBA Nestle Infant Formula	NESTLE' HEALTHCARE NUTRITION INC	92938	03/12/2018 - 06/30/2019	No
4400014178	MMCAP-Nutricia Infant Formula	NUTRICIA NORTH AMERICA INC	92938	03/12/2018 - 10/31/2019	No
4400014640	Emergency Infant Formula	ABBOTT LABORATORIES INC	92665	05/01/2018 - 04/30/2020	Yes

1-6 of 6  
1

# Step Three : LA eCat

Effective From-To Date

Note the buyer in OSP who can assist you with questions

Vendor's address and contract contact information

View contract and additional notes

Office of State Procurement

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### Contract Detail

<b>Contract #</b>	4400014176	<b>T-number</b>	92938 -
<b>Description</b>	MMCAP -Mead Johnson Infant Formula		
<b>LAPS Contract</b>	No	<b>Prime Vendor Name</b>	MEAD JOHNSON & COMPANY LLC
<b>SEBD Vendor</b>	No	<b>SE/HI Vendor</b>	No
<b>VSE Vendor</b>	No	<b>DVSE Vendor</b>	No
<b>Effective From-To</b>	03/12/2018 - 06/30/2020	<b>Coop Procure</b>	No
<b>Delivery Days ARO</b>	0		
<b>P-card Accepted</b>	No		
<b>Discounts Apply</b>	No		

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### Locations

Statewide

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### Buyer Information

<b>Buyer Code</b>	90003327	<b>Purchasing Agency</b>	Office of State Purchasing
<b>Buyer Name</b>	INGRID FIELDS	<b>Contact Email</b>	INGRID.FIELDS@LA.GOV
<b>Contact Phone</b>	225-342-8015		

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### Vendor Distributor

Vendor Name	SEBD	SE/HI	VSE	DVSE	Order/General Address
MEAD JOHNSON & COMPANY LLC	NO	NO	NO	NO	2701 PATRIOT BLVD 4TH FL GLENVIEW , IL 60026  Contact: BRENDA JENKINS Email: DUMMY@LA.GOV Phone: (847) 832-2420 FAX:

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### Contract Items

Line #	Product Category	Material/Part Number	Line Item Description	No. of Catalog Items	UOM	Gross Price
<a href="#">1</a>	42231800		Nutritional Products	1		\$0.00

[View Contract](#)
[View Notes](#)
[Return](#)
[New Search](#)

For this particular contract, specific ordering information is provided in the "View Note" section

**Contract Notes - Contract #4400014176**  
 This is a MMAP Member Contract for the State of Louisiana to furnish Nutrition Products March 12, 2018 through June 30, 2020.  
 All orders should be directed to the Mead Johnson Institutional Customer Order Center, email MG-MJN-INST-ORDERS@mjn.com, phone (800-457-3550), or fax (800-828-9119).  
 Hours:  
 Monday - Friday  
 7:00 am to 5:00 pm, CST/CDT



# Step Four: Contacting the Vendor

## **Important fact: You can purchase as much or as little as you need.**

- No bid required if on state contract
- No cap amount for total contract spend

## **Best practices:**

- 1. Call all the vendors listed** for your category, even if a price is listed. Contracts will list an “NTE” price—Not To Exceed- Statewide contract pricing is the maximum not to exceed (NTE) pricing. Agencies/users are encouraged to ask for additional volume discounts and promotions from vendors.
- 2. Inform vendors that you are seeking information**, and make sure they know you aren't ready to purchase until you have called all the vendors. Competition drives the lowest costs.
- 3. Use the script linked** on the Saving Money page when calling vendors. It guides you through how to ask for the prices utilizing the state contracts.
- 4. Share your location** when calling for prices. Some companies may offer services in a limited delivery area. We are working on listing this with regional information.

# New Vendors

## **The Office of State Procurement (OSP) creates contracts on a continuous cycle:**

- OSP constantly re-examines statewide purchasing patterns to see if its existing contracts portfolio should be adjusted:
- Upon request by an agency, when it will serve multiple entities and provide better pricing and/or selection, OSP will
  - release a bid (RFP, ITB) to award a contract for new services or equipment
  - release an informational request to gather information and pricing (RFI, RFQ) .

**Informational Requests-** If one or more Early Learning Center(s) are interested in purchasing an item that is not currently included within a state contract, the Center(s) can work with the Office of State Procurement to either add the item to a current state contract, solicit a contract bid, request for quote (RFQ) or request for information (RFI).

# Feedback on State Contracts

End Users (you) support OSP by sharing information on contractor performance accountability needed. OSP will handle contractor problems and ensure compliance with contract terms.

- User should submit a [Deficiency Complaint Form](#) to OSP for contractors who are not providing good service, after initial remedies fail.

# Fuel Purchasing

Non-profit and public early learning centers may be able to access discounted fuel through FuelTrac program managed by Mansfield Oil Company (Contract #4400008141).

**The Department is gathering more information on this opportunity for private businesses.**

To do so, one must apply for a FuelTrac card. There are a number of benefits to using the program. It is important to remember:

- This is a credit card that must go through a credit approval process.
- Non-profits and 100% public early learning centers will be required to provide organizational financial statements for approval.
- Private businesses may require a personal guarantee to be approved.
- Each account owner is responsible for the restrictions that are set up on how the cards can be used and for what.
- The credit card must be paid each month or access to discounted fuel is terminated.
- Driver ID and Odometer required at time of purchase for security

# Benefits of Fuel Purchasing

- Discounted fuel can be purchase through [FuelTrac](#) program managed by Mansfield Oil Company (Contract #4400008141).
- It provides retail fuel at over 98% of retail gas stations where Voyager is accepted
- If you are tax exempt, taxes (18.4 & 24.4 center per gallon) are automatically removed from the cost of gas at the pump
- Valuable monthly rebates of up to 3 cents per gallon
- Detailed daily, weekly, and monthly reporting
- No set-up fees or card fees
- Each Early Learning Center can define their own restrictions on the use of the Fuel card
  - Monthly Spend Limit
  - Daily Transaction Limit
  - Monthly Transaction Limit
  - Hard or Soft Limits
  - Restrictions can be placed at card or account level

# Statewide Fleet Vehicle Contracts

## Where to find information and begin the process?

[Louisiana Fleet Contract Webpage \(http://fleet.la.gov\)](http://fleet.la.gov)

**This is also linked on the Saving Money page.**

## What vehicles are on state contract?

- Sedans
- Sport Utility Vehicles (SUVs)
- Cargo & Passenger Vans
- ½ Ton Pickup Trucks
- Heavy Duty Trucks
- FTA Modified Vans & Buses
- School Buses
- And more!

## Who can assist if you have questions?

Office of State Procurement, Sonya Thomas ([sonya.thomas@la.gov](mailto:sonya.thomas@la.gov))

# Small Purchases Executive Order

(only applies to Fuel Card Maintenance)

**Fuel Card Maintenance purchases less than \$25,000 must also abide by the following rules:**

Purchases not exceeding \$1,000

- No bidding required

Purchases > \$1,000 but ≤ \$5,000

- Solicit 3 or more quotes
- At least 1 Small Enterprise Bidder(SEB) or Small Enterprise(SE) as defined by the Hudson Initiative (R.S. 39:2001-2008) or the Veterans Initiative (R.S. 39:2171-2179), if possible
- May be via fax or phone

Purchases > \$5,000 but ≤ \$25,000

- Solicit 5 or more quotes
- At least 2 SEB or SE, if possible
- Must be a written response via fax, email, or mail
- Minimum of 3 days allowed for receipt of quote

**TIP: Keep a folder where you document the quotes you gather for eligible purchases.**

# Statewide Fleet Vehicle Contracts

## **Vehicle purchasing process for early learning centers (aka political subdivisions):**

1. Click on the type of vehicle you are interested in purchasing from the [fleet webpage](#).
2. A page will display containing all of the make, model and types of vehicles available for purchasing, along with the vendor offering the vehicle.
3. Click on the “See Order Sheet” link for pricing, options, and vendor contact information.
4. Only the configurations and options listed on the order sheet are available; however, additional configurations and/or options may be added by OSP upon request. To request an addition, contact OSP or the Dealer.
5. Contact Dealer for delivery information. Any delivery charges must be negotiated and are not part of the contract.
6. Submit a purchase order directly to the Dealer. It is strongly recommended for ELCs to submit a order sheet along with the purchase order as well as obtain a confirmation/acknowledgement from the Dealer.
7. Payment must be presented at pickup or delivery. Dealer is not required to release vehicle prior to receiving payment.



# Additional Maintenance, Tires and Parts Contracts

The State of Louisiana also provides access to a number of multi-vendor contracts which provide parts, labor, tires, emergency roadside assistance and other services. Not all vendors offer the exact same product but may offer a similar product. Contract users should get quotes and choose the best product, at the best price for their needs.

- **Tires, Tubes and Services** are offered through Goodyear Tire and Rubber Co. which contracts with multiple locations across the state.
- **Automotive Glass Replacement and Repair**
- **Aftermarket Auto Parts**

# Resources and Contacts

## Office of State Procurement Help Desk

- Email: [DOA-OSPhelpdesk@la.gov](mailto:DOA-OSPhelpdesk@la.gov)
- Phone: (225) 342-8010
- Fax: (225) 342-8369

## Office of State Procurement

- State Contract Deficiency Complaint Form  
<https://www.doa.la.gov/osp/agencycenter/forms/submit/deficiencycomplaint.pdf>

State of Louisiana Fleet Card Program, call 1-800-906-4550 or visit [www.fueltrac.com](http://www.fueltrac.com)

Fleet Vehicles and Contracts: [Sonya.Thomas@la.gov](mailto:Sonya.Thomas@la.gov)

## LDOE Early Learning Center Support:

- Email: [Emmy.odwyer@la.gov](mailto:Emmy.odwyer@la.gov)