



Florida Department of Transportation

**RICK SCOTT
GOVERNOR**

Florida's Turnpike Enterprise
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**JIM BOXOLD
SECRETARY**

December 9, 2015

Laura Kelley, Executive Director
Central Florida Expressway Authority
4974 ORL Tower Road
Orlando, FL 32807

Re: Centralized Customer Service System Contract ('CCSS')

Dear Executive Director Kelley:

I am pleased to advise you that the Florida Department of Transportation has concluded the protest of the referenced contract and executed same. Staff is moving forward with Xerox State and Local Solutions on the development phase of the project. As we move forward we would welcome your agency's participation in the process.

In order to speak with one voice to the vendor, Jack Henneman will be the project manager for implementation of the contract. Jack will be happy to visit with each agency separately to discuss the process. That said, if you would kindly identify a key individual that Jack can work with day-to-day to ensure that your agency's needs are being addressed and that appropriate members of your staff are at the table as necessary.

Enclosed is a copy of the executed contract as well as the Master Agreement. We look forward to a collaborative process that delivers a comprehensive CCSS solution with the common goal of providing one-stop customer service to our customers.

Sincerely,

Diane Gutierrez-Scaccetti
Executive Director and Chief Executive Officer

DGS/emd
enclosure