



May 20, 2011

Ms. Janie McCauley  
Senior Administrative Assistant  
First Data Government Solutions  
11311 Cornell Park Drive - Suite 300  
Cincinnati, Ohio 45242

Dear Ms. McCauley:

Please accept this letter as the official renewal request for the following contracts, including all Amendments and Addendums, unless otherwise noted:

Master Service Agreement (MSA) effective 11/02/06  
Service Attachment 1 for Hosted IVR effective 12/20/06

These renewals are for the next biennium that begins on July 1, 2011 and ends June 30, 2013.

If you should have any questions regarding these contract renewals, please contact R. Denise Freshly at [denise.freshly@ohio.gov](mailto:denise.freshly@ohio.gov) or 614-466-6060. Thank you.

Sincerely,

A handwritten signature in black ink that reads "Robert Blair/SRD". The signature is written in a cursive style.

Robert Blair  
*Director*

cc: Dan Orr, *Interim Chief Operations Officer*  
Greg Gicale, *Interim Network Administrator*  
R Denise Freshly, *Network Contract Manager*