



Florida Department of Transportation

RICK SCOTT
GOVERNOR

605 Suwannee Street
Tallahassee, FL 32399-0450

MIKE DEW
SECRETARY

June 28, 2018

Mr. Dave Amoriell
Group President
Conduent State & Local Solutions, Inc.
12410 Milestone Center Drive, 5th Floor
Germantown, MD 20876

Re: Centralized Customer Service System

Dear Mr. Amoriell:

At this time, the Centralized Customer Service System Conduent designed, constructed and is now operating under its November 16, 2015 Agreement with the Florida Department of Transportation continues to not meet the performance requirements of the Agreement. Among the numerous deficiencies the Department, the Department's SunPass customers and the public have observed are significant deficiencies in the operations of the call center, the website interface and the functionality of the mobile application interface. In entering into the Agreement and committing to perform the Services, Conduent expressly acknowledged: "...the paramount importance of customer relations, both in the Department's fulfillment of its statutory mission, and to the successful Operation of the System". Conduent also acknowledged that the customer services are provided for the convenience and benefit of the public, and therefore, "the quality and timeliness of such Services are the essence of this Agreement."

Conduent also has not been able to properly perform the core task of accurately processing transactions. Because Conduent's initial efforts at transaction processing resulted in duplicate transactions being posted to SunPass customer accounts, the Department has not been able to transmit more than a very small percentage of transactions. At this time, approximately 90 million transactions have not been processed because Conduent is not able to demonstrate that it has the ability to accurately process and post transactions to customer accounts.

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SunPass customers are now unable to use SunPass at various non-Department locations because of the unreliability of the System. This is a significant inconvenience to the Department's customers and undermines the Department's commitments to the owners of other facilities that rely on SunPass.

In accordance with the provisions of section 2.41 b. of the Special Conditions to the Agreement, the Department has determined that reasonable grounds for uncertainty exist with respect to Conduent's ability to perform the Services and requests that Conduent, within ten (10) days, provide adequate assurances to the Department, in writing, of Conduent's ability to perform in accordance with terms of the Agreement.

Neither this request, nor the Department's acceptance of any written assurances Conduent provides, shall constitute a waiver of any rights or remedies the Department has under the terms of the Agreement, including, but not limited to, any rights the Department has under the required performance bond, any claims for breach of the Service Warranties provided under section 2.34.5, any right to adjust or deny compensation to Conduent, any right to indemnity, and any right to recover for lost revenues. We expect and look forward to both receiving Conduent's written assurances and Conduent's complete and prompt resolution of the continuing problems with the System.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Dew". The signature is written in a cursive, slightly slanted style.

Mike Dew
Secretary