



125 EAST 11TH STREET, AUSTIN, TEXAS 78701-2483 | 512.463.8588 | WWW.TXDOT.GOV

November 15, 2022

Accenture  
323 Congress Avenue  
Austin, TX. 78701  
ATTN: [REDACTED]

Dear Mr. [REDACTED]

This letter is to formally communicate documented deficiencies in the operations and leadership areas of Accenture's TxBOS engagement, and to request Accenture take steps to address these issues as soon as possible.

There have been multiple instances of Accenture not exhibiting leadership in resolving TxBOS issues, as well as not communicating appropriately with TxDOT staff and leadership during efforts to manage BOS operations.

Examples of these deficiencies include, but are not limited to:

- During a priority event, Accenture did not attend a scheduled critical status call and did not communicate they would not attend, as well as not adequately communicating status by other means (see attached email: Accenture Performance...")
- During an unexpected transaction backlog which came to a head on October 13, 2022, Accenture did not respond to TxDOT's concerns in a timely manner, and when TxDOT subsequently pressed for a War Room to address the issue, Accenture took no communicated actions to troubleshoot the issue until TxDOT directed them. Further, by Saturday, Oct 15, 36 hours after the transaction processing performance issue was declared by TxDOT to be an emergency state, Accenture only had 3 staff participating in TxDOT War Room calls.
- Accenture has not consistently responded with accurate information or in a timely manner to TxDOT's information requests. In one instance, TxDOT requested Accenture to provide specific statistics to validate the effectiveness of a database update completed overnight to the TxBOS system (see attached email: "Stats for 10 AM). Accenture did not provide the requested statistics and instead provided alternate information, CPU and latency statistics vs. transactions volumes, that did not address TxDOT's needs.
- In another instance of communication breakdown, the Request for Daily Statement statistics, documented in [AH-6362](#), has not been provided since Oct 17, 2022.

TxDOT reminds Accenture that they are responsible for BOS systems operations. The expectation is that Accenture takes the lead in ensuring that the system is performing as expected. If resources are needed, Accenture is expected to present a plan for addressing any such needs. Accenture needs to be proactive in its operational responsibilities.

As a result of these and similar issues, TxDOT requests a new leader/primary Point of Contact for the Accenture operations effort as soon as possible. TxDOT would expect this new lead to understand tolling and to prioritize proactive leadership on issue resolution and adequate communication between all stakeholders.

Further, if TxDOT does not see progress on the above identified issues within the next 60 days, TxDOT will consider additional steps including possible scope reductions of Accenture efforts.

We look forward to the resolution of these issues and an effort going forward that is mutually beneficial to Accenture and TxDOT.

Thank you for your prompt response confirming your receipt and understanding of this communication.

DocuSigned by:  
[REDACTED]  
1BD42E41E1ED4F5...  
[REDACTED]

11/15/2022