



July 21, 2026

CERTIFIED MAIL, RETURN RECEIPT REQUESTED NO: 9589 0710 5270 0187 0278 35

Xerox Corporation
201 Merritt 7
Norwalk, CT 06851
Attention: Office of General Counsel

Re: NOTICE TO CURE XEROX BREACH OF PERFORMANCE

To Whom it May Concern:

This correspondence serves as formal notice that Xerox is in breach of its contractual obligations under Contract 2024-097-ITN-PRO. Section 8.2 of this contract authorizes the City of North Port to terminate for cause and without financial penalty if 1) notice of breach is provided and 2) if the breaches are not corrected after the thirty (30) day cure period. Informal efforts to resolve the City's ongoing issues with Xerox's performance breaches have been unsuccessful to date.

The City of North Port continues to experience considerable interruption to normal business functions and unreasonable delays due to insufficient performance by the machines supplied. City staff have documented ongoing problems with reliability, delays in responding to service requests, toner replacements and SLA issues that date back to last year.

These performance failures and concerns have been brought to the attention of Xerox, both in writing and orally. However, these problems have yet to be addressed in a satisfactory manner. Some of the devices provided under this contract arrived damaged and are by Xerox's own admission, used equipment. Xerox's proposed solutions to date are ineffective and non-compliant with Xerox's contractual obligations.

Any efforts by Xerox to resolve these issues should be made through the City of North Port's Information Technology Division. Contact Eric Ryan, Information Technology Manager at Eryan@northportfl.gov or Vicki Edwards, Senior Business Administrator at vedwards@northportfl.gov. I appreciate your attention to this matter.

Sincerely,

A. Jerome Fletcher II, IC MA-CM, MPA, City Manager



CC:

Eric Ryan, Information Technology Manager
Vicki Edwards, Senior Business Administrator