



Department of Public Health and Human Services

Medicaid Systems Support Program ♦ 121 N. Last Chance Gulch ♦ Helena, MT 59601 ♦ fax: 406-442-6926

Steve Bullock, Governor

Richard H. Opper, Director

MEMORANDUM

From: Jeff Buska
MMIS DDI Project Director
DPHHS

To: Mr. Rick Dastin
Corporate Vice President
Chief Development Engineer
Xerox Corporation
800 Phillips Road, 105-48C
Webster, NY 14580
Rick.Dastin@xerox.com

Subject: Initiation of Dispute Resolution Process

Date: September 17, 2015

The State of Montana has serious concerns about the status of the Medicaid Management Information System Design, Development, and Implementation project, and the ability of Xerox to execute its responsibilities under the Contract. Accordingly, the State initiates the dispute resolution process, pursuant to Section 39A of the Medicaid Management Information System Contract #12-12-1-01-001-1 (the "Contract"), which reads as follows:

Before pursuing other remedies available under this Contract or at law, the parties shall attempt in good faith to promptly resolve any dispute, controversy or claim arising out of or relating to this Contract, through negotiations between senior management of the parties and their designees. If either party determines that the dispute cannot be resolved after initiating such negotiations, either party may terminate such negotiations and pursue the remedies available to it.

The State requests that Xerox forward to me the names of those persons from Xerox senior management who will participate in the dispute resolution process by Tuesday, September 22, 2015. Representatives of the State will then follow up to coordinate a meeting date to begin the process.

Cc:	Richard Opper	Mary Dalton	Marie Matthews	Stuart Fuller
	Susan Callaghan	Ron Baldwin	Tim Peterson	Jim Molloy
	Tara Veazey	Bob Zapfel	David Hamilton	Chris Kutzer
	Rich Wyde	Debra Glickfeld Bang		

To contact DPHHS Director: PO Box 4210 ♦ Helena, MT 59604-4210 ♦ (406) 4

Legislative Finance Committee
September 24-25, 2015 EXHIBIT 196