

ONE HUNDRED THIRTEENTH CONGRESS
Congress of the United States
House of Representatives

COMMITTEE ON ENERGY AND COMMERCE

2125 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-6115

Majority (202) 225-2927
Minority (202) 225-3641

October 10, 2013

Michael E. Roach
President and CEO
CGI
1100 New Jersey Avenue SE, Suite 800
Washington, D.C. 20003

Dear Mr. Roach:

Pursuant to Rules X and XI of the United States House of Representatives, the Committee on Energy and Commerce is examining the implementation of the Patient Protection and Affordable Care Act (PPACA) and the contracts awarded by the Department of Health and Human Services (HHS) to build the federally facilitated marketplace (FFM).

On August 6, 2013, this Committee sent you a letter asking you to provide a briefing and certain documents relating to CGI's contract to build and support the information technology systems for the exchange. During the briefing CGI provided to Committee staff, and during your testimony before the Subcommittee on Health, CGI explained that the marketplace implementation had achieved "all" of its key milestones and that CGI was confident individuals would be able to enroll on October 1.¹

As you are aware, the rollout process of the FFM has been problematic. Despite promises from the administration that the FFM would be ready on October 1, the first week of the PPACA has been filled with reports of a "rocky start"², an "internet traffic jam"³, and "glitches"⁴ nationwide. Consumers have been unable to create accounts on HealthCare.gov, the first step in shopping online for a plan, due to glitches that cause the FFM website to crash. Recent news reports have questioned whether the problems with the exchange website are due to volume and

¹ PPACA Pulse Check: Part 2 Before the Energy and Commerce Comm. SubComm. On Health, 113th Cong. (2013).

² *Web traffic, glitches slow Obamacare exchanges launch*, REUTERS (Oct. 1, 2013), <http://www.reuters.com/article/2013/10/01/us-usa-healthcare-idUSBRE98T14R20131001>.

³ Mark Davis, *Access Health CT accepting applications*, NEWS 8 WTNH (Oct. 1, 2013), <http://www.wtnh.com/news/politics/access-health-ct-accepting-applications>.

⁴ Linda Feldman, *Obamacare 101: When will the enrollment glitches be fixed?*, CHRISTIAN SCIENCE MONITOR (Oct. 2, 2013), <http://www.csmonitor.com/USA/DC-Decoder/2013/1002/Obamacare-101-When-will-the-enrollment-glitches-be-fixed>.

inadequate server capacity or poor software coding and system architecture.⁵ USA Today reported that U.S. Chief Technology Officer Todd Park indicated that “volume . . . overwhelmed a specific component of software on the HealthCare.gov site that lets people create accounts . . .”⁶

In order to better understand the problems now being experienced in the FFM, we ask that you contact Committee staff to schedule a briefing to occur no later than October 16, 2013. That briefing should address the following issues:

1. When CGI completed system testing of its software and systems related to the FFM and the results of that testing;
2. CGI’s analysis of the problems now being experienced in the FFM, and whether these problems are related to CGI’s systems, software, or any other work related to the FFM;
3. Any changes, fixes, or work related to the FFM that were performed by CGI on or after enrollment began on October 1, 2013, including any changes recommended or suggested by HHS or the Centers for Medicare and Medicaid Services (CMS).

In addition to this briefing, please provide the following documents to the Committee no later than October 23, 2013:

1. All communications, including e-mail, between CGI and HHS related to the status of your work or the functionality of the FFM between September 24, 2013, and today. This would include, but is not limited to, discussions or documents describing the problems that have occurred since the launch of the enrollment process on October 1, 2013.
2. Any analyses or memoranda drafted, created, or prepared by or for CGI related to the performance of the FFM on or after October 1, 2013.

Instructions for responding to the Committee’s document request are included as an attachment to this letter. Thank you for your prompt attention to this matter. If you have questions or wish to discuss your responses or production, please contact Karen Christian or Sean Hayes with Committee Staff at (202) 225-2927.

Sincerely,



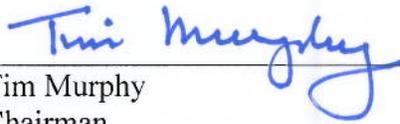
Fred Upton
Chairman



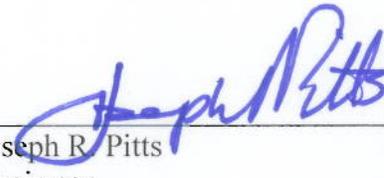
Joe Barton
Chairman Emeritus

⁵ Christopher Weaver, Shira Ovide and Louise Radnofsky, *Software, Design Defects Cripple Health-Care Website*, THE WALL STREET JOURNAL (Oct. 6, 2013), <http://online.wsj.com/article/SB10001424052702304441404579119740283413018.html>

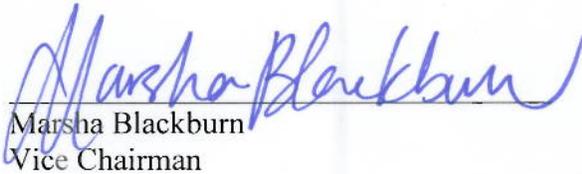
⁶ Tim Mullaney, *Obama adviser: Demand overwhelmed HealthCare.gov*, USA TODAY (Oct. 5, 2013), <http://www.usatoday.com/story/news/nation/2013/10/05/health-care-website-repairs/2927597/>



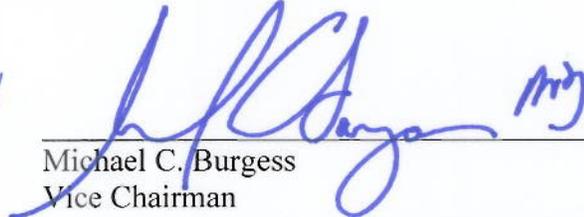
Tim Murphy
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Subcommittee on Oversight and Investigations



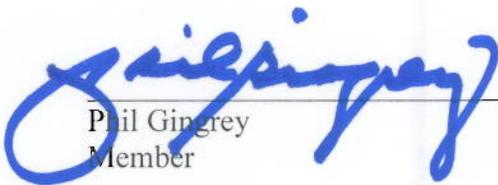
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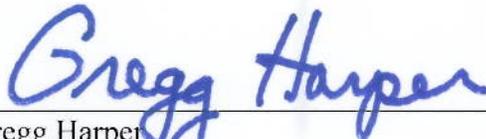
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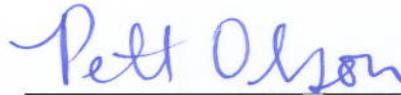
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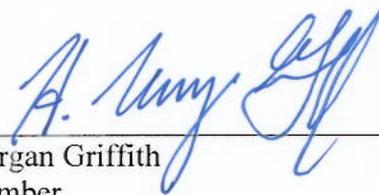
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Billy Long
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Renee Ellmers
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Letter to Mr. Roach

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cc: The Honorable Henry Waxman, Ranking Member
The Honorable Diana DeGette, Ranking Member
Subcommittee on Oversight and Investigations