


Dear Governor Shumlin,

I am writing to express concern with the proposed Integrated Eligibility Project, as reported in recent articles.

As ~~are~~ you are aware, my frustrations with the rollout and administration of Vermont's health insurance exchange, Vermont Health Connect ~~-t-~~, ~~are public and~~ its extraordinary costs and inability to achieve full functionality ~~--~~ are well documented. In fact, I have repeatedly suggested that Vermont move to a federal exchange, or a partnership exchange, to give Vermonters and small businesses access to a system that works and is more affordable in terms of future maintenance costs.

Now we have learned that you are negotiating with ~~yet~~ another IT vendor on another massive IT project, known as the ~~Health Systems Enterprise~~ Integrated Eligibility project, at a potential total cost of nearly about \$100 million 

Like ~~virtually every~~ most systems in state government, there is no doubt Vermont's aging eligibility system requires an upgrade. ~~The current ACCESS system is more than 30 years old. It doesn't provide the efficiency, value, productivity or accountability we need to more efficiently and successfully protect the most vulnerable. There is no better example of the necessity of bringing state government into the 21<sup>st</sup> Century. But,~~ it has to be done right.

Failure to learn from previous mistakes will exacerbate existing challenges and continue to frustrate Vermonters who want to see state government become more effective and, efficient, and live within its means.

It is also concerning the vendor you are negotiating with, WiPro, a company based in India with much of their work outsourced to India, does not have a track record of success in building Integrated Eligibility systems. ~~In fact~~ To that point, it's my understanding they have only been awarded a contract in one other state -- Nebraska -- and the project has already been plagued with delays and problems. I am also troubled that WiPro's outsourcing, if it occurs on this project, could prevent job opportunities for Vermonters ~~from attaining potential job opportunities~~.

As you know, the House and Senate Institutions Committees last session ~~decided to not fully express many concerns about~~ -funding-- ~~(and at~~ the Health Systems Enterprise projects through the Capital Bill ~~last session, and eventually funded them at~~ a lesser amount than you proposed ~~last session~~. In addition, the full Legislature approved the creation of the Special Committee on the Utilization of Information Technology in Government in Act 58, tasking them with analyzing how the state negotiates, implements and oversees IT projects, and whether best practices are currently being utilized. ~~) the Health Systems Enterprise projects through the Capital Bill.~~ With all of that ~~these concerns~~ in mind, I urge ~~delaying the award of this contract until you can to~~ demonstrate to the ~~full~~ Legislature clear project project expectations and management improvements, protocols and milestones. This is far too important to the budget and the Vermonters who rely on these services to become another mismanaged IT project.

Sincerely,

Phil Scott  
Lt. Governor

CC:

Senate President *Pro Tempore* John Campbell

House Speaker Shap Smith