



Weekly Checkup

The Contractors that Couldn't

CONOR RYAN | AUGUST 28, 2014

On Tuesday, the Office of the Inspector General (OIG) released [an overview of sixty contracts](#) involved in the development and operation of the Federal Health Insurance Marketplace, which began with spectacular failure last fall. The Marketplace software was [woefully unprepared](#) for enrollment traffic at the time of launch, the website's security was the subject of [congressional hearings](#), and large portions of the data infrastructure [remain incomplete](#). This OIG analysis of the contributing contracts, which covered a wide range of services and were originally estimated to cost \$1.7 billion, is a small piece of a larger effort to understand what exactly went wrong. Below is a word cloud of the defined missions of each contract, perhaps elucidating the most simple question: what were they *supposed* to do?

