

Selected systems and their costly contracting problems

State Agency	Project	Year	Cost	Contractor	Problems
Ohio Jobs and Families Department	Support Enforcement Tracking System	Contract for \$300 million system awarded in 1995	Delays drew a \$43.4 million federal fine	American Management Systems Inc., Fairfax, Va.	Child support system failures prompted lawsuit
New York Child and Family Services Office	Statewide Automated Child Welfare System	Started 1996	\$37.5 million project over budget by \$53.7 million	Accenture LLP, Chicago	Child protective and foster system functioned poorly
Mississippi State Tax Commission	Automated tax system	Started 1996	Original contract was for \$11.2 million	American Management Systems	System failed; AMS settled lawsuit for \$185 million
Texas Teacher Retirement System	Teacher Retirement System	Started 1997	\$600,000 over budget	TRW Inc.	\$12 million project fell 10 months behind schedule
Oregon Public Employee Retirement System	Pension Administration System	Started 1997	Costs for \$60 million project more than doubled	Covansys, Farmington Hills, Mich.	Project suspended; costs disputed
North Carolina Revenue Department	Data Capture System	Started 1999	N/A	IBM Corp.	Refunds delayed for 160,000 taxpayers
Florida Lottery Department	Statewide lottery system	Started 1999	\$30 million	Automated Wagering International Inc., Duluth, Ga.	Delays drew \$4.5 million fine, hearings