



FY09 PERFORMANCE PLAN District of Columbia Contract Appeals Board

MISSION

The mission of the Contract Appeals Board is to provide an impartial, expeditious, inexpensive and knowledgeable forum for hearing and resolving contractual disputes and protests involving the District and its contracting communities.

SUMMARY OF SERVICES

The Contract Appeals Board adjudicates protests of District contract solicitations and awards, appeals by contractors of District contracting officer final decisions, claims by the District against contractors, appeals by contractors of suspensions and debarments and contractor appeals of interest payment claims under the Quick Payment Act.

OBJECTIVE 1: Promote confidence in the integrity of the procurement process through equitable, timely, efficient and legally correct adjudication of disputes and protests.

INITIATIVE 1.1: Complete digital archiving and loading into a database of all cases filed since 2004 and permit web-based retrieval and full-text searching capability by parties with pending cases and the public.

Digital archiving provides for better preservation and retrieval than paper records. Once digitized, the Board's case files can be imported into its document management system and database. The database is linked to the Board's public website which contains a series of searching options for users, such as searching documents by case number and full-text searching. This functionality is very useful for litigants who have cases pending before the Board and for the contracting community and the public who wish to find case-specific information or general information about contract administration, contract formation, and protest and dispute resolution. The Board expects to complete this initiative within its current contracting services budget for FY2009.

INITIATIVE 1.2: Improve the features for electronic filing and service of pleadings in Board cases.

The Board will continue working with its electronic filing service provider to improve the features available to litigants, including securing and redacting protected information in filings, improve the procedures for initiating electronically new cases, and improve the user interface to reduce filing errors and to make the electronic filing process faster and more functional. The Board expects to perform this initiative without additional cost to the District government.

OBJECTIVE 2: Assist parties to resolve disputes through negotiation and settlement by initiating early case intervention, focusing attention on critical facts, resolving threshold legal issues, and conducting regular status conferences.

OBJECTIVE 3: Educate government and private contracting parties on procurement policies of fair, open, and broad-based competition, the legal requirements for conducting proper procurements, and resolving disputes through traditional and alternative dispute resolution methods.



PROPOSED KEY PERFORMANCE INDICATORS

Measure	FY07 Actual	FY08 Target	FY08 YE Actual	FY09 Projection	FY10 Projection	FY11 Projection
Percent of protests resolved within 60 business days.	87.5	90	N/A	90	90	90
Percentage of appeals cases decided within 4 months of the cases being ready for decision.	N/A	90	N/A	90	90	90
Percentage of new cases using electronic filing system.	100	100	N/A	100	100	100
Percentage of decisions sustained on appeal.	N/A	N/A	N/A	100	100	100
Percentage of cases closed by the Board which are electronically archived to permit web-based retrieval and full-text searching capability.	N/A	90	N/A	93	95	95