



FY2010 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 2003 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 search options for users, such as searching documents by case number or full-text. This functionality is useful for litigants with cases pending before the Board and for both 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 completed archiving and digitizing all cases filed since 2004 during FY2009 and expects to complete cases filed since 2003 within its current contracting services budget for FY2010.

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

The Board will work with its electronic filing service provider to improve the features available to litigants, including securing and redacting protected information in filings, improving the procedures for initiating electronically new cases, improving 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

| Metric | FY08 Actual | FY09 Target | FY09 YE | FY10 Projection | FY11 Projection | FY12 Projection |
|---|------------------------|------------------------|--------------------|----------------------------|----------------------------|----------------------------|
| Percent of protests resolved within 60 business days. | 94.4 | 90 | N/A | 90 | 90 | 90 |
| Percentage of appeals cases decided within 4 months of the cases being ready for decision. | 90 | 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 | 100 | 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. | 95 | 93 | N/A | 95 | 95 | 95 |



STANDARD CITYWIDE OPERATIONAL MEASURES

| Measure | FY09 YTD |
|--|-------------|
| Contracts | |
| KPI: % of sole-source contracts | |
| KPI: Average time from requisition to purchase order for small (under \$100K) purchases | |
| KPI: # of ratifications | |
| KPI: % of invoices processed in 30 days or less | |
| Customer Service | |
| KPI: OUC customer service score | |
| Finance | |
| KPI: Variance between agency budget estimate and actual spending | |
| KPI: Overtime as percent of salary pay | |
| KPI: Travel/Conference spending per employee | |
| KPI: Operating expenditures "per capita" (adjusted: per client, per resident) | |
| People | |
| KPI: Ratio of non-supervisory staff to supervisory staff | |
| KPI: Vacancy Rate Total for Agency | |
| KPI: Admin leave and sick leave hours as percent of total hours worked | |
| KPI: Employee turnover rate | |
| KPI: % of workforce eligible to retire or will be within 2 years | |
| KPI: Average evaluation score for staff | |
| KPI: Operational support employees are percent of total employees | |
| Property | |
| KPI: Square feet of office space occupied per employee | |
| Risk | |
| KPI: # of worker comp and disability claims per 100 employees | |