

Contract Appeals Board FY2019

Agency Contract Appeals Board

Agency Code AFO

Fiscal Year 2019

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

2019 Strategic Objectives

| Objective Number | Strategic Objective |
|------------------|--|
| 1 | Increase public confidence in the DC procurement process through the efficient, effective and fair disposition of public contracting disputes. |
| 2 | Increase use of Alternative Dispute Resolution (ADR) in resolving cases without the need for traditional litigation models, resulting in faster, more efficient dispositions of cases and greater party satisfaction. |
| 3 | Create and maintain a highly efficient, transparent and responsive District government through the digital archiving and electronic filing of all Board cases permitting web-based retrieval and full-text searching by the parties with pending cases and the public. |

2019 Key Performance Indicators

| Measure | Directionality | FY 2016 Actual | FY 2017 Actual | FY 2018 Actual | FY 2019 Target |
|--|----------------|----------------|----------------|-------------------------|----------------|
| 1 - Increase public confidence in the DC procurement process through the efficient, effective and fair disposition of public contracting disputes. (4 Measures) | | | | | |
| Percent of pending cases that are three years old or less | Up is Better | 75% | 92.9% | 86.7% | 90% |
| Percent of appeals resolved within 4 months of the cases being ready for decision | Up is Better | 91.7% | 80% | 84.2% | 90% |
| Percent of Protests resolved within 60 business days | Up is Better | 83.3% | 87% | 90.9% | 95% |
| Percent of decisions sustained on appeal | Up is Better | Not Available | 100% | No applicable incidents | 100% |
| 2 - Increase use of Alternative Dispute Resolution (ADR) in resolving cases without the need for traditional litigation models, resulting in faster, more efficient dispositions of cases and greater party satisfaction. (1 Measure) | | | | | |
| Percent of cases resolved through settlement | Up is Better | 72.9% | 48.4% | 55.4% | 50% |
| 3 - Create and maintain a highly efficient, transparent and responsive District government through the digital archiving and electronic filing of all Board cases permitting web-based retrieval and full-text searching by the parties with pending cases and the public. (2 Measures) | | | | | |
| Percent of new cases using electronic filing system | Up is Better | 100% | 100% | 100% | 100% |
| | Up is Better | 100% | 100% | 100% | 100% |

| Measure | Directionality | FY 2016 Actual | FY 2017 Actual | FY 2018 Actual | FY 2019 Target |
|---|----------------|----------------|----------------|----------------|----------------|
| Percent of cases closed by the Board in the current fiscal year that are electronically archived to permit web-based retrieval and full-text searching capability | | | | | |

2019 Operations

| Operations Header | Operations Title | Operations Description | Type of Operations |
|--|---|---|--------------------|
| 1 - Increase public confidence in the DC procurement process through the efficient, effective and fair disposition of public contracting disputes. (1 Activity) | | | |
| ADJUDICATION | Reduce the number of open appeal cases that are three years or older through docket review and strategic resource allocation | Working goal to reduce the number of cases that are three years or older to less than 5 percent. | Daily Service |
| 2 - Increase use of Alternative Dispute Resolution (ADR) in resolving cases without the need for traditional litigation models, resulting in faster, more efficient dispositions of cases and greater party satisfaction. (1 Activity) | | | |
| ADJUDICATION | Increase use of ADR in resolving disputes before CAB through researching, developing and applying best practices in mediation and other alternative dispute resolution models | At the inception of each case, CAB encourages mediation/settlement through Scheduling Orders. Further, the Presiding Judge in each case encourages mediation/settlement during the pretrial conference. CAB will continue to build upon its capacity to offer meaningful settlement/mediation opportunities to litigants. | Daily Service |
| 3 - Create and maintain a highly efficient, transparent and responsive District government through the digital archiving and electronic filing of all Board cases permitting web-based retrieval and full-text searching by the parties with pending cases and the public. (1 Activity) | | | |
| ADJUDICATION | Increase digital archiving and electronic filing of new cases to provide full-text searching and, therefore, greater transparency for litigants, the contracting community and the public | Completion of digital archiving and loading into the database of historical appeal and protest cases permitting web-based retrieval and full-text searching capability by the parties with pending cases and the public, while promoting electronic filing and uploading of documents in all newly filed cases. | Key Project |

2019 Workload Measures

| Measure | FY 2016 | FY 2017 | FY 2018 |
|---|---------|---------|---------|
| 1 - Reduce the number of open appeal cases that are three years or older through docket review and strategic resource allocation (2 Measures) | | | |
| Number of new cases filed | 33 | 48 | 46 |
| Number of cases resolved | 48 | 64 | 56 |
| 2 - Increase use of ADR in resolving disputes before CAB through researching, developing and applying best practices in mediation and other alternative dispute resolution models (2 Measures) | | | |

| Measure | FY 2016 | FY 2017 | FY 2018 |
|---|---------|---------|---------|
| Number of Scheduling Orders issued encouraging settlement | 33 | 48 | 46 |
| Number of cases resolved through settlement/voluntary withdrawal | 35 | 31 | 31 |
| 3 - Increase digital archiving and electronic filing of new cases to provide full-text searching and, therefore, greater transparency for litigants, the contracting community and the public (3 Measures) | | | |
| Number of archived protest and appeals cases digitized and uploaded to the public website | 48 | 64 | 20 |
| Number of new cases filed and processed electronically | 33 | 48 | 46 |
| Number of documents filed in new cases | 1783 | 1933 | 1461 |

2019 Strategic Initiatives

| Strategic Initiative Title | Strategic Initiative Description | Proposed Completion Date |
|--------------------------------|----------------------------------|--------------------------|
| No strategic initiatives found | | |