

Contract Appeals Board FY2023

Agency Contract Appeals Board

Agency Code AFO

Fiscal Year 2023

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.

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.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY2022 Actual	FY 2023 Target
1 - Increase public confidence in the DC procurement process through the efficient, effective and fair disposition of public contracting disputes. (4 Measure records)						
Percent of Protests resolved within 60 business days	Up is Better	94.1%	100%	95%	88.5%	95%
Percent of decisions sustained on appeal	Up is Better	No Applicable Incidents	No Applicable Incidents	100%	100%	100%
Percent of Appeals resolved within 4 months of the cases being ready for decision	Up is Better	92.9%	100%	90%	100%	90%
Percent of pending Appeals that are three years old or less	Up is Better	100%	100%	90%	100%	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	50%	81.8%	50%	41%	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 Measure records)						
Percent of new cases using electronic filing system	Up is Better	83.3%	91.2%	100%	92.3%	100%
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	Up is Better	100%	100%	100%	100%	100%

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Operations

Operations Title	Operations Description	Type of Operations
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)		
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

Operations Title	Operations Description	Type of Operations
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)		
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

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual	FY2022 Actual
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 Measure records)			
Number of cases resolved through settlement/voluntary withdrawal	18	9	16
Number of Scheduling Orders issued encouraging settlement	24	34	26
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 Measure records)			
Number of new cases filed and processed electronically	21	31	24
Number of documents filed in new cases	2043	1574	1538
Number of archived protest and appeals cases digitized and uploaded to the public website	0	1	1

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
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 (2 Strategic Initiative records)		
Migration of iManage Case Management Software to Cloud-Based Storage	This initiative will secure a vendor to migrate the Board's on-premises iManage Case Document System to the vendor's cloud. The iManage system populates all case files from the File & ServeXpress platform to the Board server and to the public website for transparency/public viewing	09-30-2023
Legacy Case Files Upload to Public Website	This initiative will allow the Board to contract with a vendor to upload over 1,000,000 pages of Board case files to the public website. These legacy case records date back as early as the Board's founding in 1951 up to circa 1985. Board records from 1985 to the present are already on the website.	09-30-2023