Attachment x.x

**PAST PERFORMANCE**

Agency Name: Department of Veteran Affairs

Department of Veterans Affairs Records Management Services

Office of Information and Technology (OI&T)

Contract Name: Department of Veterans Affairs Records Management Services

(Freedom of Information Act Implementation Plan)

Contract Location: 810 Vermont Street, N.W.

Washington, D.C. 20420

202-461-6310

Contract Number: RFQ 776-07-034

Contract Amount: $1.4m

Original Contract Completion Date:

Final Contract Completion Date:

Actual Completion Date:

Client Point of Contact Information:

Ms. Dolly Jackson

FOIA Officer, Records Management Services (OI&T)

Department of Veterans Affairs

810 Vermont Ave., Suite 500

Washington, D.C. 20420

202-461-6310

Services were provided on firm-fixed-price contract

Role: While working as a member of Evolvent the owner of Deceris was the Project Manager for the Prime Contractor

Brief description of the work performed:

Engaged In supporting the Department of Veterans Affairs Office of Information Technology (OI&T) Records Management Services (Freedom of Information Act Implementation Plan).

In December 2005, Presidential Executive Order 13392 was released instructing Federal Agencies to develop a Freedom of Information Act Implementation Plan. Many of the resources on the contract were originally designated to support the Department of Veterans Affairs Office of Information Technology (OI&T) Records Management Services but in order to comply with Presidential Executive Order 13392 many resources were redirected to support the VA Records Management Services Freedom of Information Act Office.

Deceris provided professional, management, administrative and technical services in support of developing and implementing the VA Freedom of Information Act (FOIA) Implementation Plan. Deceris also served as a lead member of VA’s FOIA Working group that was charged with meeting with a number of vendors to assist the VA in making a decision on a FOIA processing system that could ultimately be used throughout the entire VA enterprise.

During this engagement Deceris was responsible for the following:

* Performed full FOIA review in processing incoming requests while ensuring all appropriate exemptions were applied and FOIA processes and guidelines were followed;
* Provided timely handling of all FOIA requests (including expedited requests) and resolution of all issues and discrepancies;
* Provided technical reviews of documents to advise whether they contain sensitive information that should not be released to the public;
* Reviewed agency records to ensure compliance with VA FOIA/PA policies and procedures and identified when:

1. the records were to be released in their entirety;
2. the records were already publicly available;
3. the records should be withheld in part;
4. the records should be withheld in entirety;
5. the records should be referred to other companies/agencies;

* Interfaced with the appropriate VA offices or staff to resolve any concerns or questions they might have regarding documents being reviewed.
* Provide recommendations for the establishment of a Freedom of Information Act (FOIA) processing organization focusing on accountability, reporting, management oversight and intra-agency communication
* Review existing policy, guidelines and regulations and make recommendations for improvements in FOIA processing procedures
* Established a baseline of skills and knowledge for FOIA Officers
* Designed a comprehensive FOIA training program targeted for all primary and alternate VA FOIA Officers
* Conducted an analysis of the backlog of VA FOIA requests to determine the causes and to categorize the nature of the requests
* Provided suggestions on VA actions to improve customer satisfaction including communication with FOIA requestors, public accessibility to VA FOIA staff and VA responsiveness
* Identified an IT solution that provided capabilities to track FOIA requests by field location name and make sure it is accessible to each FOIA Service Center and the Chief FOIA Officer

FOIA Accomplishments

Deceris developed and implemented a comprehensive FOIA Training Program targeted for all primary and alternate VA FOIA Officers comprised of a six-module computer-based desktop FOIA Training program and an electronic FOIA Staff Training Guidebook that is available to all VA FOIA personnel to use as a quick and easy reference guidebook that can answer the vast majority of FOIA Officers questions in minutes.

Deceris initiated an update to VA’s FOIA web-site which made proactive disclosures to be made readily available to the public on the FOIA electronic reading room portion of the web-site. This action quickly reduced a portion of the backlog by permitting FOIA Officers to simply direct the requestors to the web-site.

In October 2006, Deceris assisted the VA FOIA Officer with the initiation of a VA-wide backlog reduction effort and augmented VA’s Directorate of Privacy and Records Management with Deceris FOIA SMEs; staff assistance visits to VA Field Offices; development and implementation of a FOIA Staff Training Program; and implemented a Department-wide Quarterly FOIA Backlog comprised of “Snapshot” Data Call. In December 2007 the Government Accounting Office (GAO) held an Exit Conference with the VA to discuss its findings associated with GAO engagement 310788 (Review of FOIA status and the implementation of Executive Order 13392) which was commissioned to: determine the status of agencies’ processing of FOIA requests and any trends that can be seen. The GAO audit determined to what extent agencies have made progress in addressing backlogged FOIA requests since implementing their improvement plans. During the exit conference GAO noted that:

* VA now displays appropriate internal controls and/or review process
* VA has reduced its overall backlog by over 80%
* Over 60% of VA FOIA Offices have eliminated their FOIA backlog