

## **Federal Contractor Agrees to Pay \$7 Million to Settle False Claims Act Allegations - GSA Office of Inspector General**

# **Federal Contractor Agrees to Pay \$7 Million to Settle False Claims Act Allegations**

U.S. Attorney's Office  
Eastern District of Michigan  
July 21, 2023

DETROIT - Foresee Results, Inc. and Verint Americas, Inc. (collectively, Foresee) have agreed to pay \$7,000,000 to resolve allegations that they violated the False Claims Act by falsely representing to the United States that they used the methodology of the American Customer Satisfaction Index (ACSI) to measure customer satisfaction.

In 2011, the Federal Consulting Group (FCG), which is part of the United States Department of the Interior, awarded Foresee a five-year contract for website assessment and improvement services, through which Foresee agreed to measure the public's satisfaction with certain government websites and make recommendations regarding how to improve satisfaction. In awarding the contract to Foresee, the FCG understood that Foresee would be applying the trusted methodology of the ACSI to provide federal agencies with an ACSI measurement. The settlement announced today resolves the government's allegations that Foresee did not use the ACSI methodology, but instead used a different methodology to measure the public's satisfaction with certain government websites.

"The False Claims Act is an important tool to deter and hold accountable those who misuse public funds," said U.S. Attorney Dawn N. Ison for the Eastern District of Michigan. "Federal contractors must deal honestly with federal agencies, and this settlement demonstrates that our office will diligently investigate and hold accountable those companies that fail to uphold their end of the bargain."

"Government contractors are expected to adhere to the requirements of their contracts and not cut corners in order to increase profits," said Special Agent in Charge Jeffrey Ryan, Office of the Inspector General for the U.S. General Services Administration.

"The U.S. Attorney's Office, GSA-OIG, and DOI-OIG worked diligently to investigate these allegations, which resulted in a substantial settlement for the U.S. Government," said Katie Balestra, Special Agent in Charge, Office of the Inspector General for the U.S. Department of Interior. "We will continue to work with our law enforcement partners to investigate those who commit fraud."

The civil settlement includes the resolution of claims brought under the qui tam or whistleblower provisions of the False Claims Act by CFI Group USA, LLC and American Customer Satisfaction Index, LLC (collectively, Relators). Under those provisions, a private party can file an action on behalf of the United States and receive a portion of any recovery. In this case, Relators will receive \$1,540,000.00 as part of the settlement. The qui tam case is captioned United States ex rel. CFI Group USA, LLC, et al. v. Verint Americas, Inc., Case No. 19-12557 (E.D. Mich.).

The resolution was the result of a coordinated effort by the United States Attorney's Office for the Eastern District of Michigan, the Office of the Inspector General for the U.S. General Services Administration, and the Office of the Inspector General for the U.S. Department of the Interior. The matter was handled by Assistant United States Attorney John Postulka from the U.S. Attorney's Office for the Eastern District of Michigan.

---

Federal Contractor Agrees to Pay \$7 Million to Settle False Claims Act Allegations

## **Federal Contractor Agrees to Pay \$7 Million to Settle False Claims Act Allegations - GSA Office of Inspector General**

The claims resolved by the settlement are allegations only; there has been no determination of liability. \_\_\_\_\_

Source: U.S. Attorney's Office [press release](#)