The U.S. General Services Administration (GSA) does not currently have a proactive process to prevent EASi failures (processing modifications (MODs) and Receiving Reports) due to Pegasys changes in Fixed Asset Type (from CIPIMP to IMPROVMNT). The current manual reactive process leads to delay in executing MODs or processing receiving reports and could result in potential interest charges due to the failure of prompt invoice payment. Additionally, there is a significant level of manual effort required to update contracts and accounting lines linked to the project which has reached substantial completion.

GSA implemented a multiphase automation process that is triggered by changes in IRIS Fixed Asset Type as a prompt to prepare a Budget Purchase Request (PR) Modification for contracts that have open balances and draft award mods. This automation will check daily for IRIS/Pegasys updates to fixed asset types and will create the budget PR mod and the award modification for budget analysts and contracting officers approval.

This is a critical step in ensuring the Federal government successfully processes EASi changes (processing modifications (MODs) and Receiving Reports) due to Pegasys changes in Fixed Asset Type (from CIPIMP to IMPROVMNT) successfully. This would result in improving the timely handling of vendor invoice payments and a reduction in the number of EASi/Pegasys failed transactions.

On average, the Fixed Asset bot is performed 600 times per year.

This automation has created 2,464 annualized hours of capacity for contracting officers.

By Joslann Igoe
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The U.S. General Services Administration (GSA) is a government leader in robotic process automation and has deployed more than 100 automations across the agency.

The GSA OCFO sponsors the Federal RPA Community of Practice, which aims to increase awareness and knowledge of RPA, while also removing implementation hurdles.
Federal acquisition regulations and contractual administrative requirements are subject to change and can necessitate modifying existing contracts to incorporate these changes. Before the automation was developed, it took an acquisition team approximately one hour to perform all of the actions required to complete a single contract modification. It was a laborious effort to execute tens of thousands of modifications, monitor this effort and complete within tight deadlines.

**Solution**

Using a report of active contracts, the mass mod automation drafts a contract modification in the contract writing system which includes: generating the modification form, inserting scripted description language, uploading supporting documentation and sending the modification to the contractor representative and GSA acquisition team.

**Benefits**

The automation completes the contract modification in approximately ten minutes, as opposed to the hour it took to complete prior to automating. The automation also enables superior progress monitoring and helps ensure contract compliance with new regulations and requirements that are time-sensitive. The goal of the automation is to not only reduce human resource time but to also eliminate errors.

**Challenge**

PBS issues over 10,000 automated mass modifications annually.

**By The Numbers**

- **83%** The automation reduced per-contract processing from 60 min. down to 10 min. - an 83% reduction.

- **10k** PBS issues over 10,000 automated mass modifications annually.

**For More Information**

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Each contract close out requires a number of steps including performance reviews, financial reviews, possible actions to correct obligations or make deductions, and then official closeout in the procurement system after all reviews are complete and final payment has been made. The contract file must also be updated to reflect that the appropriate checks have been conducted and that the contract was closed appropriately. The close out process can be extremely time consuming, using manual data entry to conduct most of the process.

The CLARA Closeout Robotic Assistant offers users four automation pathways for contract closeout support. Users can select from the following:

1. Prepare a Contract's Release of Claims
2. Conduct a Contract's Financial Review
4. Draft a Contract's De-Obligation Modification

Closeout automation can be used on any Firm Fixed Price Contract
➢ Automation is requested via Google Form
➢ Four automation pathways for selection
  ○ Release of Claims
  ○ Financial Review
  ○ Financial Review & Close Contract
  ○ Prepare Draft Deobligation Modification for Signature

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By The Numbers

- This automation creates over 36,000 hours of capacity each year.
- GSA closes over 13,000 contracts a year.

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The GSA OCFO sponsors the Federal RPA Community of Practice, which aims to increase awareness and knowledge of RPA, while also removing implementation hurdles.
PBS acquisition personnel send out thousands of internal and external notifications and reminders annually, and the manual effort of this process can be time consuming.

NORA is a new Robotic Process Automation (RPA) that automates sending 9 notifications and reminders, and filing them into your electronic contract file, throughout the acquisition lifecycle. NORA’s goal is for you to spend less time manually tracking milestones and writing emails.

**Solution**

This RPA consists of nine different components that will generate notifications or reminders to various parties. Seven of these components will run automatically without intervention, while the remaining two components will require additional input from the CO.

**Benefits**

NORA’s goal is to spend less time manually tracking milestones and writing/sending emails. This automation ultimately reduces administrative burden for the acquisition community.

**By The Numbers**

This automation creates approximately 7,000 hours of capacity each year.

GSA sends over 13,000 notifications and reminders a year.

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In response to OIG CAP Audit Report A190085, Manual data entry has indicated many data inaccuracies upon either submission or transmission to GCIMS. As a result, a need was identified to reduce the amount of time spent on handling clerical aspects of the PIV process and data retrieval.

Solution

The CIW Filler Bot will reduce the amount of time spent on the clerical aspects of PIV processes and simultaneously improve data quality by automating the manual process of retrieving and copying the necessary data.

Additionally, unattended BOT will automate the entry of sections 2-6 from EASi BI every 10 minutes during working hours. It will flag any points for review for the RO in the output email.

Benefits

- Less interference with EASi searches
- Less site navigation
- Increased understanding of the CIW and responsibilities
- Reduced delays in requesting clearances and issuing PIV cards to contractor personnel
- Improved data accuracy
- Higher accountability for PIV cards

By The Numbers

The 5 year average of contracts with PIV Cards is approximately 3,281.

Average cumulative time savings is approximately 170 hours annually based on 30 min process time for FY22.

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The challenge that we are addressing is how do we understand how long it takes to clean our buildings, especially in a sole source environment such as the AbilityOne Program which comprises approximately 80% of our cleaning costs. If we don’t model against industry standards and fail to receive competitive pricing, it is difficult to conduct an independent analysis to understand for each building, how much labor we should be paying to meet the desired cleaning standards. Additionally, how to cohesively discuss this issue in negotiations and have a programmatic understanding of how to approach the analysis.

**Solution**

The solution of having a tool that can be used in a standardized fashion across all regions.

- Use same methodology to create a synergy of understanding of appropriate industry time standard assumptions for our estimators.
- Realize time savings in the negotiation process if disagreement on the question of labor hours.
- Reduce the time it takes to estimate, have the ability to understand at the aggregate level, what it should cost to clean our buildings based on advancements in industry best practices and/or changes in building occupancy levels.

**Benefits**

- The main savings is expected to be in reduced costs on our contracts because we will have a highly defensible position if there is a pricing dispute and impasse is needed.
- Anticipated time savings associated with the tool enhancements, along with time savings in the negotiation process if we can coordinate a process efficiently with our NPA and SourceAmerica partners.

**Let’s Continue the Conversation**

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Currently, there is an Overtime Utilities Estimating Tool (OUET) within RETA to help prepare and track the OU estimates, as well as an Excel template to assist in understanding the estimate sheet. This tool is timely and requires daily administrative processing.

- Provides automated required customer letters.
- Reduced clerical processing
- Cost Savings
- Increase overall work capacity.
- Improved monitoring of OU Estimates

### Challenge

<table>
<thead>
<tr>
<th>Solution</th>
<th>Benefits</th>
</tr>
</thead>
</table>
| Automation creates overtime utility estimates in RETA for the following fiscal year. |● Provides automated required customer letters.  
● Reduced clerical processing  
● Cost Savings  
● Increase overall work capacity.  
● Improved monitoring of OU Estimates |

### By The Numbers

<table>
<thead>
<tr>
<th>Average Transactions</th>
<th>Capacity or Time Savings</th>
</tr>
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<tbody>
<tr>
<td>TBD</td>
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</tbody>
</table>

### Let’s Continue the Conversation

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Currently, the website utilizes an automated employment verification service, allowing current and former DOL employees to have employment and salary information easily verified by third parties. THE WORK NUMBER® is a fast, secure service used for mortgage applications, reference checks, loan applications, apartment leases, and anything that requires proof of employment.

Solution
Automation portal would perform the weekly payroll verification process on behalf of the contracting officers. The automation would use an electronic version of the WH-347 that contractors would be responsible for submitting weekly through a WH-347 web application.

Benefits
- The automation would verify the provided labor categories and corresponding wage rates against the prevailing wage in the contract’s wage determination (“WD”).
- The electronic WH-347 and corresponding WD data can be available for governmentwide use. The automation can also be tailored to perform within the systems of other government agencies for comprehensive verification automation.

By The Numbers
Average Transactions: TBD
Capacity or Time Savings: TBD

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The GSA OCFO sponsors the Federal RPA Community of Practice, which aims to increase awareness and knowledge of RPA, while also removing implementation hurdles.
The Market Research & Acquisition Planning process is currently a manual process involving compiling, organizing, uploading and matching vendor information, emails and award information from multiple sources.

**Solution**
Automates the process for the Market Research & Acquisition Planning to compile and upload vendor email results from Dynamic Small Business Search (SBA Website, If DUNS/UEI provided for an offeror, the bot will return entity registration, representation and certification data and Federal Award data and after the awardee selection, draft and file various post-award memos, surveys and check Pegasys for an existing vendor ID for the prospective awardee.

**Benefits**
- More efficient
- Improved data accuracy
- Increased overall workload capacity
- Robust reporting
- Timely handling of transactions

**By The Numbers**
- Average Transactions: TBD
- Capacity or Time Savings: TBD

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All planned procurements (except exercise of options) should be input into the GSA Forecast Tool. GSA forecast tool listing managers will either manually input planned opportunities or use the bulk upload functionality. Planned opportunities may be for the current fiscal year or future fiscal year(s).

1) Validate the bulk upload file
2) Update / Maintain the information in an automated way

<table>
<thead>
<tr>
<th>Solution</th>
<th>Benefits</th>
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<tbody>
<tr>
<td>Increase the accuracy of GSA Forecast Tool information while eliminating manual data entry and updates. The initial implementation of the automation should be for GSA Forecast Tool listing managers only. If successful, GSA will roll out to external agency forecast tool listing managers.</td>
<td>• Eliminates manual data entry and updates. • Reduces administrative burden to the workforce while promoting compliance.</td>
</tr>
</tbody>
</table>

**By The Numbers**

- **3.3k**: On average, the tool is used 3,340 times per year.
- **2505**: Currently, the tool is used 45 mins per entry and approximately, 2,505 hours annually.

**Let’s Continue the Conversation**

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Conducting market research, offer reviews and awardee selection preparation is currently a manual process involving compiling, organizing, uploading and matching vendor information, emails and award information from multiple sources.

**Solution**

**Phase 1** of the pre-award automation will further automate a GSA Contractor Responsibility Screener to bring in more data from SAM.gov and other websites to form a comprehensive vendor report and summarize all vendor responsibility information in an offer checklist. This phase will also draft and file various post-award memos, surveys and checks Pegasys for an existing vendor ID for the prospective awardee.

**Phase 2** of the pre-award automation will focus on automating market research steps for open-market and GSA Schedule buys.

**Benefits**

- More efficient
- Improved data accuracy
- Increased overall workload capacity
- Robust reporting
- Timely handling of transactions

**By The Numbers**

- **Average Transactions**: TBD
- **Increased Capacity or Time Savings**: TBD

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The aging Purchase Request (PR) report tracks all PRs and PR Modifications that are approved but not awarded, or PRs that are in Draft Status starting in FY19 and earlier. These PRs are aged or abandoned/unused and can be cleaned up based on whether the PR is associated with a solicitation.

**Solution**

Clean up old and abandoned PRs. This will improve EASi speed and performance.

**Benefits**

- Improve overall EASi speed and performance
- Improve data quality

**Challenge**

There are approximately 2100 abandoned PRs and 1 hour to process each PR, 20 mins per PR or mod to cancel.

Note: 10 mins to cancel a solicitation, (routing time), (follow up time, manual report creation, emailing, helping users and repeat) and 30 mins per PR.

**By The Numbers**

2100

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Provide an internal automated daily review of the number of contract documents required in each pre-award procurement tab to improve the overall data quality and process efficiency.

**Solution**

Automation pulls a report of contracts awarded 7 days prior, within one (1) week after a new contract is awarded in EASI.

Automation will go into EDMS and scan each pre-award procurement tab for any missing documents based on an estimated quantity for each contract type.

The automation will alert the contracting officer of any missing documents.

The automation will utilize an escalating reminder process (giving CO & CO Supervisor reminder 7-days at 14 days the CO, CO Supervisor and Branch Chief gets the reminder).

**Benefits**

The overall objective for this automation is to essentially scan each pre-award procurement tab (tabs 1-23) to determine when a document or multiple documents are missing and will send notifications to the contracting team, their supervisor, and branch chief as alerts within a 7 day escalation period after contract award.

**Let’s Continue the Conversation**

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The current process takes on average 7 minutes with approximately 13,000 transactions annually.

The automation will add an additional capacity of 1,517 hours annually.

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