

Automation Name	Custom Developed Contractor Responsibility Determination Bot
Implementing Agency	Department of Labor (DOL)
Description of Automation	<p>The Contractor Responsibility Determination Bot automates much of the process of gathering data to complete the two required forms to determine responsibility. Given a DUNS number (and as of December 2020 a Unique Entity Identifier (UEI) for SAM.gov and FAPIIS.gov), the bot collects data from Dun & Bradstreet, SAM.gov and FAPIIS.gov and populates the two forms. Once filled, the CO can review the information to assess a contractor's responsibility, complete a past performance review, and sign the document confirming their determination. This determination is placed by COs in the contract file.</p>
Type of technology used	Robotic Process Automation (RPA)
Benefits of Use	<p>Key benefits include:</p> <ul style="list-style-type: none"> • streamlined more efficient processes; • improved accuracy; • reduction in workforce time spent on manual tasks; • fewer administrative errors; • increase in compliance; and • quicker access to accurate timely information.

Automation Status	In Production
Agency ATO Completed	Pending
Timeline: Time to Deploy	3 months
Key Milestones During Development	<ul style="list-style-type: none">○ Awareness training○ Finalize users guides.○ Develop training videos○ Socializing with stakeholders and users
Is the automation exportable for use by another agency?	The automation is not available for use by other agencies.
Primary Data Sources	There are two primary data sources, i.e., the System for Award Management (SAM) and the Federal Awardee Performance and Integrity Information System (FAPIIS).
POC Contact	DOL

Lessons Learned

- Engage users as early as you can and throughout the development process for feedback.
- If you have unions in your agency, engaging with them early on is beneficial.
- The original prototype for the bot required excel spreadsheets, attachment to an email, and then sending the email to an address where the bot would start. That prototype was not as successful in part because no data validation was happening. As an example, the DUNS number in an excel spreadsheet would be entered incorrectly, which would lead to bot errors. We shifted from excel spreadsheet to webforms in order to improve data validation.
- RPA is not a one and done technology – bots require maintenance and updates.