CONTRACTOR RESPONSIBILITY DETERMINATION BOT

User Guide
Wednesday, June 2, 2021

1. PURPOSE OF THIS USER GUIDE

This User Guide is designed for Contracting Officers (COs), Contracting Specialists (CSs) and other procurement professionals who will use the Contractor Responsibility Determination bot. This document provides:

1. An abbreviated description of the technology that enables the bot to perform, known as Robotics Process Automation (RPA)
2. A brief overview of the business process with reference to more detailed process documents, policies or guidance
3. A step-by-step guide for how to interact with the bot
4. Troubleshooting support and contact information for technical support

2. INTRODUCTION TO ROBOTICS PROCESS AUTOMATION

Robotics Process Automation (RPA) is a process by which computer software, often called a "bot" or "automation," emulates and integrates the actions of a human interacting within digital systems to execute a business process. RPA automations utilize the user interface to capture data and manipulate applications just like humans do. This technology is best used to convert manual, rote, rule-based human processes into automated, software based processes.

3. ABOUT THE CONTRACTOR RESPONSIBILITY DETERMINATION BOT

3.1. Business Process

In accordance with FAR 9.1, an affirmative determination of a contractor's responsibility must be included in the contract file. COs are primarily responsible for assessing each contractor and issuing a determination. To make an affirmative determination, COs aggregate information from several sources. Together, these references inform a CO of a contractor's financial responsibility, capacity, performance reference, experience, integrity and business ethics standing.

COs use two documents to assist in the evaluation of the above sources to ensure that all required documentation is included in the contract file: The **Responsibility Determination Guide** and the **Financial Analysis Guide**. Both of these resources are fillable PDFs provided by OSPE.

The Contractor Responsibility Determination Bot automates much of the process of gathering data for completing the two required forms to determine responsibility. Given a DUNS number, the bot collects data from Dun & Bradstreet, SAM.gov and FAPIIS.gov and populates these two forms.

Once filled, the CO can review the information to assess a contractor's responsibility, complete the past performance review, and sign the document confirming their determination. This determination is placed by COs in the contractors file in AMS.

3.2. Usage

This bot is an unattended bot, meaning it runs in the background and you will not see it doing the work. You will prompt the bot to run through the Bot Center. This is detailed in section 5.

When should I use this bot?

You should run this bot for each contract you manage that needs a determination made. If you have multiple contracts in need of a determination, you can tell the bot to run for them all at once. See section 5 for details.

How do I use this bot?

This is outlined in detail in section 5. At a high-level, you will you will use the Bot Center to submit information into the required fields for the bot to process your request. You will receive a confirmation message after clicking "Run" to submit the request. Once it has processed your request, you will receive an email with multiple attachments detailed below.

What do I do with the bot results?

All bot results must be reviewed before a determination can be reached. Once you confirm that you agree with the results, they should be stored in the contractors file in AMS.

4. USER ACCOUNT POLICIES

For security purposes, all users of this bot must be on the approved user list managed by OCIO.

4.1. Getting Started

Prerequisites

- Microsoft Edge or Google Chrome Web Browser
- DOL VPN Connection
- Bot user access: email EnterpriseServiceDesk@dol.gov to request DOL RPA access and ask for the ticket to be assigned to the "RPA support" Service Now group.

Instructions
User Login (via Windows)

1. Navigate to the following URL: https://botcenter.dol.gov/
   - *You will be redirected to the UiPath login screen.*

2. To login using your DOL account, click on the Windows icon as shown below:
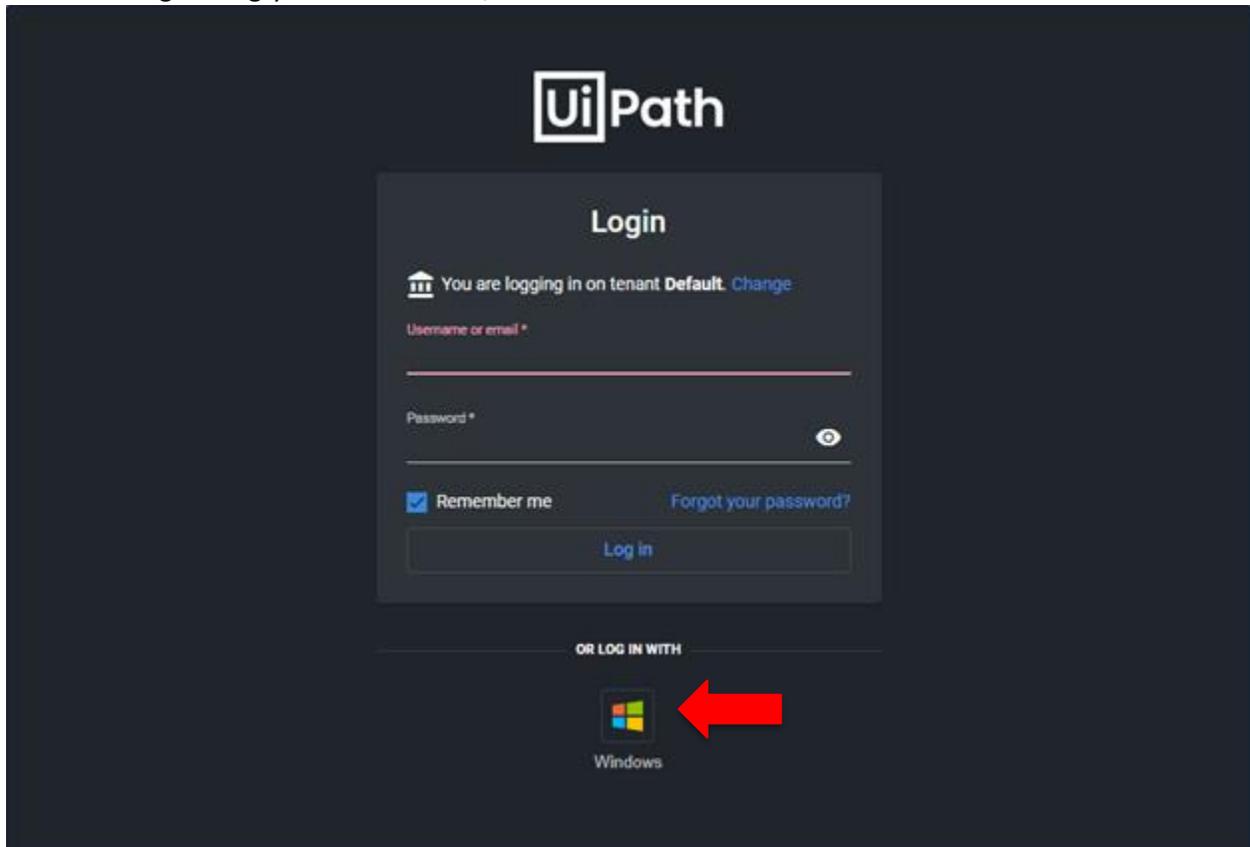
- *If login is successful, will be redirected back to the bot center.*

4.2. Login Error

If you get a login error (usually error #214), please open a ticket with RPA Support. This link will open an Outlook email. *Do not* change the email recipient, subject line or prefilled body. Please add a description of your issue and send a screenshot of the error message.

5. USING THE CONTRACTOR RESPONSIBILITY DETERMINATION BOT

5.1. Initiate the bot

Navigate to the Bot Center, and under Contractor Responsibility Determination, click "Run Bot":

Contractor Responsibility Determination

🏛 OSPE   ⏱ 10-15 Minutes

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Once the bot returns your results, the CO can review the information to assess a contractor's responsibility, complete the past performance review, and sign the document confirming their determination. This determination is placed by CO's in the contractors file in AMS.

When should I use this bot?	+

What do I do with the results?	+

Run Bot   **Report a Problem**   **User Guide**

Populate each of the fields with the following pieces of information. *Hover over the black "?" icons for descriptions of the following fields (see screenshot below):

1. DUNS Number (do not include any leading 0s, no dashes)
2. Subject
3. Services
4. EIN NO
5. Contract Period State
6. Contract Period End
7. Total Estimated Price
8. Government Estimate
9. Current Asset
10. Current Liabilities
11. Net Working Capital

Contractor Responsibility Determination

Input Form

Please provide a list of DUNS numbers and additional information the bot will use to generate a report. Required fields are marked with an asterisk (*).

DUNS Number * ❓

| 100400779 |

This field is required

Subject * ❓

| 1234AA-21-F-12345 |

Services * ❓

| Robot Maintenance and Support Services |

EIN NO ❓

| 00-0000000 |

Contract Period Start ❓

| mm/dd/yyyy 📅 |

Contract Period End ❓

| mm/dd/yyyy 📅 |

Total Estimated Price ❓

| 123456.00 |

Government Estimate ❓

| 123456.00 |

Current Asset ❓

| 15000.00 |

Current Liabilities ❓

| 10000.00 |

Net Working Capital ❓

| 5000.00 |

Add another line

Cancel   **Run**

You can populate the fields for just one contractor or for multiple at one time. To include multiple contractors, click "Add another line" at the bottom of the pop-up window (see screenshot above)

Once all necessary input has been entered, click the "Run" button to submit the request.

5.2. Contractor Responsibility Determination bot output

1. After clicking "Run" to submit your request, the pop-up window will show a confirmation message:

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Contractor Responsibility Determination

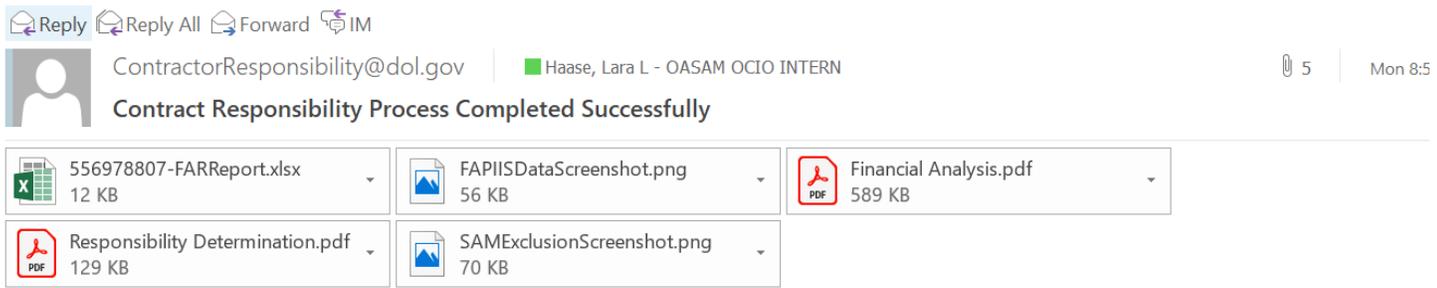✓ **Bot Request Sent!**
Your request has been sent to the bot for processing. You may check the status of the bot by viewing your recent jobs list.

[Close]

two forms.Once filled, the CO can review the information to assess a contractor's responsibility, complete the past
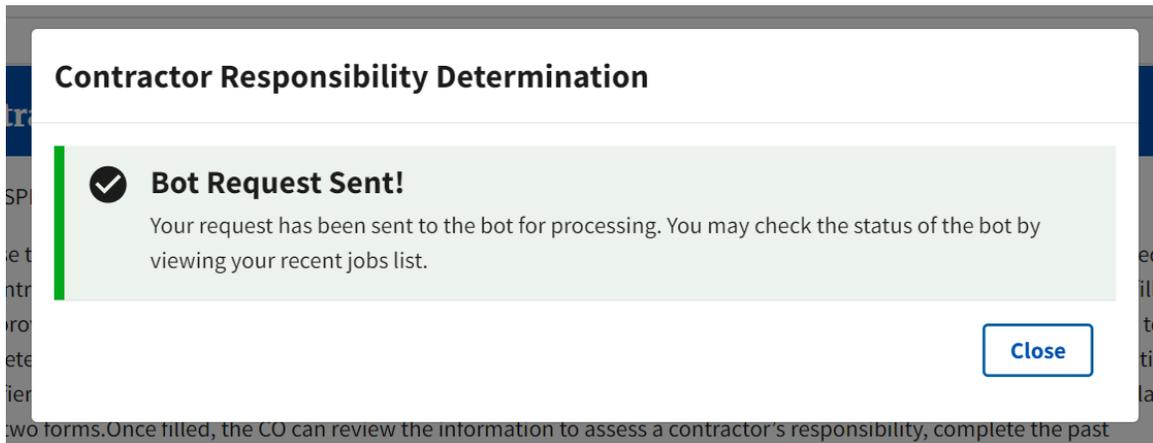
If you are **not** approved, you will receive a rejection email stating so. See section 4 on user accounts to be added as an approved user.

2. Be patient as the submission is processing; however, the process should complete within 15 minutes.
3. Upon completion, you will receive a confirmation email stating your Contractor Responsibility Process has completed successfully.

↩ Reply ↩ Reply All ↩ Forward ↩ IM

ContractorResponsibility@dol.gov   ◼ Haase, Lara L - OASAM OCIO INTERN   📎 5   Mon 8:5

Contract Responsibility Process Completed Successfully

📊 556978807-FARReport.xlsx ▾ 12 KB	🖼 FAPIISDataScreenshot.png ▾ 56 KB	📄 Financial Analysis.pdf ▾ 589 KB
📄 Responsibility Determination.pdf ▾ 129 KB	🖼 SAMExclusionScreenshot.png ▾ 70 KB	

Please see attached templates and documentation for final results. Please find files in \\SILENTFS01.ent.dir.labor.gov\OCIO-APPS-RPA_Prod\Contractor_Responsibility\ with the DUNS Number. The Bot has processed the DUNS number: You can also check all the files at V:\Contractor_Responsibility\DOL_ContractorResponsibility_Output\Data\Attachments556978807

If the bot fails to process your submission for any reason, you will receive an email stating an error has occurred with instruction to resubmit. If the error continues contact the DOL OCIO Enterprise Service Desk. See section 6.

4. Confirmation email will include the following attachments:
    a. Responsibility Determination document (all data bot was able to populate)
    b. Financial Analysis document (all data bot was able to populate)
    c. Screenshot of Has Active Exclusion?: value (from SAMs.gov)
    d. Size Standard table (from SAMs.gov)
    e. Screenshot from FAPIIS
    f. All FAPIIS_ReportFile pdfs (if applicable)

Note: It is your responsibility to keep track of all bot results and provide a record of all documentation required by this process. Using this bot does not replace human decision making. You are responsible for reviewing all bot output and making a decision about the next steps.

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6. TROUBLESHOOTING AND TECHNICAL SUPPORT

6.1. Troubleshooting FAQ

Why didn't the bot process my request?
1. Input issues:
    a. Do not use special characters (Examples include: *&_) or spaces when populating the pop-up window
2. Data Source issues:
    a. If one of the websites the bot uses to collect data from is down, the bot will not be able to process your request.

6.2. Technical Support

If you are able to login to the Bot Center but do not see any bots, you may not be in a user group authorized to run a bot process. See Section 4.

If you experience other issues, click on "Report a Problem" at the bottom of the Contractor Responsibility Determination bot dashboard (next to the "Run Bot" button, see screenshot below). This will generate an Outlook email, with the appropriate Subject line and addressee. Do not removed the pre-populated text in the body, and add your issue description. Include a screenshot of the error you received in the email body. If the problem is that the bot never emailed you with the attachments, explain that in the email. The service desk may ask you a few questions before sending you to the OCIO RPA team.

Note: The AMS helpdesk will NOT be able to support any bot related issues.

For consideration: This bot is dependent on external sites. If any changes are made to SAM.gov or FAPIIS.gov, please submit a ticket explaining the changes as this will cause problems with the bot.

Contractor Responsibility Determination

🏛 OSPE   ⏱ 5-10 Minutes

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