

Deployed (Yes)

Automation Code Exportable to Other Agencies (No)

Seeking Partner Agencies (No)

Automation Name	Contract Closeout Bot
Implementing Agency	Department of the Interior (DOI)
Description of Automation	DOI's Business Integration Office (BIO) has deployed an unattended bot to tackle contract close-out actions by capturing, analyzing, drafting modifications, and emailing Contracting Officers (CO) a list of expired contracts for potential closure.
Type of technology used	Robotic Process Automation (RPA)
Benefits of Use	<p>DOI is implementing RPA to reduce employees' workload and errors associated with closing contracts. The bot returns leftover balances to bureaus and offices while shifting employees time from lower value to higher value work.</p> <p>The Contract Closeout Bot is estimated to review approximately \$3 billion annually in more than 7,300 contracts and recapture up to \$80 million in leftover balances while saving nearly 12,000 hours in human work hours.</p>
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Agency Authority to Operate (ATO) Completed	No
Timeline: Time to Develop	12 months
Timeline: Key Milestones During Development	The bot has been deployed in phases, starting with closing simplified acquisitions with small balances remaining. The final deployment in Dec 2020 addressed the remaining types of contracts.
Primary Data Sources	Data is from the DOI Financial and Business Management System.
Is the automation exportable for use by another agency?	The automation code is not available to other agencies.
Point of contact	Megan Olsen, megan_olsen@ios.doi.gov
Lessons Learned	<p>DOI used a phased approach to deploy its contract closeout bot. Initial phases included engaging a contractor to explore how RPA can simplify the work associated with contract closeout and deploying bot functionality to assist with closing simplified acquisitions with small balances remaining. The final bot deployment addressed the more complex types of contracts.</p> <p>DOI has employed several methods to ensure adoption of the bot. These include: online resources to assist staff in learning to use the bot, brown bag training sessions for contracting staff, and visualizations tracking use of the bot.</p>