

Date of Approval: 08/22/2025
Questionnaire Number: 2473

Basic Information/Executive Summary

What is the name of your project (system, database, pilot, product, survey, social media site, etc.)?

Mass Contract Modification Bot - Contract Closeout

Acronym:

MCMB-CC

Business Unit

Office of Chief Procurement Officer

Preparer

For Official Use Only

Subject Matter Expert

For Official Use Only

Program Manager

For Official Use Only

Designated Executive Representative

For Official Use Only

Executive Sponsor

For Official Use Only

Executive Summary: Provide a clear and concise description of your project and how it will allow the IRS to achieve its mission.

The Mass Contract Modification Bot - Contract Closeout (MCMB-CC) is an automation solution designed to streamline the IRS's contract closeout process. With over 40,000 contracts pending closure and limited staffing capacity, the current manual process is unsustainable, time-consuming and prone to delays. MCMB-CC will automate key closeout tasks including Purchase Order closeout, SF 30 generation, routing and documentation. By accelerating processing, improving data accuracy, and ensuring compliance with federal acquisition regulations, the bot supports timely de-obligation of funds and reduces the risk of audit findings. This initiative directly aligns with the IRS's mission to efficiently manage taxpayer resources and ensure accountability in procurement operations. Through automation, MCMB-CC enhances operational efficiency, strengthens oversight, and enables staff to focus on higher-value strategic work.

Personally Identifiable Information (PII)

Will this project use, collect, receive, display, store, maintain, or disseminate any type of Sensitive but Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI)?

Yes

Please explain in detail how this project uses sensitive data from inception to destruction (data lifecycle).

The Mass Contract Modification Bot - Contract Closeout (MCMB-CC) handles sensitive contract and personnel data in a secure, compliant manner throughout its lifecycle. Data is accessed from authorized IRS systems, processed within secure environments, and used strictly to support closeout activities such as Standard Form (SF30) generation and writing. Temporary data is retained only during execution and securely deleted afterward. All outputs are stored in approved repositories with access controls. Bot retrieves contract information including contract numbers, closeout dates, obligated and de-obligated funds, Contract Officer (CO)/Contract Specialist (CS) names and other contract details from Procurement for Public Sector (PPS) data within IRS. RPA acts as an orchestrator to process the automation. No data is stored in RPA hence currently there is no established date for data to be purged.

Please select all types of Sensitive but Unclassified data (SBU)/Personally Identifiable Information (PII)/Federal Tax Information (FTI) that this project uses.

Address
Email Address
Employer Identification Number
Name
Physical Security Information
Procurement Sensitive Data
Standard Employee Identifier (SEID)
Telephone Numbers

Cite the authority for collecting SBU/PII/FTI (including SSN if relevant).

PII for federal tax administration - generally IRC Sections 6001 6011 or 6012
PII for personnel administration - 5 USC

Product Information (Questions)

1 Is this PCLIA a result of a specific initiative or process improvement?

No

2 Describe in detail, the Robotic Process Automation (RPA) process; be sure to identify the project title and business unit owner; state what IRS Strategy or initiative it supports; identify the system or process it supports and if PII will be required for the RPA to run; identify activities and workflow controls with the type and capabilities that will be incorporated; lastly indicate how the service benefits from the use of this RPA. (Process, Library, Test Automation, Template.)

The project name is Mass Contract Modification Bot - Contract Closeout (MCMB-CC). It supports IRS Office of the Chief Procurement Officer (OCPO) business unit.

The MCMB-CC RPA solution automates the contract closeout process by identifying eligible contracts, determining actions, generating SF30 forms, and routing them to appropriate stakeholders or vendors. It supports the IRS strategy of increasing operational efficiency, ensuring fiscal accountability, and aligning with the agency's digital modernization initiatives.

System Supported: PPS and document repositories such as network drive or SharePoint site.

PII Requirements: The bot uses limited Personally Identifiable Information (PII) such as names and emails of Contracting Officers and Specialists, solely for routing and assignment purposes.

Workflow Controls and Capabilities:

- Data Validation: Ensures clean, complete data from the lists or requests provided before processing.
 - Decision Logic: Applies business rules to determine closeout type or closeout activities.
 - Document Automation: Automates the contract closeout process, generate SF30s.
 - Routing and Filing: Securely sends documents and files outputs to IRS systems.
 - Audit Logging: Captures logs for all actions.
 - Exception Handling: Flags incomplete or unusual records for manual review
- Service Benefits from RPA:
- Reduce manual contract closeout process by 70-90%
 - Ensures consistency and completeness in closeout process
 - Improves transparency and documentation for audits and procurement reviews
 - Streamlines the closeout process and reduce redundancy

3 Is this a new Robotic Process Automation (RPA) project?

Yes

4 Identify the IRS IT systems, applications, projects, and/or databases this RPA is applied to; include the associated system name.

IRS systems and applications used by the MCMB-CC: 1. SharePoint Site and Shared Network Drive: Serves as the primary document repository for input (unprocessed and output (processed) contract files or requests. 2. PPS: Primary source for contract records, CO/CS information, and status tracking. 3. Email System: Microsoft Outlook/Exchange used for routing SF30s and notifications to COs, CSs and other relevant parties.

5 Identify why the use of SBU/PII/FTI is required; include any type of Sensitive But Unclassified (SBU), Personally Identifiable Information (PII), or Federal Tax Information (FTI) that this project will create, collect, receive, use, process, maintain, access, inspect, display, store, disclose, disseminate, or dispose of.

This MCMB-CC may handle documents that contains SBU information as part of the IRS' contract review process. These documents, typically viewed in PPS, may include contract terms, pricing details, proprietary vendor information, and acquisition-related technical specifications. While the primary purpose of the bot is to automate the closeout process, some documents may also contain PII, such as the names, titles, or contract details of vendor representatives or government personnel. However, the bot does not extract, store or use PII in any part of its processing logic - any PII is only incidentally present within the documents being processed. The bot does not access or use any FTI. All input and output files are stored within IRS-controlled environments, with access restricted to authorized personnel. The bot operates within a secure UiPath automation framework, and all activity is logged to support audit and compliance requirements. The project includes safeguards to ensure that any SBU or incidental PII is handled in accordance with IRS data protection and retention policies, and no information is disclosed or disseminated beyond the intended internal use.

6 Is your RPA Attended/Unattended?

The MCMB-CC will initially be deployed as an attended RPA, allowing the team to manually initiate the process. Once the process is fully validated and stable, if needed, the bot will be transitioned to an unattended RPA model.

7 Is this RPA process converting from paper to electronic format or automating a process currently performed by a human?

Yes

7.1 Explain the process being replaced/automated.

Here is manual process being replaced by the RPA:

- Staff manually review a large list of contracts to identify those eligible for closeout
- They determine whether each contract requires a unilateral or bilateral action based on criteria such as remaining funds, vendor involvement or scope changes.
- CO and CS information is manually verified
- The closeout process is done manually in PPS navigating through different tabs: Procurement > Purchasing > Overview > Edit > Reason Code > Award Closeout Status > Document Builder > Others
- SF30 forms are created using a document builder in PPS
- Forms are emailed individually to the appropriate COs, CSs and vendors for processing
- The close out status is updated
- Repeat the process for each new request, often involving large document sets

8 Indicate what level of complexity the RPA is classified as and if you were required to register with One Solution Delivery Lifecycle (OneSDLC) or not, or indicate if Information Technology's (ITs) Technical Insertion process was used for approval of this RPA.

Yes, we are required to register with One Solution Delivery Lifecycle (OneSDLC). The complexity for this bot is moderate.

9 Will connections or interdependencies be established for this RPA?

Yes

9.1 Will the connection be encrypted?

Yes

9.2 Will authentication/credentials be required?

Yes

9.3 Please provide details for the connection/interdependency. Indicate if this occurs on the backend versus through the system/user interface.

a. Connections happening on the backend include those with the PPS system and SharePoint site. b. Connections through the user interface include MS Office and into PPS via the front-end to navigate contract records, generate SF30s and submit modifications- mimicking user actions.

10 Indicate who has or will have permission to access the data and how users are authenticated.

Access to data used by the bot is restricted to authorized Internal Revenue Services (IRS) personnel within the Office of Chief Procurement Officer (OCPO) and designated automation support staff. Only users with appropriate role-based access in SharePoint and the shared network drive environments can view or manage input and output folders. The RPA developer will have Business Entitlement Access Request System (BEARS) request approved for bot development and deployment.

Role/Access Level:

- User: Read
- Developer: Read and Write
- Manager: Read and Write

11 Indicate if Business Entitlement Access Request System (BEARS) entitlements are required for access and if Privileged User Management Access System (PUMAS) control management is applied for granting access to the system(s)? If BEARS/PUMAS are not applied, indicate what access controls are in place.

Business Entitlement Access Request System (BEARS) entitlement will be used for access.

12 Identify the maintenance tasks or updates performed; state whether or not the maintenance tasks are inherited from the host (UiPath Platform) or you are using customized maintenance activities.

The key maintenance tasks include: - Maintaining bot runs and reviewing logs errors or failed transactions - Updating keyword lists or logic based on evolving business needs - Modifying the file paths or SharePoint folder locations, if structure changes - Applying UiPath platform updates (activity packages, dependencies, and runtime environments) - Ensuring permissions and access controls remain current with staff changes Source of maintenances tasks include: - Most platform level updates - such as activity package upgrades, logging and orchestration - are inherited from the UiPath platform and handled through bot lifecycle management. - Configuration specific elements - like folder paths or file-handling routines- are managed as customized maintenance activities by the automation support team.

13 Indicate if this product or system shares data outside of the United States or its territories.

No

14 Indicate if this system or Robotic Process Automation (RPA) is trained through the use of algorithms; indicate if the algorithm used contains data with a sensitivity classification. (Sensitive but unclassified data might include algorithms, methods, system data, or PII/FTI that could be used to re-identify a person.)

No

15 Describe this system's (RPAs) audit trail process in detail; include location of supporting documents (SPLUNK). Note: Upload of this document is required.

- Total number of documents processed
- Runtime metrics (start time, end time, duration)
- Exceptions or processing errors
- User or bot account executing the process

Audit Logs storage location:

- SPLUNK acts as a primary log repository. This is a centralized location of bot actions, success/failure, and exceptions via UiPath orchestrator integration
- SharePoint: Each request folder contains a text report, summarizing key processing metrics and outcomes
- UiPath Orchestrator: Execution logs are stored for monitoring, troubleshooting and audit readiness.

Interfaces

Interface Type

IRS Systems, file, or database

Agency Name
Splunk
Incoming/Outgoing
Both
Transfer Method
Application to Application (A2A)

Interface Type
IRS or Treasury Contractor
Agency Name
Microsoft Office 365
Incoming/Outgoing
Both
Transfer Method
Application to Application (A2A)

Interface Type
IRS or Treasury Contractor
Agency Name
Procurement for Public Sector (PPS)
Incoming/Outgoing
Both
Transfer Method
Application to Application (A2A)

Interface Type
IRS Systems, file, or database
Agency Name
Microsoft SharePoint
Incoming/Outgoing
Both
Transfer Method
Application to Application (A2A)
Other Transfer Method

Interface Type
IRS Systems, file, or database
Agency Name
UiPath
Incoming/Outgoing
Both
Transfer Method
Application to Application (A2A)

Systems of Records Notices (SORNs)

SORN Number & Name

IRS 36.003 - General Personnel and Payroll Records

Describe the IRS use and relevance of this SORN.

IRS contractor records described in SORN Treasury 36.003 as "business entities who are currently doing business with, or who have previously conducted business with the Department of the Treasury to provide various goods and services." The SORN applies because the bot interacts with systems and data that involves IRS personnel responsible for contract administration, such as CORs.

SORN Number & Name

Treasury .009 - Treasury Financial Management Systems

Describe the IRS use and relevance of this SORN.

IRS contractor records described in SORN Treasury .009, as "business entities who are currently doing business with, or who have previously conducted business with the Department of the Treasury to provide various goods and services." The SORN applies to MCMB-CC RPA because the bot processes the contract documents.

SORN Number & Name

IRS 34.037 - Audit Trail and Security Records

Describe the IRS use and relevance of this SORN.

IRS contractor records described in SORN Treasury 34.037 as "business entities who are currently doing business with, or who have previously conducted business with the Department of the Treasury to provide various goods and services." The SORN applies to the MCMB-CC audit trail and security records because the bot processes and records actions related to contractual interactions with business entities. These activities - such as, navigating to PPS, performing closeout action and data access - are part of official contract records and must be tracked for accountability. Audit trails are collected by the UiPath platform managed by IT Applications Development. Audit trail logs are sent for security monitoring by the Splunk system managed by agency Cybersecurity personnel. This enables monitoring of the bot automation for any unauthorized access.

Records Retention

What is the Record Schedule System?

General Record Schedule (GRS)

What is the retention series title?

Financial Management and Reporting Records

What is the GRS/RCS Item Number?

1.1, item 010

What type of Records is this for?

Electronic

Please provide a brief description of the chosen GRS or RCS item.

Financial transaction records include those created while procuring goods and services, paying bills, collecting debts, and accounting for all finance activity, per the following definitions.

What is the disposition schedule?

Temporary. Destroy 6 years after final payment or cancellation, but longer retention is authorized if required for business use.

Data Locations

What type of site is this?

System

What is the name of the System?

Splunk

What is the sensitivity of the System?

Sensitive But Unclassified (SBU)

Please provide a brief description of the System.

Audit trails are collected by the UiPath platform managed by IT Applications Development. Audit trail logs are sent for security monitoring by the Splunk system managed by agency Cybersecurity personnel. This enables monitoring of the bot automation for any unauthorized access.

What are the incoming connections to this System?

UiPath Orchestrator and RPA bots send execution logs, and error messages.

What are the outgoing connections from this System?

Outgoing connections from Splunk may include email alerts to IRS personnel, optional integration with internal tools like Power BI.

What type of site is this?

System

What is the name of the System?

Active Directory

Please provide a brief description of the System.

When users access the bot, their identity and access permissions are verified through Azure Active Directory (Azure AD). All permissions to SharePoint site, UiPath require specific permissions such as BEARS request or permission from the admin.

What are the incoming connections to this System?

When users log into the RPA or SharePoint online, Active Directory authenticates them using credentials such as username, employee ID, password.

What type of site is this?

Shared Drive

What is the name of the Shared Drive?

Shared Drive

What is the sensitivity of the Shared Drive?

Sensitive But Unclassified (SBU)

Please provide a brief description of the Shared Drive.

Shared Drive may be used as an input and output storage location for closeout records or reports.

What are the incoming connections to this Shared Drive?

1. MCMB-CC Bot: Uploads SF30 modification documents and logs
2. IRS Staff: Access documents through IRS Microsoft credentials. They can view, download or validate, modification files uploaded by the bot.

What are the outgoing connections from this Shared Drive?

The Shared Drive has limited outgoing connections. Typical outgoing interactions include:

1. Authorized IRS users can download or view documents
2. If configured, internal tools such as Power Automate or Power BI may connect to Shared Drive to generate reports or dashboards based on the stored data.

What type of site is this?

SharePoint Online (SPO) Collection

What is the name of the SharePoint Online (SPO) Collection?

SharePoint Site

What is the sensitivity of the SharePoint Online (SPO) Collection?

Sensitive But Unclassified (SBU)

Please provide a brief description of the SharePoint Online (SPO) Collection.

The SharePoint Online collection used in the MCMB-CC RPA project serves as a centralized, secure document repository within the IRS's Microsoft 365 environment. It is used to store generated SF30 forms and supporting documents.

What are the incoming connections to this SharePoint Online (SPO) Collection?

The SharePoint Online collection for MCMB-CC receives incoming connections from: 1. MCMB RPA Bot: Uploads generated SF30 modification documents and logs 2. IRS Staff: Access documents through IRS Microsoft credentials. They can view, download or validate, modification files uploaded by the bot.

What are the outgoing connections from this SharePoint Online (SPO) Collection?

The SharePoint Online collection has limited outgoing connections. Typical outgoing interactions include:

1. Authorized IRS users can download or view documents
2. If configured, internal tools such as Power Automate or Power BI may connect to SharePoint to generate reports or dashboards based on the stored data.

There is no external (public internet) outgoing connections.