Streamlining Government Acquisition Processes with Intelligent Automation

October 2025

Customer:

A large Federal Government agency supporting acquisition of products and services to support the agency's mission world-wide

Team:

Koniag Government Services (KGS), initially through a contract with its 8(a) wholly owned subsidiary, Eagle Harbor Solutions, LLC, and later through a follow-on contract with the KGS wholly owned subsidiary, Tuknik Government Services, LLC

Customer Challenge:

The customer desired to explore and apply emerging technologies to the acquisition process with the objective of improving mission effectiveness, boosting workforce capability, and driving operational efficiencies. The purpose was to shift the culture and focus from low-value, compliance driven work to high-value, business outcome-focused work. An initial target of opportunity was automation of a tedious and repetitive task contracting professionals were required to perform at multiple stages within the acquisition life cycle, including initial market research, competitive range, and contract award. This task involved determining contractor responsibility and historically required up to an hour to complete. With an average of 250,000 contract actions per year, automating this task was estimated to be able to save up to 13 days of time annually for each of the 7,000+ (at the time of initial estimate) contracting professionals in the organization. Moreover, the time savings would reduce the Procurement Administrative Lead Time (PALT) across the board for the acquisitions the customer was supporting.

Solution:

To streamline this process, the KGS team developed a bot, which automates the process of gathering and analyzing the data required for a contracting professional to make a determination about a vendor's responsibility. The bot reduced the time required to perform this action from 1 hour to just 2 minutes. KGS built and deployed automation solutions to assist the customer using Artificial Intelligence (AI), Robotic Process

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Automation (RPA), and low-code/no-code software platforms, such as Power Apps/Power Automate, Appian, and others. KGS integrated offerings from multiple Independent Software Vendor (ISV) Partners including Ask Sage, UiPath, Automation Anywhere, Anthropic (Claude) into solutions delivered for the Customer.

KGS has automated 150+ workflows, helping the customer revolutionize contracting by digitally transforming procurement business operations to drive operational efficiencies, eliminate administrative barriers, and enable better business outcomes through data driven decisions.

Key AWS services included:

- **Amazon Bedrock** for accessing and using large language models for our generative AI solutions.
- **Amazon Elastic Compute Cloud (Amazon EC2)** used for hosting our development, test, and production environments. On a series of EC2s specifically configured for this job, we execute AI and RPA tools 24/7/365 as we receive requests from users.
- **Amazon Simple Storage Service (Amazon S3)** for storing raw and enriched data that we use as Retrieval Augmented Generation (RAG) data in our AI processes. We also store outputs from processes in S3 buckets including things like question/answer pairs from AI chatbots, which we then use to improve the AI's results over time.
- **Amazon Relational Database Service (RDS)** as the database for our RPA production.
- **Amazon OpenSearch** for vector database capabilities to prepare our RAG data for use in our generative AI solutions
- **AWS Identity and Access Management (IAM)** for role-based access controls for our development, test, and production environments as well as creating inline policies for permission control.
- **AWS Lambda** for executing automation scripts to perform functions in our AI and RPA tools using C# and Python.
- **AWS CloudWatch** for monitoring performance, usage, and costs.
- **AWS CloudShell** for deploying Lambda layers in Lambda functions via the CloudShell's Amazon operating environment.
- **AWS Step Functions** for integrating AWS services into a cohesive workflow in our solutions, i.e., integrating tools' use of Lambda, S3, and Bedrock to produce an output.
- **Amazon EventBridge** to automatically trigger predefined actions.

KGS built several Agentic AI solutions and delivered the first intelligent automation tool for the Customer. The team was the first to successfully automate a process in the Customer's legacy contracting writing system.

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In addition, KGS delivered new dashboards using Excel and RPA to provide leadership with on-demand metrics to support decision making. KGS also developed and implemented governance and use case intake procedures and a methodology to rapidly identify high-value use cases with significant potential Return on Investment (ROI). The team also established practices within the Customer organization for use of Generative AI (Gen AI) and Agentic AI tools, such as AI-powered chatbots, document generation, decision-making aids, workflow management and routing tools, and metrics for anticipated upcoming workloads based on the current landscape.

Outcomes, Results, and Benefits:

The solutions delivered for the customer save more than $37 million per year and an estimated 687,000 hours a year, the equivalent of an extra 330 FTEs working year-round. The solution has been adopted by other Government customers.

Learn More:

If you would like more information, please contact KGSinfo@koniag-gs.com. In your email, be sure to reference the title of the use case document and include any specific follow-up requests or details you'd like us to provide.