

# GSAi — The U.S. General Services Administration's Internal AI Chatbot

AI in the Public Sector · Good practice · United States of America

Quality score: 53/100

Evidence strength: Moderate

## Summary

GSA's internal chatbot GSAi, launched March 2025, is now used daily by roughly half of GSA's employees; officials say AI adoption jumped from 15% to 70% of staff and claim ~900,000 hours saved — though the hours figure rests on unaudited self-reporting.

## Key dimensions

| Dimension                                  | Score |
|--------------------------------------------|-------|
| Evidence of impact / measured public value | 1/3   |
| Transparency, fairness & accountability    | 1/3   |
| Transferability / demonstrated replication | 2/3   |
| Scalability beyond pilot                   | 3/3   |
| Governance, capability & sustainability    | 1/3   |

Evaluated by C-NAPSE

## Data sources

[C-NAPSE web research](#) — accessed 2026-07-13

[U.S. General Services Administration \(GSA\)](#) — accessed 2026-07-13

[Nextgov/FCW: GSA's AI adoption](#) — accessed 2026-07-13

[FedManager: 900,000 hours in savings](#) — accessed 2026-07-13

[FedScoop: GSAi expansion plans](#) — accessed 2026-07-13

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