

United States Senate

WASHINGTON, DC 20510

July 22, 2025

Ms. Amy Gleason
Director
Department of Government Efficiency
736 Jackson Pl NW
Washington, D.C. 20503

Mr. Thomas Shedd
Director, Technology Transformation
Services
General Services Administration
301 7th St SW
Washington, D.C. 20410

Mr. David Shive
Chief Information Officer
General Services Administration
301 7th St SW
Washington, D.C. 20410

Dear Ms. Gleason, Mr. Shedd, and Mr. Shive,

We write to you regarding recent reports that the General Services Administration's (GSA) Technology Transformation Services and the Department of Government Efficiency (DOGE) are developing a website and application programming interface (API) called AI.gov. The improvement of public-facing government resources, including with artificial intelligence (AI) solutions as appropriate, presents a real opportunity to improve constituent services and customer satisfaction. However, such improvements require transparency, with full consideration of data privacy risks, potential impacts to federal employees, program efficacy, and responsible use of taxpayer dollars at the forefront. To that end, we seek additional information about the development of, and deployment plans for, AI.gov. Namely, we would like to better understand how this tool will improve the productivity of federal employees; how you plan to provide workforce training and support throughout the tool's rollout; your strategy for incorporating user feedback and implementing continuous improvements; your processes for ensuring data privacy, security, and protections against bias; and how you intend to award contracts to model vendors.

There are few official details about this website and its intended use cases. Reporting indicates that AI.gov may include an AI chat assistant, an API to connect to models from OpenAI, Google, and Anthropic, and a console "to analyze agency-wide implementation."¹ It is critical that detailed information is provided about the evaluations and standards for the program's development and release.

The privacy and security of Americans' data must be a top priority, and the public deserves confidence that the government will handle their sensitive information with the utmost care and responsibility. Data privacy violations can deter individuals from seeking government services due to fears about the exposure of their data, ultimately undermining public confidence in the U.S. government. The failure to safeguard personally identifiable information, such as Social

¹ Feiner, Lauren, "The Trump administration appears to be planning its own chatbot," The Verge, June 10, 2025, <https://www.theverge.com/news/684579/ai-api-trump-administration-doge-gsa>.

Security, passport, or Medicare numbers, can expose citizens to a myriad of harms – from identity theft to the loss of federal benefits. Dismantling barriers around data-sharing can risk undermining data protections across agencies that operate under different, specific mandates. Given that DOGE has already faced scrutiny over its adherence to privacy laws, handling of sensitive personal data, and its reported activities to build a single centralized database pursuant to Executive Order 14243, privacy considerations surrounding AI.gov are even more important.²

Lastly, federal employees should play an active role in shaping the introduction and use of AI in their workplaces. Employees possess firsthand knowledge of their agency’s unique challenges and needs, making their input essential for developing effective and practical AI tools. By ensuring workers participate in decision-making, agencies can ensure that new technologies genuinely support agency missions and improve day-to-day operations, rather than complicating them. Poorly planned AI deployments can risk disrupting workflows and fostering distrust, especially when workers are not adequately trained or consulted.

To better understand AI.gov, we ask that you provide the following information no later than July 28, 2025:

1. What are the intended use cases for AI.gov and will these use cases be included in the agency’s required use case inventories, as required in M-25-21?
 - a. Will AI.gov replace any existing federal government employees, customer-facing services, or websites?
2. What continuous integration, deployment, performance monitoring, regression testing, and protections against bias will be implemented for ongoing evaluation and quality assurance of AI.gov?
 - a. Will user experience research and feedback be regularly conducted to ensure that any tools or services provided by AI.gov effectively meet the needs of all its end users?
 - b. Will AI-assisted coding be utilized in the development of AI.gov? If so, what safeguards will be implemented to ensure the overall reliability and cybersecurity of the end-product, including how its functionality fits within the broader system architecture?
3. Please detail the evaluation criteria you are using to assess potential contractors in support of the development of AI.gov.
 - a. How will pricing be structured in the proposed terms and conditions? Specifically, will costs be based on actual usage or on a fixed number of seats?
 - b. Have any of the vendors offered any form of “free trial” or promotional access? If so, what steps has the agency taken to ensure that this trial does not lock GSA into long-term dependence on the vendor’s product?

² Natanson, Hannah, Joseph Menn, Lisa Rein, and Rachel Siegel, “DOGE Aims to Pool Federal Data, Putting Personal Information at Risk,” The Washington Post, May 7, 2025, <https://www.washingtonpost.com/business/2025/05/07/doge-government-data-immigration-social-security/>;

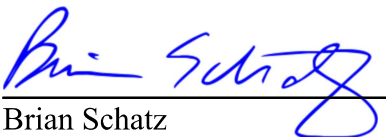
Frenkel, Sheera, and Aaron Krolik. “Trump Taps Palantir to Compile Data on Americans,” The New York Times, May 30, 2025, <https://www.nytimes.com/2025/05/30/technology/trump-palantir-data-americans.html>;

“Executive Order 14243 of March 25, 2025, Stopping Waste, Fraud, and Abuse by Eliminating Information Silos,” Federal Register, <https://www.federalregister.gov/documents/2025/03/25/2025-05214/stopping-waste-fraud-and-abuse-by-eliminating-information-silos>.

- c. Will any government data accessed by the model providers be shared with third-party contractors or used to improve the vendor's commercial models?
 - d. Will these contracts include requirements for independent model benchmarking or performance evaluation?
 - e. As liability for harms caused by AI models remain a subject of ongoing debate, to what extent will your model vendors bear responsibility if AI.gov results in errors affecting the delivery of government services or benefits? To what extent will the federal government bear such responsibility?
4. Will any agency systems and databases be slated for integration with AI.gov? If so:
- a. How will formal agreement be secured by each agency regarding the integration of their respective systems?
 - b. To what degree will agencies retain autonomy and oversight over their data as it is incorporated into AI.gov?
 - c. Will federal data be centralized across multiple agencies in support of this initiative?
 - d. How will agencies comply with federal privacy requirements for sensitive, personally identifiable information when sharing data across previously siloed systems and databases?
 - e. Will there be access controls to ensure that users of AI.gov are only able to query data for which they have explicit permissions?
5. Successful adoption of new software tools often hinges on accessible workforce training. Are there plans to develop and distribute training resources to employees on how to use AI.gov effectively?
- a. How will feedback from federal employees using this tool be collected and incorporated in the continued development of AI.gov?
 - b. AI.gov's services purportedly include CONSOLE, a "groundbreaking tool to analyze agency-wide implementation." Will the monitoring of agency-wide implementation through CONSOLE be used to evaluate individual employee performance?

If you or members of your staff have any questions about this request, please do not hesitate to contact our staff.

Sincerely,



Brian Schatz
United States Senator



Charles E. Schumer
United States Senator



Angela Alsobrooks
United States Senator



Richard Blumenthal
United States Senator



Christopher A. Coons
United States Senator



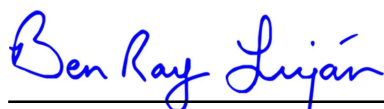
Martin Heinrich
United States Senator



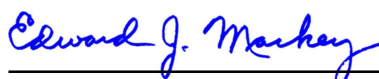
Andy Kim
United States Senator



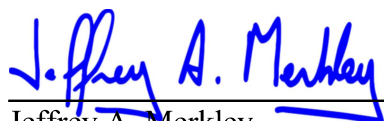
Amy Klobuchar
United States Senator



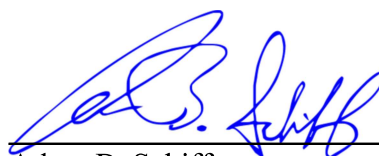
Ben Ray Lujan
United States Senator



Edward J. Markey
United States Senator



Jeffrey A. Merkley
United States Senator




Adam B. Schiff
United States Senator



Chris Van Hollen
United States Senator



Mark R. Warner
United States Senator

A handwritten signature in blue ink, reading "Peter Welch". The signature is fluid and cursive, with the first name "Peter" and last name "Welch" clearly distinguishable. A horizontal line is drawn beneath the signature.

Peter Welch

United States Senator