

COR recommendations

Task: What does a COR look like on our team?

Background

18F Acquisitions needs CORs on a multitude of projects to perform contract administration delegated by the CO, accept work and provide guidance to the vendors. So far, we've had many different types of team members play this role with a big variance on what CORs are responsible for and how this job is performed.

Billy Griffin asked Michelle and Rebecca to do some research on what a COR should look like on the External Buy team and who that COR should be.

Research

We identified the [COR's responsibilities/ qualities](#) on the external buy team by soliciting feedback via a Google form to team on COR duties and then we synthesized results. Following the results of the google form, we conducted [interviews](#) with 3 members who acted as COR or assumed COR duties on our assisted acquisition projects.

Findings

- Hours spent on COR duties for external buys: 4–6 hours/week
- When determining who should be COR, recognize the human factor in CORs- need individuals that are detail-oriented and organized
- COR duties as viewed as merely administrative by some, seeing their other duties in post award as more important and holding more weight

- Some want to emphasize the true impact of the COR- “looking for value that the vendor is providing”
- COR should be someone that “gets their hands dirty with the work,” but also someone “who is a little back from the project”
- System issues regarding invoices cause headaches and hiccups
- Product manager should focus on the vision of the project

Recommendations

The Engagement Manager should fulfill the role of COR on the External Buy Team because they will know about the project at the high level and be able to satisfy the duties of COR.

If there is no Engagement Manager on the project, then the Technical Lead should be the COR. If the Technical Lead is not the right “fit” for the COR and does not meet the qualities of the role, then the COR should be assumed by the Product Lead.

Create and conduct specific 18F Acquisition COR training that would consist of:

- Walk through PA [COR file checklist](#) and [COR toolkit folder](#)
- Discuss day-to-day tasks (sprint reviews, acceptance of invoices, open lines of communication with vendor, etc)
- Go over delegation letter
- Emphasis on value of COR (over administrative work—although admin stuff has to get done too)