

ACQUISITION ANDY.

CMS EMPLOYEE




“No contract is perfect. And even if that existed, priorities change, money is diverted, urgent matters come up—like COVID-19--and so on.”

LOCATION: Severna Park, MD

JOB TITLE: Contracting Officer's Representative (COR)

JOB LEVEL:  entry level leadership

EDUCATION: BS, Computer Science

TECHNOLOGY:  novice savvy

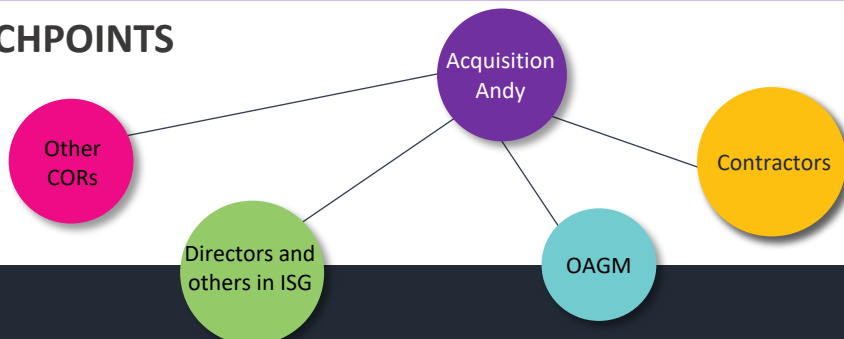
SERVICE CENTER CONTACT:  infrequent frequent

MY STORY

I work for ISG, but I work closely with other offices, including the Office of Acquisition and Grants Management (OAGM). Not all CORs are the same—the government prescribes three levels ranging from low-risk to high-value, complex contract vehicles—with varying degrees of experience, training, and responsibilities. I support critical IT work by identifying program needs, timetables, and technical requirements.

I spend more than half my time in meetings or on the phone with stakeholders ranging from directors to project management to ADO contractors, including owners and engineers. Key stages of my work are market research (to identify contract vehicles and create a statement of work), evaluation of proposals (to evaluate factors for a technical assessment), and contractor performance (to ensure contractors meet the commitments of their contracts). A big part of my job is intra-agency coordination for fund allocation, negotiating priorities, and handling contract modifications. Patience is the secret to my success.

TOUCHPOINTS



MAJOR ACTIVITIES

Defining Requirements and Proposal Evaluation

Contracting Negotiation and Administration

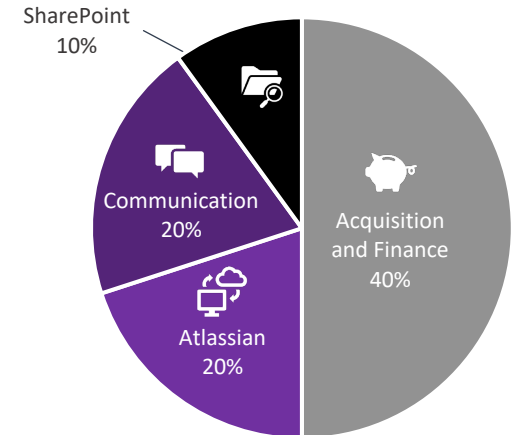
Acquisition Planning and Market Research



FRUSTRATIONS

- There is a lack of understanding of how to use Service Now and who to contact for what.
- Service Center agents can be slow to respond to issues/requests.
- Password management can be difficult with multiple systems, passwords, and other security requirements. What if there was one login via PIV card?
- After account access lapses on Atlassian, it is not clear how to regain access.
- There are multiple financial management and contracting systems in use across agencies that are not user friendly.
- Decision-making at CMS can be slow, and once done, there is a desire to make haste.
- Starting a new contract can be very difficult; issues include accessing the correct forms and finding answers to questions.

TOOLS



MOTIVATIONS

- Ensuring contractors meet contractual commitments and that CMS gets the best value for the services it purchases.
- Mentoring other CORs and managing a community of practice.
- Working at the intersection of new technology and process improvements.

RELATED JOB TITLES

- IT Security Analyst
- Acquisition Specialist
- Acquisition and Contracts Manager
- Purchasing Manager



QNET INTERNAL PERSONA