

**DOD CONTRACTING OFFICER
REPRESENTATIVE TRACKING TOOL
(CORT TOOL)
FREQUENTLY ASKED QUESTIONS (FAQs)
(Rev 13)**

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

Table of Contents

GENERAL INFORMATION	3
AKO/DKO Related Issues.....	5
ROLES	8
TRAINING	13
SMEs.....	15
USER ISSUES	16

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

GENERAL INFORMATION

Q: What is the Contracting Officer Representative Tracking Tool (CORT Tool)?

A: The CORT Tool is a web management application designed to be used to nominate, appoint, track, and revoke an individual as a COR against a DoD contract. The CORT Tool allows a prospective COR to create a profile and process a nomination package for one or multiple contracts and orders and provides DoD personnel a web-based portal for all relevant COR actions. This system allows a prospective COR, COR Supervisor and Contract Specialist/Contracting Officer to electronically process nomination of CORs for one or multiple contracts. The tool will be CAC-enabled and available to all members of the DoD with internet access and an Army or Defense Knowledge Online account (AKO/DKO).

Q: How do I obtain access to the CORT Tool?

A: You must be registered on the AKO/DKO website. See AKO/DKO related issues for details on how to obtain an AKO/DKO account.

Q: How do I access the CORT Tool website?

A: DoD users: <https://arc.army.mil/DoDCOR/>.

Q: What is the availability of the CORT Tool?

A: The CORT Tool will be available 24/7. Maintenance times will be posted on the Web Site.

Q: What are the benefits of using the CORT Tool?

A: Benefits include:

- Electronic nomination process
- Review status of all COR nomination requests
- Identify CORs by name, career field, certification level and other contact information
- Identify COR Supervisor by name and other contact information
- Identify contracting officer/specialist by name and other contact information
- Identify all training completed by the COR by complexity of the work/requirement (Type A/B/C), including basic and refresher training requirements
- Track contracts by COR
- Track CORs by contract
- Add and review documents, such as a Status Report, COR trip report, correspondences and other miscellaneous documents to one or more of the COR appointed contracts
- Termination of COR appointment

Q: When is the CORT Tool scheduled to deploy?

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

A: DoD will begin a phased deployment of the CORT Tool. Phase I is expected to begin in 2QFY11. Phase II is expected to begin 3QFY11.

Q: Are reports available?

A: Reports are currently development, but may not be available during the initial deployment.

Q: What happens if nominations expire?

A: If emails are ignored, the system does not take any unilateral action. It is the responsibility of the CO to manage their CORs and only the CO has the right to terminate a COR's appointment.

If a nomination sits in the queue and is over 30 days old, emails will go out until the action is completed or cancelled.

Q: Where can I find more information about the CORT Tool?

A: The User's Guide is currently available on the CORT Tool site that details the registration process. Additional training materials will be posted on the DPAP website at the following address: <http://www.acq.osd.mil/dpap/pdi/eb/cor.html>.

Q: Who do I contact for CORT Tool related questions?

A: Contact your agency Subject Matter Expert or send an e-mail to the CORT Tool helpdesk at cort@osd.mil.

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

AKO/DKO Related Issues

Q: What is AKO/DKO

A: The Department of Defense requires an information sharing environment that supports secure access to disparate, cross-service capabilities and information as an enterprise collaborative environment for warfighting, business, and intelligence users. DKO will provide a single point of entry for all authorized users, including DoD, interagency, intergovernmental, and multinational personnel, plus contractor support and sponsored guests when required. AKO is the platform that DKO is using. AKO is undergoing a transformation to support all DoD users. AKO will remain, but AKO will now include links and tools as part of DKO.

Q: How do I register for an AKO/DKO account?

A: To register, go to the following web page: <https://www.us.army.mil>. Under 'New User', Click on 'Register with a CAC' and fill out the "Account Registration" Form.

Q. What type of account should I select when registering with AKO/DKO?

A: DoD civilian and active military will need to register for a 'Joint Account'. DoD contractor employees should register for a sponsored account.

Q: I currently have a DKO/AKO account. Do I need to register again?

A: No. You do not need to create an account. However, you must log into DKO/AKO with your CAC and register you CAC certificates.

Q: When registering for an AKO/DKO account, I was asked for my social security number. Why do I need to provide it?

A: AKO/DKO requires a user to enter his/her social security number (SSN) and date of birth (DOB). If SSN or DOB is not provided, AKO/DKO and Defense Manpower Data Center (DMDC) will not be able to validate credentials and no account will be issued.

Q: How do I register my CAC certificates with AKO/DKO?

A: Log in to DKO with your Username and Password at <https://www.us.army.mil>.

- Once logged in, click on "My Account" at the top of the page (next to the DKO logo).
- Click on the "CAC/Cert Registration" option.
- Click on the "Register" button.
- Follow the prompts to complete the registration process.
- When prompted to enter your password you use to log on to DKO.
- Upon completion of your CAC registration, log out and log back in with your CAC.

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

Q: I just renewed my CAC and was given new certificates and I am now locked out of both AKO/DKO and the CORT Tool. How do I regain access?

A: Log into AKO/DKO using your “Login” and “Password.” Go to “My Account” and follow the steps listed in the question above to register your new certificates. Once your new certificates have been registered, you will be able access the CORT Tool. If you do not know your “Password,” contact the AKO/DKO helpdesk to have your password reset.

Q: How do I reset my password?

A: On the AKO/DKO homepage, click on the red exclamation point button that states “Forgot your password?”. If you are not able to change your password through the AKO/DKO site, you must call the help desk for a password reset. To contact the help desk:

1. Call AKO Helpdesk at 1-866-335-2769.
2. Press “2” for AKO/DKO support.
3. Press “2” for AKO unclassified call.
4. Press “2” for password reset.

Q: I currently have a Navy Knowledge Online Account. Do I need to register for a Defense or Army Knowledge Online Account?

A: Yes. In order to gain access to the CORT Tool you will need the Army of Defense Knowledge Online account.

Q: We are DoD employees with a navy.mil, “dla.mil,” “af.mil,” “disa.mil” e-mail addresses. When we completed our registration in AKO/DKO, we received an “us.army.mil” e-mail account. Will we be required to use this e-mail in the CORT Tool?

A: The CORT Tool send e-mails the “us.army.mil” account or the account. Users may elect to have their e-mail address forward to any “.mil” address.

- a. Login in to AKO/DKO portal: www.us.army.mil
- b. From the “My Account” menu at the top of the page click “Mail Preferences”
- c. Select “Mail Options”
- d. Click the “Forward Email” radio button
- e. Enter the Forwarding Address Information and click “SUBMIT”

Q: Is it required for all users to obtain and use an AKO/DKO email account to access all the features in CORT?

A: YES. DKO account is required to use the CORT Tool. DKO provides each user with a DKO user name and email address that will be required to complete the CORT Tool Profile and Contracting Staff Registration. CORT Tool user should set their DKO email to "Auto Forward."

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

If they do set email to auto forward, then users should check their DKO email for CORT Tool emails.

Q: Why am I receiving a “HTTP 403 Forbidden” error while trying to access the CORT Tool?

A: When this occurs, the users must update their certificates in AKO/DKO. To do so, users should log in to DKO website at <https://www.us.army.mil>.

1. Click on "I Accept"
2. Click on "FOUO Login"
3. Click on "Ok" for certificates
4. Once logged into the system, select "My Account" at the top of the page (next to the DKO logo).
5. Select "Login Options"
6. Click on the "CAC/Cert Registration" option - (DKO is reading and updating your certificates)
7. Log out of DKO
8. Log into the CORT Tool @ <https://arc.army.mil/DODCOR/> (Access should be restored)

Q: I tried to access this system using my DOD CAC Cert. It says access denied?

A: Please try re-registering your CAC certificates. Go to www.us.army.mil.

1. Click on "My Account" at the top of the page
2. Click on the "CAC/Cert Registration" option.
3. Click on the "Register" button.

Follow the prompts to complete the registration process.

Q: Who do I contact for AKO/DKO questions?

A: You should contact the AKO/DKO helpdesk via e-mail at <https://www.us.army.mil> or telephone at **(866) 335-2769**. They are available 24/7. Response time varies. For e-mail, you should expect a response within 24 hours, via telephone, within five minutes.

Q: I tried to access this system using my DOD CAC Cert. It says access denied?

A: Please try re-registering your CAC certificates. Go to www.us.army.mil.

1. Click on "My Account" at the top of the page
2. Click on the "CAC/Cert Registration" option.
3. Click on the "Register" button.

Follow the prompts to complete the registration process.

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

ROLES

Q: Is the CORT Tool a role-based application?

A: Yes

Q: Who will need access to the DoD CORT Tool?

A: All Agency Subject Matter Expert (SME)/System Administrator, Contracting Officers, Contract Specialists, Contract Officer Representatives and COR Supervisors will need an account on the CORT Tool.

Q: How do I register as a COR or COR Nominee in the CORT Tool?

A: CORs or COR Nominees will be required to complete “Profile.” Log into CORT Tool and select COR Profile. Begin creating the “Profile by completing all data fields under, COR information, Supervisor Information and Training. For training, you will need to list all COR courses taken; provide the date the training was completed and upload a copy of your training certificate.

Q: I am an Air Force COR with an af.mil e-mail address. When I registered in AKO/DKO, I received an “us.army.mil” e-mail address. What e-mail address should I include in my COR Profile?

A: CORs should use the “us.army.mil” e-mail address when creating the COR Profile and when inputting the Supervisor Information. Users may elect to have their e-mail address forwarded to any “.mil” address. (*See AKO/DKO section for information on forwarding*).

Q: I have not completed all of my COR Training, will I be able to create a profile and self nominate on a contract?

A: Yes. You may create the profile and perform a self nomination on a contract, however, the nomination will not be approved until the required courses are completed and training certificate has been loaded in the tool. Once you have completed the courses, you may update the profile.

Q: Now that I have completed my profile, how do I nominate myself for contract action?

A: There are two ways to self-nominate. First is directly from the “Profile” by clicking on “Save and Start the Nomination Process.” Secondly, is from the menu by selecting “COR Nomination Process.” Complete all of the information and save and submit nomination to Supervisor.

Q: I am a COR Supervisor, do I need to complete a registration in the CORT Tool.

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

A: No. You do not have to complete a registration in the CORT Tool. However, you should ensure that all of your employees (CORs) have your correct “**DKO Name,**” “**DKO email address**” and phone number. The COR will need this information to complete the “Supervisor information” section of the Profile. If either one is incorrect, you may not receive notification when the COR completes a nomination.

Q: Who is a COR Supervisor and what does the Supervisor do?

A: A COR Supervisor or Higher Authority is someone who will approve or rejects the nomination. The Supervisor or Higher Authority will access all the records of unapproved nominees, complete the applicable certifications, and approve, save or reject the nomination.

Q: I am a COR Supervisor, do I have to approve a COR self nomination?

A: Yes. The COR submits the nomination to the Supervisor. The Supervisor will receive an e-mail indicating that the COR nomination is awaiting the Supervisor's approval. The Supervisor enter the CORT Tool, reviews the nomination and either "approves" the nomination, "saves" the nomination to update at later date or "rejects" the nomination. (A rejected nomination goes back to the COR for corrections).

Q: Can I place in an interim Supervisor? Does the COR Supervisor have to have an AKO/DKO account and CORT Tool profile before the COR can put his name in the COR's own CORT Tool account profile? What happens when a COR gets a new Supervisor or a temporary Supervisor?

A: From the CORT Tool perspective

1. You may place in the name of the interim Supervisor.
2. All Supervisors (interim and permanent) must have a DKO account, which provide the Supervisor a DKO user name and a DKO email address. Supervisor must provide this information to the COR, which the COR then enters in the COR's Profile. The COR identification of the Supervisor DKO name and DKO email address in the COR's Profile constitute the Supervisor registration in the CORT Tool. Supervisors **DO NOT** create a separate CORT Tool Profile.
3. When the COR receives a new Supervisor (temporary or permanent), the COR must update the COR Profile with the Supervisor's DKO user name and DKO email.
4. You should consult with your Agency policy as to when, or if an interim or temporary Supervisor can approve a COR nomination.

Q: I am contracting officer; do I need to complete a registration in CORT Tool?

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

A: Yes. Contracting Officers and Contract Specialists need to complete a “Contracting Staff Registration.” Log into CORT Tool. Select “Contracting Staff Registration” and complete all data fields.

Q: I am a DLA contracting officer with “dla.mil” e-mail address. When I registered in AKO/DKO, I also received an “us.army.mil” e-mail address. Which e-mail address should I should in my contracting staff registration?

A: Contracting Personnel should also use the “us.army.mil” address when creating a contracting staff registration. (*See AKO/DKO section for forwarding information*). The contracting personnel should also use forwarding e-mail feature in AKO/DKO if they do not intend to check the AKO/DKO e-mail on a daily basis.

Q: As a contracting officer who provide support to various contracting command, do I need to register for each command?

A: Each contracting officer and contract specialist should complete one registration. The CO/CS should identify the primary contracting center DoDAAC and the organization’s name. The CO/CS may identify up to four alternate contracting center DoDAAC and organization.

Q: When the COR inputs their DoDAAC, are they supposed to use the DoDAAC of the contracting office listed on the contract under which they are appointed or their location DoDAAC?

A: COR should use the DoDAAC where they are appointed.

Q: I am a Contracting Officer, do I have to approve the COR self nomination.

A: Yes. Once the Supervisor approves the nomination, the contracting officer will receive an e-mail requesting approval or rejection of the COR. The contracting officer enters the CORT Tool, reviews the nomination and either "approves" the nomination, "saves" the nomination to update at later date or "rejects" the nomination. The Contracting Officer is the final approver or the nomination.

Q: What happens when the wrong Supervisor, Contract Specialist or Contracting Officer is selected? How does one back out of the process?

A: If the wrong Supervisor is selected, update the COR profile by re-entering the correct Supervisor information. If the wrong contracting officer or contract specialist is selected, update with the correct name from the drop menu, which is created from the contracting staff registration.

Q: Can the contracting officer or contract specialist on a nomination that has already been approved by a Supervisor be changed without canceling the recording or starting over?

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

A: Yes, the contracting officer and the contract specialist can both be changed. However, the only individuals that can change those fields are the existing contracting officer/contract specialist or the subject matter expert (SME)/system administrator because the individual COR Record is only open those individuals who are associated with the record based on their DKO name.

Q: How do we update or delete a person in the system? For instance, if we erred in saying someone was a Supervisor, instead of a CO/CS, how do we fix?

A: COR Nominees will input the Supervisor. If the CO/CS is entered as a Supervisor, the COR or Local Administrator can update the COR Profile by entering the correct Supervisor information. However, if the Supervisor completes a contracting staff registration, the record will have to be deleted by the DoD administrator.

Q: I currently manage 370+ CORs within my agency. I have and maintain electronic copies of their training certificates and Appointment Letters. Is there a way that I could load the basic COR information from the Excel spreadsheet that I maintain into the new CORT Tool? Is there a mechanism to bulk upload all the existing COR training certificates and all the COR appointment letters that I currently have saved electronically in a .pdf format?

A: Unfortunately, there is no bulk upload capability via an excel spreadsheet for historical appointments. Loading of both data and documents proves to be difficult with the built in workflow of the toolset, along with the required certifications at each level. **We are in the process of updating the system to allow for bulk uploads.**

Q: As the agency SME, am I allowed to create Profiles for my CORs?

A: One of the administrative rights that will be given to the SME will be the ability to create a "New COR Profile."

Q: How is the data within the tool refreshed? Is data automatically updated or will CORs have to manually upload their COR's data?

A: COR data needs to be manually updated. If a COR or CO changes organizations, they will need to update their profile as required.

Q: Where do I enter the Quality Assurance (QA) POC?

A: This is an optional, read only access role. The QA PCO DKO Name box is filled by the Contracting Officer during review of the COR's nomination package. The COR will not be able to enter in a QA POC.

Q: As a CO, I have many CORs on one IDV contract, do they all need to register?

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

A: Each individual task order needs to be entered into the Tool and not just the base contract. There is one exception; if the base IDV contract has ONE COR only then you may post at the base contract only. You cannot have a COR and an alternate COR though. It has to be one COR only.

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

TRAINING

Q: What are COR Training requirements?

A: Recommended COR certification includes specific DAU courses or equivalents

- **Type A**
 - CLC 106, CORs with a Mission Focus, 8 Hours online
- **Type B/C**
 - COR 222, Contracting Officer Representative Course
- **Contingency (as applicable)**
 - CLC 206, CORs in the Contingency Environment, 2-3 hrs on-line
- **All CORs**
 - CLM 003 or agency equivalent on procurement ethics
- **COR Refresher**
 - Hours specified, no specific course, after initial training to maintain status as a COR

Q: Where can I find Equivalent Courses?

A: DAU will have information on

Q: Does CORT send out automatic reminders when a COR is supposed to take refresher training?

A: At this time, the CORT Tool does not send out training reminders.

Q: Where can I get training on the CORT Tool?

A: Training slides that show the step by step process on how to access the CORT Tool, register, and what the roles are can be found on the DPAP website here:

http://www.acq.osd.mil/dpap/pdi/uid/CORT_tool_training_material.html. Please contact your agency SME who can also provide you training on the CORT Tool.

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

POLICY

Q: Is there written policy governing the use of the DoD CORT Tool?

A: The Section 813 Contracting Integrity Panel, which Congress required in the Fiscal Year 2007 National Defense Authorization Act has developed a **draft** DoD Instruction, or DoDI, which will establish uniform guidance for identification, development and management of CORs with DoD. It also establishes a requirement for component and defense agencies to use the DoD CORT Tool to track COR nominations, appointments, terminations and training certifications. The draft instruction is currently under review.

Q: When does the DoD CORT Tool need to be deployed?

A: The DoD CORT Tool needs to be deployed by end of Fiscal Year 2012 for all current contracts.

Q: Our agency has a tool we use, can we use that instead?

A: No, the DoD CORT Tool is the department mandated tool to use. This is the tool all agencies will need to use.

Q. What are the qualifications to be a COR?

A. COR qualifications are addressed in the Undersecretary of Defense, Acquisition Technology & Logistics (USD, AT&L), March 29, 2010, memorandum entitled “COR Standard for Certification of Contracting Officers Representatives (CORS) for Service Acquisition.

Q: Do I have to submit a QASP?

A: According to DFARS 237.172, the Quality Assurance Surveillance Plan (QASP) ensures plans are prepared in conjunction with the preparation of the statement of work or statement of objectives for solicitations and contracts for services. The COR can submit a QASP as well as enter a description of the QASP, but a QASP is not required for the submission of the nomination package. The CO is required at time of appointment to have a QASP attached to the package. QASP must be a word document with a “doc” extension and must be 8MB or less. **If the CO determines a QASP is not required, the CO may create a document stating why a QASP is not required and load that document into tool.**

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

SMEs

Q: As a SME, do I need to register in the CORT Tool?

A: SMEs will not need to register into the tool. DPAP will set you SME privileges.

Q: As a SME I want to be able to “play” with the tool so I can help with questions from my CORs and COs. Can I register anyway?

A: The “Contracting Staff Registration” page is for COs and CORs only, but if you would like to have a profile though, you can create a profile on the “Contracting Staff Registration” page, but set your “Active Status” to “Inactive”.

Q: As a SME, can I create a COR Profile and register CORs/COs?

A: Yes, but you will need to click on the “New COR Profile” link located near the bottom left navigation button and NOT the “COR Profile” link. The COR Profile link is for COR nomination only. You will also need to know the CORs/COs DKO name and DKO email address. The “New COR Profile” is also for registering CORs that are not part of DoD.

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

USER ISSUES

Q: We have a Supervisor at our organization that is trying to go in CORT and approve a COR's nomination; however he is getting the error message "You do not have the rights to view this page". Could you tell me what is causing this and how to resolve this error?

A: The COR entered the Supervisor's DKO name incorrectly. The COR should verify that the Supervisor DKO name is entered correctly.

Q: I am applying for a COR nomination and am having issues with the Supervisor Approval step. I completed the nomination application and the contract list/status reads "Pending Supervisor Approval". However, my Supervisor does not see my application under the Awaiting My Approval tab.

A: The COR entered the Supervisor's DKO name incorrectly. The COR should verify that the Supervisor DKO name is entered correctly.

Q: I have changed my legal name. What steps do I need to take?

A: If you want to change the name associated with your CAC and DKO account, please contact the DKO helpdesk at 1-866-335-2769 for assistance. Once you have changed your DKO name, you may have to re-register your CAC certificates.

Q: Can a CO/CS add a QASP to the CORT Tool when they are reviewing the COR Nomination Record? This would be especially relevant for CORs who are being nominated/approved and trained before all the contract documents are completed such as the QASP.

A: Yes, QASP can also be loaded by CO at the time of the appointment.

Q: If a contract is in closeout and a COR is no longer needed, must the CO do a Revocation letter to remove the COR?

A: Currently, yes the CO must enter a revocation letter. The COR profile remains in the CORT Tool unless deleted by the DPAP SME.

Q: Can the COR keep their profile to be activated at a later date on a new contract?

A: Yes, profiles remain unless deleted by the DPAP SME.

Q: Does the contract info that was loaded by the COR stay in CORT (monthly reports, etc.) and if so, how is it accessed?

CONTRACTING OFFICER REPRESENTATIVE TRACKING TOOL (CORT TOOL)

A: Yes, documents can be accessed via “All COR Submitted Documents”. Click on the contract number and click on the icon to view the document.

Q: If a COR is Cancelled, (not revoked) what happens to the contract info that was loaded by that COR?

A: The record is removed from the CORT Tool in its entirety.