# ISG Contract Engagement Lifecycle
STANDARD OPERATING PROCEDURES

The ISG Contract Onboarding Standard Operating Procedures is the central location for information, resources and guidance regarding the process of onboarding an new contractor into ISG. Within this space, you will find the information you need to successfully onboard a new contract.

What is the Onboarding Process?
The timeline below is a high-level overview of the ISG Contract Onboarding Process. View more information regarding this process.
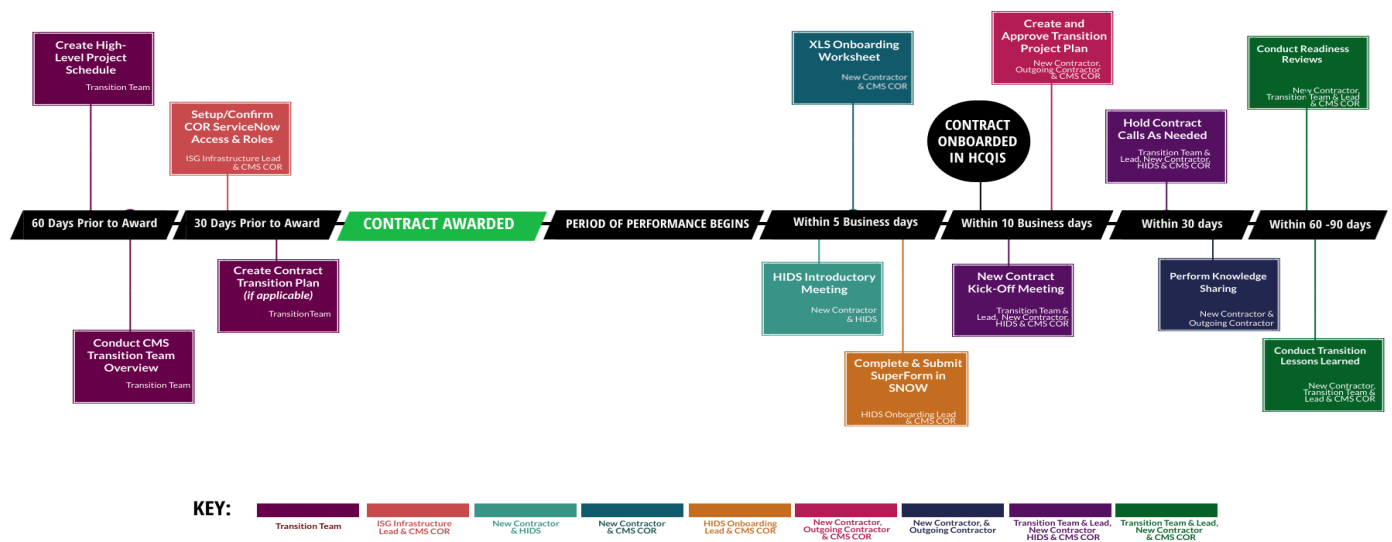
The Onboarding Process is represented by a timeline. 60 days prior to the award, the Transition team must Create a High-Level Project Schedule and Conduct the Center for Medicaid and Medicare Services (CMS) Transition Team Overview. 30 Days prior to the Award, The transition team must Create the Contract Transition Plan . In addition, the Information Systems Group(ISG) Infrastructure Lead and CMS Contract Officer's Representative (COR) must setup or confirm the COR ServiceNow Access. The next milestone is the Contract is Awarded followed by the Period of Performance beginning.

Within 5 business days of the Period of Performance beginning, HCQIS (HealthCare Quality Information Systems) Information and Data Center Support (HIDS) will host a HIDS Introductory meeting with the New Contractor, the New Contractor with the CMS COR will complete the Onboarding Worksheet and the HIDS Onboarding Lead and CMS COR will Complete and Submit the SuperForm in ServiceNow. Within 10 business days, the next milestone that occurs is the Contract is Onboarded in HCQIS. Also the New Contract Kick-off Meeting is held with the Transition Team and New Contractor and the Transition Project Plan is Created and Approved by the New Contractor, Outgoing Contractor and the CMS COR.

Within 30 days the Transition Team, New Contractor and HIDS will hold contract calls as needed. In addition the New Contractor and Outgoing Contractor will perform knowledge sharing. Within 60-90 days the New Contractor and the Transition Team will Conduct readiness reviews and Transition Lessons Learned.

Need Information on the status of your contract? *Click here to view the status or to submit a question*
Contractors: *If you have other questions please reach out to your CMS COR |* **CMS CORS:** *Submit all questions to the Contract Engagement Lifecycle Status Q & A Forum and/or reach out to your DSIF Onboarding Lead*

What is My Role?

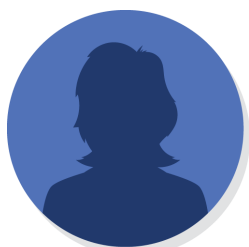*From the icons below choose your role in the process*

[Architect Lead](#)

[Center for Medicaid and Medicare Services (CMS) Contract Office Representative (COR)](#)

[Division of Services and Infrastructure Fulfilment (DSIF) Onboarding Lead](#)

[HCQIS (HealthCare Quality Information Systems) Information and Data Center Support (HIDS) Onboarding Lead](#)
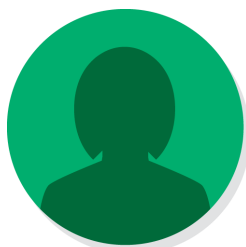
[Infrastructure Lead](#)

[New Contractor](#)

[Outgoing Contractor](#)

[Project Manager](#)

[Security Lead](#)

[Transition Lead](#)

KEY TERMS

CMS: Centers for Medicare & Medicaid Services

ISG: Information Systems Group

COR: Contracting Officer's Representative

HCQIS: Healthcare Quality Information System

SOP: Standard Operating Procedure

Transition Team: The Transition team is comprised of the following individuals - Architect Lead, CMS COR , DSIF Onboarding Lead, Infrastructure Lead, Project Manager, Security Lead, Transition Lead

[View Complete Definition of Terms](#)

QUICK LINKS

[Onboarding Checklist](#)
[Training and Reference Materials](#)
[Roles and Responsibilities/Stakeholders](#)
[Contract Engagement Life-cycle Status](#)