New Contractor

The New Contractor is the organization that is awarded the new or transitioning contract.

Other Team Member

Steps Involved In or Responsible For:

Create Contract Engagement Request

Works With: *CMS COR*

Process: *The CMS COR and New Contractor will complete an initial form to request the start of the contract engagement. Based on the information provided, the Contract Engagement Team will determine if there is a need for QualityNet IT Services.*

Complete Contract Engagement Interview Process

Works With: *Contract Engagement Team, CMS COR, New Contractor*

Process: *The Contract Engagement Team will conduct an interview with the CMS COR and New Contractor to understand what type of work the contractor will be doing and what the contractor will require in order to perform the work. The Contract Engagement Team will determine what services the contractor is eligible for based on the contractor's requirements.*

Conduct New Contractor Kick-Off Meeting

Works With: *Contract Engagement Team and HIDS*

Process: *The CMS COR and Engagement Lead will conduct the Contract Kick-off Meeting with the Contract Engagement Team, New Contractor, and the HIDS Onboarding Lead.*

Create and Approve Project Plan

Works With: *CMS COR, Outgoing Contractor*

Process: *The CMS COR, New Contractor, and Outgoing Contractor will create a transition or new project implementation timeline plan.*

Hold Contract Calls as Needed

Works With: *Contract Engagement Team, HIDS, and CMS COR*

Process: *The Contract Engagement Team, New Contractor, CMS COR, and HIDs will schedule and conduct calls regarding the contract as needed. This includes any security or infrastructure meetings or calls that need to take place. This will ensure that the New Contractor has all necessary knowledge, templates, hardware, software, and security-related items.*

Conduct Readiness Reviews

Works With: *CMS COR and Contract Engagement Team*

Process: *The CMS COR, Contract Engagement Team, and New Contractor will conduct several Readiness Reviews prior to the end of the transition period or the Outgoing Contractor's contract end date. The results of the meeting are reported to the Contract Engagement Team.*

Conduct Engagement Lessons Learned

Works With: *CMS COR and Contract Engagement Team*

Process: *The Engagement Lead will conduct Lessons Learned with the New Contractor, CMS COR, and Contract Engagement Team. The Lessons Learned should identity process improvements or suggestions regarding the ISG New Contractor Onboarding Checklist.*

Additional Notes:

Security Requirements

RBT Training: All Contractors with Significant Security and Privacy Responsibilities (SSR) Roles must complete specialized RBT commensurate with their roles within sixty (60) days of beginning work on a contract, annually thereafter and upon request.

HHS RoB: All Contractors must acknowledge and accept the *HHS Rules of Behavior for the Use of HHS Information and IT Resources Policy (HHS RoB)* prior to the completion of onboarding.

For additional security requirements and training view [Security Training and Reference Materials](https://confluence.hcqis.org/display/ISGCO/Training%2Band%2BReference%2BMaterials#TrainingandReferenceMaterials-SecurityReferences) at https://confluence.hcqis.org/display/ISGCO/Training%2Band%2BReference%2BMaterials#TrainingandReferenceMaterials-SecurityReferences.

Contractor SSR Roles

Account Administrator (AA): The Contractor Account Administrator is the Contractor's facilitator for the registration process for employees at their organization.

Security Point of Contact (SPOC): The SPOC works directly with the HCQIS Infrastructure Contractor and the CMS HCQIS security team on multiple levels of security-related topics, and is the central point of contact at the Contractor organization regarding security matters