



New Contractor

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

Steps Involved In or Responsible For:

HIDS Introductory Meeting

Works With: *New Contractor*

Process: *The HIDS Introductory meeting conducted by the HIDS Onboarding Lead will provide an introduction to the HCQIS onboarding process and steps.*

XLS Onboarding Worksheet

Works With: *New Contractor*

Process: *The CMS COR will provide the New Contractor Point of Contact (POC) with an XLS Onboarding Worksheet to fill out. This worksheet can be provided by the Onboarding Lead or downloaded from the ServiceNow Catalog.*

Conduct New Contractor Kick-Off Meeting

Works With: *Transition Team, New Contractor and HIDS*

Process: *The CMS COR and Transition Lead will conduct the Contract kick-off meeting with the Transition Team, New Contractor, and the HIDS Onboarding Lead.*

Create and Approve Transition/Project Timeline

Works With: *New Contractor and 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: *Transition Team, New Contractor, HIDS and CMS COR*

Process: *The Transition 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.*

Perform Knowledge Share

Works With: *Outgoing Contractor and COR*

Process: *The New Contractor and Outgoing Contractor should perform knowledge transfer sessions. The Transition Lead can assist in coordinating if needed. The knowledge transfer sessions should include knowledge documentation, information regarding the Line of Business (LOB) (overview of the LOB, POCs, etc.).*

Conduct Readiness Reviews

Works With: *COR, Transition Team and New Contractor*

Process: *The CMS COR, Transition Team and the New Contractor will conduct a 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 Transition Team.*

Conduct Transition Lessons Learned

Works With: *COR, Transition Team and New Contractor*

Process: *The Transition Lead will conduct lessons learned with the New Contractor, CMS COR, and Transition Team. The lessons learned should identify 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](#)

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.