

Onboarding Process

This section provides guidance to CMS ISG team members and contractors who are responsible for onboarding ISG contracts with information and resources on the overall ISG onboarding process. The timelines provided are for general guidelines and may vary based on the contract.

60 DAYS PRIOR TO THE AWARD

Complete the following steps at least 60 days before the contract is awarded:

- *Create High-Level Project Schedule*
- *Conduct CMS Transition Overview*

30 DAYS PRIOR TO THE AWARD

Complete the following steps at least 30 days before the contract is awarded:

- *Set up CMS COR ServiceNow Access*
- *Create Contract Transition Plan*

CONTRACT AWARDED

The CMS ISG selects and contacts the New Contractor. Thereafter, ISG prepares the official approval of the contract to send to the New Contractor. The contract is then executed by the New Contractor. **No work can start nor meetings occur with the New Contractor until the Period of Performance begins.** The New Contractor must identify a Security Point of Contact (SPOC) and Account Administrator (AA) within one (1) day of the contract award. For more information, see [Awarding and Beginning Work on the Contract](https://confluence.hcqis.org/display/ISGCO/Contract%2BAwarded) on HCQIS Confluence at <https://confluence.hcqis.org/display/ISGCO/Contract%2BAwarded>.

Period of Performance

The Period of Performance is the time span between the effective date of a contract (when the contracted effort begins) and the last day under the contract in which deliveries of goods are made or services are performed. Once the Period of Performance begins all meetings, work, and calls can proceed.

PROCESS: NEW CONTRACT

Use the following best practices for new contracts that will not have any transition activities.

- *HIDS Introductory Meeting*
- *Onboarding Worksheet*
- *Complete Contract Engagement Request*

Complete the following within 10 days of the Period of Performance beginning:

- *MILESTONE: Contract Onboarded Within HCQIS*
- *New Contract Kick-Off Meeting*

Complete the following within 30 days of the Period of Performance beginning:

- *Hold Contract Calls as Needed*

Complete the following within 60–90 days of the Period of Performance beginning:

- *Conduct Readiness Reviews*

Need Information on the status of your contract? Go to [Contract Engagement Life-Cycle: In-Progress Status Page](https://confluence.hcqis.org/display/ICEL/Contract+Engagement+Life-Cycle%3A+In-Progress+Status+Page?simpleqafilter=simple-qa-filter-all&simpleqasearch=&simpleqasort=4%2C1&simpleqapage=1) on HCQIS Confluence at <https://confluence.hcqis.org/display/ICEL/Contract+Engagement+Life-Cycle%3A+In-Progress+Status+Page?simpleqafilter=simple-qa-filter-all&simpleqasearch=&simpleqasort=4%2C1&simpleqapage=1> 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 Life-Cycle: In-Progress Status Page](https://confluence.hcqis.org/display/ICEL/Contract+Engagement+Life-Cycle%3A+In-Progress+Status+Page?simpleqafilter=simple-qa-filter-all&simpleqasearch=&simpleqasort=4%2C1&simpleqapage=1) on HCQIS Confluence at <https://confluence.hcqis.org/display/ICEL/Contract+Engagement+Life-Cycle%3A+In-Progress+Status+Page?simpleqafilter=simple-qa-filter-all&simpleqasearch=&simpleqasort=4%2C1&simpleqapage=1> and/or reach out to your DSIF Onboarding Lead.
