

Onboarding Process

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

- *Setup 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 New Contractor. The contract is then executed by the New Contractor. **No work can start or meetings scheduled 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 day of the contract award.* [View More Information.](#)

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 which will not have any transition activities.

Complete the following within five(5) Days of Period of Performance Beginning:

- *HIDS Introductory Meeting*
- *Onboarding Worksheet*
- *Complete and Submit Form in ServiceNow*

Complete the following within ten(10) days of Period of Performance Beginning:

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

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

- *Hold Contract Calls as Needed*

Complete the following within 60-90 days of Period of Performance Beginning:

- *Conduct Readiness Reviews*

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*

PROCESS: TRANSITIONING CONTRACT

Use the following best practices for existing contracts that require a transition period. Complete the following within five(5) Days of Period of Performance Beginning:

- *HIDS Introductory Meeting*
- *Onboarding Worksheet*
- *Complete and Submit Form in ServiceNow*

Complete the following within ten(10) days of Period of Performance Beginning:

- *MILESTONE: Contract Onboarded Within HCQIS*
- *New Contract Kick-Off Meeting*
- *Create and Approve Project Launch Plan*

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

- *Hold Contract Calls as Needed*
- *Perform Knowledge Sharing*

Complete the following within 60-90 days of Period of Performance Beginning:

- *Conduct Readiness Reviews*
- *Conduct Transition Lessons Learned*

PRE-BOARDING CHECKLIST

You are ready to onboard a contract after completing the following

- *Submitted final Acquisition Plan (AP) and Contract to Office of Acquisition and Grants Management*
- *All Contract/AP revisions are submitted and finalized*