

Social Security Administration

Security & Suitability

BUSINESS PROCESS GUIDE

for contractors & Affiliates



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# Introduction

The Center for Suitability and Personnel Security (CSPS) manages the Social Security Administration’s (SSA) nationwide program for contractor personnel and affiliates (e.g., other non-Federal personnel representing SSA awarded grants, Federally Funded Research and Development Center participants, etc.). The CSPS vision is protecting SSA by ensuring the entire workforce is comprised of reputable people. This business process guide documents the steps for obtaining suitability, the issuance of personal identity verification (PIV) credentials, SSA system access, and Government Furnished Equipment (GFE).

In accordance with SSA’s agency specific (AS) clause 2352.204-1, Security and Suitability Requirements, a background investigation is required for all contractor personnel or affiliates who will require any type of access to an SSA facility, site, system, or information, whether a PIV credential is required. SSA also requires that any agency agreements that involve affiliate personnel needing access to an SSA facility, site, system, or information incorporate and adhere to AS clause 2352.204-1-related policy.

SSA personnel may not allow contractor personnel or affiliates access to an SSA facility, site, information, or system until SSA’s Office of Human Resources, Office of Personnel, CSPS issues a current, favorable suitability determination for the applicant (i.e., contractor personnel or affiliates). A suitability determination letter issued by CSPS is valid only for the applicant named to perform under that contract, award, or agreement, as specified in the letter. Even if an individual previously worked on an SSA contract, they must still go through the suitability process to return to work on the contract or work on a new contract (see [Contractor Personnel (Applicant) Workflow](#_Contractor_Personnel_(Applicant)_1) or [Current Contractor Personnel Moving to Another Contract (Rollover Request)](#_Current_Contractor_Personnel_1) for the applicable steps and stages).

The contracting officer’s representative (COR), or equivalent, is responsible for submitting the required paperwork received from the company point of contact (CPOC) **at least 30 days** prior to the date contractor personnel or affiliates are to begin work. If a PIV card is required, SSA recommends the COR submit the required paperwork **at least 45 days** prior to the date the contractor personnel are to begin work. The suitability process will not begin until CSPS receives accurate and complete documents. Therefore, please plan accordingly.

Contractors must comply with the Fair Chance to Compete for Jobs Act of 2019 ([National Defense Authorization Act for Fiscal Year 2020](https://www.govinfo.gov/content/pkg/PLAW-116publ92/pdf/PLAW-116publ92.pdf)) and the respective Federal regulations (5 Code of Federal Regulations Parts 302, 317, 319, 330, 731, 754, and 920). In accordance with theFair Chance Act, the contractor may not verbally, or through written form, request the disclosure of criminal history record information regarding an applicant for a position related to work under such contract before the contractor extends a conditional offer to the applicant.

We recommend the CPOC and the COR review this business process guide in its entirety. This process guide provides a chronological order of the security and suitability process and identifies the SSA responsible party to assist you at each stage of the process. Please contact [DCHR.OPE.Suitability@ssa.gov](mailto:DCHR.OPE.Suitability@ssa.gov) with any questions regarding SSA’s suitability process.

**Failure to follow the chronological process detailed in this document may result in delays to the security and suitability process, and delays in contractor and affiliate personnel being permitted to perform their required services.**

This guide does **not** apply to State Disability Determination Services (DDS) applicants. State DDS applicants must follow the [DDS specific process guide](https://socialsecuritygov.sharepoint.com/sites/ModCollaboration-89b57/HSPD12/Forms/AllItems.aspx?id=%2Fsites%2FModCollaboration%2D89b57%2FHSPD12%2FProcess%20Documents%2C%20FAQs%2C%20and%20Instructions&viewid=bf179aae%2Db4dd%2D473f%2Daa08%2Dea010348a267) (site requires SSA systems access).

# Process Overview

The following is a high-level overview of SSA’s security and suitability requirements. The onboarding process includes CSPS, the Office of Security and Emergency Preparedness (OSEP), and the Office of Information Systems (OIS).

[See the subsequent [Contractor Personnel or Affiliates (Applicant) Workflow](#_Contractor_Personnel_(Applicant)) for the full step-by-step guidance.]

1. Upon contract, grant, or agreement award, the **CPOC** submits the suitability package to the **COR** via [secure email](#_Encrypted_Email_Procedures):
   1. An [Applicant Listing](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/e-QIP%20Applicant%20Listing.xlsx) including the contract number, contract points of contact, and information on the applicants identified to work on the contract;
   2. Completed [Optional Form (OF) 306. Declaration for Federal Employment](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf);
   3. Work authorization for non-United States (U.S.) born applicants, if applicable.
2. The **COR** emails the required paperwork from their SSA email account to **^DCHR OPE Suitability** for processing.
3. **CSPS** verifies if the applicant already has the appropriate background investigation on record, or, if applicable, initiates the applicant in the National Background Investigation Services (NBIS) Electronic Application (eAPP). **NBIS** will email instructions directly to the applicant for completing the background investigation. **CSPS** will send an email to the designated **CPOC and COR**, confirming the initiation of the applicant in NBIS, along with instructions for submitting electronic fingerprints. Fingerprints will be required for these applicants at the appropriate stage of the process. Applicants with an appropriate background investigation on file will not be initiated into the NBIS system. **CSPS** will send an email to the applicant and designated CPOC with instructions for submitting electronic fingerprints.
4. The **CPOC** forwards initiation confirmation instructions to the applicant.
5. **Applicants** have seven (7) business days to complete the application in eAPP and to submit electronic fingerprints.
6. **CSPS** makes a preliminary suitability determination (as applicable, reviews form submissions, resolves any discrepancies, releases investigation to the Defense Counterintelligence and Security Agency [DCSA], and moves the Credential Enrollment System [CES] form to the CES Enroller for credentialing) and releases the applicable preliminary suitability determination letter to the **CPOC and COR**.
7. The **COR** adds the applicant to the contract in the CES System (required for all contractor personnel or affiliates) via the ‘Contractor Enrollment’ section. This includes situations when contractor personnel or affiliates do not require a logical or physical credential or when contractor personnel or affiliates need access sporadically or for less than 30 days. This step should not take place until CSPS issues a favorable preliminary letter.
8. For those requiring a credential (PIV card):
   1. If enrollment is taking place at SSA Headquarters, the **COR or assigned personnel** escorts the **applicant** to the applicable Parking and Credentialing Office (PCO) or SSA facility for enrollment in CES.
   2. **For enrollment in an SSA Region**, please see the [guidance that directly follows the Applicant Workflow chart](#_Regional_Offices_or) on page 13.
   3. The **COR** submits a new hire request for initial access in [Systems Access Management (SAM)](https://sso.ba.ssa.gov/sam/HomeView) (requires SSA systems access) after the applicant has been enrolled and a personal identification number (PIN) has been generated by the CES.
   4. The [**Component/Regional Security Officer**](https://security.ssahost.ba.ssa.gov/Resources/csolist.htm) approves the SAM request.
   5. **CSPS** processes CES Registrar action to the Issuer stage.
   6. The **Card printing vendor** creates and mails the PIV card to the applicable **PCO**.
   7. The **PCO** issues the PIV card to the **applicant (the PCO will contact the applicant when the credential is ready)**.
9. **DCSA** completes the full background investigation. **CSPS** reviews and adjudicates the background investigation.

# Applicant Workflow

\* Timeframes below are the estimated time it takes to complete the activity.

## Suitability Process (New Applicants and Reciprocity^ Requests)

*^Under Federal reciprocity guidelines, SSA will utilize a prior/reciprocal investigation if one is on record, rather than initiating a new background investigation with DCSA. New fingerprints will be required.*

| Step | Responsible Party | Activity | Timeframe | Tips and Follow-Ups |
| --- | --- | --- | --- | --- |
| 1 | CPOC | 1. Provides the [OF 306. Declaration for Federal Employment](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf) to the *applicant* to complete and return to the CPOC. 2. Requests proof of citizenship or work authorization documentation for non-U.S. born applicants, if applicable. | Immediately upon award/kickoff meeting | Name on forms must match the legal name, including middle name or initial (if initial only) as it appears in SSA’s official record.  Forms must be complete and accurate.  Proof of citizenship e.g., U.S. Passport of Naturalization Certificate; Acceptable work authorization documentation for non-U.S. born applicants, e.g., permanent/temporary resident card, I-94 form, employment authorization card, etc. |
| 2 | Applicant | Completes and returns the [OF 306](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf), and work authorization documentation (if applicable) to the CPOC.  Applicants must complete the OF 306 accurately, thoroughly, and honestly. “Yes” answers to questions 9 – 15 must be explained in the #16 Remarks field. | Immediately upon award/kickoff meeting | Carefully read the OF 306 question instructions to ensure all requested information is provided. The OF 306 must be completed thoroughly and all questions answered including the Selective Service question and the Military Service question for all applicants, including females. The OF 306 must include a wet signature, electronic signatures are NOT acceptable.  Failure to answer questions accurately and provide required details will result in CSPS re-contacting the applicant for additional clarification, which may delay the process and may be grounds for finding the applicant unsuitable. |
| 3 | CPOC | 1. Submits a completed  [Applicant Listing form](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/e-QIP%20Applicant%20Listing.xlsx)   with the scanned, completed [OF 306](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf)(s), and work authorization documentation (if applicable).   1. Save scanned documentation as a PDF with the naming convention of *Last name, First name 306.* 2. SendApplicant Listing form with OF 306(s) to the COR via a secure or password encrypted email. | Immediately upon award/kickoff meeting | The CPOC should review these forms to ensure they are complete and signed before scanning them.  Note: SSA can only receive up to 10MB in a single email.  On the subject line, enter: *New Contractor Suitability Applicant Listing and Forms (Contract #\_\_\_\_)*  If the CPOC does not have an SSA email account, the CPOC must submit the documentation in an encrypted, password protected email. See [Encrypted Email Procedures](#_Encrypted_Email_Procedures) for details. The CPOC may use the same password for multiple submissions to the COR. |
| 4 | COR | 1. Ensures the CPOC provided the Applicant Listing form. 2. Ensures the CPOC provided [OF 306](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf)(s), and work authorization documentation, as applicable, for applicants in the required format. 3. Ensures all forms are complete. 4. Forwards the email to [^DCHR OPE Suitability](mailto:DCHR.OPE.Suitability@ssa.gov). Sends a separate email to [^DCHR OPE Suitability](mailto:DCHR.OPE.Suitability@ssa.gov) with the password. | Applications should be submitted to CSPS at least **30 days** prior to the date contractor personnel and affiliates are to begin work. If a PIV card is required, CSPS recommends the COR submit the required paperwork **at least 45 days** prior to the date the contractor personnel and affiliates are to begin work. | CSPS is available to attend contract kickoff meetings to go over the suitability process. OAG contracting officers can email this request to [DCHR.OPE.Suitability@ssa.gov](mailto:DCHR.OPE.Suitability@ssa.gov).  CORs should **not** maintain separate files of the OF 306. The COR’s role is to ensure the suitability applicants follow the instructions as stated in this guide. If the COR needs to follow up on any applications, they may refer to the email sent to [DCHR.OPE.Suitability@ssa.gov](mailto:DCHR.OPE.Suitability@ssa.gov) within their secure SSA email account.  The COR should notify the CPOC if documents are not accessible from our SSA computers (unable to open encrypted documents) and request they resubmit utilizing an approved form of encryption. See [Software Exception Requests](#_Software_Exception_Requests) below. |
| 5 | CSPS | 1. Reviews applicant’s investigation history to verify if a sufficient investigation is on record (i.e., reciprocity). 2. If the applicant already has a reciprocal investigation on file, CSPS will verify if SSA has fingerprints (FP) available for the applicant. If not, the applicant must submit FPs (proceed to Step 8). 3. If not, CSPS initiates the applicant in NBIS eAPP. 4. **CSPS** will send an email to the designated CPOC and COR, confirming the initiation of the applicant in NBIS, along with instructions for submitting electronic FPs. | Within 5 business days of the initial request for suitability. | **COR/CPOC**: The invitation email will be sent from the SSA Contractor Suitability System (CSS), [dchr.ope.css@ssa.gov](mailto:dchr.ope.css@ssa.gov), mailbox. This mailbox is NOT monitored.  **COR/CPOC**: If you do not receive the form and FP instruction email within 5 business days, please send a follow-up email to [^DCHR OPE Suitability](mailto:DCHR.OPE.Suitability@ssa.gov) with the Subject line: *Invite follow-up request*. Forward the original email with all attachments. (Step 4). |
| 5a | DCSA System (automated process) | Emails two separate Account Creation emails from [donotreply@nbis.mil](mailto:donotreply@nbis.mil) directly to the applicant’s email address. One email will contain the Username. The other email has the applicant’s temporary password and system link. | 1 day (within 24 hours after step 5) | **Applicants** must click the link, enter their Username, Temporary Password, and the last four digits of their social security number.  The Applicant will then be required to create a unique password. |
| 6 | CPOC | Notifies the applicant that the NBIS eAPP initiation has been confirmed and provides fingerprint instructions. | 1 day (within 24 hours after step 5a) | CPOC should remind applicants to check their Spam or Junk email. |
| 7 (Preferred Method) | Applicant | 1. Completes NBIS eAPP form, electronically signs signature pages, and releases to SSA.   Go to:  [NBIS eAPP & NBIS Agency (dcsa.mil)](https://www.dcsa.mil/Systems-Applications/NBIS-eApp-NBIS-Agency/) for an NBIS eAPP introduction and walk thru.   1. Schedules and attends appointment with SSA’s electronic FP services provider and submits FPs. Refer to [Contractor Personnel Fingerprint Instructions](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/Links%20for%20Agency%20Specific%20Clause%202352_204-1%20Post%2010012017.htm) document. | 7 business days after step 5 | For assistance with the application, please contact the NBIS Help Desk. See [National Background Investigation Services (NBIS) (dcsa.mil)](https://www.dcsa.mil/Systems-Applications/National-Background-Investigation-Services-NBIS/) for contact information.  The application will time out if it is not completed timely.  Retain your username and password exactly as entered to return to the application later, if needed.  In NBIS eAPP, click on the Release button so it is released to CSPS. If the release button is not clicked within NBIS eAPP, CSPS will not be able to access the form.  The applicant is responsible for paying the $16.50 fee when scheduling their electronic FP appointment. |
| 7a (Alternate FP Option) | Applicant | Visit the local sheriff’s office or police department to be fingerprinted on paper form Field Division 258 cards and mail the form via priority delivery to Social Security Administration, Security and Suitability Office, Attn: Contractor Security Team, 6401 Security Boulevard, 2246 Annex Building, Baltimore, MD 21235. | 7 business days after step 5 | **This option while included with the fingerprint instructions will add considerable delays and is not preferred.**  This option is used if the applicant does not use SSA’s electronic fingerprint services contract (Step 7). In this situation, the envelope must include the [Contractor Personnel Suitability Cover Sheet-Fingerprint Cards](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/Contractor%20Suitability%20Personnel%20Cover%20Sheet.docx).  Most FP locations (e.g., local police stations) charge a higher fee for FPs than the electronic FP service. The applicant is responsible for any FP costs.  The applicant should also notify [DCHR.OPE.Suitability@ssa.gov](mailto:DCHR.OPE.Suitability@ssa.gov) with a cc to their CPOC and COR upon mailing any FPs. |
| 8 | CSPS | 1. Reviews all provided documentation. 2. Follows up with applicant on any discrepancies or issues. If the applicant does not comply timely, CSPS may issue a “pre-screen” denial letter.  * The pre-screen denial is a final warning that the applicant must timely comply or CSPS will cancel the applicant’s suitability application.  The applicant is not permitted to work for SSA unless they comply and subsequently receive a preliminary suitable determination letter.  1. Issues preliminary suitability determination letter.  * If suitable, processes FPs to the Enroller stage in CES (in preparation for Step 9) and releases investigation request to DCSA. * If unsuitable, cancels investigation request in NBIS eAPP | Up to 15 business days from release of application and submission of electronic FPs | **COR/CPOC/Applicants**: For status checks after 15 business days, call CSPS’ Hotline at 1-844-874-9940.  **Applicants**: Applicants must submit any additional requested supporting documentation (e.g., Federal debt payment plans, payment history, etc.). Refusal to provide the requested documentation will result in a denial of suitability. |
| 9 | COR | 1. Adds the contract number to the applicant’s profile in CES. **Note: This is required for all applicants regardless of whether they need systems access or a PIV card.** 2. If the applicant needs a credential, escorts applicant to PCO for Enrollment at Headquarters. 3. For enrollment in the Regions, see guidance below after step 13. | 7 business days | **COR**: See [CES Quick Guide](https://confluence.aci.is.cl.ssa.gov/display/CES/CES+Quick+Guide+for+EPECS+Users) (Intranet website, requires SSA systems access) for step-by-step instructions or contact [^HSPD12 Training](mailto:%5eHSPD12%20Training) for assistance.  **PCO**: If the applicant does not appear in the Enroller queue within CES, please email [^DCHR OPE Suitability](mailto:DCHR.OPE.Suitability@ssa.gov).  On the email Subject line, enter: *Contractor – Status for Enrollment in CES*.  **Applicant**: Bring the [required forms of identification](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/List%20of%20Acceptable%20Documents.pdf) to the PCO, along with [form SSA-222](https://www.ssa.gov/oag/acq/ssa-222.pdf), and a copy of the applicants preliminary suitability letter. HQ enrollment also requires form SSA-[4395](https://osep.ba.ad.ssa.gov/parking-and-credentialing/credentialing-information#:~:text=4395). |
| 10 | CSPS | Reviews submitted documentation in CES and confirms investigation. Moves the applicant’s form to Issuer in CES. | Up to 2 business days after Step 9 | Applications may be returned/ delayed for various issues. For example: expired identification, names inconsistent with SSA records, Form SSA-222 incomplete and missing signature, unacceptable application returned from Investigation Service Provider, etc. Returned applications are sent back to the enroller who will reach out to the applicant in these situations. |
| 11 | PIV Vendor/  PCO | The PIV vendor prints the PIV, ships it to the PCO, and the PCO issues the PIV card to applicant. | About 2 weeks after Step 10 |  |
| 12 | DCSA | Conducts Subject Interview, as applicable, and completes full background investigation. | Up to 1 year after Step 8 | As applicable, a DCSA Investigator will contact the applicant to schedule an investigative interview.  For any questions/concerns regarding contacts from a DCSA investigator, see [Verify Your Investigator (dcsa.mil)](https://www.dcsa.mil/Personnel-Security/Background-Investigations-for-Applicants/Verify-Your-Investigator/). |
| 13 | CSPS | Confirms if the applicant is still active on an SSA contract.  Contacts the applicant if additional information is needed to make an adjudicative decision.  Reviews and takes necessary actions to adjudicate the background investigation. | Time Varies (Step 12) | If CSPS is unable to reach the applicant or resolve the issue after two attempts, CSPS will contact the COR/CPOC for assistance.  **Applicants**: Must comply with CSPS requests and inquiries to ensure a timely determination. Failure to do so may result in an unfavorable determination and removal from any SSA contracts. |

## Regional Offices or Alternate SSA Sites for Credentialing

*\*\* Where the applicant reports to complete PIV Enrollment depends on their location. For example:*

* The home component (*e.g., Office of the Chief Information Officer, Budget Finance, and Management [BFM], Office of the Inspector General*) must determine the proximity of SSA offices to the applicant who needs to be credentialed.  If the applicant lives within 50 miles *(driving distance)* of headquarters, or 50 miles of any remote offices the home component has that have credentialing equipment (*e.g., Office of Quality Review or other offices in the regions*), HQ PCO or the home component’s remote offices must do the credentialing.
  + The PCO contact information can be found at: [Parking Offices | Office of Budget, Finance, and Management (ssa.gov)](https://osep.ba.ad.ssa.gov/parking-and-credentialing/parking-information/parking-offices)
* If the applicant lives further than 50 miles driving distance from headquarters or any of the home component’s remote offices, the home component should use the following order of preference for locating credentialing support:
  + If the applicant lives within 50 miles of an Operations’ regional office (RO), that RO will credential them.  Email the request to the appropriate address shown below:

|  |  |  |
| --- | --- | --- |
| Atlanta: [||ATL MOS](mailto:ATL%20MOS%20%3cATL.MOS@ssa.gov%3e) | Dallas: [||DA ARC MOS](mailto:DA%20ARC%20MOS%20%3cDA.ARC.MOS@ssa.gov%3e) | Philadelphia: [||PHI ARC MOS](mailto:PHI%20ARC%20MOS%20%3cPHI.ARC.MOS@ssa.gov%3e) |
| Boston: [||BOS ARC MOS](mailto:BOS%20ARC%20MOS%20%3cBOS.ARC.MOS@ssa.gov%3e) | Denver: [||DEN ARC MOS](mailto:DEN%20ARC%20MOS%20%3cDEN.ARC.MOS@ssa.gov%3e) | San Francisco: [||SF ARC MOS](mailto:SF%20ARC%20MOS%20%3cSF.ARC.MOS@ssa.gov%3e) |
| Chicago: [||CHI ARC MOS](mailto:CHI%20ARC%20MOS%20%3cCHI.ARC.MOS@ssa.gov%3e) | Kansas City: [||KC ARC MOS](mailto:KC%20ARC%20MOS%20%3cKC.ARC.MOS@ssa.gov%3e) | Seattle: [||SEA ARC MOS](mailto:SEA%20ARC%20MOS%20%3cSEA.ARC.MOS@ssa.gov%3e) |
| New York: [||NY ARC MOS](mailto:NY%20ARC%20MOS%20%3cNY.ARC.MOS@ssa.gov%3e) |

* + If the applicant is not near an Operations’ RO but near (within 50 miles) a hearings office (HO), the HO will do the credentialing.  Email the request to the appropriate address shown below:

|  |  |  |
| --- | --- | --- |
| Atlanta: [Deatra Adams](mailto:Deatra.C.Adams@ssa.gov) | Dallas:   Jennifer [Thompson](mailto:Jennifer.Thompson@ssa.gov) | Philadelphia: [Kawana Kates](mailto:Kawana.W.Kates@ssa.gov) |
| Boston: [Thomas Harper](mailto:Thomas.Harper@ssa.gov) | Denver: [Arlene Quinones](mailto:Arlene.Quinones@ssa.gov) | San Francisco: [Paul Burke](mailto:Paul.Burke@ssa.gov) |
| Chicago: [LaToya Cherry](mailto:Latoya.Cherry@ssa.gov) and [Victor Glowacki](mailto:Victor.Glowacki@ssa.gov) | Kansas City: [Stephen Hayes](mailto:Stephen.Hayes@ssa.gov) | Seattle: [Joy Jenkins](mailto:Joy.Jenkins@ssa.gov) |
| New York: [Thomas Harper](mailto:Thomas.Harper@ssa.gov) |

* + If the applicant is equally near an Operations’ RO and HO, the nearest office will do the credentialling. For example: An applicant in Olympia, WA is technically within the 50-mile radius of the Seattle RO (60 miles driving), but only 30 miles from the Tacoma OHO office.  This applicant should go to the nearest office to their residence for credentialling, i.e., Tacoma.

## Beginning Work (Systems Access)

For contractor personnel and affiliates requiring SSA systems access, please follow these steps to request systems access.

| Step | Responsible Party | Activity | Timeframe | Tips and Follow-Ups |
| --- | --- | --- | --- | --- |
| 1 | SSA Systems (automated process) | Generates a network PIN for the contractor personnel after Enrollment in CES and releases the network PIN to the Top Secret hold zone. | 1 day after Step 9 of the Suitability Process, above |  |
| 2 | COR | Submits an applicant network PIN request for *Initial Access* using the [Systems Access Management (SAM)](https://sso.ba.ssa.gov/sam/HomeView) (requires SSA systems access) Intranet security portal.  In SAM, select: *Request New Access for Someone Else.*  Annotate the applicant’s network PIN that appears on the *Initial Access Request Submission* page **after** entering the applicant’s Social Security number (SSN). | 1 day after Step 1 | ***Note:*** This is the first point where the COR sees the applicant’s network PIN.  This activity **must** occur 1 day after Step 1. If SAM does not identify you as a COR, send an email to the [Component/Regional Security Officer](https://socialsecuritygov.sharepoint.com/sites/ModCollaboration-8b33b/Lists/ISO%20Directory/AllItems.aspx) (requires SSA systems access) regarding procedures for adding an appropriate SAM profile to your user PIN.    If you do not see the user’s name or network PIN in SAM, send an inquiry to the ^SAM ([SAM@ssa.gov](mailto:SAM@ssa.gov)) mailbox.  Please contact your Component/Regional Security Officer regarding any systems profiles. |
| 3 | Component/ Regional Security Officer | 1. Approves the SAM request, activates the network PIN, and sends an email to the COR informing them that the requested SAM action for the applicant has been completed and an email account can be created. 2. Creates an Outlook email account for the applicant. | 1 day after Step 2 | **COR**: Check on the status of the request by selecting the *My Submitted Requests* tab in SAM. A status of “Completed” shows that the request was completed.    Receiving the email from [IDM.Security.Alert@ssa.gov](mailto:IDM.Security.Alert@ssa.gov) with subject line *SAM Request Completion* indicates that the network PIN is now active.  If the email is not received within 1 business day of the SAM request, send an email to the component/regional security mailbox to inquire about the status. |
| 4 | COR | Communicates the network PIN information to the applicant. | 1 day after Step 3 | **Applicant**: The default password is 8 characters long: First name initial followed by Last name initial followed by the last 6 digits of the SSN. For John Smith, with SSN 012-345-6789, the default password will be: JS456789. |
| 5 | Applicant | Enrolls in Enterprise Single Sign-On (ESSO), which is SSA’s mandatory sign-on process. Uses the PIV card to log on. PIV card usage is mandatory.  [ESSO Instructions](http://sharepoint.ba.ssa.gov/dcs/otso/dissao/SDB/SSO/default.aspx) (Internal SharePoint site, SSA systems access required) | 1 day after PIV is issued | The effect of ESSO is that you can only log on to the network using your PIV card and the 6 to 8-digit PIN number you set for your PIV card. Your regular network user PIN and password will no longer work.  Contact the National Help Desk at 1-877-697-4889 for assistance.  If you have forgotten or lost your PIV card, please follow the steps in the “Temporary Exception Request” section of the ESSO Instructions. |
| Ongoing/Upon contract award/Annually thereafter, if applicable | COR | Ensure contractor personnel complete the SSA Form-222 annually, through CES. | Upon contract award/Annually thereafter |  |

## 

## Exceptions (i.e., Quick Checks for Very Short-Term Applicant [e.g., 3 days] or Emergencies)

A Quick Check:

* May not be used to request a PIV credential.
* Is only used for emergencies or for infrequent, short-term, escorted access.
* If approved, only allows the applicant access to an SSA facility or site for a specified period of time. Individual must be escorted on SSA premises.

### **Quick Check Request for Headquarters facilities – Main Complex, Perimeter East Building, Security West, Wabash, National Support Center, Second Support Center, Evault, and Outlying Buildings**

Effective October 19, 2020, the Office of Security and Emergency Preparedness (OSEP) PCO began administering Quick Check reviews prior to facility access for the agency ***Headquarters (HQ) facilities***. The PCO will perform the Quick Check reviews to determine whether to approve building access to applicants performing emergency, infrequent, and/or short-term services needing access to HQ facilities or sites for a specified time. As a reminder, Quick Checks are for applicants who do not require systems access.

CORs should contact [^Quick Check](mailto:quick.check@ssa.gov) ([quick.check@ssa.gov](mailto:quick.check@ssa.gov)) to determine if a Quick Check is appropriate. CPOCs and CORs must ensure all Quick Check requests go to the PCO at least five business days prior to the date the contractor personnel will access the facility. The CPOC must provide the documentation listed in Steps 1.-3., below, to the COR. The COR shall upload the documents to the [Quick Check SharePoint Site](https://sharepoint.ba.ssa.gov/dcbfm/se/osep/OPSS/Lists/NSC%20Quick%20Check/Item/newifs.aspx?List=4056f7d0%2Df5d4%2D469c%2D86fe%2D5d3ede13025a&Source=https%3A%2F%2Fsharepoint%2Eba%2Essa%2Egov%2Fdcbfm%2Fse%2Fosep%2FOPSS%2FLists%2FNSC%2520Quick%2520Check%2FAllItems%2Easpx&RootFolder=&Web=e65514ee%2D8af9%2D4697%2Da2bd%2D954150baff38). When the SharePoint site is unavailable, submit the documents, via email, to [^Quick Check](mailto:quick.check@ssa.gov), eFax at # 833-955-2321, or eFax to [^DCBFM OSEP OSAPM eFax](mailto:dcbfm.osep.osapm.efax@ssa.gov).

| Step | Responsible Party | Activity | Timeframe | Tips and Follow-Ups |
| --- | --- | --- | --- | --- |
| 1 | CPOC | 1. Provides the [OF 306](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf) to the *applicant* to complete and return to the CPOC. 2. Requests work authorization documentation for non-U.S. born applicants, if applicable. | ASAP – actual timeframes will vary depending on when the access is needed | The name on the forms must match the legal name, including middle name or initial (if initial only) as it appears in SSA’s official record. Forms must be complete and accurate.  Acceptable current work authorization documentation for non-U.S. born applicants include:   * Permanent/Temporary Resident Card. * I-94 Arrival/Departure Record form; and, * Employment Authorization Card. |
| 2 | Applicant | Completes and returns the [OF 306](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf) and work authorization documentation (if applicable) to the CPOC.  Applicants must complete the OF 306 accurately, thoroughly, and honestly. “Yes” answers to questions 9 – 15 must be explained in the #16 Remarks field. | ASAP – actual timeframes will vary depending on when the access is needed | Carefully read the OF 306 question instructions to ensure all requested information is provided.  The OF 306 must be completed thoroughly and all questions answered including the Selective Service question and the Military Service question for all applicants including females.  Failure to answer questions accurately and provide required details will result in delays and may be grounds for finding the applicant unsuitable. |
| 3 | CPOC | 1. Reviews the forms to ensure they are complete and signed before scanning them. 2. Saves scanned documentation ([OF 306](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf) and work authorization documentation) as a PDF with the naming convention; *Last name, First name 306.* 3. Sends the completed OF 306 from a non-SSA email account to the COR. Ensures the email is password protected and encrypted and then sends a separate email containing the password. | ASAP – actual timeframes will vary depending on when the access is needed | On the subject line, enter: *Quick Check (Contract #\_\_\_\_)*  Note: If the CPOC does not have an SSA email account, the CPOC must submit the documentation in an encrypted, password protected email with the completed OF 306 encrypted to 128-bit Advanced Encryption Standard encryption, refer to [Encrypted Email Procedures](#_Encrypted_Email_Procedures). |
| 4 | COR | * Ensures the CPOC provided complete [OF 306](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf) and work authorization documentation, as applicable, in the required format. * Ensures all forms are complete. * Submits the documents to the [Quick Check SharePoint Site](https://sharepoint.ba.ssa.gov/dcbfm/se/osep/OPSS/Lists/NSC%20Quick%20Check/Item/newifs.aspx?List=4056f7d0%2Df5d4%2D469c%2D86fe%2D5d3ede13025a&Source=https%3A%2F%2Fsharepoint%2Eba%2Essa%2Egov%2Fdcbfm%2Fse%2Fosep%2FOPSS%2FLists%2FNSC%2520Quick%2520Check%2FAllItems%2Easpx&RootFolder=&Web=e65514ee%2D8af9%2D4697%2Da2bd%2D954150baff38). When the SharePoint site is unavailable, submit the documents via email to [^Quick Check](mailto:quick.check@ssa.gov), eFax at # 833-955-2321, or eFax to [^DCBFM OSEP OSAPM eFax](mailto:dcbfm.osep.osapm.efax@ssa.gov). * Prior to approval, the COR must submit a [Physical Access Management (PAM)](https://safeopss.ba.ssa.gov/pacs_central.php?page=fte_4395) request for the applicant to access the facility. The COR will wait for approval notification from PAM. The COR is responsible for coordinating an escort for anyone that enters the facility via a Quick Check. | 2 business days before access is required | An email with the completed OF 306 must have the OF 306 encrypted to 128-bit Advanced Encryption Standard encryption, refer to [Encrypted Email Procedures](#_Encrypted_Email_Procedures), and contain the following:   * Justification for Quick Check, including the nature of work or type of emergency, as applicable. * Duration and frequency of work. * Reason there is limited time to complete the full suitability process, if applicable. * Location of work (include building(s) to access and restricted areas requirement). * Dates access to the facility is needed. * Company or Organization name. * Contract or award number for the work to be performed, if applicable.   Note: CORs should not maintain separate files of the OF 306. The COR’s role is to ensure the suitability applications follow the instructions as stated in this guide. If the COR needs to follow up on any applications, they may refer to the email sent to [^DCBFM OSEP OSAPM eFax](mailto:dcbfm.osep.osapm.efax@ssa.gov)  within their secure SSA email account.  COR should notify the CPOC if documents are not accessible from our SSA computers (unable to open encrypted documents) and request they resubmit utilizing an approved form of encryption. See [Software Exception Requests](#_Software_Exception_Requests) below. |
| 5 | OSEP | 1. Reviews all provided documentation. 2. Follows up with applicant on any discrepancies or issues. 3. Emails response of favorable or unfavorable Quick Check, contract number, and approval timeframe, if applicable. | 2 business days after Step 4 | **COR/CPOC/Applicants**: Applicants must not begin work until a OSEP approval is received.  OSEP will inform the COR it has approved the Quick Check. |
| 6 | COR | Adds the contract number to the applicant’s profile in CES.  Note: This is required for all applicants regardless of whether they need systems access or a PIV card. |  | **COR**: See [CES Training – Contractor Enrollment](https://hspd12.ba.ssa.gov/hspd12/links.htm) (requires SSA systems access) for step-by-step instructions or contact [^HSPD12 Training](mailto:%5eHSPD12%20Training) for assistance. |

If you have any questions, please email [^Quick Check](mailto:quick.check@ssa.gov).

### **Quick Check Request for Non-Headquarters Facilities**

Before submitting documentation under these procedures, the COR should email [^DCHR OPE Suitability](mailto:DCHR.OPE.Suitability@ssa.gov) to confirm if a Quick Check is appropriate for your circumstances. Include the contract number, duration, frequency of the work to be performed, location of work (Region I, II, etc.), nature of work, and type of emergency, as applicable. CSPS will provide you with a point of contact (POC) in CSPS to expedite processing. If CSPS sees a pattern of quick checks that demonstrate continued access for a particular contractor personnel, CSPS may request the individual go through the full suitability process.

A Quick Check:

* May not be used to request a PIV credential.
* Is only used for emergencies or for infrequent, short-term, escorted access.
* If approved, only allows the applicant access to an SSA facility or site for a specified period of time. Individual must be escorted on SSA premises.

| Step | Responsible Party | Activity | Timeframe | Tips and Follow-Ups |
| --- | --- | --- | --- | --- |
| 1 | CPOC | When submitting a Quick Check Request, provide the  [[OF 306. Declaration for Federal Employment](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf)](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf)  to the *applicant* to complete and return to CPOC.  Requests proof of Citizenship and/or work authorization documentation for non-U.S. born applicants, if applicable. | ASAP – actual timeframes will vary depending on when the access is needed | Name on forms must match the legal name, including middle name or initial (if initial only) as it appears in SSA’s official record. Forms must be complete and accurate. All applicable fields, boxes, signatures, and dates must be completed.  The applicant must provide a wet signature, as SSA does not accept electronic signatures.  Proof of Citizenship or Work Authorization documentation for non-U.S. born applicants.  Acceptable proof of citizenship documentation for non-U.S. born applicants include:   * U.S. Passport; and * Naturalization Certificate.   Acceptable current work authorization documentation for non-U.S. born applicants include:   * Permanent/Temporary Resident Card. * I-94 Arrival/Departure Record form; and * Employment Authorization Card. |
| 2 | Applicant | Completes and returns the [OF 306](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf) and work authorization documentation, if applicable, to the CPOC.  Applicants must complete the OF 306 accurately, thoroughly, and honestly. “Yes” answers to questions 9 – 15 must be explained in the #16 Remarks field. | ASAP – actual timeframes will vary depending on when the access is needed | Carefully read the OF 306 question instructions to ensure all requested information is provided.  The OF 306 must be completed thoroughly and all questions answered including the Selective Service question and the Military Service question for all applicants, including females.  Failure to answer questions accurately and provide required details will result in delays and may be grounds for denying the Quick Check request. |
| 3 | CPOC | * Reviews forms to ensure they are complete and signed before scanning them. * Saves scanned documentation ([OF 306](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf) and work authorization documentation) as a PDF with the naming convention; *Last name, First name 306.* * Sends documentation to the COR via a secure or password encrypted email with the duration of work, location of work, contract number, nature of work/type of emergency, etc. | 3 business days before access is required | On the subject line, enter: *Quick Check (Contract #\_\_\_\_)*  Note: SSA can only receive up to 10MB in a single email.  If the CPOC does not have an SSA email account, the CPOC must submit the documentation in an encrypted, password protected email. See [Encrypted Email Procedures](#_Encrypted_Email_Procedures) for details. The CPOC may use the same password for multiple submissions to the COR. |
| 4 | COR | * Ensures CPOC provided the [OF 306](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf) and work authorization documentation as applicable in the required format. * Ensures the required information (contract number, location of work, duration of work, etc.) is included. * Ensures all forms are complete. * Forwards to CSPS POC with a cc to [^DCHR OPE Suitability](mailto:DCHR.OPE.Suitability@ssa.gov). Sends password via a separate email. | 2 business days before access is required | Must include the Justification for Quick Check, including:   * the nature of work or type of emergency, as applicable. * Duration and frequency of work. * Reason there is limited time to complete the full suitability process, if applicable. * Location of work (include building(s) to access and restricted areas requirement). * Dates access to the facility is needed. * Company or Organization name. * Contract or award number for the work to be performed, if applicable.   Note: CORs should not maintain separate files of the OF 306. The COR’s role is to ensure the suitability applications follow the instructions as stated in this guide. If the COR needs to follow up on any applications, they may refer to the email sent to [DCHR.OPE.Suitability@ssa.gov](mailto:DCHR.OPE.Suitability@ssa.gov)  within their secure SSA email account.  COR should notify the CPOC if documents are not accessible from our SSA computers (unable to open encrypted documents), and request they resubmit utilizing an approved form of encryption. See [Software Exception Requests](#_Software_Exception_Requests) below. |
| 5 | CSPS | Reviews all provided documentation.  Follows up with applicant on any discrepancies or issues.  Emails response of favorable or unfavorable Quick Check, contract number, and approval timeframe, if applicable. | 2 business days after step 4 | **COR/CPOC/Applicants**: Applicants must not begin work until a CSPS approval is received. |

NOTE: If you have any questions, please email  [DCHR.OPE.Suitability@ssa.gov](mailto:DCHR.OPE.Suitability@ssa.gov)

## Current Contractor Personnel and Affiliates Moving to Another Contract (Rollover)

If current contractor personnel and affiliates are to perform work under a new contract, CSPS must review the individual contractor personnel’s/affiliate’s suitability to work on the new contract. As applicable, CSPS will issue a suitability letter for the contractor personnel/affiliate to work on the new contract or notify the CPOC and the COR of any additional required steps for the suitability review.

| Step | Responsible Party | Activity | Timeframe | Tips and Follow-Ups |
| --- | --- | --- | --- | --- |
| 1 | CPOC | Submits a fully completed, legible [Contractor Rollover Request Form](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/Contractor%20Rollover%20Request%20Form.docx) to the COR of the new contract. | 5 business days prior contract personnel or affiliates starting on new award | If the CPOC does not have an SSA email account, the CPOC must submit the documentation in an encrypted, password protected email. See [Encrypted Email Procedures](#_Encrypted_Email_Procedures) for details. |
| 2 | COR | 1. Reviews the form to ensure it is complete and accurate. 2. Forwards to CSPS POC with a cc to [^DCHR OPE Suitability](mailto:DCHR.OPE.Suitability@ssa.gov). Sends a separate email with the password.   \* If you do not know who your CSPS POC is, please email the [^DCHR OPE Suitability](mailto:DCHR.OPE.Suitability@ssa.gov) and request the name of your POC. | 2 business days after Step 1 | It is very important that the form has the correct contract number.  If the COR needs to follow up on any applications, they may refer to the email sent to [^DCHR OPE Suitability](mailto:DCHR.OPE.Suitability@ssa.gov) within their secure SSA email account. |
| 3 | CSPS | Reviews the applicant to ensure they have the appropriate background investigation to perform work on the new contract and has FPs on record within CES.   1. If suitable, releases a suitability determination letter for the new contract. 2. If the applicant does not have the proper investigation on record, CSPS will notify the CPOC and COR of the requirement to go through the full suitability process. 3. If the applicant needs to submit FPs, CSPS will notify the CPOC and COR of the FP instructions. | Within 3 business days of Step 2 | **COR/CPOC**: If CSPS notifies you the applicant does not have the proper investigation for the new contract, [see Step 1 of the Suitability Process](#_Suitability_Process_(New), above (page 6), to begin a new suitability review for that applicant. |

# Unsuitable Determinations

When contractor personnel or affiliates are determined unsuitable, CSPS will send a letter notification to the COR and CPOC to be issued to the individual. There is **no** appeals process; however, the individual may request clarification (see paragraph i. of [AS clause 2352.204-1](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/Links%20for%20Agency%20Specific%20Clause%202352_204-1%20Post%2010012017.htm)). Details are provided in the letter.

The individual must submit requests for clarification for unsuitable determinations in writing within 30 days of the date of the unsuitable determination to [dchr.ope.suitclarify@ssa.gov](mailto:dchr.ope.suitclarify@ssa.gov).

Individuals must file their own requests; CPOCs may not file requests on behalf of the individual.

Through the [Freedom of Information Act process](https://nbib.opm.gov/foia-privacy-acts/requesting-and-amending-my-records/#CopyofBI), the individual can request in writing a copy of their investigation from DCSA. The written request must prominently note “Freedom of Information Act Request” and describe in detail the records needed. This will assist DCSA with locating the records in a reasonable amount of time.

# Lost, Stolen, or Damaged PIV Card

* The PIV cardholder should report all lost, stolen, or damaged PIV cards to the Homeland Security Presidential Directive (HSPD)-12 Help Desk at 1-877-697-4889, to ensure the replacement PIV card workflow (cancellation, reordering) is accurately tracked and executed in the card management system.
  + Individuals can also visit the PCO to report their PIV card as lost, stolen, or damaged. The PCO will cancel the old credential and order a new credential.
  + The PIV cardholder is also responsible for notifying their CPOC and COR.
* The PCO will not reactivate any PIV cards found after being reported lost.

# Name Change Process

* In the event of a name change, the contractor personnel/affiliate will need to report to a local SSA field office to update their legal name.
* The contractor personnel/affiliate will then need to report to the PCO with their updated legal identifications or documents for sponsoring of a new credential.
* The PCO will re-sponsor the individual with their new name in CES. The PCO will select “name change” in CES when sponsoring them and include the new name.
* The contractor personnel/affiliate shall provide any prior PIV cards to the PCO.

# Credential (PIV) Renewal Process

If the contractor personnel/affiliate are issued a credential, the PIV card is good for 3 years before expiring and a new card is re-issued. Per Executive Orders (E.O.) 13488 and 13467, as amended, cardholders may be subject to additional screening requirements for retention of a PIV card.

The cardholder’s PCO automatically receives the HSPD-12 PIV card every 3 years.

* The cardholder will receive an email approximately 12 weeks prior to the expiration date on their credential.
* The email notification will contain a link to a self-help page where the cardholder can update their Detailed Office/Organization Resource System (DOORS) office code if they are working in a different office (contact the COR if you need any assistance).
* The cardholder has 4 weeks to make any changes.
* Eight weeks prior to the expiration date, the new card is mailed to the PCO for issuance to the cardholder. The PCO will contact the cardholder by email to pick up the new credential.

NOTE: The cardholder should reach out to the PCO within at least 2 weeks of card expiration if they have not been notified to pick up their new PIV card.

* The cardholder shall provide any prior PIV cards to the PCO.

# Re-Investigations

Contractor personnel/affiliates *may* be subject to re-investigations every five (5) years from the date of their last completed background investigation. CSPS will notify the COR and CPOC when an individual is due for re-investigation.

Contractor personnel/affiliates must comply with any requests from the COR and CSPS to remain active on an SSA contract. The notification will detail the steps and requirements for the re-investigation.

# Notification Requirements for Contractor Personnel

The CPOC shall notify the COR and CSPS at [DCHR.OPE.Suitability@ssa.gov](mailto:DCHR.OPE.Suitability@ssa.gov) within one (1) business day if any contractor personnel/affiliate is arrested or charged with a crime during the term of the contract, or if there is any other change in the status of the contractor personnel/affiliate (e.g., leaves the company, no longer works under the contract, the alien status changes, etc.) that could affect their suitability determination (see paragraph j. of [AS clause 2352.204-1](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/Links%20for%20Agency%20Specific%20Clause%202352_204-1%20Post%2010012017.htm)).

In the notification, the CPOC must provide as much detail as possible, including, but not limited to: name(s) of contractor personnel/affiliate whose status has changed, contract number, the type of charge(s), if applicable, date of arrest, the court date, jurisdiction, and, if available, the disposition of the charge(s).

# Separation Process

When a contractor personnel’s/affiliate’s status changes with SSA, the CPOC and COR, per [Federal Information Processing Standards Publication (FIPS Pub) 201](https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.201-3.pdf), must take appropriate actions within 18 hours of receiving notice of the change in status. Examples of a change in status are retirement, dismissal, long-term absence, contract termination, or denial of systems access (e.g., unfavorable determination from CSPS).

The **COR** must complete the following steps, as applicable, within 18 hours of receiving notification of separation:

* Email [^DCHR OPE Suitability](mailto:%20DCHR.OPE.Suitability@ssa.gov) with the name (as it appears on the PIV card) and the SSN of the individual who separated. If the background investigation is in process, CSPS will cancel the investigation.
* Remove the individual from the contract in CES and perform revocation using CES Complete Cardholder Termination of the contactor (See [CES Contractor Termination](https://confluence.aci.is.cl.ssa.gov/pages/viewpage.action?pageId=1353319495) available on the CES site (requires SSA system access).
* If a PIV card was issued, collect the PIV card as part of the routine separation procedures and return (or mail) the PIV card to the applicable PCO or SSA facility.

# Reference Information

## Glossary

[**Acceptable Identification Documents**](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/List%20of%20Acceptable%20Documents.pdf) – List of acceptable documents used for proof of identity. The names on the suitability documents provided must match each other and SSA’s official record in order to process HSPD-12 credentials and for DCSA to process the necessary background investigation.

**Contract** **Number** – SSA contractor personnel and affiliates (e.g., personnel working on SSA- awarded grants, SSA agreements with non-Federal agencies, etc.) are associated with a contract (or agreement) number for processing in CES and for suitability processing.

**Credential** – See Personal Identity Verification (PIV) card.

**Credential Enrollment System (CES)** – An SSA system used to transmit fingerprints to the FBI to obtain results and facilitate the steps of the credentialing process stages (enrollment, sponsorship, registrar determination, and issuance of the HSPD-12 card). This system is used by CSPS and the PCO during the chronological stages of the process.

**Enroller** – At the second stage in CES, a representative in the PCO serves as the enroller. The SSA representative meets face-to-face with the applicant to scan [Acceptable Documents](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/List%20of%20Acceptable%20Documents.pdf), scan two fingerprints, capture photograph, and sign the CES form to continue the enrollment for the individual to obtain a credential. CES then routes the credential application to CSPS for completion of the Registrar stage (which includes verification of the background investigation status).

**Issuer** – A phase in CES that involves PIV card generation consisting of a face-to-face meeting between a representative in the PCO and the applicant to perform fingerprint comparison, validation of identity documents, assignment of 6 – 8-digit PIV PIN number, and activation of the credential.

**NBIS eAPP** – National Background Investigation Services electronic application (eAPP) is the entry point for background investigation applications.

**Personal Identity Verification (PIV) card** – A secure and reliable form of identification issued by the Federal Government to its authorized personnel as the common means for accessing Federal facilities, networks, and information systems. Other generic terms that are interchangeable with “PIV card” include credential, badge, or smart card.

**Profile** – A security access control role that is assigned to the applicant for specific job functions.

**Top Secret –** A commercial access-control software package modified to fit SSA’s unique requirements and operating environment, which provides security for SSA systems.

## Key Participants

**Company Point of Contact (CPOC)** – Representative for the awarded contract company.

**Contracting Officer (CO) –** Enters into, administers, terminates contracts, and makes related determinations and findings, as delegated.

**Contracting Officer’s Representative (COR)** – Representative authorized and designated in writing by the CO to perform certain technical or administrativefunctions as they relate to a contract.

**Contractor** – Any entity having a relationship with SSA because of a contract. This term includes, but is not limited to, corporations, limited liability partnerships, and sole proprietorships.

**Contractor Personnel or Affiliates** – Employee(s) of the contractor, employee(s) of the subcontractor, any consultant retained by the contractor or subcontractor, any volunteer or intern of the contractor or subcontractor, and if the contractor or subcontractor is a sole proprietorship, it refers to the sole proprietorship.

**Office of Budget, Finance, and Management (BFM), Office of Acquisition and Grants** – Awards and administers SSA contracts, orders, and grants and issues SSA's acquisition policies and procedures.

**BFM, Office of Security and Emergency Preparedness, Office of Protective Security Services** – Point of contact for enrollment, CES functionality, shipping of credentials, and the PIV card issuance process. Includes the Parking and Credentialing Office (PCO) (see definition, below).

**Office of Human Resources, Office of Personnel, Center for Suitability and Personnel Security (CSPS)** – Screens SSA employees, contractor personnel, and affiliates. Initiates background investigations and makes suitability determinations. Point of contact for risk level designation, form completion, the DCSA investigation process, fingerprint responses from FBI, name discrepancies between identification documents and SSA’s records, the Registrar/Determination Officer phase of the credentialing process, NBIS e-App issues, final adjudication upon completion of the DCSA investigation, and ongoing assessments as necessary. Send questions related to these topics to [DCHR.OPE.Suitability@ssa.gov](mailto:DCHR.OPE.Suitability@ssa.gov).

**Defense Counterintelligence and Security Agency (DCSA)** – The Federal agency that conducts the background investigation after the completion of NBIS eAPP.

**Parking and Credentialing Office (PCO) –** is the point of contact for sponsorship and replacement credentials. Send questions related to these topics to [HSPD12.Training@ssa.gov](mailto:HSPD12.Training@ssa.gov).

## Contact Information

**CSPS**

* Contact the **CSPS Hotline at 1-844-874-9940** for status inquires on pending applicant suitability requests.
* Contact[**DCHR.OPE.Suitability@ssa.gov**](mailto:DCHR.OPE.Suitability@ssa.gov) and your CSPS POC regarding questions on SSA’s suitability process and the Office of Personnel Management (OPM) investigation process.
* CSPS Site: [CSPS Intranet Site](http://personnel.ba.ssa.gov/ope/csps/) (SSA systems access required)
* DCSA Contacts and Resources:
  + [NBIS eAPP & NBIS Agency (dcsa.mil)](https://www.dcsa.mil/Systems-Applications/National-Background-Investigation-Services-NBIS/) – Includes a phone number and email for NBIS eAPP support.
  + [Verify Your Investigator (dcsa.mil)](https://www.dcsa.mil/Personnel-Security/Background-Investigations-for-Applicants/Verify-Your-Investigator/)

**CES and Credentialing Process (CORs Only)**

[**^HSPD12 Training**](mailto:%5eHSPD12%20Training) **or 877-697-4889, Option 6** – CES training, questions on account setup and documentation, and procedural and policy questions for CES users.

For COR documentation and resources, please see [CES COR Resources](https://confluence.aci.is.cl.ssa.gov/display/CES/Documentation+and+Resources).

To access the CES “Contract and Contractor Queries” section, the COR will need to submit a SAM Automated Resources Access System request at <https://sso.ba.ssa.gov/sam/HomeView>.

The COR will need to request profile **P30375P**. This profile allows the user to view contracts/contractor personnel/affiliates that he/she is responsible for.

The COR will also need to request profile **P10301P (Contractor/Contract Initiator)**. This profile allows the user to add contract information into CES and assign/remove contractor personnel/affiliates to/from contracts.

**PCO**

SSA Headquarters: [Parking.and.Credentialing@ssa.gov](mailto:Parking.and.Credentialing@ssa.gov) or 410-965-5910.

See “[Alternate Sites for Credentialing](#_Regional_Offices_or)” above (page 13) for additional SSA facilities.

[**SAM@ssa.gov**](mailto:SAM@ssa.gov)([**^SAM**](mailto:%5eSAM)**) (CORs Only)** – SAM procedures and status questions on new account requests.

## Investigation Types & Risk Levels

OPM updated the investigative case types for their government-wide investigations. The following chart includes the old and new case types by risk level:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Federal Investigation Standards | | | | | | | |
| Consideration For | Suitability | | | National Security Access | | | |
| Position Risk Level | Low Risk | Moderate Risk Public Trust | High Risk Public Trust | Confidential | Secret | Top Secret | SCI |
| Position Sensitivity | Non-Sensitive | | | Non-Critical Sensitive | | Critical Sensitive | Special Sensitive |
| New Tiered Investigation Case Type | Tier 1 | Tier 2 | Tier 4 | Tier 5 | | Tier 5 | |
| Prior Equivalent Investigation Case Type/Level | NACI (Level 1) | MBI  (Level 5) | BI  (Level 6) | NACLC/ANACI  (Level 2) | | SSBI (Level 3 & 4) | |
| Standard Form Used Within NBIS e-App | SF-85 | SF-85P | | SF-86 | | | |

Depending on when the investigation was initiated by the Federal Investigative Service Provider, the suitability determination letter may refer to e.g., MBI or Tier 2 for a moderate risk-level investigation.

## References & Guides

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### **[Encrypted Email Procedures](C:\\Users\\259346\\AppData\\Local\\Microsoft\\Windows\\INetCache\\Content.Outlook\\AJNAFA7B\\encrypted)**

For your convenience, we included the following instructions to send emails with sensitive documentation or messages containing personally identifiable information (e.g., SSNs, etc.) securely to an SSA email address. Consult your local information technology staff for assistance. If you utilize an alternate secure method of transmission, we recommend contacting the recipient to confirm receipt.

#### **To Encrypt a File using WinZip**

* + 1. Save the file to your hard drive.
    2. Open Windows Explorer and locate the file.
    3. Right click on the file.
    4. Select “WinZip”.
    5. Select “Add to Zip File”.
    6. An Add box pops up. Near the bottom of the box you will see an “Options” area.
    7. Click the “Encrypt files” checkbox.
    8. Click the “Add” button.
    9. Check the “Hide Password” checkbox if not already checked.

1. Enter a string of characters as a password composed of letters, numbers, and special characters (minimum 8 characters – maximum 64).
2. Select the 256-Bit AES encryption radio button.
3. Click “OK”.
   * 1. You have successfully encrypted the new Zip file that can now be attached to an email.

#### **Providing the Recipient with the Password**

Send the password to the intended recipient in a separate email message prior to sending the encrypted file or after sending the encrypted file. Do not send the password in the same email message to which you attached the encrypted file.

If possible, it is recommended to provide the password to the COR by telephone or establish a predetermined password between the contractor and the COR.

The COR should also submit the password in a separate email from the documentation when submitting to ^DCHR OPE Suitability. Due to the large volume of submissions, the COR must always provide the password to ^DCHR OPE Suitability in a separate email, even if it is a pre-established password for a contract.

#### **Sending an encrypted Zip File via email:**

1. Compose a new message.
2. Attach the Zip File.
3. Send message.

**CES User Guides (CORs ONLY)** – See “CES Trainings” for “Contractor Enrollment,” “CES Contractor Termination,” “COTR Logical Access Update,” “222 Process,” etc.) on [HSPD-12 Resources - Homeland Security Presidential Directive 12 (HSPD-12) - Confluence (ssa.gov)](https://confluence.aci.is.cl.ssa.gov/display/HSPD12/HSPD-12+Resources) (SSA systems access required).

**NBIS Application User Guides –**<https://www.dcsa.mil/Systems-Applications/National-Background-Investigation-Services-NBIS/>

**PII Portal Website** (SSA systems access required) **–** <http://eis.ba.ssa.gov/pii/>

**SAM User Guides (CORs ONLY) –** [Systems Access Management - Systems Access Management (SAM) - Confluence (ssa.gov)](https://confluence.aci.is.cl.ssa.gov/display/SAM/Systems+Access+Management) (SSA systems access required)

**AS clause 2352.204-1, Security and Suitability Requirements** – The clause language should be included in your contract. See <https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/Links%20for%20Agency%20Specific%20Clause%202352_204-1%20Post%2010012017.htm> for the detailed language.

## Forms

[**Applicant Listing Form**](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/e-QIP%20Applicant%20Listing.xlsx) – The CPOC is responsible for completing this form and submitting it to their COR (following the detailed steps in the [Contractor Personnel (Applicant) Workflow](#_Contractor_Personnel_(Applicant)_1)) in order for CSPS to initiate the applicable suitability screening/background investigation and make an initial suitability determination.

[**Declaration for Federal Employment - OF-306**](https://www.opm.gov/media/itafqgu2/declaration-for-federal-employment-optional-form-august-2023.pdf) **–** Form required for SSA’s assessment of an individual’s suitability for access to Federal systems, information, data, or premises and required for an DCSA background investigation. See [Contractor Personnel (Applicant) Workflow](#_Contractor_Personnel_(Applicant)_1) for detailed instructions and tips on completing and submitting this form.

[**Contractor Rollover Request Form**](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/Contractor%20Rollover%20Request%20Form.docx) – If current contractor personnel/affiliates are to perform work under a new contract, the CPOC must submit this form to the COR of the new contract. The COR must then submit the form to CSPS for processing. CSPS will notify the CPOC and the COR of suitability to work on the new contract. See [Current Contractor Personnel Moving to Another Contract (Rollover Request)](#_Current_Contractor_Personnel_1) for detailed instructions on how to submit this form.

[**Cover Sheet**](https://www.ssa.gov/oag/acq/ASC_2352_204-1_Security_and_Suit_Reqrmts_Post_10012017/Contractor%20Suitability%20Personnel%20Cover%20Sheet.docx)– If an applicant does not use SSA’s electronic fingerprint services option, they must use this cover sheet to mail hardcopy fingerprint cards. See [Contractor Personnel (Applicant) Workflow](#_Contractor_Personnel_(Applicant)_1) for detailed instructions on when and how to submit this form.

## Background Information on HSPD-12

On August 27, 2004, President Bush signed [HSPD-12, Policy for a Common Identification Standard for Federal Employees and Contractors](https://www.dhs.gov/homeland-security-presidential-directive-12). Based upon this directive, the National Institute for Standards and Technology developed [FIPS Pub 201](https://nvlpubs.nist.gov/nistpubs/FIPS/NIST.FIPS.201-3.pdf) including a description of the minimum requirements for a Federal PIV system. HSPD-12 directs the implementation of a new standardized badging process, which is designed to enhance security, reduce identity fraud, and protect the personal privacy of those issued government identification. SSA began implementing the HSPD-12 program department-wide on October 27, 2005. Only those individuals who meet the minimum requirements under the PIV process will be issued an SSA HSPD-12 credential. Per [E.O. 13488](https://obamawhitehouse.archives.gov/the-press-office/2017/01/17/amending-civil-service-rules-executive-order-13488-and-executive-order) and [E.O. 13467](https://obamawhitehouse.archives.gov/the-press-office/2016/09/29/executive-order-amending-executive-order-13467-establish-roles-and), as amended, vetting includes all steps in the end-to-end process, including determining need (appropriate position designation), validating need (existence of a current investigation or adjudication), collecting background information via standard forms, investigative activity, adjudication, providing administrative due process or other procedural rights, and ongoing assessments to ensure that individuals continue to meet the applicable standards for the position for which they were favorably adjudicated. [Internal Revenue Service Publication 1075](https://www.irs.gov/pub/irs-pdf/p1075.pdf), as amended, requires anyone with access to Federal Tax Information to undergo a minimum of a Tier 2 (Moderate Risk) investigation.

## Submission of Fingerprints to the FBI

SSA is required to submit FPs to the FBI as part of the Federal personnel background investigation process. This requirement is in accordance with HSPD-12 and is mandatory for everyone within the SSA workforce.

The FBI maintains FPs and uses these FP submissions to conduct ongoing post-appointment arrest checks. Consistent with Federal suitability and personnel security regulations and directives, any post-appointment arrest notifications will be sent to CSPS for suitability review.

Contractors must notify their contractor personnel/affiliates who work on SSA contracts to carefully review and understand the [FBI Privacy Act Statement](https://www.fbi.gov/services/cjis/compact-council/privacy-act-statement) and the [Noncriminal Justice Applicant’s Privacy Rights Statement](https://www.fbi.gov/services/cjis/compact-council/guiding-principles-noncriminal-justice-applicants-privacy-rights). These documents contain vital information about individual’s rights and how their information will be handled.