

Frequently Asked Questions

Q. Does the DBIDS card replace military IDs?

A. No. The DBIDS cards are issued to those qualified personnel not in possession of a Teslan (Retiree/Family member ID) or Common Access Card (CAC).

Q. What is an Authorizing Official/Requesting Authority?

A. An authorizing official (Requesting Authority (RA) is a sponsor for contractors/vendors. Usually the contracting officer or the contracting officer's representative. In some cases it may be the commander of the unit initiating the contract or a US military member or US Government employee.

Q. What if an employee is fired or quits?

A. If an applicant is fired or quits, the sponsor is required to report the action to the Security Forces Visitor Center, retrieve all access cards from the applicant, and return access cards to the visitor center.

Q. How long do I have to return the access credential?

A. Return of all access credentials to a visitor center within 24 hours of applicant termination.

Q. How many days does a pass cover?

A. Up to 60 days with supporting documentation.

Q. What is the vetting process for access?

A. The vetting process consists of four steps:

- 1) Proofing.
- 2) Vetting
- 3) Fitness Determination
- 4) Access Credential Issuance

Q. Will I find out if someone I sponsored is not allowed on the installation?

A. Yes. However, due to privacy concerns exact reasons cannot be divulged to the sponsor. Only the person in question can be given this information.

Visitor Centers

Walters Street (FSH Main Entrance)
Building 4179
24/7

SAMMC/I35 (BAMC Main Entrance)
24/7 (under construction)

Scott Road (Harry Wurzbach-East)
Building 2843
0600-2200

502d Security Forces Squadron
2404 N. New Braunfels Ave, Suite A
Fort Sam Houston, Texas 78234
Phone: (210) 221-2222, DSN-421-2222



502d Security Forces Squadron
ATTN: Visitor Center
2150 Winfield Scott Road
Fort Sam Houston, Texas 78234
Phone: (210) 221-2650/2651, DSN-421
usaf.jbsa.502-abw.mbx.502-sfs-fsh-visitor-control-center@mail.mil

Contract/Vendor



Joint Base San Antonio



Fort Sam Houston



Access Procedures

Access Credentials

The Department of Defense requires all installations to appropriately proof and vet all contractors and vendors providing service to Joint Base San Antonio Fort Sam Houston prior to granting access.

Contractor and vendor companies requiring access to Joint Base San Antonio Fort Sam Houston must request credentials for their employees. Credentials may be issued for up to one year. All personnel will be proofed, vetted for fitness prior to approval.

Vetting is an evaluation of an applicant's or a card holder's character and conduct for approval, acceptance or denial for the issuance of an access control credential or physical access

Identity proofing is the process of providing or reviewing federally authorized acceptable documentation (INS Form I-9) for authenticity.

Contractor and vendor companies must submit written requests through their respective authorizing official (sponsor) on company letter head.

Authorizing officials will verify, sign, and forward list to the Security Forces Visitor Center, building 4179, no later than ten working days prior to start date.

Upon notification from the Visitor Center, authorizing officials will contact the respective company and have approved employees report to building 4179 for credential issuance.

Employees already in possession of a valid DoD ID card will not be issued another access credential.

For application requests, please contact your authorizing official.

Authorizing officials should contact the SFS Visitor Center at (210) 221-2650/2651, email usaf.jbsa.502-abw.mbx.502-sfs-fsh-visitor-control-center@mail.mil

Freedom of Information Act Program

The contractor shall comply with DoD Regulation 5400.7-R/Air Force Supplement, DoD Freedom of Information Act Program, requirements. The regulation sets policy and procedures for the disclosure of records to the public and for marking, handling, transmitting, and safeguarding For Official Use Only (FOUO) material.

The contractor shall comply with AFI 33-332, Privacy Act Program, when collecting and maintaining information protected by the Privacy Act of 1974 authorized by Title 10, United States Code, Section 8013.

The contractor shall remove or destroy official records only in accordance with AFMAN 33-363, Management of Records, or other directives authorized in AFI 33-322, Records Management Program.



Definitions

Contractor. A person contracted to work for DoD, but is not a DoD ID-card holder.

Delivery Personnel. Individuals who need recurring access to Joint Base San Antonio Fort Sam Houston to make deliveries or perform a similar service related to their employment (i.e., pizza delivery, taxi driver) in a service authorized to conduct business on the installation.

Escorted Individuals. Personnel who require access, without determination of fitness, who must be accompanied by a sponsor with authorization to escort the individual. The escort requirement is mandated for the duration of the individual's visitation period.

Personal-Service Employee. A personal-service employee is an individual hired by an individual residing on base to perform a service (e.g., nanny, dog-sitter, housecleaner).

Sponsor. The person affiliated to a DoD or other Federal agency who takes responsibility for verifying and authorizing the applicant's need for an identification card.

Sponsorship. Sponsorship allows approved individuals affiliated with the DoD to take responsibility for verifying and authorizing an applicant's need for a locally produced identification credential to facilitate unescorted access to an installation.

Unescorted Individuals. Personnel who have been identity proofed and favorably vetted are eligible for unescorted access within the installation; but are, however, still subject to any controlled or restricted area limitations, as appropriate.



Vendor or Commercial Solicitor. Individuals authorized to sell merchandise or provide services on USAF installations.