

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. Who is my Authorizing Official?

A. It is usually the contracting office/contracting officer or the contracting office/contracting officer's representative. In cases where the contracting office is not involved it can also be the commander of the unit initiating the contract, and in certain cases, a US military member or US Government employee (i.e., General Schedule (GS)) requesting access for an individual not affiliated with a contract or company but has legitimate reason for access that conforms to all applicable policies, instructions, and regulations.

Q. What if an employee is fired or quits?

A. If an applicant is fired or quits, the sponsor should notify the VCC immediately so access can be suspended. The sponsor also retrieves all access credentials possessed by the applicant, notifies the Requesting Authority (RA) of the worker's status (i.e., escorted off the installation or worker transferred to company X), and coordinates with the RA to furnish any discrepancies incurred with the return of access cards and any derogatory information on the applicant.

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

A. Return of all access credentials and/or vehicle passes to a visitor center within 24 hours of applicant termination.

Q. How many days does a pass cover?

A. Up to 30 days with supporting documentation.

Q. What is the vetting process for access?

A. All personnel must go through a series of background checks with a positive outcome prior to access approval.

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 Control Center

**1 Harmon Drive, Building 1032
(JBSA-RND Main Entrance)
Monday-Saturday 0700-1800
Sunday - Closed
Family Days & Federal Holidays – Closed**



**902d Security Forces Squadron
ATTN: Visitor Control Center (VCC)
1 Harmon Drive Bldg. 1032
JBSA-RND, Texas 78150**

**Phone: (210) 652-3939 for Base Information;
Option #7 for Visitor Information;
Then Option #6 for VCC Staff
DSN-487-2838
902SFS.VRC@us.af.mil**

**902d Security Forces Squadron
925 3rd Street West, Building 235
JBSA-RND, Texas 78150**



Contract/Vendor



Joint Base San Antonio



Randolph



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 Randolph before granting access.

Contractor and vendor companies requiring access to Joint Base San Antonio Randolph must request credentials for their employees. Credentials may be issued for up to six months. All personnel will be vetted for fitness prior to approval.

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 902 SFS Visitor Control Center, Building 1032, no later than 3 working days prior to start date. E-mails must be sent from a "mil" account. E-mail are only maintained for 2 weeks.

Upon notification from the Visitor Center, authorizing officials will contact the respective company and have approved employees report to building 1032 for credential issuance.

Employees must present a valid proof of ID and INS Form 9 (I9) at time of appointment. 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 VCC at (210) 652-2838 email 902SFS.VRC@us.af.mil or write to:

902 SFS/S5B
925 3rd Street West, Building 235
JBSA-RND, Texas 78150

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.



Registration Information

The 902 SFS Visitor Control Center, Building 1032 offers open registration:

Monday-Saturday 0700-1800

DBIDS Cards are issued Mon- Fri Only

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 Randolph 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 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.