

**Office of Information and Technology**

**Contractor On-Boarding Processing**

**Toolkit**

**February 2017**

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## Office of Information and Technology Toolkit for OI&T Contractor On-Boarding

### 1. PURPOSE

The purpose of this document is to provide a toolkit for On-Boarding contractors. It is intended to provide Contractor's On-boarding Representatives, Contractor Officer Representatives (COR), Project Managers, Program Managers and designated Contractor On-boarding points of contact with a step by step to efficiently complete all required process actions to successfully clear new contractors for performance of work. Throughout this toolkit, the Contractor that is being on-boarded is referred to as the "Applicant".

It is **highly recommended** that the Prime Contractor assign a primary and alternate point of contact for on-boarding all the contractor personnel to serve as a liaison to the government lead and manage the on-boarding of contractor personnel. The following sections provide guidance to the Contractor's On-Boarding Representative (lead contractor or contract program manager) and COR, Project Management or designated government representative to successfully complete the process for on-boarding contractor personnel.

After an OI&T contract is awarded (or during the contract period of performance), it is necessary to on-board contractor personnel. For contracts that are already underway, when a new contractor is hired for performance under an existing contract, the contract program manager will notify the appropriate government person that on-boarding is required and immediately begin on-boarding for the new contractor.

### 2. OVERVIEW OF ON-BOARDING PROCESSES

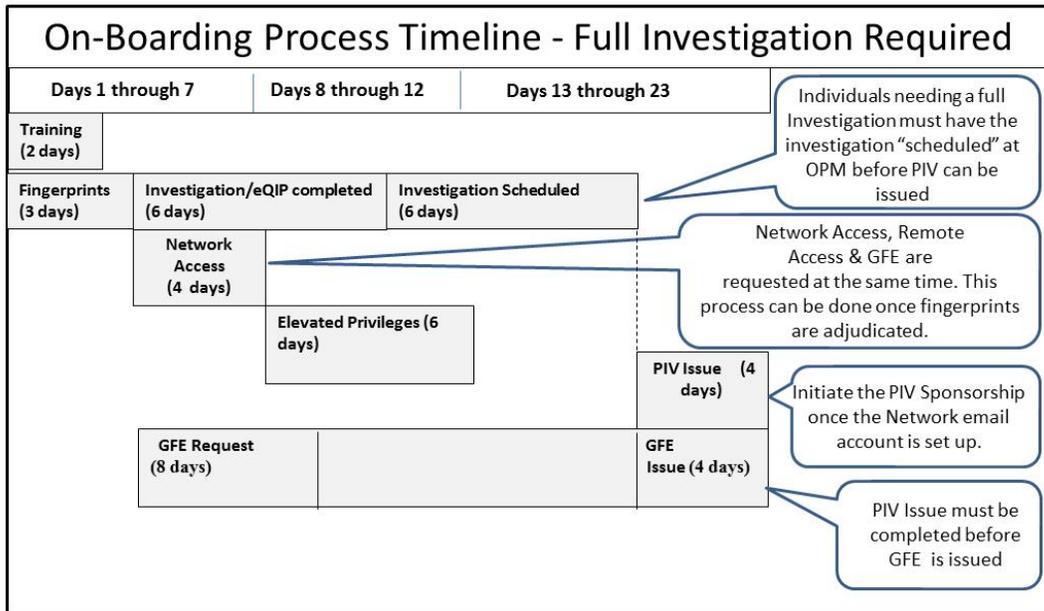
There are 5 processes that are associated with on-boarding a contractor. Throughout this guide, there will be tips on determining whether a contractor needs to complete certain processes and notes that will provide additional recommendations on best practices or important information. When in doubt about the requirements for contractor personnel refer to the contract for requirements or contact the Contracting Officer Representative. (\*Not every contractor will require every process to be completed. Consult with the COR if there are any questions.)

The five processes are:

1. Security Investigation (Fingerprinting and Investigation)
2. VA Network Access (includes network and email account set up, remote network access)
3. Personal Identification Verification (PIV card) Issue (HPSD-12)
4. Government Furnished Equipment (GFE) Issue\*
5. Elevated Privileges Request and Approval\*

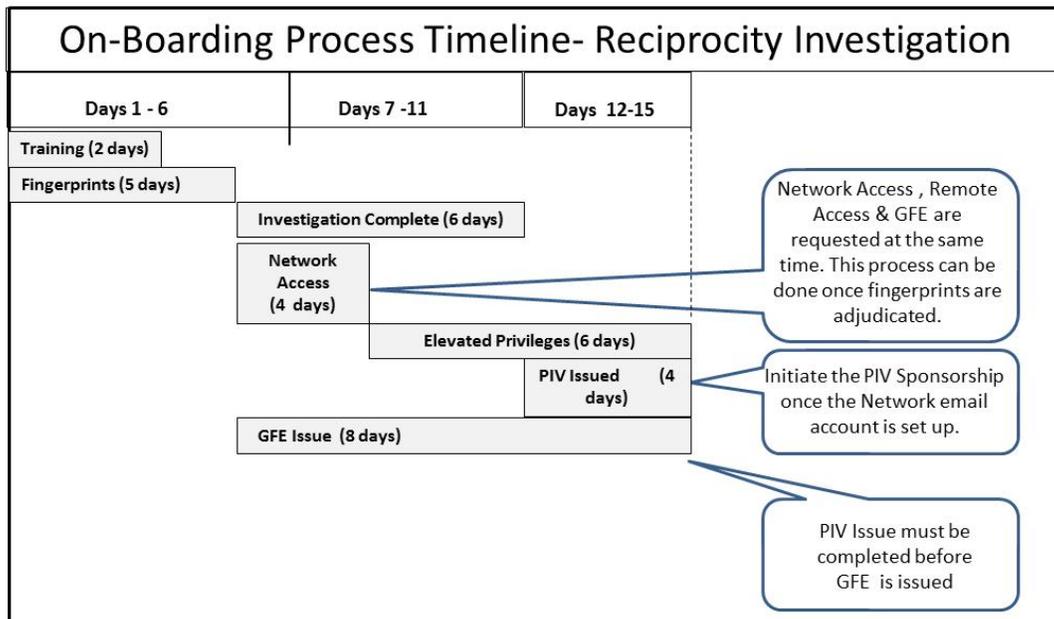
The charts below provide a guide to the processing times for each of the key processes.

➤ **On-Boarding Process Timeline-Full Investigation Required**



If the individual has an investigation on file which meets the contract requirements, they will be processed using the Reciprocity Investigation timeline.

➤ **On-Boarding Process Timeline-Reciprocity Investigation Required**



See the process steps for requesting an investigation for determining if the new contractor requires a full investigation.

### 3. INITIATING THE ON-BOARDING PROCESS

➤ **Required action by the Contractor Lead: OI&T Contractor On-boarding Tracker Tool**  
**(Target begin task: Day 1/Target completion: Day 1): Enter applicant information into the OI&T On-boarding Tracker Tool.**

To track all contractors being on-boarded, for every applicant, create an entry in the OI&T Contractor On-boarding Tracker Tool. This is a SharePoint site and should be updated as the applicant completes each step of on-boarding.

<https://vaww.oit.esp.va.gov/sites/OIT/conb/SitePages/CONB%20Tracker%20Tool.aspx>

First time users will need to request access to the tracker tool.

**Tips for created a new record:** Initiate the on-boarding process by creating a new entry in the OI&T Contractor On-boarding Tracker Tool. Populate the name of the applicant and the date on-boarding started. Once the applicant has completed the Contractor On-boarding worksheet, use the information to complete the fields in the tracker tool.

***BEST PRACTICE: It is highly recommended that the Contractor On-boarding Representative maintain a master record to track each contractor being on-boarded and track the beginning and completion dates for each step in the process. A sample tracker spreadsheet is provided in Appendix B as a reference and can be modified.***

**IMPORTANT NOTE:** The Applicant must have a company email account. Personal email accounts (Gmail, aol, yahoo, etc.) cannot be used to transmit documents to the Applicant.

➤ **Required action by the Contractor Lead: Prepare documents**  
**(Target begin task: Day 1/Target completion: Day 1): Create a master record in contractor on-boarding representative master tracker tool.**

The Applicant On-boarding Checklist is provided for the Applicant to track all the required actions and instructions. ***NOTE: The Contractor On-boarding Representative must update specific COR and contract information on the checklist and the worksheet prior to sending to the Applicant.***

**GO TO APPENDIX E OF THIS TOOLKIT FOR THE CHECKLIST AND APPENDIX F FOR THE APPLICANT WORKSHEET.**

***BEST PRACTICE: Create a master checklist and worksheet for each contract that is pre-populated with the key contract and job information. This will save time when processing multiple Applicants over the life of the contract.***

Contractor On-boarding Representative sends blank required document forms and the Applicant On-boarding checklist to the Applicant for completion.

The following forms should be sent to the Applicant with instructions to provide all required documentation to the Contractor On-boarding Representative within 2 calendar days.

1. **Applicant Checklist**
2. **Contractor On-boarding Worksheet**
3. **PIV Applicant Information**
4. **Self-Certification of Continuous Service**
5. **SIC Fingerprint Request Form**
6. **OPM Optional Form 306, Declaration of Federal Employment**
7. **Contractor Rules of Behavior**
8. **VA Form 710, Authorization of Release of Information**

Be sure to tell the Applicant to send all the forms to the Contractor On-boarding Representative, not directly to the government.

***Best practice: It is highly recommended that the Contractor On-boarding Representative call the individual and provide them with a summary of what to expect and the importance of completing all the required forms as quickly as possible and to verify that they have received all the documents for completion.***

- **Required action by the Applicant: Complete fingerprinting.**

**(Target begin task: Day 1/Target completion: Day 2)**

**The following actions should be completed within 2 calendar days by the Applicant.**

Initiate actions to be fingerprinted at a VA facility. The Applicant must go to the closest VA facility to get fingerprinted. The first step is to create an account to make an on-line appointment for fingerprinting. The Applicant will use this link to create an account. <https://va-piv.com/SignInUserAccount.aspx>

Fingerprinting is usually done at the PIV office; however, some campuses do this at the Security Police office. Once the Applicant created their account, they will make an appointment at the closest facility. They will be asked to select a facility near their geographic location. Here is a link to all the VA PIV offices: [https://vaww.va.gov/pivproject/piv\\_badge\\_offices.asp](https://vaww.va.gov/pivproject/piv_badge_offices.asp)

Since it is critical to all remaining on-boarding process steps to complete fingerprints, it is imperative that the Applicant schedule fingerprinting to occur within 2 days. Some facilities can accommodate walk-ins. They may call the facility to ask if they can “walk in” without an appointment.

***IMPORTANT NOTE: The Applicant MUST take the completed Security and Investigation Center (SIC) Fingerprint Verification Form with them to the facility and have the technician sign and date the form.***

Applicants must bring two forms of unexpired identification to their fingerprinting appointment, such as state issued driver’s license or ID card, passport, military ID, SSAN card.

Once fingerprinting is completed, the Applicant should return the Fingerprint Verification form to the Contractor On-boarding Representative.

- **Required action by the Applicant: Complete and forward forms.**

**(Target begin task: Day 1/Target completion: Day 2)**

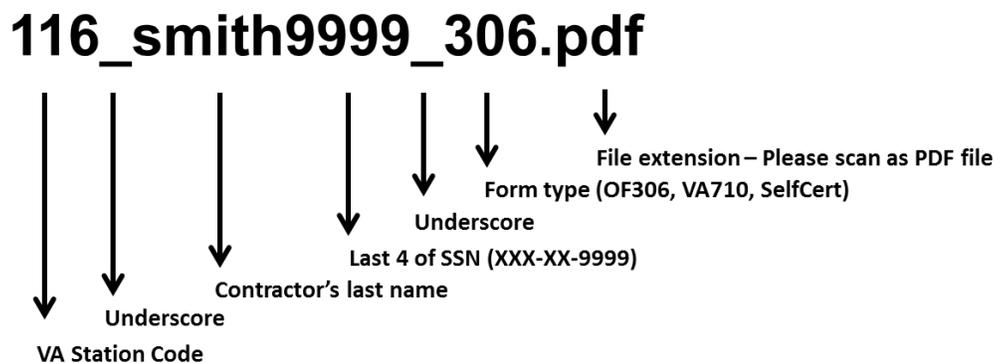
The Applicant completes all the required forms and sends scanned pdf copies to the Contractor On-boarding Representative within 2 calendar days.

NOTE: Contractors must sign the Contractor Rules of Behavior (CROB) (initial each page, sign last page).

All scanned forms should use the naming convention as indicated below:

**(All documents will use the same VA Station Code of 116 for OI&T Contractors.)**

Example of File Name: 116\_Smith9999\_306.pdf



**(Important NOTE: All documents should be separate pdf formatted documents. A scanned copy that contains all the documents in one file will not work. Different forms are needed in different steps of the process so be sure each form is saved as a separate document.)**

The Contractor On-boarding Representative **must** do a quality check on all documents before sending any documents to the COR. Make sure the Applicant has properly completed all the forms, that the forms are properly filled out and signed. For any scanned documents, make sure every form is legible. **Make sure all documents are saved in the proper naming convention.**

- **Required action by the Applicant: Complete all training and forward certificates of completion.**

**(Target begin task: Day 1/Target completion: Day 2)**

The Applicant must complete all required training and forward training certificates to the Contractor On-boarding Representative within 2 calendar days.

The Applicant will self-register for an account on the VA Talent Management System (TMS) in order to complete required training. Contact the Contractor On-boarding Representative

immediately if you have a problem creating a TMS account or completing the TMS training. Here is the link to register for a TMS account:

<https://www.tms.va.gov/learning/user/SelfRegistrationUserSelection.do>

Find a helpful job aid titled “TMS Self Registration OI&T Contractors-Job Aid” for the Applicant to use to create a TMS account.

When registering for the TMS account, the Applicant will use the information on page 2 of the **Contractor On-boarding Worksheet** to complete the section for their Job Information.

Here is a job aid that provides information for completing the self-registration and adding courses to the training “TO DO” list in TMS.

The Applicant must complete the required training ASAP. Delay in completion of training will delay all steps in the on-boarding process.

There are 2 mandatory courses designated in the contract for all OI&T contractors to complete. They should be instructed to save the certificate as a pdf form upon completing the course and send to their Contractor On-boarding Representative. The contractor lead will forward to the COR.

- The Privacy/Information Security Training is an on-line course. Please go to this link to take the course. <https://www.tms.va.gov/learning/user/login.jsp> Register then search for the course that is Privacy Act/Information Security and Rules of Behavior Training; find the course in the catalog using the course number: 10176.
- VA Privacy and HIPAA Training is an on-line course. Please go to this link to take the course. <https://www.tms.va.gov/learning/user/login.jsp> Register then search for the course that is Privacy Act & HIPAA Training; find the course in the catalog using the course number: 10203.

- **Required action by the Contractor On-boarding Representative: Forward SAC Request form to COR.**

**(Target begin task: Day 3/Target completion: Day 4)**

After fingerprinting is completed by the Applicant, the Contractor On-boarding Representative should request that the COR (or designated Government Representative for the contract) submit the SAC Adjudication Verification Request form to the SIC to verify that the individual’s fingerprints were processed with no issues.

The request form should be forwarded by the Contractor On-boarding Representative the day after the individual has completed fingerprints. Fingerprints are usually adjudicated within 24

hours. Once the fingerprint acknowledgement is received, the Contractor On-boarding Representative can begin the process for network access.

- **Required action by the COR or Designated Government Representative: Submit SAC Request to SIC.**

**(Target begin task: Day 4/Target completion: Day 7)**

The COR will submit the SAC Request Form to the Security Investigation Center. The form is found at <https://vaww.visn16.portal.va.gov/sites/lit/vasic/default.aspx> Title: "SAC Request Form"

Once the SAC Request Form has been received, the COR will notify the Contractor On-boarding Representative to continue processes as required. This is required to begin the PIV issue process later in the process.

#### **4. INITIATE THE REQUEST FOR SECURITY INVESTIGATION**

- **Required action by the Contractor On-Boarding: Complete forms for Investigation.**

**Representative (Target begin task: Day 4/Target completion: Day 4)**

The Contractor On-boarding Representative sends the following forms to the Contracting Officer Representative for use in processing an Investigation request:

- Applicant On-boarding Worksheet
- SIC Fingerprint Verification Form
- Self-Certification of Continuous Service\*
- Declaration of Federal Employment (OF 306)
- VA Form 710, Release of Information

\*If the contractor has completed the Self-Certification of Continuous Service and has not had a break in service to the Federal government greater than 2 years, there may already be an investigation on file that meets the requirements of the contract. If there has been a break in service, a full Investigation will be required.

- **Required action by the COR or Designated Government Representative: Submit Investigation Request.**

**(Target begin task: Day 5/Target completion: Day 5)**

The COR will complete the Contractor Background Investigation Request and submit to the SIC. The form is available on the SIC Resource Site:

<https://vaww.visn16.portal.va.gov/sites/lit/vasic/default.aspx>

The **Applicant On-boarding Worksheet** will provide information for completing the SIC Contractor Background Investigation Request form.

The most current instructions for submitting the request are found on the SIC Resource Site.  
<https://vaww.visn16.portal.va.gov/sites/lit/vasic/default.aspx>

The contract will indicate what Tier of investigation is required for the contractors performing on the contract.

For Contractors that have not had a break in service and have a current investigation on file that meets the requirements of the contract, the SIC will provide a notification back to the COR. When requesting the investigation, on the top right side of the form, the COR will indicate “YES” for a **Reciprocal Request**.

For Contractors that have not had a federal investigation or have had a break in service over 2 years, the contractor must be processed for a full investigation. The COR will indicate “NO” in the field for Reciprocal Request.

The SIC will notify the contractor and the COR when the contractor must submit information via the eQIP system for the investigation. **(NOTE: It is highly recommended that the COR send the notification to the Contractor On-Boarding Representative so they can track the timely completion of the submission by the Applicant.)** The notification of requirement to complete the eQIP submission usually is sent to the contractor within 48 hours of the submission of the investigation request by the COR.

- **Required action by the Contractor On-Boarding: Provide applicant with blank SF 85 form.**

**Representative (Target begin task: Day 5/Target completion: Day 5)**

For Contractors that have not had a federal investigation or have had a break in service over 2 years, the contractor must be processed for a full investigation. If the Applicant must complete the eQIP submission, it is important that the submission is done in a timely manner. If there was a break in service or the individual has not worked for the federal government in the past, it is most likely that a full investigation will be required.

***BEST PRACTICE: Although not required, it may help the Applicant have all required information readily available for submission to eQIP if they are provided with a blank SF 85 form. Send the form to the Applicant after the request for investigation is submitted by the COR. Be sure to tell the Applicant that they will be notified directly by VA Security Investigation Center (SIC) via email to complete the eQIP. This form is only for the Applicant to use as a reference and is NOT submitted to the government.***

- **Required action by the Applicant: Complete eQIP Submission.**

**(Target begin task: Day 7/Target completion: Day 8)**

The Applicant must complete the eQIP submission immediately upon receipt of notification from OPM. Although the notice provides the Applicant 5 calendar days, it is important that the submission to eQIP is accomplished immediately to prevent delay in processing.

Upon completion of eQIP, the Applicant should notify the Contractor On-boarding Representative. There will be an email notification sent to the Applicant from the SIC when the eQIP has been transmitted to OPM. Once this occurs, the PIV issue process can begin.

## 5. INITIATE REQUEST FOR NETWORK ACCESS/REMOTE ACCESS AND GFE ISSUE

- **Required action by the Contractor On-boarding Representative: Initiate Network/Remote and GFE.**

**(Target begin task: Day 4/Target completion: Day 4)**

The Contractor On-boarding Representative initiates the VA Network/Remote Access/GFE Request after all required forms and training are completed by the Applicant **and** once verification of fingerprint adjudication is received from the Government Representative.

The completed **Contractor On-boarding Worksheet** will be needed to complete the request for Network Access/Remote Access and Government Furnished Equipment (GFE) Request (if authorized). Requests are submitted using the electronic Contractor On-boarding Form (eCONB).

1. Network Access includes the set-up of the user account to include email.
2. GFE Requests include the issue of a laptop. The COR will provide information to the Contractor On-Boarding Representative on the type of equipment authorized for the contract.
3. Remote Access includes either VPN Rescue for use with GFE or Citrix Access Gateway (CAG) for use with approved contractor equipment.

**NOTE: First time Contractor On-boarding Representative may need to request access to eCONB site to add or modify a user. Here is the link to the eCONB site:**

<http://r04bynappspdev2.r04.med.va.gov/sites/onboarding/eCONB/default.aspx>

All the information needed to submit the request for network access can be found on the **Contractor Applicant On-boarding Worksheet** completed by the Applicant. Attached is a copy of the form that will be filled out electronically by the Contractor On-boarding Representative. Here is the link to the site: <https://vpnportal.vansoc.va.gov/ISOLogin.aspx?ex=1>

Please note that there are 4 required supporting documents that must accompany every request.

- SAC Verification of Fingerprint Adjudication (fingerprints must be done within the last 120 days)
- Proof of Privacy/Information Security training (PISA) current within the last 12 months
- Proof of HIPAA Privacy Act training (HIPAA) current within the last 12 months
- Signed Contractor Rules of Behavior (all pages must be initialed)

The Contractor On-boarding Representative will complete the eCONB form on line and indicate type of accounts that need to be set up to include domain setup, email account and remote access (VPN or CAG), if required.

Once the eCONB form is submitted, an email must be sent by the Contractor On-boarding Representative to the COR to notify them of the need to digitally approve the form.

➤ **Required action by the COR or Designated Government: Approve eCONB form**

**Representative (Target begin task: Day 4/Target completion: Day 4)**

The COR **approves** the requests for Network Access/Remote Access and GFE issue using the eCONB form. If there are any issues, the COR will coordinate with the Contractor On-boarding Representative to provide information or correct any required forms.

The “eCONB Sign\_Save\_Start Work Job Aid” PowerPoint Slideshow provides instructions for the COR to approve the eCONB request when submitted by the Contractor On-boarding Representative.

For questions on eCONB send an email with questions to: [eCONBStatusRequest@va.gov](mailto:eCONBStatusRequest@va.gov)

## 6. VALIDATION OF TMS ACCOUNT

➤ **Required action by the COR or Designated Government Representative: Validate Applicant TMS Account**

**(Target begin task: Day 4/Target completion: Day 4)**

All TMS accounts that were created using self-registration must be validated once the Applicant has a network account set up. To validate the account, the COR or designated government representative will use the TMS guidance to update the TMS account for the Applicant contractor.

**NOTE:** It is important to validate and update the TMS accounts since training will be assigned to the contractor during the contract period of performance. No training can be assigned to a self-registered account except for the initial on-boarding training. Also, please be sure to update the sunset date for the account.

## 7. INITIATE MYVA ELEVATED PRIVILEGES REQUEST

For Applicants that will require access to specific systems or servers, it may be necessary to request Elevated Privileges (EP). The contract will specify which systems or servers will be required for performance of the contract. Not every contractor requires Elevated Privileges.

The COR is responsible for determining if Elevated Privileges are required and the COR must request Elevated Privileges for each contractor.

Requests for elevated privileges can only be completed after the network account is set up and additional training has been completed. All Elevated Privileges (EP) requests will be submitted at the newly created MyVA EP site (<https://epas.r02.med.va.gov/apps/myva/>). One request can be submitted for multiple sites/Regions.

It is important that both the COR and the Project Manager are consulted to find out: 1) what systems will need to be accessed, 2) where those systems reside and 3) who is the system owner. This information is needed to request the Elevated Privileges.

If there are questions on what Elevated Privileges are required, contact the COR or Project Manager.

**IMPORTANT NOTE: Requests for elevated privileges are completed after the network account is set up.**

- **Required action by the Contractor On-Boarding Representative: Request Elevated Privileges**

**(Target begin task: Day 5/Target completion: Day 9)**

The following information about the applicant (also known as the Assignee during the EP process) is required to complete the MyVA Elevated Privileges Request:

1. COR name and email address – all OI&T contractor applicants will use the following information in both the name and email field of the submission form--  
[VAFSSNetworkOITFOISOs@va.gov](mailto:VAFSSNetworkOITFOISOs@va.gov)
2. VA email address and Global Address List (GAL) listing for the applicant
3. The system location, Applicant's IT role, Applicant's sub role, and whether elevated privileges are for a Pre-Production or Production system. (Note: an individual will not be granted to both pre-product and production environments for the same system.)

Instructions on the completion of EP request are located at the link above. The instructions provide a detailed guide on what elevated privileges are and how to request.

**Best Practice:** *It is recommended that the applicant complete the Elevated Privileges Rules of Behavior prior to beginning the EP request process. Send the EP ROB to the applicant to complete and return to the Contractor On-boarding Representative. This document will be uploaded to the EP site if the requester is not the applicant.*

## 8. INITIATE THE REQUEST PIV SPONSORSHIP AND ISSUE

Upon confirmation that the Network Account has been set up and the notice that the investigation is on file, the COR will notify the Contractor On-Boarding Representative to initiate the PIV Issue Process.

- **Required action by the Contractor On-Boarding Representative: Submit PIV Request Sheet.**

**(Target begin task: Day 8/Target completion: Day 9)**

The Contractor On-boarding Representative will forward the PIV Applicant Information sheet to the COR. All the required information for completion of this form can be found on the Contractor On-boarding Worksheet. The most current PIV Applicant Information form can be found: [http://vaww.va.gov/CAMPUSMGMT/docs/FAS\\_PIV\\_Application-R.pdf](http://vaww.va.gov/CAMPUSMGMT/docs/FAS_PIV_Application-R.pdf)

**NOTE: For contractors that were required to complete eQIP, this step will begin 2 calendar days after notification of the investigation transmittal to OPM. (Target begin task: Day 11/Target completion: Day 12)**

**NOTE: The Investigation does not have to be completed by OPM to get a PIV issued, but it must be in “investigation scheduled” status or fully adjudicated.**

Complete the PIV Applicant Information form. Once completed, the file will contain PII once it is filled out and if you are not be able to send this encrypted to the COR, check to see how they want to get the information from the Applicant.

**IMPORTANT NOTE: The PIV Sponsor Form must be submitted by the COR not the applicant.**

- **Required action by the COR or Designated Government Representative: Submit PIV Sponsor Form**

**(Target begin task: Day 8/Target completion: Day 9)**

Once the PIV Applicant Information form is received by the COR, it must forward the PIV Sponsor Submit form (encrypted) to: **OIT Field Admin Svcs PIV Sponsors** [VA IT SDE BSC FAS PIV SPONSORS](#). For the most updated information on PIV, go to the Field Administrative Service website: [http://vaww.va.gov/CAMPUSMGMT/PIV\\_Sponsors.asp](http://vaww.va.gov/CAMPUSMGMT/PIV_Sponsors.asp)

When the form is received, the Applicant information will be entered into the PIV portal system and they will receive an email notice to their company email address to report to the nearest VA facility that supports PIV badging for ID proofing and badge issuance.

If the Applicant is working on-site at a VA facility, once they have received their PIV badge the Contractor On-boarding Representative must provide the local Field Administrative Services Staff with their badge numbers (located on the back of the PIV card) and appropriate elevator and door electronic key access will be granted.

## **9. PIV ISSUE AND PICK UP GFE**

All Government Furnished Equipment must be picked up at the closest VA facility. The Applicant will be notified when equipment is ready for pick up.

**IMPORTANT NOTE:** Since the GFE requires the use of a PIV card, it is important to coordinate the PIV appointment scheduling to ensure the PIV is picked up BEFORE the GFE is issued for individuals authorized GFE.

- **Required action by the Applicant: Schedule appointments for PIV issue and GFE pickup.**

**(Target begin task: Day 8/Target completion: Day 9)**

Follow instructions received from the PIV office and GFE issuing office to schedule appointments to go to the designation VA facility to complete the PIV issue and to pick up equipment. Be sure to allow plenty of time for each appointment. (PIV issue usually takes at least 1 hour and must be done prior to pick up of equipment.)

- **Required action by Contractor On-boarding Representative: Update GFE inventory.**

After GFE is issued, provide information on the equipment for updating the GFE inventory and send a copy of the signed Property Pass to the Contract Program Manager.

## 10. APPENDIX A ACRONYM LISTING

CAG	Citrix Access Gateway
CONB	Contractor On-boarding Process
COR	Contracting Officer Representative
EP	Elevated Privileges
ePAS	Electronic Privileges Approval System
GFE	Government Furnished Equipment
HIPAA	Health Insurance Portability and Accountability Act
PISA	Privacy/Information Security Assurance
PIV	Personnel Identification Verification
SAC	Special Agreement Check
SIC	Security and Investigations Center
TMS	Talent Management System
VPN	Virtual Private Network

## 11.APPENDIX B CONTRACTOR ON-BOARDING TRACKER SHEET

Applicant Name: \_\_\_\_\_

NOTE: Enter the date the task is started or completed in the blue box in the grid. These dates are required in the OI&T Contractor On-boarding Tracker Tool. Other tasks can be tracked using a check mark or X for started and completed.

Required Task	Who Completes this Task	Started	Completed	Comments/Notes
Create a master record for new contractor (aka Applicant)	Contractor On-boarding POC (CONB POC)			
Send Forms and Checklist with Instructions to Applicant	Contractor On-boarding Representative			
Create account for on-line appointment for fingerprinting	Applicant			
Schedule Fingerprinting	Applicant			
Create TMS Account	Applicant			
Get Fingerprinting done	Applicant			
Complete all required forms	Applicant			
Complete all required training	Applicant			
Submit forms and training certificates to CONB POC	Applicant			
Perform quality check on all documents	Contractor On-boarding Representative			

Required Task	Who Completes this Task	Target Start	Target Completion	Comments/Notes
Submit request for COR to submit the SAC Request form	Contractor On-boarding Representative			
Submit SAC Request to SIC	COR			
Initiate VA Network/Remote Access/GFE Request	Contractor On-boarding Representative			
Approve the requests for Network Access/Remote Access and GFE issue	COR			
Validate TMS Account	COR or designated government representative			
Submit required documents to COR for Investigation	Contractor On-boarding Representative			
Submit required Request for Investigation & documents to SIC	COR			
Provide CONB POC with notifications from SIC related to investigation status	COR			
Complete investigation information in the eQIP system	Applicant			
Send copy of notification that eQIP information has been transmitted to OPM to CONB	Applicant/COR			
Submit request for PIV Sponsorship to SDE	Contractor On-boarding Representative			

Required Task	Who Completes this Task	Target Start	Target Completion	Comments/Notes
Request Elevated Privileges	Contractor On-boarding Representative			
Submit Elevated Privileges	COR			
Complete additional training required for Elevated Privileges	Applicant			
Elevated Privileges Granted	COR			
Schedule Appointment for PIV Issue and GFE pickup	Applicant			
Complete PIV Issue Process	Applicant			
Update PIV Issue and Expiration Date tracker	COR			
Applicant Picks up GFE	Applicant			

NOTE: Enter the date the task is started or completed in the blue box in the grid. These dates are required in the OI&T Contractor On-boarding Tracker Tool

## 12.APPENDIX C ARTIFACTS ASSOCIATED WITH CONTRACTOR ON-BOARDING

Name of Artifact	When Required	Who completes	Link to the Form
Applicant On-boarding Checklist	Initiate On-boarding	Contractor On-boarding Representative and Applicant	
Contractor On-boarding Worksheet	Initiate On-boarding, Request for Network Access, PIV Sponsorship, Elevated Privileges, Request for GFE, Request for VPN/CAG	Applicant	
Contractor Rules of Behavior (CROB)	Request for Network Account, Request for GFE	Applicant	
Optional Form 306, Declaration of Federal Employment	Request for Investigation	Applicant	
Self-Certification of Continuous Service	Request for Investigation	Applicant	
VA Form 710, Release of Information	Request for Investigation	Applicant	
SIC Fingerprint Verification Form	Fingerprinting, Request for Investigation	Contractor On-boarding Representative	
PIV Identification Matrix	Fingerprinting, PIV Issue	Applicant	
TMS Self Registration OI&T Contractors Job Aid	TMS Account Set up	Applicant	
Special Agency Check (SAC) Request Form	Fingerprint Verification	Contractor On-boarding Representative and COR	
Contractor Investigation Request Form	Request for Investigation	Contractor On-boarding Representative and COR	
Guide for CORs	Request for Investigation	COR	
PIV Applicant Information Form	Request for PIV	Contractor On-boarding Representative/ COR	

### 13. APPENDIX D Estimated Processing Times for On-Boarding Tasks-Reciprocity

	Task Name	Begin Task	Finish Task	Start	Finish	Duration
1	Fingerprints Taken	Begins when Fingerprints Taken	Finished when Fingerprint Verification Form is sent to COR	Day 2	Day 4	3
2	Privacy/Information Security Awareness Training Completed	Begin when notified to complete training	Finished when training completed	Day 1	Day 3	
3	SAC Request for Adjudication	Begins when SAC Request Submitted by COR	Finished when SAC Adjudication Received by COR	Day 5	Day 7	2
4	Investigation (Reciprocity)	Begin when SIC Request for Investigation Submitted by COR	Finished when SIC Notice of Certificate of Eligibility received by COR	Day 8	Day 11	3
5	Network Account Setup	Begin when SAC Adjudication Received/eCONB Submitted	Finished when COR receives notice that network account setup	Day 8	Day 12	4
6	Remote Access Setup	Begin when SAC Adjudication Received/ eCONB Submitted	Finished when COR receives notice that Remote Access setup	Day 8	Day 12	4
7	GFE Issued (Reciprocity)	Begin when SAC Adjudication Received / eCONB Submitted	Finished when equipment issued to Contractor & successful Log in	Day 8	Day 15	8
8	Elevated Privileges Granted	Begin when ePAS is submitted	Finished when EP granted	Day 8	Day 14	6
9	PIV Issued (Reciprocity)	Begin when SIC Notice of Eligibility Received	Finished when PIV is issued	Day 11	Day 15	4

NOTE: The number of days for each task is calendar days (not work days).

## 14. APPENDIX E Estimated Processing Times for On-Boarding Tasks- Full Investigation Required

	Task Name	Begin Task	Finish Task	Start	Finish	Duration
1	Fingerprints Taken	Begins when Fingerprints Taken	Finished when Fingerprint Verification Form is sent to COR	Day 2	Day 4	3
2	Privacy/Information Security Awareness Training Completed	Begin when notified to complete training	Finished when training completed	Day 1	Day 3	
3	SAC Request for Adjudication	Begins when SAC Request Submitted by COR	Finished when SAC Adjudication Received by COR	Day 5	Day 7	2
4	Investigation Request (Full investigation needed)	Begin when SIC Request for Investigation Submitted	Finished 2 days after OPM Notice of Receipt of eQIP received by COR	Day 8	Day 19	12
5	Network Account Setup	Begin when SAC Adjudication Received/eCONB Submitted	Finished when COR receives notice that network account setup	Day 8	Day 12	4
6	Remote Access Setup	Begin when SAC Adjudication Received/ eCONB Submitted	Finished when COR receives notice that Remote Access setup	Day 8	Day 12	4
7	Government Furnished Equipment (GFE) Issued (Full Investigation Needed)	Begins when SAC Request Submitted by COR	Finished when equipment issued to Contractor & successful Log in	Day 8	Day 23	16
8	Elevated Privileges Granted	Begin when ePAS is submitted	Finished when EP granted	Day 8	Day 14	6
9	PIV Issued	Begin 2 days after OPM Notice of Receipt of eQIP	Finished when PIV is issued	Day 19	Day 23	4

NOTE: The number of days for each task is calendar days (not work days).

## 15. APPENDIX F Applicant Contractor VA On-Boarding Checklist

Action Required	What to Do	Date Completed
1. Register for Account for Fingerprints and PIV appointments	Use this link to schedule an appointment for fingerprints and later for PIV badge issue. <a href="https://va-piv.com/SignInUserAccount.aspx">https://va-piv.com/SignInUserAccount.aspx</a>	
2. Get Fingerprinted	<a href="https://va-piv.com/SignInUserAccount.aspx">https://va-piv.com/SignInUserAccount.aspx</a> Schedule an appointment ASAP for fingerprinting at the closest VA facility.	
1. Fingerprint Verification form	Complete information after you have your electronic fingerprints taken. Sign the form, and email encrypted to Contractor's on-boarding POC	
2. Contractor On-boarding Worksheet	Fill out the form and email encrypted to Contractor's on-boarding POC	
3. Self-Certification of Continuous Service	Fill out the form and email encrypted to Contractor's on-boarding POC	
4. Declaration of Federal Employment (OF 306)	Fill out the form and email encrypted to Contractor's on-boarding POC	
5. VA Form 710, Release of Information	Fill out the form and email encrypted to Contractor's on-boarding POC	
6. Register for a TMS account	<a href="https://www.tms.va.gov/learning/user/SelfRegistrationUserSelection.do">https://www.tms.va.gov/learning/user/SelfRegistrationUserSelection.do</a>	
7. Privacy/Info Security Training (Takes Approximately 1hr)	Take the training and download the certificate of completion. Email to Contractor's on-boarding POC	
8. VA Privacy and HIPAA Training (Takes Approximately 2hr)	Take the training and download the certificate of completion. Email to Contractor's on-boarding POC	
9. Contractor Rules of Behavior	Read, initial each page at the bottom right and sign the last page. Send the entire document to Contractor's on-boarding POC	

9. Contractor On-boarding Worksheet

10. PIV Applicant Information

11. Self-Certification of Continuous Service

12. SIC Fingerprint Request Form

13. OPM Optional Form 306, Declaration of Federal Employment

14. Contractor Rules of Behavior

15. VA Form 710, Authorization of Release of Information

**Special instructions:**

Please read each form and fill out the information that is specific to you. Sign the forms and scan a copy to your Contractor On-Boarding POC. (Be sure to check that the scanned version is legible.)

Some forms have Personal Identifiable Information; please encrypt the documents when you send these forms via email. (date of birth, SSN and place of birth, etc.) If you cannot encrypt, please call the Contractor on-boarding POC to make arrangements.

1. **The Privacy/Information Security Training is an on-line course. Please go to this link to take the course.**  
<https://www.tms.va.gov/learning/user/login.jsp> Register then search for the course that is Privacy Act/Information Security and Rules of Behavior Training; you can find it in the catalog using the course number: 10176. Add the training to your “TO DO” list. Take the training and after completion “print the certificate”. There is an option to save the certificate as a pdf form upon completing the course.
  
2. **VA Privacy and HIPAA Training is an on-line course. Please go to this link to take the course.**  
<https://www.tms.va.gov/learning/user/login.jsp> Register then search for the course that is Privacy Act & HIPAA Training; you can try to find it in the catalog using the course number: 10203. Add the training to your “TO DO” list. Take the training and after completion “print the certificate”. There is an option to save the certificate as a pdf form upon completing the course.
  
3. **Here is the information on your Contractor On-Boarding POC for on-boarding contact information:**
  - a) **Name:**
  - b) **Email:**
  - c) **Phone number:**

## 16. APPENDIX G Contractor On-Boarding Worksheet

**NOTE:** Please complete the following fields for each Contract Employee that will need to have access to a VA facility and/or the VA network. The requested information must be typed and must be complete or it will not be accepted.

1. **LAST NAME:**

2. **FIRST NAME:**

3. **MIDDLE NAME:**

a. (If no middle name, enter NMN)

4. **SSN:**

5. **DATE OF BIRTH:**

a. (i.e., 01/09/1942)

6. **PLACE OF BIRTH:**

a. (Include City and State)

7. **PLACE OF BIRTH COUNTRY:**

8. **COMPLETE MAILING ADDRESS:**

9. **CONTRACT EMPLOYEE'S EMAIL ADDRESS:**

a. (Please use your company e-mail address)

10. **CONTRACT EMPLOYEE'S POSITION TITLE:**

11. **CONTRACT EMPLOYEE'S TELEPHONE #:**

a. (Please provide# where you can be reached in case additional information is needed)

12. **ARE YOU A U.S. CITIZEN?** (Answer Yes or No)

13. **ARE YOU A FOREIGN NATIONAL?** (Answer Yes or No)

The Contractor On-Boarding POC will pre-populate this information. This information is needed to complete other steps in the on-boarding process.

1. Primary Contracting Company Name: <for Sub Contractors, list the Prime only>

2. Primary Contracting Company POC:

3. Primary Contracting Company POC's Phone #:

4. Primary Contracting Company POC's Email Address:

5. Complete Mailing Address of Primary Contracting Company:

(Include Street Address Or P.O. Box And City, State And Zip)

6. Type of Investigation Required By the Contract:

7. Contractor's Job Information:

a. VA Location: <Enter Physical Location If On Site Or "100% Remote">

b. VA COR First Name:

c. VA COR Last Name:

d. VA COR Email Address:

e. VA COR Phone Number:

f. Contract Name:

g. Contract Number:

h. Contract Expiration Date: <This will be the last day for the base year AND all options of the contract>

i. Vendor Project Manager:

j. Vendor Project Manager Email:

k. Vendor Project Manager Phone:

## 17.DOCUMENT VERSION HISTORY

Version Number	Version Date	Version Description
Version 2.0	February 2017	Updated Link to eCONB and other miscellaneous verbiage changes
Version 1.0	17 June 2016	Initial publication

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