

Request for Information (RFI): Inviting Comments on Social Security Administration Enterprise Artificial Intelligence (AI) Strategy

Release Date: 8/14/26

Response Due: 9/28/26 (45 days from now at 5:00pm ET)

Related Announcements: None

Issued By: Chief Information Officer, Social Security Administration

Purpose

The Social Security Administration (SSA) is examining how to better leverage AI and agentic AI capabilities across its programs, workforce, and infrastructure. SSA delivers benefits and services directly to 70 million Americans and is building the internal capacity, partnerships, and technical foundation needed to deploy AI responsibly and at scale.

Background

SSA is attempting to accelerate its building of a coordinated, agency-wide approach to AI. SSA's approach will align with broader federal AI policy and build on lessons learned from other agencies and the private sector. This RFI is one input among several informing that strategy.

Information Requested

SSA welcomes input on any relevant topic, with particular interest in the five areas below. Respondents need not address every area.

1. Pipeline – Sourcing and Prioritizing AI Opportunities
 - Models, case studies, or approaches from other agencies or industry that SSA should consider in identifying and prioritizing AI use cases.
 - Concrete mechanisms for connecting SSA to external agencies, working groups, or bodies for ongoing coordination on AI strategy and implementation – not limited to one-time input.
2. Talent – Building Internal AI Capacity

- Approaches for attracting and onboarding AI talent into government, including direct-hire authorities, details or rotational assignments, fellowships, and public-private partnership models.
 - Lessons learned from other agencies' or organizations' recruiting and retention strategies for AI-related roles.
3. Infrastructure – Enterprise Architecture
- High-level ideas for the foundational technical architecture needed to support AI at scale, including data readiness, platform layers, and governance and oversight layers.
 - Respondents should describe architectural approaches and models rather than specific commercial products or vendors.
4. Training – Enablement and Adoption
- Approaches to training and change management that help managers, technicians, and other staff adopt and effectively use AI tools in their daily work
5. Governance – Trust and Accountability
- Governance models that balance speed of deployment with accountability, transparency, and public trust, particularly for an agency delivering benefits directly to the public

Response Format

Responses should be no more than six (6) pages (PDF, Word , or plain text) and should include section headers corresponding to the areas above where applicable. For each area addressed, SSA welcomes:

- A brief statement of the respondent's understanding of the opportunity or challenge
- A recommended approach or model
- Relevant case studies, prior experience, or examples
- High-level implementation consideration
- If helpful, a rough order-of-magnitude (ROM) cost or resource estimate (option; not required and not binding)

How to Submit a Response

Email: Marissa Piegols at Marissa.Piegols@ssa.gov, Brian Peltier at brian.peltier@ssa.gov and William Guo at William.Guo@ssa.gov

Subject Line: "RFI Response – SSA AI Strategy"

Format: Up to 6 pages; PDF, Word, or plain text

Responses must be received by 5:00pm ET on September 28th, 2026(45 days from now). All submissions are voluntary; do not include proprietary, classified, or personally identifiable information you do not wish to make public. SSA may post anonymized summaries or use content to inform future solicitations or policy documents.

Inquiries

Questions about this notice may be directed to: William Guo, William.Guo@ssa.gov and Marissa Piegols, Marissa.Piegols@ssa.gov.

This RFI is for planning purposes only and shall not be construed as a solicitation or as obligating SSA to award funds or otherwise enter into agreements.