

DES FAQs

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FAQ Sections

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Miscellaneous

For Additional Questions

Accessing the DES/How to Log In

I'm not a new user, I already have an active approved application; how do I log into the new DES?

Users that have an active approved application were sent an email with instructions to log into DES. Please refer to your email sent from DSLBD DES or cbe.info@dc.gov. If you don't see the email, search for sender DSLBD DES or cbe.info@dc.gov. If the email is not in your inbox, search your junk mail or SPAM.

If you cannot find the email, contact the DES System Administrator (DES.Support@dc.gov), request your username to log into DES and the link to the DES. Please provide your business name and CBE Number in the email.

Select the link provided to you from the email or the DES System Administrator. A Change Password page will be displayed. Create a new password and confirm it. The Welcome page will be displayed with 2 or 3 options and a button to initiate each.

Note: Remember your username from the email. Use the username and the password you created to log into the DES (https://DES.dslbd.dc.gov).

I have an active approved application; can I use the same username and password that I used for the CBE Online System?

No, please follow the instructions for the question "I'm not a new user, I already have an active approved application; how do I log into the new DES?"

I submitted an application in CBE Online prior to the 5:30 pm April 26, 2018 deadline, do I need to resubmit in the new system?

No, all applications submitted in CBE Online will be processed in the old system by DSLBD. You do not need to complete any action in the new system at this time. If you access the new DES system using the username that was sent by the new

system, you will only see the information related to your last certification in the new system. Once the request in CBE Online is approved, all data will be migrated to the new system.

How do I get to the new DES?

To access the DES go to the DSLBD website at https://dslbd.dc.gov. From the menu, select Get Certified. Next select New Applicants or Returning Applicants if you want to apply for CBE Certification or return to continue an application or Recertify for the program. Select the DSLBD Enterprise System (DES) or type URL (https://DES.dslbd.dc.gov) to begin or continue the application process.

I'm a new user, how do I log into the new DES?

On the Home page, new users will need to select the **Register as a New User** link located to the right of the Login button. On the Registration page enter your

- 1. First Name,
- 2. Last Name,
- an email address (which must be an active email address, it will be used for all communication sent during the CBE application process),
- 4. a username (which must be in an email format, it can be the same as the email address in the previous field, the username will be used to gain access to the system when logging in),
- 5. a password (which is case sensitive and must be 10 characters, include 1 uppercase letter and 1 number),
- 6. confirm the password by re-entering the password.

Select the Register button to complete the registration process. The Welcome page will be displayed with 2 or 3 options and a button to initiate each.

CBE Wizard

What is the CBE Wizard?

The wizard is a dynamic questionnaire, which will ask you questions pertaining to your business. The questions presented to you are based on your answers about your business. Upon completion of the wizard you will be provided with a business checklist of required documents needed during the Certification Application process.

Why should I use the CBE Wizard?

The CBE Wizard is recommended guidance tailored to your business model. The wizard will help you prepare for the Certification Application process. The better prepared you are, the smoother the process will be. Also the wizard will let you know (based upon your responses) if you qualify for CBE Certification and provide you with a checklist of documents that may be required during the application process.

Tip: Make sure that you enter your email address on the Start a CBE Wizard page. You should also write down the Wizard ID (when provided) on a piece of paper.

How do I return to a CBE Wizard previous session?

Your wizard will stay in the system for 90 days. To return to the previous session you need to return to the CBE Wizard. Select the link in blue **Continue a previous session** > located at the end of the paragraph. You will be able to enter your Wizard ID. Select the Continue button which will take you back to the last page that you answered in the wizard.

I forgot my Wizard ID, how do I return to my previous CBE Wizard session?

If you forgot your ID but you provided your email during the wizard session, search your email inbox. Search for sender DCBC or dcbc@dc.gov. Your email will contain your wizard ID. If the email is not in your inbox, search your SPAM and Junk Mail folders.

I did not provide my email during the wizard session or I can't find the DCBC email, how do I return to my previous CBE Wizard session?

If you did not provide your email address during the wizard session or you can't find the DCBC email (it may have been mistakenly deleted), you will need to start a new CBE Wizard session. The good news is that we intentionally made the wizard only 6 steps. Return to the CBE Wizard. Make sure that you enter your email address on the Start a CBE Wizard page. You should also write down the Wizard ID on a piece of paper. After you select Continue, an email will be immediately sent to you containing the Wizard ID.

Can I print or save the CBE Wizard document checklist?

Yes. Above the checklist are two options 1) Download & Print and 2) Email. When you choose the Download & Print option the document checklist will be downloaded as a pdf file. Once downloaded, you can print the checklist. When you choose the Email option you can email the option to yourself and others assisting you with your document checklist.

How do I return to the DES after completing the CBE Wizard?

To exit the CBE Wizard, scroll to the top of the page. Close the CBE Wizard tab and return to the DES Home page where you can start the CBE Application by selecting the Start button.

Certification Option

How do I start the Certification Application?

After logging in or completing the registration process the Welcome Page will be displayed. After you have completed the CBE Wizard from the DSLBD Certification Information option and gathered your documents from the CBE Wizard checklist, choose the Certification option and select the Start button. You

will need to verify your eligibility to apply for certification by answering a few questions. Once verified select the Start CBE Application button and begin completing the application. There is a status bar at the top of the page to help you track your progress.

How can I check the status of my Certification Application?

You must login to check the status of your application. The status will be shown on the Welcome page in the top portion of the Certification box. If you have any concerns or questions, please reach out to the Certification team by sending an email to cbe.info@dc.gov.

Options after Application has been Approved

Will I be able to update my application after it has been approved?

Once approved, you have the following options:

- Update Information (Requiring Approval Change in Category, Change in Address, NIGP Code, Change in Ownership; No Approval Required – General Info such as marketing information)
- Manage Contacts (add new contacts, change current contacts to inactive)
- View Certificate (with a Print Capability)
- View Your Public Profile
- View (your current application)

I am an active/approved CBE; how do I print the Certificate?

After selecting the View Certificate button on the Welcome page, select the More Information link located in the gold section at the top of the page. Select your browser as explained on the page. Follow the specified instructions on the page for your browser. Close the gold section at the top of the page by selecting the "X" in the right corner of the gold section.

Recertification Option

Where is the option to Self-Recert?

From the Welcome page select the Start button under the Recertification option. You must answer the questions on the following page. The system will determine if you are eligible to perform a Self-Recert based on your answers. If you are not eligible, you will be directed to the full Recertification page.

Public Find a CBE Search/Sending Email to CBEs

Where do I find a list of active CBEs?

The public facing CBE Search site can be found at https://DES.dslbd.dc.gov/CBEsearch. A link is available at the DSLBD website (https://dslbd.dc.gov). You can search by Business Name, Certification Number, Bonding Limit, CBE Categories, Primary Business Services, Ward, and/or NIGP Codes. You can also export your result set to Excel by selecting the Export Selected button or the Export All button. To see the detail for the business select the business name link.

How can I easily send emails (e-Blast) to CBEs I want to contact?

Please follow the instructions for the question "Where do I find a list of active CBEs?" Export the result set to Excel. Open the Excel file and copy/paste the email column into your preferred email tool.

CBE Connect/DSLBD Services

I want to get certified, what steps do I take?

We recommend that you learn about the Certification Requirements using CBE Connect (http://cbeconnect.dc.gov. After learning about the program and deciding to apply, do the following to get certified:

- 1. You should complete the CBE Wizard and gather your documents based on the checklist provided. While this step is not required, it is recommended guidance tailored to your business model.
- 2. Next, you will be ready to access the DES to submit your application. Upon review of your application the Certification Department will review your application and make a determination based on your information.

What is CBE Connect?

CBE Connect is a comprehensive and robust resource which provides Certified Business Enterprises (CBEs) with a one-stop shop for information about all contracting and procurement needs to do business in the District.

Why should I use CBE Connect?

You should use CBE Connect to walk you through the process from **Get Certified** to **Get Ready for Contracting**, on to **Find Opportunities**, **Review Agency CBE/SBE Requirements**, and **Review Reporting**. These steps will provide guidance to becoming certified, starting with the CBE Wizard all the way to identifying agency spending goals and current contracting opportunities.

I'm a small business, what type of resources do you offer?

The Department of Small and Local Business Development (DSLBD) supports the development, economic growth, and retention of District-based businesses, and promotes economic development throughout the District's commercial districts. DSLBD offers the following services:

- Business Certification
- Navigating Government Procurement

- Building your Business Resources
- Export Business Resources and
- Commercial Revitalization Resources.

To learn more about our services choose the option **CBE Services** under the **Get Certified** option on the CBE Connect home page.

My business is located in DC, how can I get contracts with the DC Government?

To do business with the DC Government, you must get on the DC Government Vendor List. To get preference for contracts with the DC Government you should get your business certified. After completing the certification process and getting approved, your next step is to get on the DC Supply Schedule. Only CBEs can participate on the DC Supply Schedule. To learn more about getting contracts, choose the options **Get Ready for Contracting** and **Find Opportunities** on the CBE Connect home page.

It is important to know that completing these steps <u>DOES NOT</u> guarantee that your business will receive contracting opportunities with the DC Government. However, contracting with the government is extremely difficult if they are not completed.

How do I find small business opportunities?

CBE Connect has many resources for small businesses. To find business opportunities choose the option **Find Opportunities** on the CBE Connect home page. You will be provided with forecasted opportunities, current contracting opportunities, and possible opportunities in the process of being waived due to a lack of CBE responses.

I found a forecasted opportunity, what is my next step?

For forecasted opportunities you should contact the Customer Contact Center Telephone - (202-724-4477) Email – (OCP.Helpdesk@dc.gov) within the Office of Contracting and Procurement. Provide the representative with the information (with as much detail as possible) for the forecasted opportunity. You will be provided with the best point of contact for that specific opportunity.

I found a current contracting opportunity, what is my next step?

For a current contracting opportunity, select the Solicitation Number link for the specific opportunity. The Solicitation Details will be displayed. A contact name, agency, phone number, and email will be provided. Make contact with this person and find out where they are in the solicitation process.

Miscellaneous

The mail tool doesn't come up when selecting the email link

The default email client needs to be set through your control panel. Google "How to set the default email client". After following the instructions from the internet, select the email link again. Your email tool should display with the email address populated in the To: field.

For Additional Questions

About Certification, email cbe.info@dc.gov

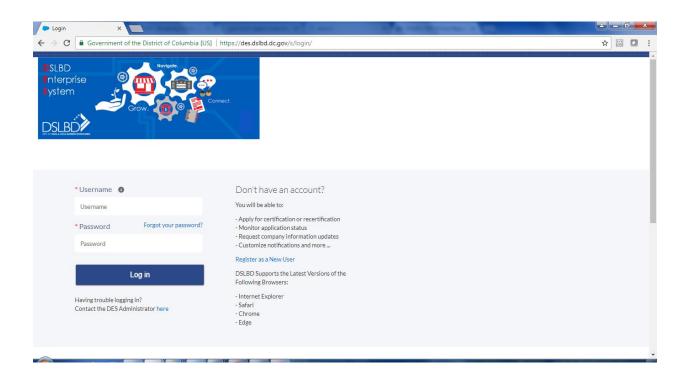
About Business Opportunities, email **Business.Opportunities@dc.gov**

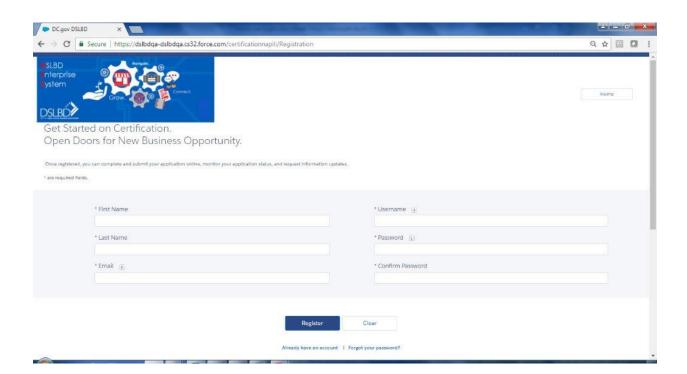
About Waiver Opportunities, email CBE.Support@dc.gov

About the DES, email DES.Support@dc.gov

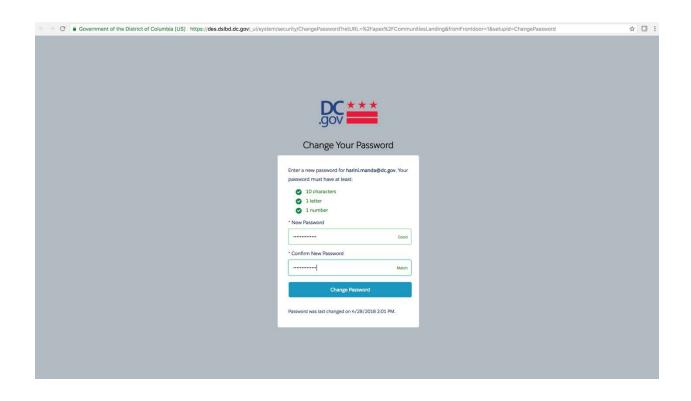
Appendix A

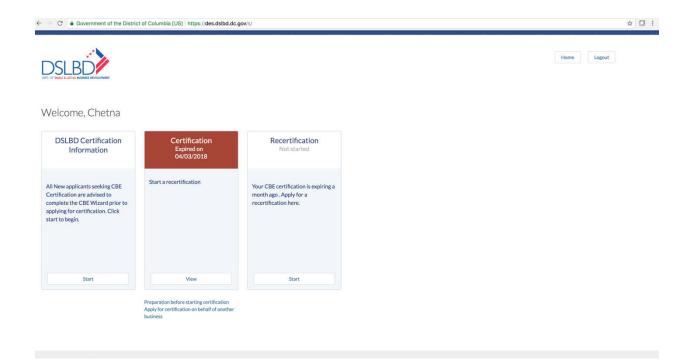
Accessing the DES/How to Log In





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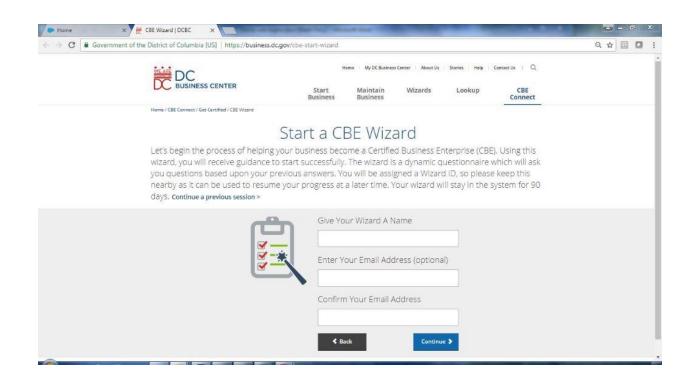


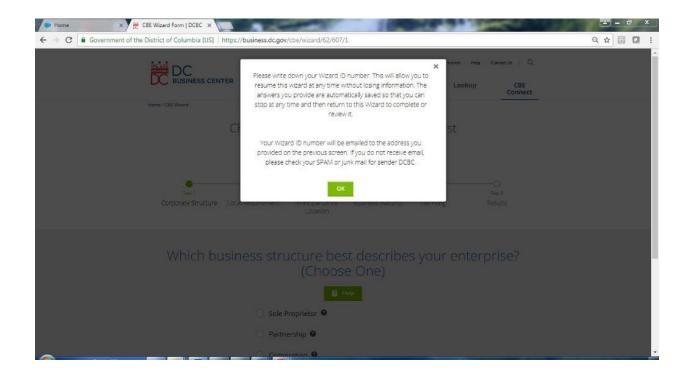


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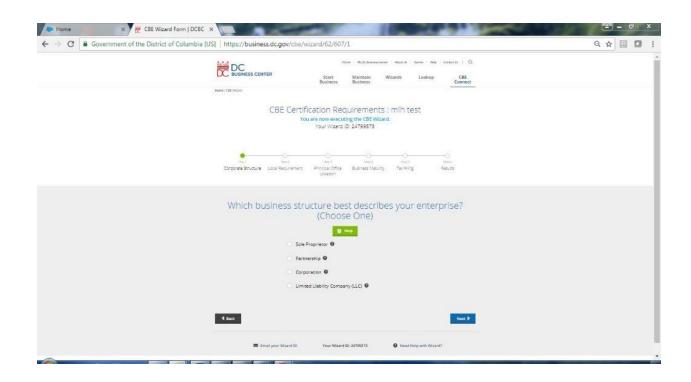
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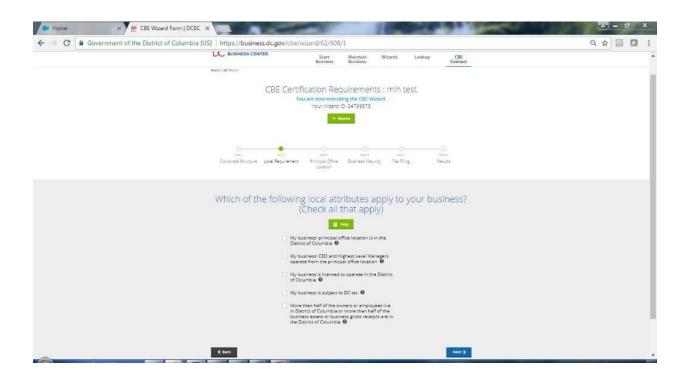
CBE Wizard



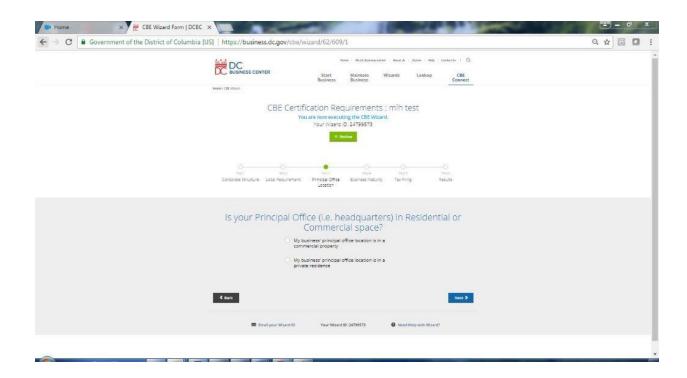


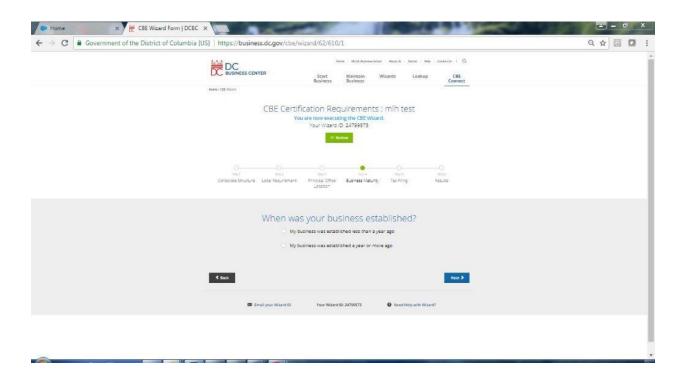
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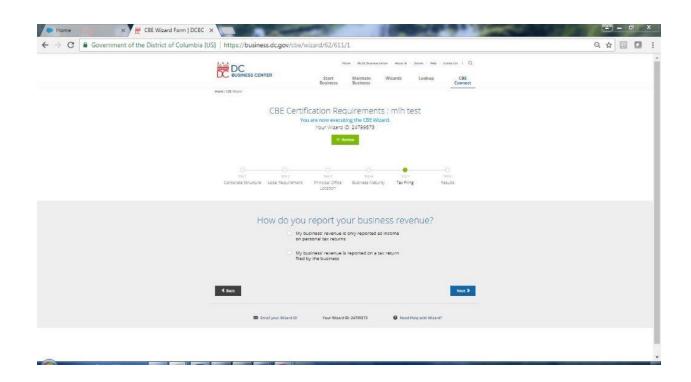


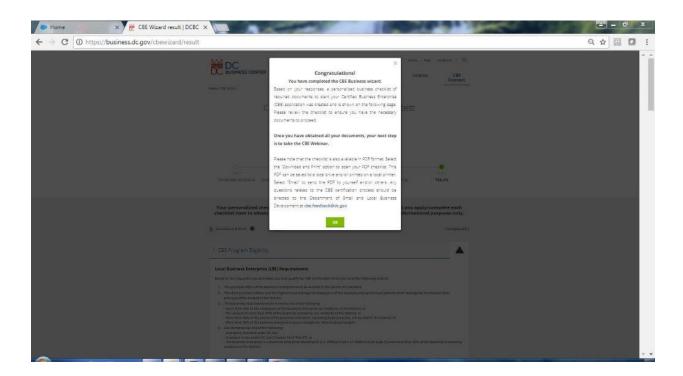
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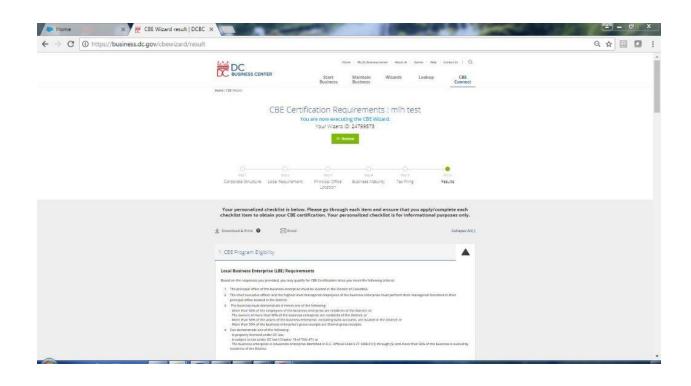


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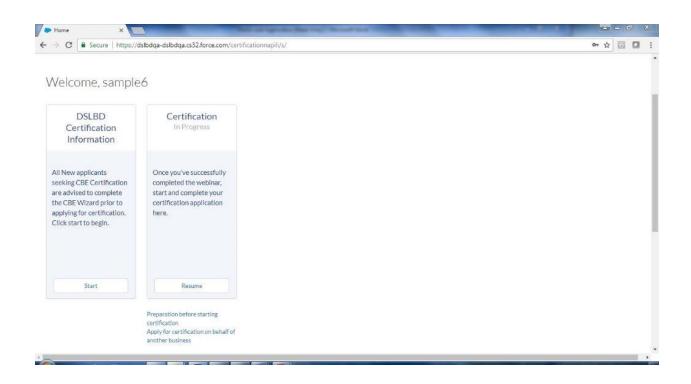


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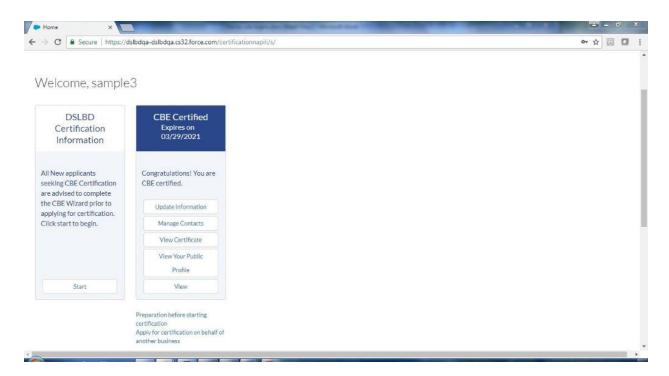
Appendix C

Certification Option



Appendix D

Options after Application has been Approved

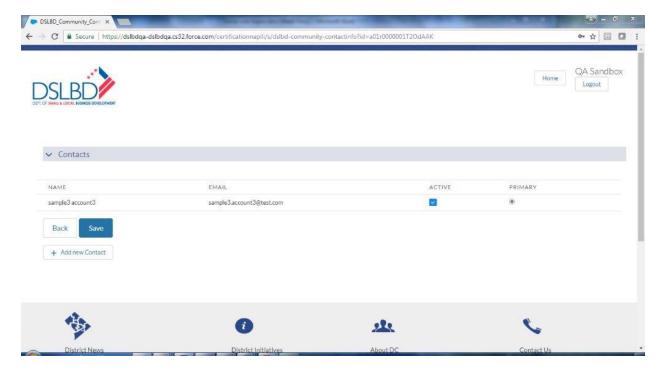


Update Information Page

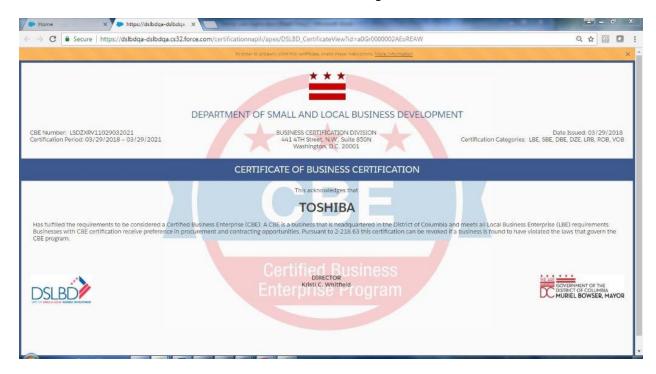


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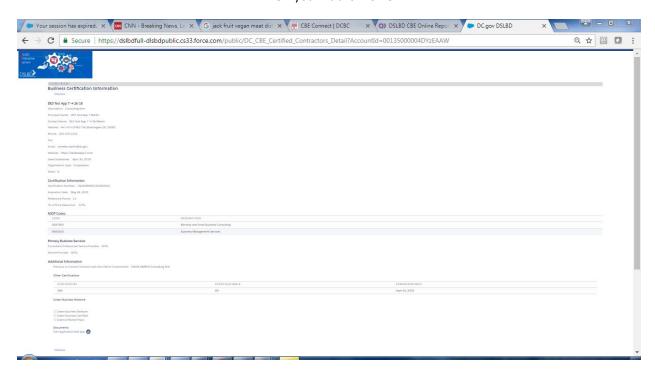
Manage Contacts Page



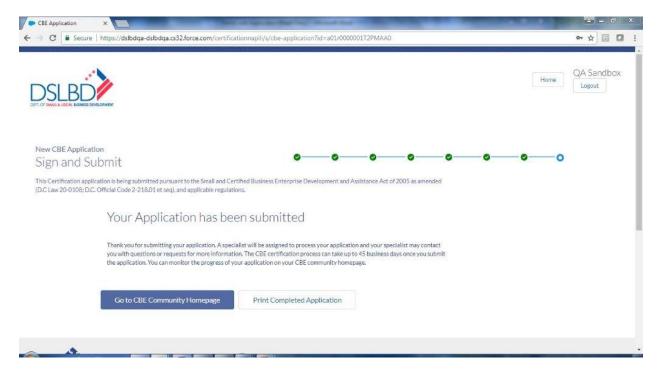
View Certificate Page



View your Public Profile

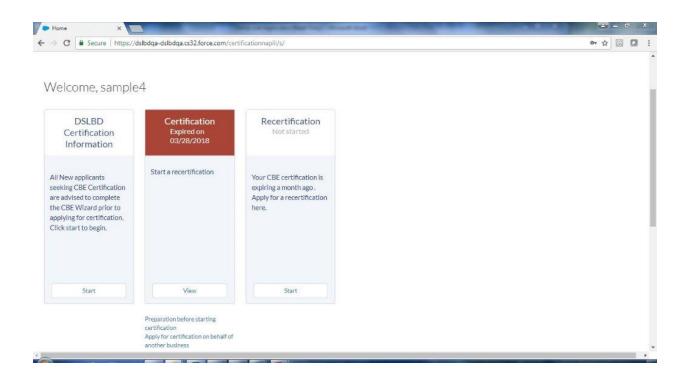


View Page



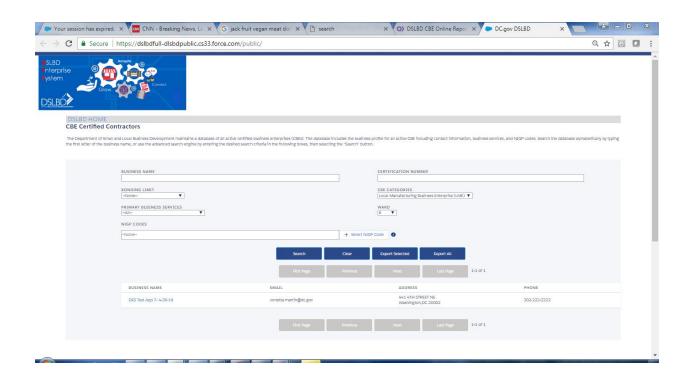
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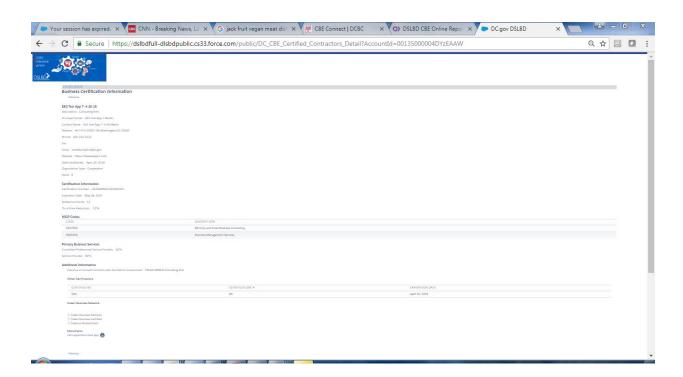
Recertification Option



Appendix F

Public Find a CBE Search/Sending Emails to CBEs





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Appendix G

CBE Connect/DSLBD Services

