

## **NCDOT Prequalification Process Frequently Asked Questions**

**1. How long does the Prequalification Approval process take?**

Two to Four Weeks

**2. Why am I getting kicked out of the Application / Online System?**

Are you using a cell phone? What type of browser are you using? We suggest using a laptop/ desktop computer and trying a different browser such as Chrome or Edge. The prequalification application isn't supported on mobile devices.

**3. I cannot login to the Online Application System.**

Try clearing your "cookies" and/or online history.

**4. Do I have to create a new application every year?**

No. Please click on the company name of the previous application and make updates. You should only have one application with a tax identification number.

**5. Can I use my old application with my new tax identification number?**

No. If you have a new tax identification number, or FEIN, you must create and submit a new Online Application and include your new Substitute W-9 Form.

**6. Do I need to update my credentials every year when activating my NCID?**

Yes, you must update your credentials yearly.

**7. How early can I submit my yearly renewal? When can I submit for a change in my firms' information?**

Renewals can only be submitted 60 days prior to expiration, outside that timeframe they are considered an Application, or Mid-Year, Change. Needed changes can be entered and submitted at any time or submitted at the same time as renewals.

**8. Can I use the same NCID for multiple companies?**

Yes. If you have multiple tax identification numbers for different companies, you will have to send each tax identification number to activate the company yearly.

**9. Why has my application disappeared?**

Multiple applications with the same tax identification number are deleted. The first application created is the only application that is valid. Expired or inactive accounts may be blocked; if NO applications are available contact the Prequalification Unit to unlock the applications.

**10. How can I change my address?**

A vendor can update their Online Application throughout the year before the expiration date. These changes are called Application, or Mid-Year, Changes and do not change the renewal date which means if you make a change before the sixty-day expiration date, you will still need to submit your application for renewal.

**11. Do I have to mail hard copies or originals?**

No, hard copies or mail are no longer accepted. All documents must be uploaded to your Online Application. Additional needed information or documents will be requested by email and should be submitted as PDFs.

**12. Do you have paper applications?**

No. All Applications shall be submitted online. For the applicant's convenience, the application process is 100% online. The application is completed online, and the required documents are uploaded during this process.

The application can be accessed by logging in at the Online Application link here:

<https://apps.ncdot.gov/Vendor/Prequal/Login.aspx>. The instructions to the application process are laid out step by step on our website at the following link:

<https://connect.ncdot.gov/business/Prequal/Pages/default.aspx>.

**13. Can I email a paper application?**

No. All Applications must be completed and submitted through the Online Prequalification Application System. (See links above)

**14. How do I contact someone in the NCDOT about the Online Application Process?**

Please email [prequal@ncdot.gov](mailto:prequal@ncdot.gov) for questions or guidance.

**15. How do I become certified? I am a [DBE \(Disadvantaged Business Enterprise\) / SBE / SPSF / HUB / MBE/WBE](#).**

Prequalification is separate from the [Certification](#) process. For Certification questions contact: [DBEOpportunity@ncdot.gov](mailto:DBEOpportunity@ncdot.gov)

**16. Why doesn't the system accept my phone number? I receive an error message and must exit the entire application and login again.**

You should enter the phone number with **Dashes 919-555-5555** rather than **Parentheses (919) 555-5555**.

**17. Why won't the Application accept my business license?**

If you enter a license number, it must not expire in the same month of the application submittal; or it will be rejected.

**18. How do I know which [Work Codes](#) to choose when completing the Application?**

The **Contractor Work Codes** are listed under the 'Helpful Links' Section on the Prequalification Homepage: <https://connect.ncdot.gov/business/Prequal/Pages/WorkCodeIndex.aspx>. There is also a link to **Consultant Discipline Codes**:

<https://connect.ncdot.gov/business/Prequal/Pages/DisciplineRequirementIndx.aspx>.

**Contractor Work Codes** and **Consultant Discipline Codes** are organized in Categories to make them easier to find. If a firm is applying as a Consulting firm, they will need to choose the discipline codes that the firm performs; and likewise, if you are applying as a Contractor, then you will need to choose the work codes that your firm performs, only (not subcontracts out). Codes must be supported by a combination of relevant experience and equipment directly related to the work code definition.

**19. Why don't I see the 'Submit' button at the end of the Application?**

If you do not assign a [Work Code](#) to an employee, you will receive an error message at the end of the application and no submit button will appear.

or

If you do not use all the [Work Codes](#) that you selected in the project section, there will be an error message at the end of the application and no submit button will appear.

**20. Why can't I save the employee/officer information?**

Once you have uploaded a **Resume** and saved it, the Application should proceed to the next page.

**21. Why can't I proceed from/leave Page 2 of the Safety Questionnaire?**

You must enter the previous year for the date (i.e.: if it is 2023, you must start with 2022).

or

You must round to the nearest whole number when entering work hours (NO decimal points).

**22. What would we do if our company's name changed?**

Our office requires an updated [Substitute Form W-9 \(Rev 9-20\)](#) as well as the Articles of Amendment of the name change as filed with the [Secretary of State's Office](#).

**23. Where does it state that I have to be prequalified?**

Section 102-2 of the [NCDOT Standard Specifications for Roads and Structures](#) state the Contractor Prequalification requirements, "**Contractors desiring to perform work on Department projects shall prequalify with the Department. Upon prequalification, contractors will be placed on the Department's Prequalified Contractors' List on the Directory of Transportation Firms.**" The [Specifications](#) Sub-Headings A through E also cover the following items: the three Bidder Types, the Safety Index, and Renewal and Requalification.

Also, the [Directory of Certified and Prequalified Firms](#) is referenced in the [Specifications](#) and should be reviewed if there is a question regarding a Vendor's status.

**24. What is the Secretary of State registration/requirements?**

All companies doing business in North Carolina must be registered in good standing with the [Secretary of State](#) or have on file an assumed business name.

Note: if you filed an assumed business name with your local Register of Deeds Office prior to December 1, 2017, you would need to refile at your local Register of Deeds Office to keep the name active on the assumed business name statewide registry. SOS information can be found at this link: [North Carolina Secretary of State Home Page \(sosnc.gov\)](#).