

General Frequently Asked Questions

The following FAQ's provides detailed information for firms that are applying or re-certifying their certification or recognition.

1. What does the Online Certification Offer?

- Provides the ability to complete the certification application entirely online.
- Certified firms have access to the certification online 24/7 for updating information or to simply print a copy of the certification.
- Provides the ability to recertify your certification(s) within 90 days of expiration.
- It's a self-paced, interactive system that will guide applicants through a series of questions, based on your business structure and functions. At the end of the submittal, applicants will receive one of the certification statuses: Approved, Denied or Waiting for Review.

2. What does the Online Application Entail?

- First time applicants must first register with Cal eProcure at [User Login](#) before being allowed access to the certification application.
- Once the registration is complete, applicants may begin the application.
- When the application is submitted, applicants will receive one of the certification statuses: 'Approved', 'Waiting for Review' or 'Denied'.
- If you receive a 'Waiting for Review' status, your application has been received and is in the queue for a Certification Officer's review. A status will be provided upon the Certification Officer's review.
- If a response to an application item deems the applicant ineligible, applicants will receive an immediate 'Denial' certification status.
- If denied, the applicant may reapply for certification via the online process at any time. However; the applicant will not receive an immediate approval status and will likely go into a 'Waiting for Review' status.

3. How much time do I have to complete the online application?

- The application timing is self-paced; however, the application will time out after 20 minutes of inactivity. The applicant will need to login again if the system times out.

4. Can I save and exit the application to complete it at a later time?

- Yes. The system allows you to "Save and Exit" the application in order to login again to complete it at any time.

5. Do I have to send in additional support documentation?

- Based on the information provided, applicants will be directed to upload specific support documentation at the end of the online application process.
- All certified businesses are subject to re-verification of status at any time. The OSDS conducts random audits to ensure certification requirements are met.

- Although applicants or certified businesses may not have been required to previously submit support documents, OSDS can request documentation at any time to support certification eligibility.
- Failure by a business to provide requested information that supports its eligibility by the date and time specified by the OSDS, may be grounds for denial for non-response, certification discontinuance or revocation.

Note: Sanctions may be imposed for certification program abuse.

6. How long does it take to get Certified?

- In some cases, the application is may be approved online automatically once submitted.
- If the application goes into a "Waiting for Review" status, it generally takes up to 30 days for an application to be reviewed by a Certification Officer.

7. What if I'm bidding on a State Contract, can my application be expedited?

- Yes. When bidding on a State solicitation, a completed certification application and required documentation must be submitted a minimum of five business days prior to the bid due date. For more information see, [Certification Expedite Process](#)
- The expedite process does not guarantee that your application will be processed or approved by the bid due date.

8. Is there a fee to get certified?

- No. There is no fee for any of the State of California's certifications.

9. How long is the certification valid?

- Up to 2 years.

10. I didn't receive a certification letter. Can you re-send me one?

- Yes. Contact the OSDS and a copy of the letter can be resent.

11. What is the status of my application?

- You may view your [Supplier Profile](#)
 - Enter your Certification ID # or Business Name
 - Click search
 - Click on your business name to view your Supplier Profile
 - Look under 'Active Certifications' to view the status
 - [Status definitions](#)
- Or you may contact the OSDS at (916) 375-4940 or OSDSHelp@dgs.ca.gov

12. What are the requirements for certification?

- [Small Business Eligibility Requirements](#)
- [Small Business for the Purpose of Public Works](#)
- [DVBE Eligibility Requirements](#)

- [NVSA Eligibility Requirements](#)
- [NP Eligibility Requirements](#)

13. What is the difference between Micro Business (MB) and Small Business (SB)?

Micro business is a sub-set of Small Business certification. To have the (MB) designation on your Supplier Profile, your firm must make \$5 million or less as averaged over the last three tax years or your firm's industry type is a manufacturer with 25 or fewer employees.

Note: Micro Business is **NOT** a separate certification. It is simply a designation of Small Business.

If you qualify for this designation, (MB) will automatically appear on your Supplier Profile.

14. Is my information secure or shared with the public?

- We take precautionary measures to keep the information provided on an application confidential. In the case of a public records request, certain information will **not** be disclosed to the public. This information includes tax returns, social security numbers, home addresses, salaries, bank account numbers, medical records, correspondence to and from the Governor and records relating to pending or potential litigation from or to an attorney/law firm or personal matters. (See [Public Records Access Guidelines](#))

If you have any questions in regards to the certification frequently asked questions, or the certification process, contact the office at (916) 375-4940 or OSDShelp@dgs.ca.gov.