Frequently Asked Questions

What is the Web-Based Compliance System?

- The Web-Based Compliance System, also referred to as the **SDI Portal**, is cloud-based software operated through the B2GNow platform. The system provides monitoring and tracking capabilities designed to streamline and automate compliance management, ensuring that subcontractor participation requirements are met and that payment reporting is timely and accurate on M-NCPPC contracts.

How do I gain access to the Web-Based Compliance System?

- You can access the Web-Based Compliance System in two ways on the **OSDI website.**
  - The first location is on the **Compliance and Resources** drop-down tab, at the end of the first information box. The hyperlink button is labeled "**SDI Portal**".
  - The second location is under the **Resources** section, towards the bottom of the home page.
- You can also use this link **SDI Portal** to login.

What do I do if I forget my username and/or password?

- When you go to the login page locate the **"Account Access"** section. From there you will see two clickable options.
  - **Account Lookup**: This will prompt you to look up your business profile to access your contact information needed to login and/or reset your password.
    - *i)* The section also provides tutorial videos to *"Change User Information", "Request Username and Password" and a "New User Request."*
  - **Forgot Password**: This will prompt you to enter your email to receive a link with further instructions to reset your password.
- ****NOTE:*** Your username for the system is the email address on record that is associated with your account.

Do I have to attend the training to use the Web-Based Compliance System?

- No, training is not mandatory for vendors to use the Web-Based Compliance System. If you need further support navigating the system, there are training classes offered as well as a document and video library that provide vendor guidance for various aspects of the system.
- To access these resources, login to the **SDI Portal**. They will be located on the left-hand side of your home page under the ***Help & Support*** drop-down menu.
  - The training classes are also accessible on the login page under the "**System Training**" section, where you can view additional information and RSVP.

I need to update my vendor profile information in the Web-Based Compliance System, how do I make the changes?

- Once you have logged into the system you can update your vendor profile through the ***Settings*** drop-down menu located on the left-hand side of your home page.
- Vendors can also make changes through the list of options in the ***Configure Box***, located towards the bottom of their home page.

How do I add a user to my company?

- Any existing user can login and add a new user to their company through the *"Settings"* tab or the *"Configure Box".*
  - **Settings:** Drop-down menu on the left-hand side of the home page.
    - i) Select ***Add a User***
  - **Configure Box:** Located on the right-hand side towards the bottom of the home page.
    - i) Select ***List/Add Users***

- ****NOTE:*** If an existing user is unable to add a new user to your company, the new user can submit a request to be added through Customer Support.
  - From the log in page:
    - i) Select the **Account Lookup** link located under "*Account Access*."
    - ii) Enter your company's information.
      - (The Tax ID number is the fastest way to search since it is unique to your company)
    - iii) When the search results appear, Select **Request New User for This Entity**
    - iv) Provide the required information and submit.

What certifications does the Commission accept?

- Currently, the Commission recognizes Small Business Enterprise (SBE), Minority Business Enterprise (MBE), Women Business Enterprise (WBE) and Disadvantage Business Enterprise (DBE) certifications from the following certifying agencies:
  - **Maryland Department of Transportation (MDOT)**
  - **Washington Metropolitan Area Transit Authority (WMATA)**
  - **Prince George's County Government (PGCG) Supplier Development & Diversity Division (SDDD)**

How can a prime contractor determine if a company and/or firm is registered as a certified MBE, WBE, DBE or SBE?

- To find out if a company and/or firm has active certifications, vendors can check the **SDI Portal**.
  - Once you login, locate the **Search** drop-down menu on the left-hand side of your home page.
  - Select **Certified Vendors** and fill out the search parameters to find their vendor profile.
  - When the search results appear, it will show the type of certifications, the certifying agency, and their status.
- For more detailed information click on their certification **type** (blue hyperlink) then on that page under the "Actions" column select **view** (blue hyperlink).

What is the process for compliance audit reporting?

1. Notices will go out on the first day of the month following the month that you will be reporting. (Once the payment period is completely closed)
   a. **EX:** The February Audit screen will appear on March 1st
2. Prime contractors will be notified of *Audit Notice* by email.
3. Prime contractors will report payment data for Subcontractor.
4. Subcontractor will then be notified by email of *Audit Notice.*
5. Subcontractor will either confirm or reject payment data reported by the Prime contractor.
   a. If confirmed the *Compliance Audit* is complete.
   b. If rejected, Subcontractor will make corrections, and a *Discrepancy* notification will be sent by email to Prime Contractor.
   c. If both Prime and Subcontractor cannot agree on accurate payment, they will be locked out of the process and the **Compliance Officer** will come in to enter the correct data into the system.

****NOTE***: The Primary "Compliance Contact Person" assigned on a company's account will be the ones receiving the email Audit Notices.

The compliance audit notifications are being sent to the wrong person in my company. What do I do?

- To change your company's overall contact for contracts, follow the steps below:
  - Select **Your Settings** from the "Settings" drop-down menu on the left-hand side of your home page.
  - At the top of that page select the **Contacts** tab. You will then see a list titled "Business Contacts."
  - Find the **Contracts Contact** and choose the correct user from the drop-down list of names.
  - Then select **Save Changes**.

- If you want to change audit notifications for a specific contract, follow the steps below:
  - Select the **Contract** box on your dashboard. You will see a list of contracts assigned to you either as a Prime contractor or Subcontractor.
  - Find the contract you want to update and look for the **Prime/Sub Contact** column.
  - Click the blue "**change"** hyperlink and select the correct user from the drop-down list of names.
  - Then saves changes.

- How to make changes for a specific contract through "incomplete audits":
  - Select the **Contract Audits** box on your dashboard.
  - Find the contract you want to update and click the red **incomplete** hyperlink
  - At the top of that page, select the **Contract Main** tab.
  - Once you are on this page, scroll down to the **User Assignment** box and select the correct user as the "Primary Compliance Contact Person" for that contract.
  - Then save changes.

How does a Prime Contractor identify a Subcontractor when entering a payment in the Web-Based Compliance System?

- When a Prime Contractor logs into the Web-Based Compliance System their dashboard will show the number of incomplete audits they need to respond to. Once they locate and select the one they want to complete, it will show a list of all subcontractors on that contract.
- From that list, they can locate a subcontractor's name and submit a response to report payment for that audit.

Does the Web-Based Compliance System capture both the Prime's and Subcontractor's start date?

- Yes, the Web-Based Compliance System will capture the start dates for both Prime and Subcontractors. It will show on the contract record when you view it.

Can the Web-Based Compliance System be used to generate a list of certified MBE, WBE, DBE or SBE vendors that can be used as Subcontractors?

- Yes, the system can generate and export a list of vendors with active certifications. Follow the steps below:
  - Login to the **SDI Portal**.
  - Select **Certified Vendors** under the "Search" drop-down menu on the left-hand side of your home page.
  - Scroll down to the **Certification Parameters** box and fill in the certification information you need.
  - When your search results appear:
    i) Scroll to the end of the page and click **Export**.
    ii) Fill out the "Vendor and Certification Fields" to determine what information you want on your exported file.
    iii) Select **Export Records.**