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## Automated DCSS Application Frequently Asked Questions

*July 2017*

**Question:** Do I have to participate in the DCSS Mandatory Workshop before using the online application?

**Answer:** Yes. New vendors only. New vendors can register to attend the DCSS Mandatory Workshop at:

1. <https://ocp.dc.gov/page/district-columbia-supply-schedule>

**Question:** Where can I find the required DCSS documents?

**Answer:** The required DCSS documents are located on the OCP website at:

2. <https://ocp.dc.gov/page/district-columbia-supply-schedule>

**Question:** Will OCP provide a user name and password for me to access the site?

**Answer:** No. You will create your own user name and password using the site's "Registration" function.

**Question:** Can I apply for more than one DC Supply Schedule using the same account?

**Answer:** Yes, you can apply for more than one DC Supply Schedule using the same account.

**Question:** If I have already submitted my application on paper to OCP, should I complete the online application?

**Answer:** No. If you submitted on paper, your application is being processed.

**Question:** Can I use the online application for DCSS renewal after my five-year contract expires?

**Answer:** Yes, you can use the DCSS automated application to apply for a new contract.

**Question:** Do I need to submit documents in a specific format?

**Answer:** Yes. All documents must be submitted in Adobe PDF format. You can learn how to create an Adobe PDF at:

- Acrobat Support: <https://helpx.adobe.com/support/acrobat.html>
- Creating PDFs: <https://helpx.adobe.com/acrobat/using/creating-simple-pdfs-acrobat.html>

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**Question:** Can I start my application and complete it a later time?

**Answer:** Yes. Your application is saved each time you make updates. You can login back as many times necessary to finish your application.

**Question:** Once I submit my application online, can I make changes to it?

**Answer:** No. Once you press the “Submit” button, you can no longer make changes to the application. Any requests for changes must be communicated via email or phone by your contract specialist at OCP.

**Question:** Can I see the status of my application after I submit it?

**Answer:** Yes. You can visit your dashboard to see real time updates to your application’s status.

**Question:** How will I know who is assigned to process my application?

**Answer:** The contract specialist that is assigned to process your application will contact you within 1 business day of your application submission.

**Question:** Who can I contact if I have any questions regarding the DC Supply Schedule?

**Answer:** For questions regarding the DC Supply Schedule, please call the OCP Customer Contact Center at (202) 724-4477 and select option 1.

**Question:** Who can I contact for technical assistance with the automated DCSS application?

**Answer:** For technical support, please call the OCP Contact Center at (202) 724-4477 and select option 2 to reach our IT Help Desk.