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ARPA – Portal Guide

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ACCENTURE

ServiceNow Vendor Guide

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Register and Log in to the ARPA Portal

Navigate to the ARPA Portal:

https://ncgov.servicenowservices.com/sp_arpa



Figure 1: Login – Portal Home Page

1. Click “Register” in the top right corner of the Portal.
 - a. This will take you to the Registration Form.
 - b. Populate the required information and “Sign Up”.

ARPA Service Portal Registration

WARNING

This is a government computer system and is the property of the State of North Carolina. This system is restricted to authorized users **ONLY**. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to or from this system may subject an individual to administrative disciplinary actions, as well as to criminal and civil penalties. Users shall have no expectation of privacy in using or accessing this system. This system and equipment are subject to monitoring procedures to ensure proper performance of applicable security features or processes. This monitoring may result in the acquisition, recording, and analysis of all activity and data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel.

THE USE OR OTHER ACCESS OF THIS SYSTEM CONSTITUTES AN EXPRESS CONSENT TO SUCH MONITORING

* First name

* Last name

* Email

Sign Up

Required information
First name Last name Email

Figure 2: ARPA Portal Registration Form

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2. After signing up, you will receive an email to verify your account.



Figure 3: ARPA Registration Sign Up Message

3. Once you verify your account, you will receive an email to set your password.



Figure 4: ARPA Email verification Message

A screenshot of the ARPA Password Reset Page. The page title is "Reset Password". Below the title, it says "Account is not locked". There are two password input fields: "New password" and "Retype password". The "New password" field has a strength indicator below it with the text "Strength" and a list of requirements: "- At least 8 characters", "- At most 40 characters", "- At least 1 uppercase letter(s)", "- At least 1 lowercase letter(s)", "- At least 1 digit(s)", and "- Cannot reuse your previous passwords". There is a "Show passwords" checkbox below the "Retype password" field. A "Reset Password" button is located at the bottom right of the form.

Figure 5: ARPA Password Reset Page

4. Once you set your new password, you are re-routed to the ARPA Portal Home Page.
5. Use the log in button at the top right.

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- a. Populate your username (sent via email) and your new password to log in and use the ARPA Portal.

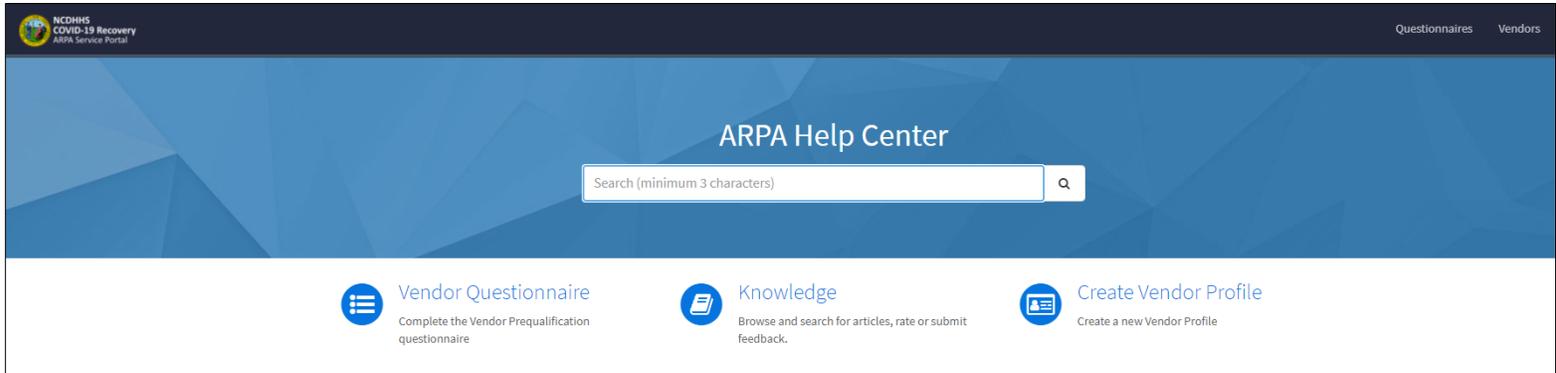


Figure 6: ARPA Portal Home Page

Create a Vendor Profile

NOTE: You will need to submit a Certificate of Existence or a Certificate of Authority to do business in the State of North Carolina to Create a Vendor Profile.

Please visit the [link](#) for more information on the Process for Obtaining Authentication and Authority Certificates.

1. From the ARPA Portal – Home Page:
 - a. Click “Create Vendor Profile”

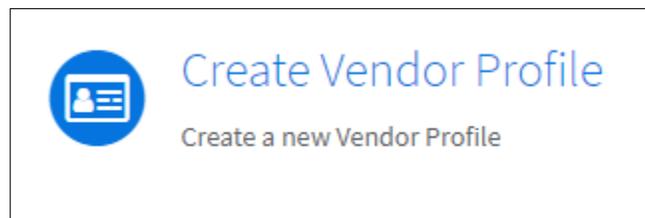
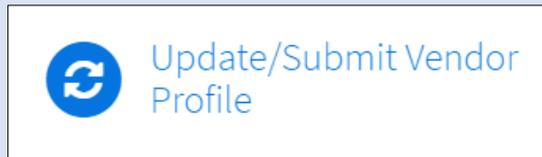


Figure 7: Create a Vendor Profile

To see a list of Vendor Profiles already created and approved, click “Vendors” in the top right of the Portal Page.

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NOTE: If you have already Submitted a DRAFT of a “Vendor Profile” and want to update or finish submitting your record, click “Update/Submit Vendor Profile”



2. The “Vendor Profile” form will load.

A screenshot of the "Vendor Profile" form. The title "Vendor Profile" is at the top left. Below it is a subtitle: "Form used to document vendor information (i.e., Vendor contact details, business address, etc.)". On the right side, there is a blue button labeled "Submit Draft". The main content area contains a paragraph about FEIN and SSN, followed by a checkbox for "CONFIDENTIAL" which is checked. Below that is a "Personal Identification Number" field with a red asterisk and a "SHOW" button. A tooltip is visible over the field, stating "This information will be tagged as Confidential".

Figure 8: Vendor Profile Form

- a. Populate all required fields.
 - i. Description for each field is found on **Table 1**.
 - ii. Any field with “*” is a required field.
- b. Click “Submit Draft”
- c. Once clicked, you will see a message stating:

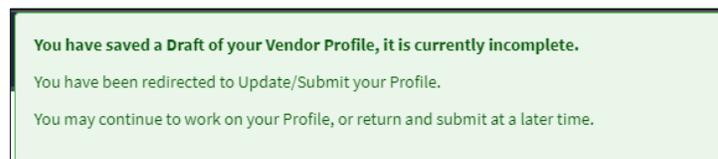


Figure 9: Submit Draft Message

- d. Your page will re-load, now you can:
 - i. Continue populating your Vendor Profile Form
 - ii. If you don’t want to submit a completed profile yet, you can click “Save” at the bottom left of the form.

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Note: If you want to complete a Vendor Profile at another time you can come back to it at any time from the “Update/Submit Vendor Profile” Link.

Remember to click “SAVE” if leaving the form without submitting.

Table 1: Vendor Profile Fields

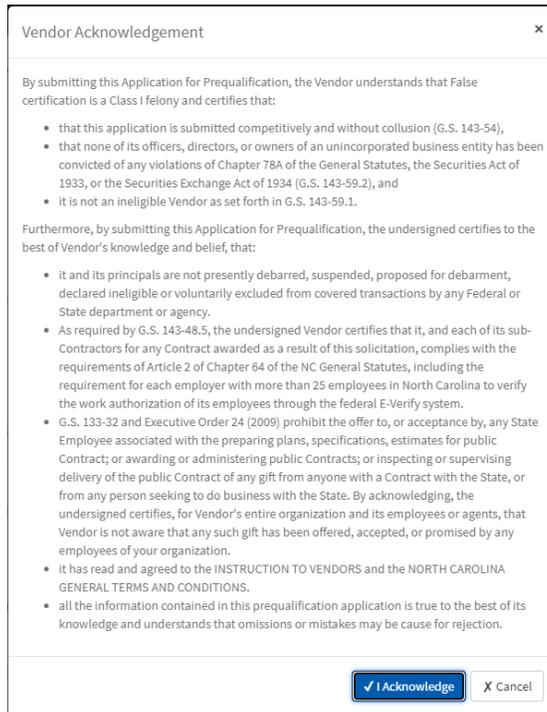
Question	Description
Enter Your PIN	Enter your Federal Employee ID or Social Security Number
Is your company registered through the electronic vendor portal (eVP)?	Yes/No
Vendor Number	If ^ is yes, Enter your company's vendor number
Company Name	Enter company's legal name
Company Aliases	Enter any company's aliases
Company Physical Address	Enter Physical Address
Company Mailing Address	Enter Mailing Address
Company Phone Number	Enter Company Main Phone Number (000-000-0000)
Company TIN/EIN Number	Auto-populated
Company DUNS Number	Enter Company's Dun & Bradstreet Identification Number
Company's CAGE Code	Enter Company's Commercial and Government Entity Code
Point of Contact	Enter Point of Contacts Name
POC Phone Number	Enter Point of Contact's Phone Number (000-000-0000)
POC Email Address	Enter Point of Contacts Email
Does your company have appropriate legal authority to do business in the State of North Carolina?	Yes/No
Authentication and Authority Certificate	If ^ Yes, Upload Authentication and Authority Certificate
Identify minority certifications	Choices: Historically Underutilized Business Certification (HUB) SBA - HUBZone SBA - SDB or 8(a)

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HUB Subcategory	If ^ HUB Selected: Disadvantaged Business Enterprise (DBE) Minority Female Disabled Veteran
Ownership Percentage	Auto-populated based on Company Owners
Company Owners Table	Add information on Company Owners and Percentage
Company History (including date of establishment)	Free text field
Brief description of what company provides	Free text field
Company Objectives/Goals	Free text field
Mission Statement	Free text field
Brief statement of unique company qualities	Free text field
Provide a statement to explain how your company contributes to the health and well-being of the community at large.	Free text field
In the last two years, has your company received a payment from the State of NC for contractual services rendered?	Yes/No
Has any data listed on the W-9 form changed?	If ^ Yes, Select Yes/No
Upload updated W-9 form	If ^ Yes, Upload updated W-9 Form.
Click to acknowledge that you have read the Vendor's Agreement	Check this box before submitting.

3. After the entire form is completed, there is an “**Acknowledgement**” field at the end of the form.
 - a. This field is meant to be populated once all required fields are completed.
 - b. When this is selected, the following message shows:

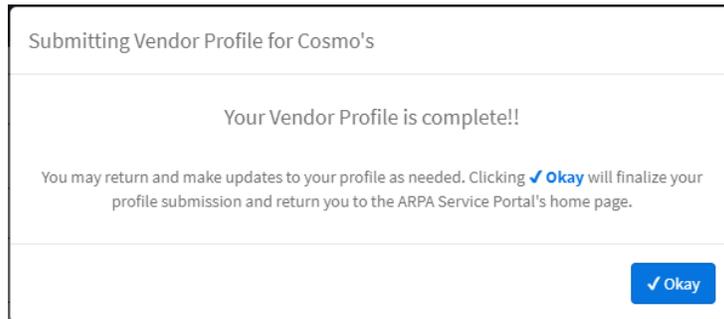
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The screenshot shows a pop-up window titled "Vendor Acknowledgement" with a close button (X) in the top right corner. The text inside the window reads: "By submitting this Application for Prequalification, the Vendor understands that False certification is a Class I felony and certifies that:" followed by a bulleted list of three items: "that this application is submitted competitively and without collusion (G.S. 143-54)", "that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and", and "it is not an ineligible Vendor as set forth in G.S. 143-59.1." Below this, it says "Furthermore, by submitting this Application for Prequalification, the undersigned certifies to the best of Vendor's knowledge and belief, that:" followed by a bulleted list of five items: "it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.", "As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this solicitation, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.", "G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public Contract; or awarding or administering public Contracts; or inspecting or supervising delivery of the public Contract of any gift from anyone with a Contract with the State, or from any person seeking to do business with the State. By acknowledging, the undersigned certifies, for Vendor's entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.", "it has read and agreed to the INSTRUCTION TO VENDORS and the NORTH CAROLINA GENERAL TERMS AND CONDITIONS.", and "all the information contained in this prequalification application is true to the best of its knowledge and understands that omissions or mistakes may be cause for rejection." At the bottom right of the window are two buttons: a blue button with a checkmark and the text "Acknowledge" and a white button with an X and the text "Cancel".

Figure 10: ARPA Vendor Profile Acknowledgement

- c. Click "**Acknowledge**" and then Submit Profile.
- d. You will get a confirmation pop-up regarding your Vendor Profile.



The screenshot shows a confirmation pop-up window titled "Submitting Vendor Profile for Cosmo's". The main text in the center says "Your Vendor Profile is complete!!". Below this, it reads "You may return and make updates to your profile as needed. Clicking ✓ Okay will finalize your profile submission and return you to the ARPA Service Portal's home page." At the bottom right of the window is a blue button with a checkmark and the text "Okay".

Figure 11: Confirmation Pop-up Message

- 4. After submitting the form, click "Okay" to be redirected to the ARPA Portal Home Page.

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Submit a Vendor Prequalification Questionnaire

1. From the ARPA Portal – Home Page:
 - a. Click “Vendor Questionnaire”



Figure 12: Vendor Questionnaire Button

NOTE: If you have already Submitted a DRAFT of a Vendor Prequalification Questionnaire and want to update/submit your record, click “Update/Submit Vendor Questionnaire”



2. The “Vendor Prequalification Questionnaire” Form loads.

A screenshot of the "Vendor Prequalification Questionnaire" form. The title "Vendor Prequalification Questionnaire" is at the top left. Below it is the instruction "Please complete the form below." On the right side, there is a blue button labeled "Submit Draft". The form contains several fields: a checkbox for "Confidential Record", a dropdown menu for "Vendor Profile" with "Cosmo's" selected, and another dropdown menu for "What solicitation is your company applying for?" with "Creative Work/Media Buying" selected. Each dropdown menu has an information icon on the left, a close icon (x), and a dropdown arrow (v) on the right.

Figure 13: Vendor Questionnaire Form

- a. Validate that the correct Vendor Profile is auto-populated.
 - i. The Vendor Profile you created.
- b. Select the solicitation your company (Vendor) is applying for.

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3. Populate all other required fields.
 - a. Description for each field is found on **Table 2**.
 - b. Any field with "*" is a required field.
4. Click "Submit Draft"
5. Once clicked you will see the following message:

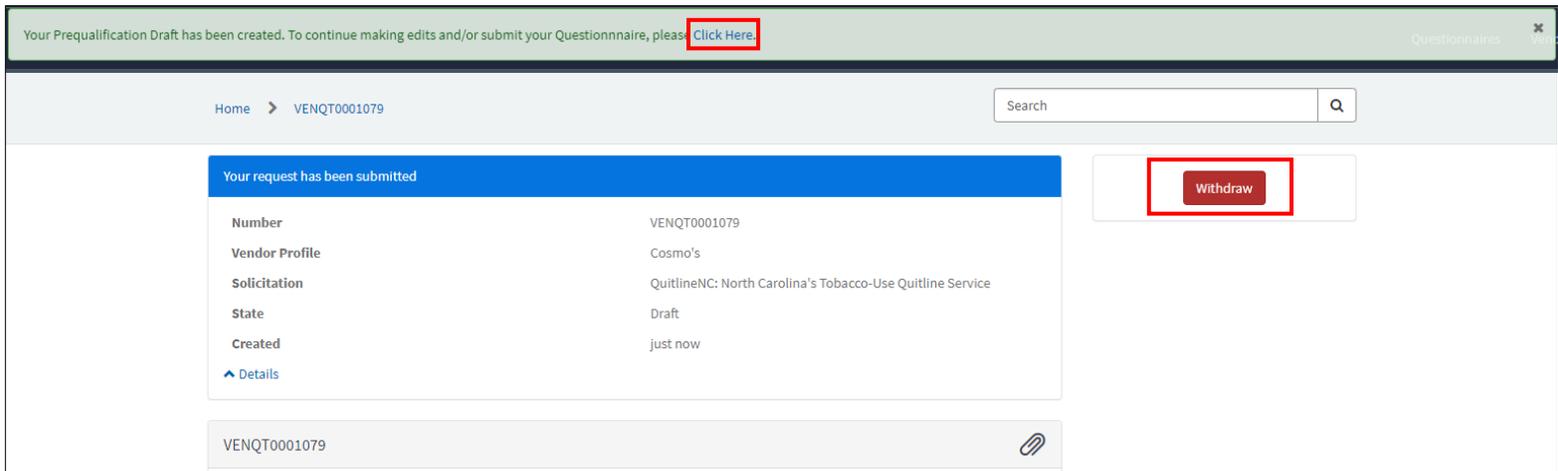


Figure 14: Questionnaire Confirmation Message

6. You will be redirected to the Prequalification Questionnaire ticket view where you can:
 - a. Click the "click here" link in the pop-up message to continue filling out your Questionnaire Form.
 - b. Review status of your Form
 - i. Notice it is in a "Draft" state.
 - c. Click "Withdraw" if you wish to cancel this submission.
7. If you select "[Click here](#)" to continue making edits to your Questionnaire, you will be redirected to the Questionnaire Form View.

Note: You can access this Form View by clicking the "Update/Submit Vendor Questionnaire" Link from the ARPA Portal Home Page and selecting the Questionnaire you wish to edit/submit.

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8. The Vendor Prequalification Questionnaire Form View will show:

VENQT0001079

* Indicates required

Vendor Questionnaire

Confidential Record

*Vendor Profile: Cosmo's

*State: Draft

*Solicitation: QuitlineNC: North Carolina's Tobacco-Use Quitline Service

*Closing Date: 12/31/2021

Click info to preview solicitation details

Complete and submit questionnaire before closing date

Figure 15: Vendor Prequalification Questionnaire Form View

9. From this view you can:
- Update your Vendor Prequalification Questionnaire
 - Questionnaires are not editable after the "Closing Date" passes.
 - "Save" the Questionnaire Record after making edits.
 - "Clone" the Questionnaire Record for another solicitation.
 - This copies over various field values into a new Vendor Questionnaire Form to facilitate another submission.
 - You will need to select a new "Solicitation" and corresponding "Commodity Codes".
 - "Withdraw" – click this to cancel this Questionnaire Submission.
10. After all required fields are populated you can populate the "Acknowledgement" Field.
- This field is meant to be "populated" once all required fields are populated.
 - When this is filled, the following message shows:

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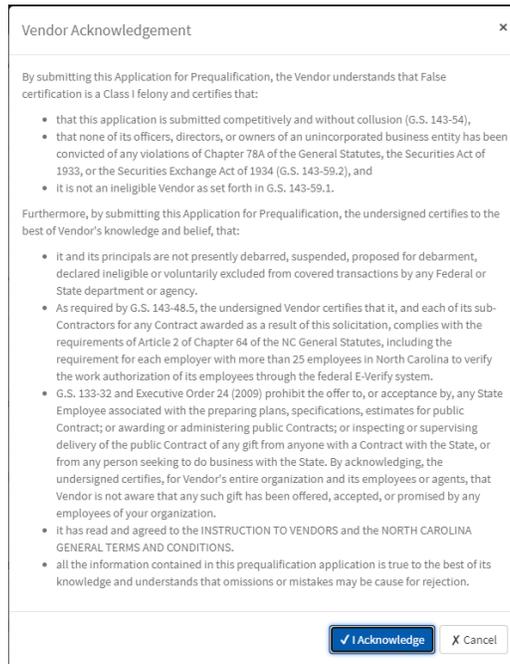


Figure 16: Acknowledgement Pop-up

c. Click “I Acknowledge” and then “Submit Questionnaire”.

11. Once you click “Submit Questionnaire” you will see the following message:

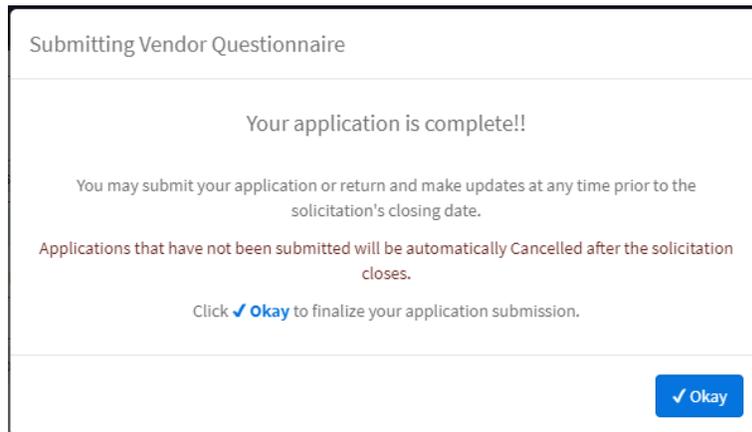


Figure 17: Submitting Vendor Questionnaire Message

- a. Click “Okay”
- b. After this, the page reloads to the Ticket View.
- c. From here you can review status of your Prequalification Questionnaire. Notice the state is now “New”.

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Note: If you wish to come back to the “Ticket View” you can do so by clicking “Questionnaires” in the ARPA Portal Header Menu. (Located in the Top Right of the Home Page)

From there you can select the Prequalification Questionnaire you wish to verify the status of.

Table 2: Vendor Questionnaire Fields & Descriptions

Question	Description
Bidding and Contracts	
Sector	
In what sectors does your company work?	Select: Public Public non-profit Private non-profit Private for-profit
Public Subcategory	If Public ^ Selected: Federal State Local Government
Industry	
In what industries has your company worked?	Select: Public Administration Research Educational Services Healthcare and Social Assistance Services Professional, Scientific, or Technical Services Other
Other	If Other ^ Selected: Free text field.
Contract Pricing	
What type of contract pricing has your company participated in over the past three years?	Select: Lump Sum Time and Materials Fixed Price Reimbursement Auction/Bid Other
Other	If Other ^ Selected: Free text field.

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Bidding Experience	
What type of bidding have you participated in over the past three years?	Select: Competitive Contracts Non-competitive Contracts Competitive Grant Contracts Non-competitive Grant Awards
Master Contracts Experience	
Has your company ever been awarded a master contract with a not-to-exceed amount?	Yes/No
Relevant Experience	
Confidential Relevant Experience	Checkbox
Select the Commodity code for which you are seeking Prequalification	
Commodity Codes	Multiselect box
The following questions are relevant to the Job Class Selected	
Within the last three (3) years, have you (or your company) performed contract work in the job class selected?	Yes/No
Number of Project Performed	If ^ Yes, Enter the number of projects performed in the last 3 years
Average of Project Duration	If ^ Yes, Enter the average duration of the projects performed
Average Contract Value	If ^ Yes, Enter the average contract value of the projects performed (\$0.00)
Projects	
Company Name	Enter the Company name
Contract Description	Enter a brief description for the contract
Contract Designation	Enter a brief description for the contract
Contract Value	Enter the \$ value of the contract (\$0.00)
Contract Date	MM/DD/YYYY
Customer POC and Contact Information	Enter your point of contact number and contact information
Company POC	Enter the name of the person charged with overseeing the project
Project Experience	
Did your company experience performance issues resulting in the	Yes/No

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issuance of a notification to cure, other corrective actions?	
Describe the actions taken by your company to correct performance deficiencies	If ^ Yes, Free text field.