



INDOT PREQUALIFICATION FREQUENTLY ASKED QUESTIONS

REVISION DATE: May 11, 2023

FREQUENTLY ASKED QUESTIONS:

What do I do if I select the wrong option and create an application as a hauler, escort, or non-qualified sub?

Click “Past Applications” on your CPQ Dashboard to pull the erroneous application back to draft status and delete it. This action can be completed by all CPQ roles except Certified Public Accounts. If you accidentally submit the wrong application type, you will need to pull the erroneous application back to draft status before the system will allow you to start a new application.

How old can my financial statement be?

INDOT does not accept **compiled financial statements older than 6 months old**. INDOT does not accept audited financial statements that are more than sixteen (16) months old. The expiration date assigned to a certificate of qualification can be no more than sixteen (16) months from the date of the financial statement on which the applicant relied. For example, if a contractor submits an application using a fifteen (15) month old financial statement, the certificate will have a duration of no longer than one (1) month.

Is there is a distinction between new applications and renewals in CPQ?

No, all applications are considered “new” applications for the purposes of contractor prequalification. Companies with an expiring certificate of qualification will complete the exact same process and application as companies that are entirely new to INDOT. Please note that information entered in CPQ this year will auto populate in the company’s next application.

How do I change my company’s address and other contact information in ITAP?

Users can change their own address in ITAP by following these steps:

- (a) Login to ITAP
- (b) On the home screen, select USER and click MAINTENANCE in corresponding drop-down menu.
- (c) The MAINTENANCE menu will show all users and their contact information.
- (d) To change the address for each user, click the pencil icon in the far-right box.
- (e) When you click the pencil icon, a box will open containing the users contact information.
- (f) Edit the information you would like to edit in this box and click SAVE on the bottom of the box.

What should I do if my company’s ITAP account is registered to a previous employee, and I cannot access that person’s email inbox?

In most instances companies can change and re-assign roles, including admin roles, themselves by following these steps- Log into ITAP > Select Business > Select Business Maintenance > Click User Icon > Select Current Admin > Click Edit Icon > Uncheck Is Business Admin Box

Screen Mode: **EDIT**

User id	<input type="text"/>
User Name	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>
Title	<input type="text"/>
Phone	<input type="text"/>
Phone Extension	<input type="text"/>
Fax	<input type="text"/>
Email	<input type="text"/>
Address	<input type="text"/>
Zip Code	<input type="text"/>
City	INDIANAPOLIS
State	IN
Is Business Admin	<input type="checkbox"/>

* This color background fields are mandatory

If a company is unable to change its admin user following the above steps, please send an email to sctcrequest@indot.in.gov containing the following information: (1) Business Name; (2) Name of Current Admin User; (3) Name and email address of the new admin user.

NOTE: Contractors should only use this method for changing user admin roles when it is not possible for the company to complete the change in ITAP.

What do I do if I get the following error message while attempting to begin an application or complete another action within CPQ?

Access Denied, please contact application administrator.

If an applicant gets the above error message it means the user does not have the necessary admin permissions assigned in CPQ. To assign admin authority to an existing user click on Business > Business Maintenance > User Icon > Select your user profile > Click Edit Icon > Check the Box at bottom of new window that says, "Is Business Admin". If a user continues to get the above error or cannot change the roles in CPQ, please email sctcrequest@indot.in.gov for assistance.

If the applicant has just received access to CPQ and receives this error, please close out of ITAP, close out of the browser, and log back in after one hour, to give the CPQ system time to refresh the new permissions. If a user continues to get the above error, please email sctcrequest@indot.in.gov for assistance.

What is the application approval process?

Draft > Submitted > Received > Specialist Review > Specialist Approved > Auditor Review > Auditor Approved > Analyst Review > Analyst Approved > Engineer Review > Engineer Approved

What if I have questions about CPQ as I complete my application?

Please reference the CPQ User Guide [and](#) CPQ training video [for an overview and step by step guide to completing the new application process](#). . [If the user guide and video do not answer the question, please send an email to the contractor prequalification team](#):

Matt Sutton, Prequal Engineer (masutton@indot.in.gov);

Greg Christoff, Prequal Auditor (gchristoff@indot.in.gov);

Korin Light, Prequal Specialist (klight@indot.in.gov);

Patrick Goralski, Technical and Performance Manager (pgoralski@indot.in.gov).

Emails should include a brief explanation of the issue the applicant is encountering, including screenshots and other files as needed. Email is the best means of resolving CPQ questions as it allows the team to send links and review files that are giving an application trouble. Sending an email to the whole team ensures the person with the right expertise receives each inquiry.

BEST PRACTICES:

Best Practices for Financial Tab:

- Line 1 of the Financial Tab: Please ensure that cash in bank is listed correctly and not as cash on hand.
- Line 4 of the Financial Tab: Make sure all details for Accounts Receivable are included in the application.
- Line 5 of the Financial Tab: Make sure all details for Accounts Receivable are included in the application.
- Line 9 of the Financial Tab: Please include detail for inventory on hand at year end.
- Line 11 of the Financial Tab: Please provide sufficient detail in the description. “Prepaid Other/Expenses” is not a sufficient explanation.
- Lines 12, 13, and 14 of the Financial Tab: Please provide depreciation schedules.

Best Practices and FAQ for the Template

- No duplicate rows (consolidate projects with the same name)
- Only integers, zeros, or blanks (no decimal numbers)
- Don't delete any header text or change column text.

Best Practices and FAQ for what to submit – we understand this could be a lot of projects

- One row per project
- Consolidate smaller (\$) projects of the same type.
- Consolidate private projects – give contact info and project details if applicant doesn't have experience in the public sector.
- Provide enough detail and do not consolidate for work types with only a few projects. **If we don't have project numbers or details the application may be denied.**
 - Include client name and contact information for each project, project number, completion date, and general description of the work.
 - Only include work that was self-performed by the applicant's forces.