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## Doing Business with Lumen Technologies Government Solutions, Inc.

### Frequently Asked Questions

#### How do I register my small business with Lumen?

You will need to complete the online Prospective Supplier Registration Form to be placed in Lumen's database of potential suppliers. Our supplier database is a primary resource tool used throughout the organization to identify qualified suppliers for participation in upcoming bids. If there is an opportunity, a Lumen staff member will contact you.

#### How does Lumen evaluate suppliers?

In evaluating your capabilities, Lumen considers such factors as:

- Business history
- Quality and service standards
- Competitive pricing
- Geographic footprint
- Delivery history
- Financial stability
- Past performance within the federal community
- Niche or innovative technology offerings

#### Does Lumen team with small businesses solely as a prime contractor?

No, Lumen Technologies Government Solutions, Inc. pursues both primary and subcontractor teaming opportunities. Lumen works with qualified small businesses in pursuing strategic set-asides where each party can bring strength to the team.

#### What does the term "certified" mean when referring to diverse businesses?

To become "certified", a business must be validated by a 3rd party certifying agency that ensures a business is owned, controlled, and operated by the diverse applicant ( Disabled, HUBZone, LGBTQ, Minority, Service Disabled Veteran, Small, Small Disadvantaged, Veteran and Woman Owned Business Enterprises). This due diligence ensures only those businesses that meet the strict eligibility requirements of the program are certified.

#### What are the different types of certifications available?

Certifications are available for small, minority, women, veterans, and HUBZone businesses. The advocacy organizations listed below provide third-party certification information. Please contact the appropriate organization from the following list:

- National Minority Supplier Development Council (NMSDC) [www.nmsdc.org](http://www.nmsdc.org)
- Women's Business Enterprise National Council (WBENC) [www.wbenc.org](http://www.wbenc.org)
- U.S. Small Business Administration (SBA) [www.sba.gov](http://www.sba.gov)
- U. S. Department of Veterans Affairs (VA) [www.vetbiz.gov](http://www.vetbiz.gov)

Some local and state governments have their own small, minority and woman-owned business certifications. Please check the web sites of your local and state governments for information.

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### **Is my company eligible for certification?**

Business owners must meet certain criteria to become certified. There are basic guidelines and requirements common to many certification programs; however, each certifying agency may have additional or different criteria. Some of the basic requirements for minority and/or women business owner certifications are as follows:

- The business is 51% or greater owned and controlled by one or more minorities or women. The applicant(s) must be able to show that one or more minorities or women control the history of company management and daily business operations.
- The term "minority" refers to ethnic minority of either gender of the following categories: African American, Hispanic American, Native American, Asian-Pacific American and Asian-Indian American
- Business owners must be U.S. Citizens; however, some certification agencies will accept Legal Resident Alien status.

### **How can I become certified?**

For more information about certification, contact the above-mentioned agencies.

### **How long will the certification process take?**

The certification process can range from 30-90 days once the application is submitted to the certification agency. The length of time varies and is dependent upon the certification agency and if additional documentation is needed in order to complete the application process. Although each certification application includes a checklist of required documents, occasionally certifying agencies will require explanations or additional documents in order to complete the application review process. This is usually based on the complexity of the ownership and/or management of the applicant company.

### **Are there any additional documents needed to become an approved supplier?**

To give Lumen's program credibility and meet federal regulations, we must obtain your business certification verifying your business type based on NAICS code criteria (see NAICS website [http://www.sba.gov/sites/default/files/files/Size\\_Standards\\_Table.pdf](http://www.sba.gov/sites/default/files/files/Size_Standards_Table.pdf) for details). Prior to approval, all businesses are required to register their company at the System for Award Management (SAM), a Federal Government owned and operated free web site that consolidates the capabilities in [Federal Register](#), and SAM.gov. Lumen checks the representations and certifications created by supplier registrants to verify the small business status (if applicable) of that entity. Please visit the SAM.gov website at <https://www.sam.gov/SAM/> to register your business. If you have an active record in SAM.gov you do not need to do anything in SAM.gov unless a change in your business circumstances requires updates to your Entity record(s).

### **Will registering with the program ensure Lumen does business with me?**

No, the Small Business Program helps companies to be considered for business with Lumen. We cannot guarantee supplier registration will ensure business.

## **What are the benefits of joining Lumen's Small Business Program?**

The benefits of small business program participants include:

- Access to corporate contacts
- Access to small business contract opportunities within the public sector
- Increased visibility throughout the Lumen organization
- Opportunity to strategically offer competitively priced products and services
- Potential to achieve profitable growth for your company

## **I have registered as a supplier with Lumen, what do I do next?**

Once you have registered in our supplier database, you will receive a confirmation email notifying you that your profile has been successfully submitted. Because of the volume of inquiries that we receive, a Lumen employee will not contact you unless a procurement requirement matches your company's offering. You will then be asked to respond to a Request for Quote (RFQ), Request for Information (RFI) or Request for Proposal (RFP).

## **How can I get in touch with a business unit directly?**

Due to the large volume of inquiries we receive, we do not provide direct phone numbers or email addresses of our internal business units. Instead, we use the supplier database as a means of routing supplier information to the appropriate parties. If you have a product or service you would like to introduce to Lumen, please register with us in the supplier database.

## **Where can I see a list of opportunities to bid on?**

We do not post a list of open Request for Proposals (RFP). Our procurement team and pertinent Lumen employees will search in our supplier database for matching suppliers when an RFP is required and will contact these companies by phone or email. Please register with our database to have your company profile made available for viewing.

## **What commodities and services do you purchase?**

Lumen has a broad array of commodity and services needs with requirements that vary by solicitation. The vast majority of opportunities with Lumen can be found in Subsector 517 (Telecommunications) and Subsector 541 (Professional, Scientific, and Technical Services) of SBA's North American Industry Classification System (NAICS) (<http://www.sba.gov>). When you fill out your application form make sure you indicate your primary industry code(s) using NAICS for us to quickly search for your specific industry in our database.