



Managing Q&A Board Quick Reference Guide Jaggaer Sourcing Director (USG)

Supplier Q & A Board

1. Access to the Q&A Board

- a. Each Event has a Q&A Board that can be viewed.
 - i. For the buyer, the Q&A board is located within the Tools menu.
 - ii. For the supplier, the Q&A board is located on the left-hand menu directly below the “Review and Submit” subsection.
- b. Both Suppliers and Buyers can use the Q&A Board to submit questions.
- c. Suppliers may view the Q&A board at any time but will only be able to submit questions prior to the Q&A deadline as set by the buyer.
- d. Buyers can respond to the Supplier privately or can make responses public for all Suppliers to view.
- e. Stakeholders (or others) from Event Users tab can be permitted to manage the Q&A board.

Buyer View:

GSU Parking Access and Revenue Control System V4
50900-eRFP-000000344-2020

Type: Request for Proposal
Event Status: Open

Settings and Content >

Evaluations >

Panel Questionnaire >

Tools ▾

Internal Notes

Exports and Imports

Q & A Board

Approvals

Award Notifications

Question & Answer Board

Monitor and respond to submitted Sourcing Event questions

Unanswered Questions (0) Public Q&A (0) Que

Supplier Go

All questions have been answered.

Supplier View:

Response Status: Not Started
Intent To Bid: Yes
Bid Total: 0.00 USD

Summary

Prerequisites ✓

Buyer Attachments ✓

Supplier Attachments ✓

Questions ✓

Supplier General Informat... ✓

Mandatory Questions ✓

Mandatory Scored Questi... ✓

Additional Scored Questio... ✓

Items ✓

Review & Submit ✓

Q & A Board

My Exports and Imports

2. View Questions

- a. Select the “Unanswered Questions” tab to view submitted questions.
- b. Scroll to review questions.

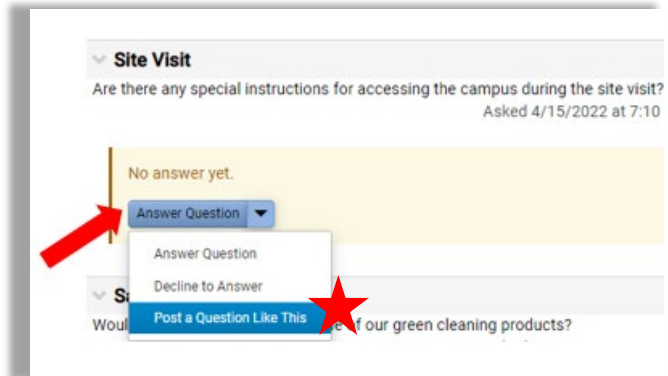
Unanswered Questions (3) Public Q&A (0) Questions from Suppliers (3) Questions sent to Suppliers (0)

3. Understand Answer Options

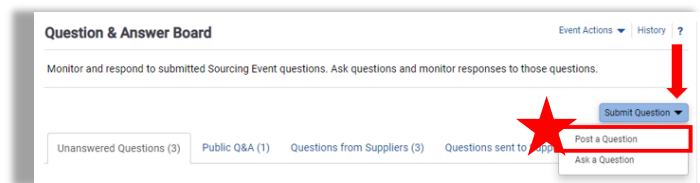
- a. **Answer Question:** provides a response to the supplier directly that is not visible to other suppliers. The supplier will receive an email. Use this option to provide a courtesy notice that the state has published responses that all suppliers should view from the public Q&A board.
- b. **Decline to Answer:** rarely used. Consult with SPD before declining to answer a submitted question.
- c. **Post a Question Like This (RECOMMENDED):** best option to share the suppliers' question anonymously (without disclosing the supplier's name) while allowing all interested suppliers to view the response. When responding to supplier questions individually, the buyer should use the Post a Question Like this option.
- d. **Post a Question:** If there are numerous questions, suppliers are instructed to post a single question with a file attachment that contains all questions. The buyer can then download this information and prepare a consolidated response with all supplier questions and the state's answers using SPD-SPR004 Supplier Q&A Template. The buyer can then use the "Post a Question" option and attach the completed Q&A template.

REMINDER: The GPM requires the state entity to respond to supplier questions prior to the close of the solicitation. Be sure to allow time for suppliers to review the answers and make any adjustments to their bids/proposals prior to the bid deadline. The GPM requires suppliers' questions and the state's answers to be posted publicly so that all suppliers share equally in the available information.

Recommended to Post Answers (when few supplier questions)



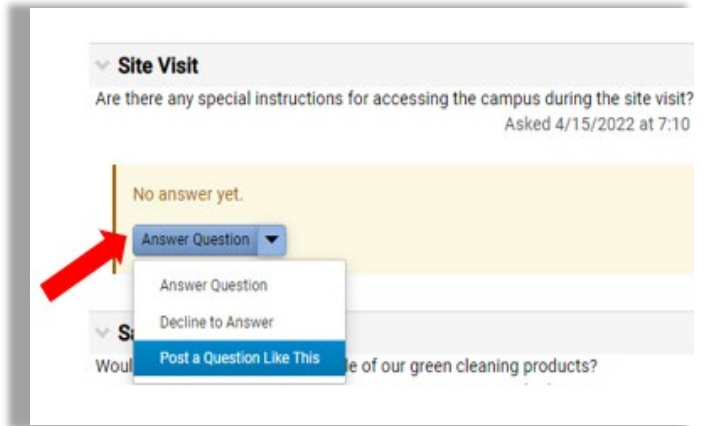
Recommended to Post Answers (when numerous supplier questions)



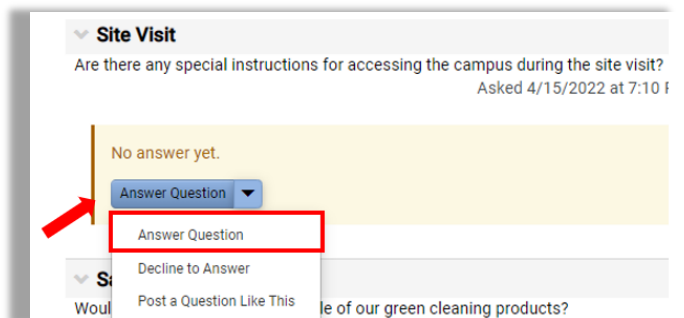
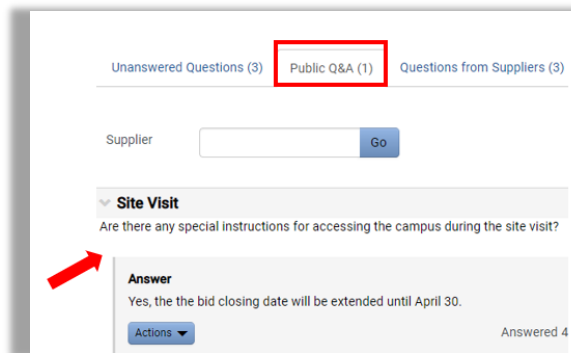
Supplier Q & A Board

4. Answer Questions

- a. Buyer has the option to (1) respond to each individual question or (2) post a file attachment with a list of the supplier questions and answers.
- b. **Responding to an Individual Question.**
 - i. Locate the “Answer Question” button and select “Post a Question Like This”.
 - ii. Enter a response in the “Answer” text field.
 - iii. Select “Post Question”.
 - iv. Verify the supplier question and answer now appears in the “Public Q&A” tab.
 - v. Return to the “Unanswered Questions” tab.
 - vi. Select the same supplier question again. Click the “Answer Question” button and select “Answer Question”. Sample message to enter “The state has published answers to supplier questions. Please access the Q&A board to view published information”. Select “Post Answer.”
 - vii. The supplier question will no longer appear in the “Public Q&A Tab” after completing the steps above. Select the “Questions from Suppliers” to view all questions and provided answers.



This screenshot shows the "Post a Question" form. The subject is "Site Visit" and the question text is "Are there any special instructions for accessing the campus during the site visit?". There are 4918 characters remaining. A checkbox for "Supplier Response Disabled" is present. Below the question, there is a section titled "Enter Answer Below" with an "Answer" text field. The text field is empty and has 5000 characters remaining. Below the text field is an "Attachment" section with a "Select file" button and the text "Drop file to attach, or browse.". At the bottom right, there are "Post Question" and "Close" buttons. A red arrow points to the "Post Question" button.



Supplier Q & A Board

4. (CONT)

c. Post a file attachment with consolidated questions and answers.

- i. Access SPD-SPR004 Supplier Q&A Template and copy over supplier questions to the Word file. Complete template by adding answers for each question.
- ii. Access the Q&A Board from the Tools menu for the event.
- iii. Select "Post a Question".
- iv. Complete Subject, Question and Answer fields. See sample language in right-hand column.
- v. Click "Select file". Search and upload the completed SPD-SPR004 Supplier Q&A Template.
- vi. Select "Post Question"
- vii. Confirm posted to "Public Q&A" tab.
- viii. OPTIONAL: Return to "Unanswered Questions" tab. Select a question from each supplier submitting questions. Select the "Post Answer" option and send a courtesy email directing the supplier to return to the Q&A board to review published information.

#	Questions	Referenced RFX Section	Answers
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

Question and Answer (“Q & A”) Board

5. Extend Time Period for Suppliers to Submit Questions
 - a. Access Event while in “Open” status.
 - b. Select “Event Actions”
 - c. Select “Extend Events”
 - d. Enter new date for Supplier Q&A deadline.
 - e. Select “Save Changes”

The screenshot shows the 'Setup' page for an event titled 'Madhavi LeRFPTest_withT emplate'. The event status is 'Open' and it is set to close on 5/10/2020 12:00 AM EDT. The 'Event Actions' menu is open, showing options like 'Copy', 'Export Event as PDF', 'Extend Event', and 'Hide Event Prices'. The 'Extend Event' dialog box is open, displaying a warning: 'Warning: Completing this action will delete any previously submitted Panel Questionnaire assessment data.' The dialog includes fields for 'Close Date' (05/10/2020 12:00 AM), 'Sealed Bid Open Date' (Same as Close Date), and 'Q&A Submission Close Date' (Same as Close Date). There are 'Save Changes' and 'Close' buttons at the bottom of the dialog.