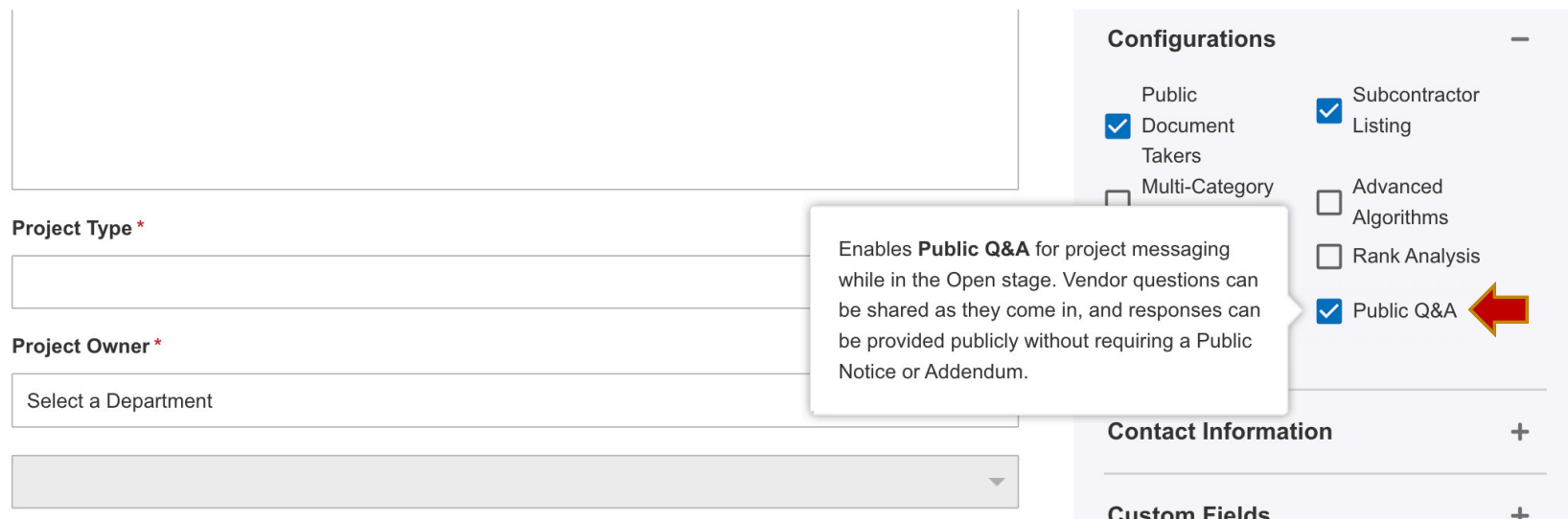# Public (Q&A) Question and Answer

The new **Public (Q&A) Question and Answer** feature is now available during the **Open** phase of a project. Department Users have the ability to publicly share vendor questions and the responses. **Public Q&A** is available for all Department users. It can also be enabled within new or existing **Templates**.

Note: When creating a new project this feature is automatically enabled.

Things To Note When Using Public Q&A:

- If Q&A threads exist, turning off the feature will simply deactivate the ability for buyers or vendors to add new questions, however users retain the ability to see the existing Q&A threads.
- Questions can be asked from the project's Open Date & Time to the Questions Due Date or Close Date.
- Vendors can see their own questions, even if they are Pending or Archived and not public.
- Vendors cannot see who asked a question, nor who responded at the buyer organization.
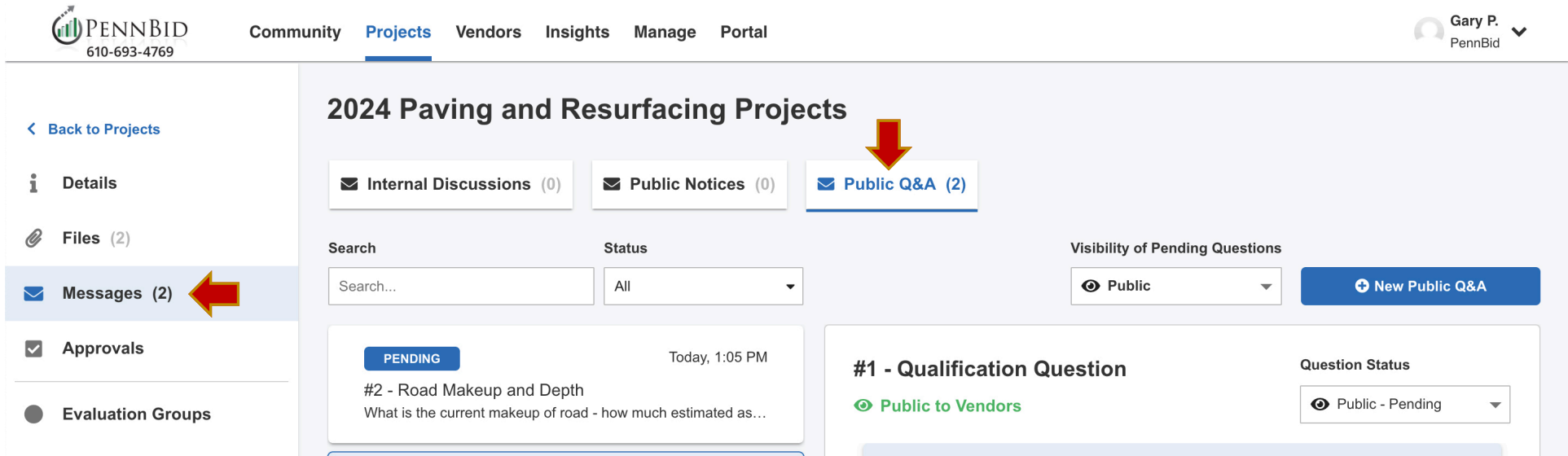- Department Users can answer and add new questions even after the Questions Due Date or Close Date.

Once **Public Q&A** is enabled, it becomes available as a tab under **Projects > Messages** for published projects. **Vendors/Bidders** are able to ask questions, however only **Department Users** are permitted to answer.
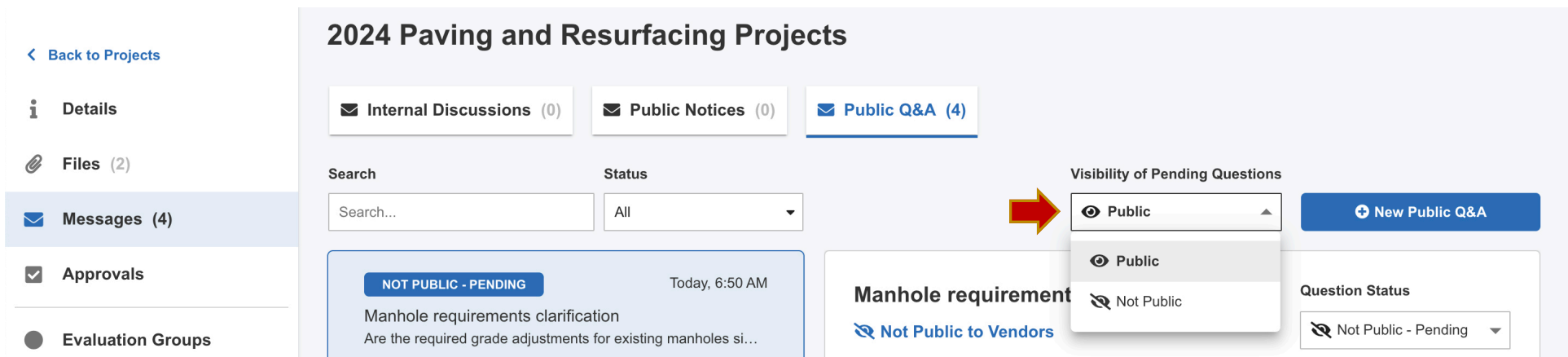
Within the Public Q&A option, Users are able to control the **Visibility of Pending Questions** as they come in from bidders/vendors. Simply click the drop-down menu and switch between **Public** or **Not Public**.

Public Q&A Question Statuses

Users can easily manage a **Questions** status using the Question Status drop-down menu. Status options include: **Pending**, **In Review**, **Answered**, or **Not Public - Archived**. Question in the Not Public - Archived status do not appear on the opportunity's page. However, no matter the status, Bidders/Vendors can always see their own questions.

Answer bidder/vendor questions by entering your response in the **Answer** field and click the **Send** button.

How Does Public Q&A Appear On An Opportunity's Page?

Once the **Public Q&A** feature is enabled, any Bidder/Vendor is able to view the Public Q&A in that opportunity. However, in order to view and interact with the "**Ask a Question**" button, the user must be logged into their Bonfire account.

Open Date: May 13th 2024, 10:30 AM EDT

Questions Due Date: Jun 12th 2024, 12:00 PM EDT Ask a question

Close Date: Jun 19th 2024, 4:00 PM EDT

19	20	21	22	23	24	25
OPEN						
26	27	28	29	30	31	1
OPEN						

Bidders/Vendors click the **Ask a Question** button, enter a **Question Subject/Title** and **Question Description** and click the **Create** button.

PENDING

#1 - Qualification Questio...
Do I need to have a Penn Dot...

Today, 12:32 PM

What is the current makeup of road - how much estimated asphalt, stone
...and would rather see 4"
...an of worms

Today, 1:05 PM

New Question

👁 Public to all vendors

Question Subject/Title *

Enter question subject here

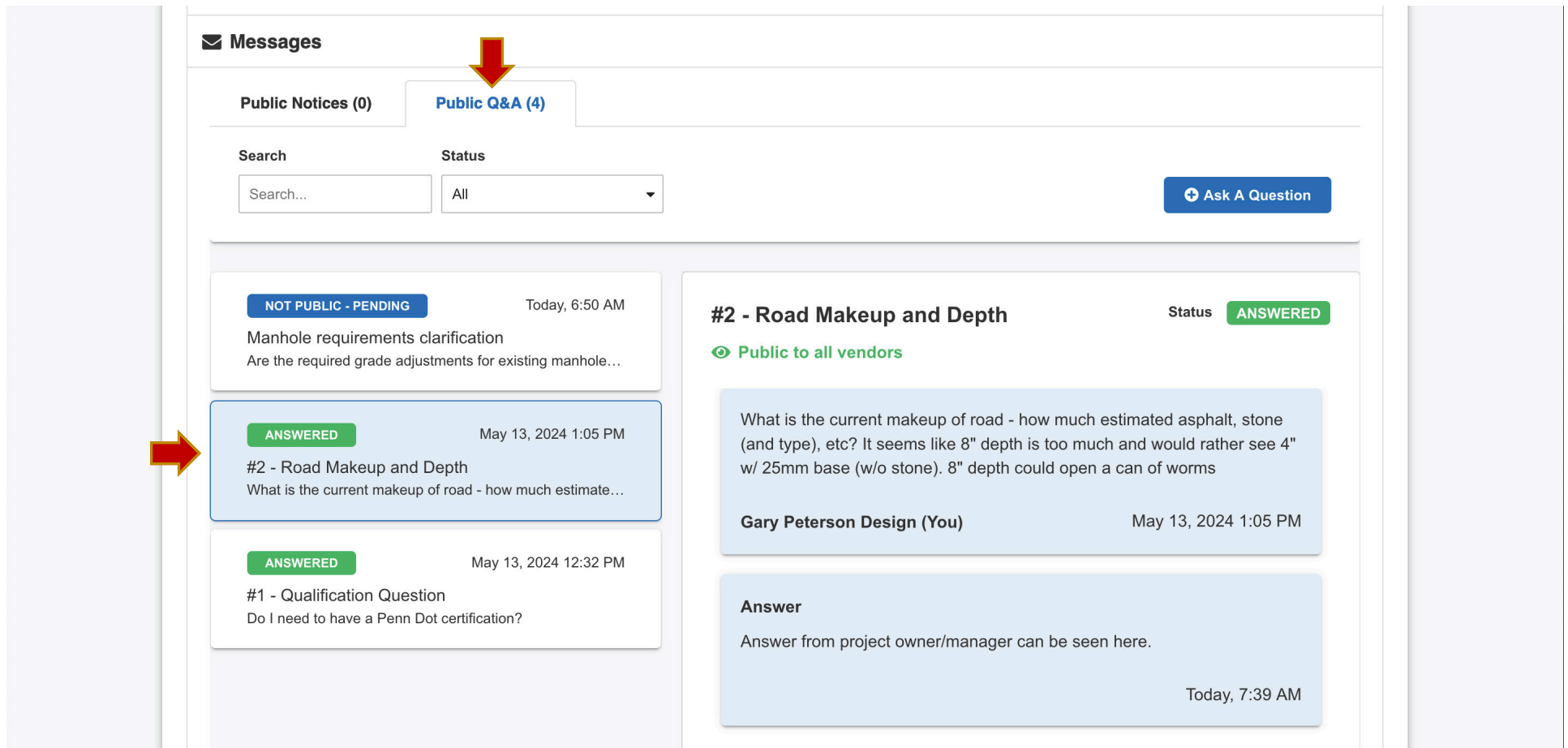**Question Description** *

Enter question details here

Cancel   Create

Public **Q&A** questions are displayed on the **Opportunity** page in the **Messages** section in the **Public Q&A** tab.

If the **Visibility of Pending Questions** is set to **Public**, unanswered questions will be displayed as shown in the example below. If set to **Not Public**, Bidders/Vendors will not see the Pending questions until answered.

✉ **Messages**

Public Notices (0) | **Public Q&A (4)**

Search | Status

Search... | All ▾ | ➕ **Ask A Question**

NOT PUBLIC - PENDING | Today, 6:50 AM

Manhole requirements clarification
Are the required grade adjustments for existing manhole…

ANSWERED | May 13, 2024 1:05 PM

#2 - Road Makeup and Depth
What is the current makeup of road - how much estimate…

ANSWERED | May 13, 2024 12:32 PM

#1 - Qualification Question
Do I need to have a Penn Dot certification?

#2 - Road Makeup and Depth | Status **ANSWERED**

👁 **Public to all vendors**

What is the current makeup of road - how much estimated asphalt, stone (and type), etc? It seems like 8" depth is too much and would rather see 4" w/ 25mm base (w/o stone). 8" depth could open a can of worms

Gary Peterson Design (You) | May 13, 2024 1:05 PM

Answer

Answer from project owner/manager can be seen here.

Today, 7:39 AM

Should you have any questions or require assistance, please contact PennBid at info@pennbid.net, or **610-693-4769**.