

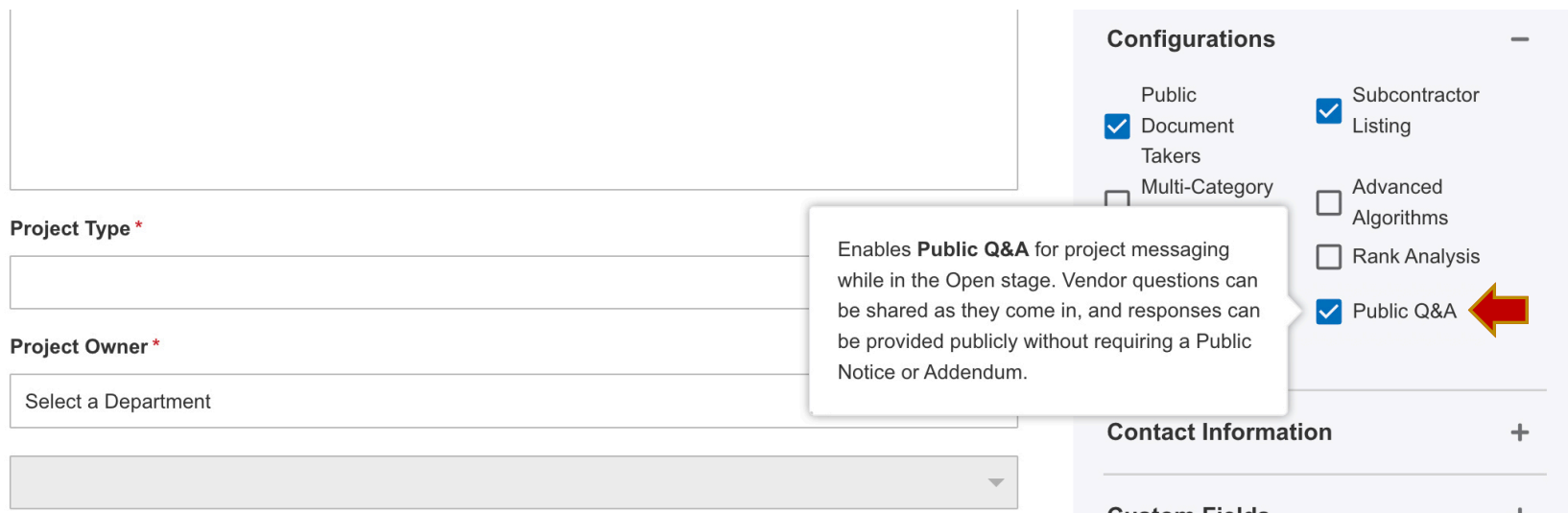
Public (Q&A) Question and Answer

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:

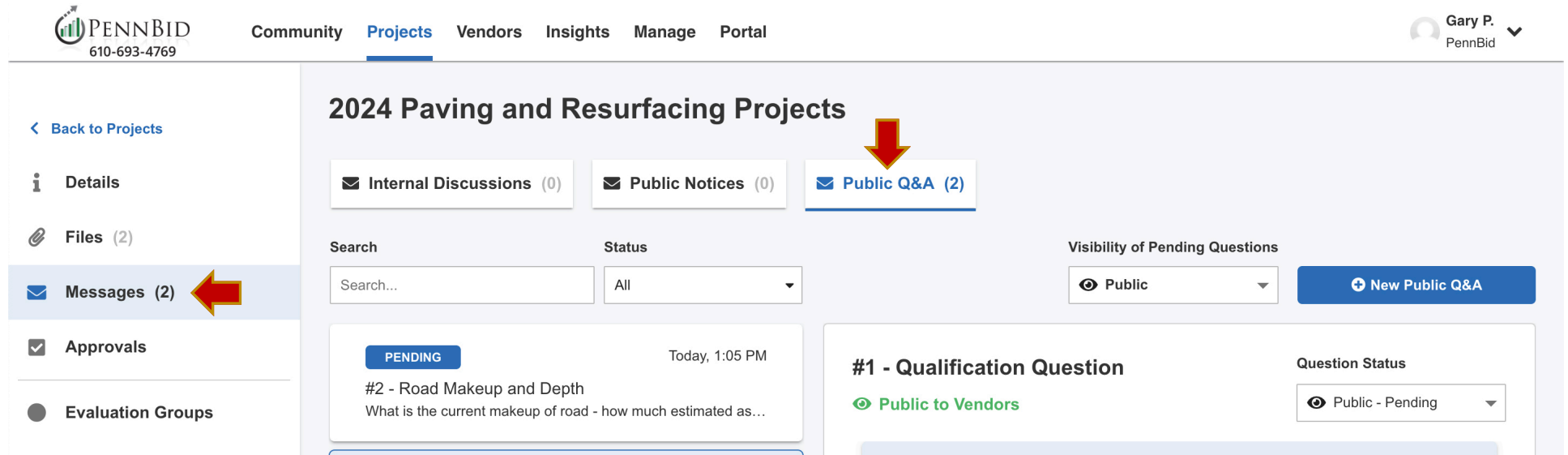
- If Q&A threads exist, turning off the feature will simply deactivate the ability for buyers or vendors to add new questions, however users retain the ability to see the existing Q&A threads.
- Questions can be asked from the project's Open Date & Time to the Questions Due Date or Close Date.
- Vendors 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.



The screenshot displays a project configuration form. On the left, there are input fields for 'Project Type *' and 'Project Owner *' (with a dropdown menu for 'Select a Department'). On the right, a 'Configurations' panel is open, showing several settings. The 'Public Q&A' checkbox is checked and highlighted with a red arrow. A callout box points to this checkbox with the text: 'Enables **Public Q&A** for project messaging while in the Open stage. Vendor questions can be shared as they come in, and responses can be provided publicly without requiring a Public Notice or Addendum.'

Configurations	
<input checked="" type="checkbox"/> Public Document Takers	<input checked="" type="checkbox"/> Subcontractor Listing
<input type="checkbox"/> Multi-Category	<input type="checkbox"/> Advanced Algorithms
	<input type="checkbox"/> Rank Analysis
	<input checked="" type="checkbox"/> Public Q&A

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.



Community **Projects** Vendors Insights Manage Portal

Gary P. PennBid

2024 Paving and Resurfacing Projects

- Internal Discussions (0)
- Public Notices (0)
- Public Q&A (2)**

Search: Search... Status: All

Visibility of Pending Questions: Public

Messages (2)

Approvals

Evaluation Groups

PENDING Today, 1:05 PM

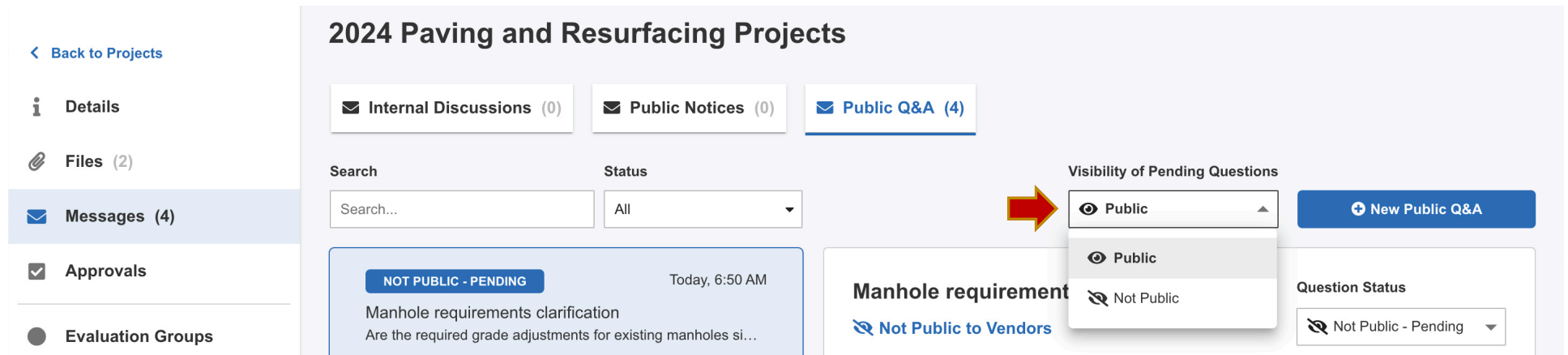
#2 - Road Makeup and Depth
What is the current makeup of road - how much estimated as...

#1 - Qualification Question
Public to Vendors

Question Status: Public - Pending

New Public Q&A

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**.



2024 Paving and Resurfacing Projects

- Internal Discussions (0)
- Public Notices (0)
- Public Q&A (4)**

Search: Search... Status: All

Visibility of Pending Questions: Public

Messages (4)

Approvals

Evaluation Groups

NOT PUBLIC - PENDING Today, 6:50 AM

Manhole requirements clarification
Are the required grade adjustments for existing manholes si...

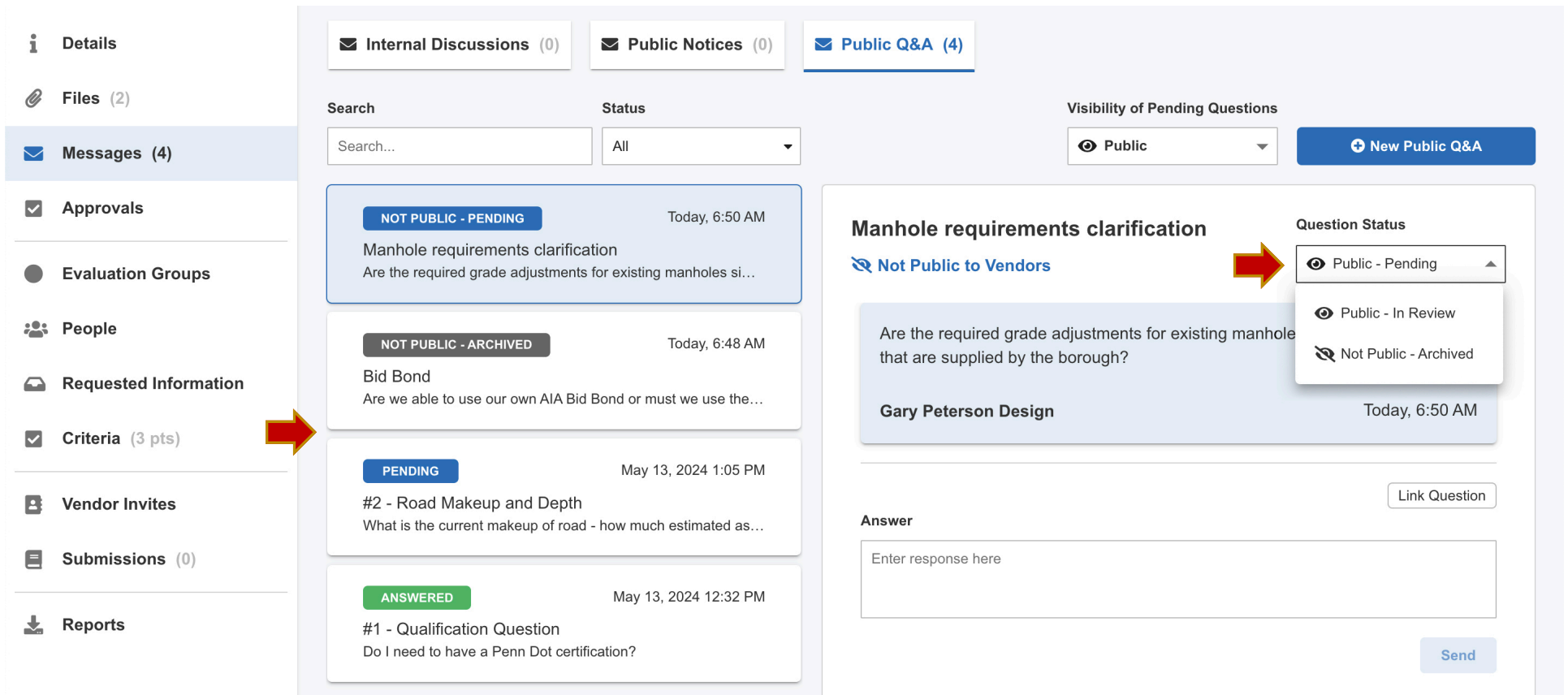
Manhole requirement
Not Public to Vendors

Question Status: Not Public - Pending

New Public Q&A

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.



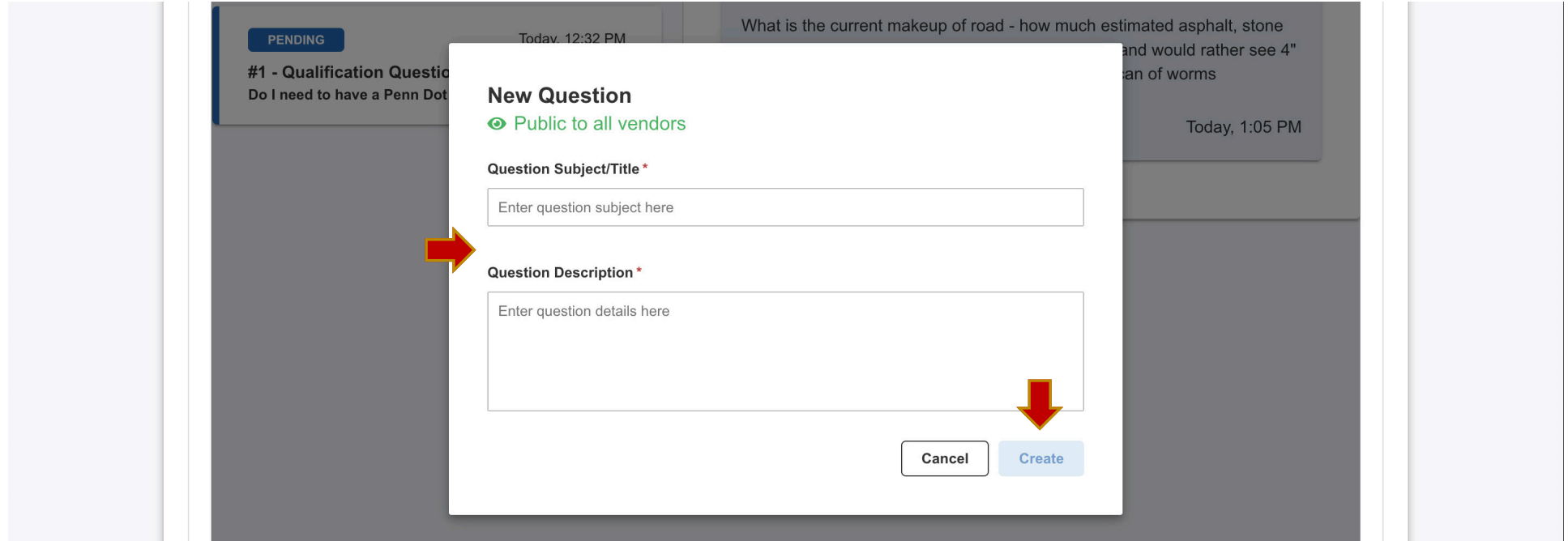
The screenshot displays the PennBid Public Q&A interface. On the left is a navigation sidebar with options: Details, Files (2), Messages (4), Approvals, Evaluation Groups, People, Requested Information, Criteria (3 pts), Vendor Invites, Submissions (0), and Reports. The main content area is divided into three tabs: Internal Discussions (0), Public Notices (0), and Public Q&A (4). Below the tabs are search and status filters. A list of questions is shown with their status labels: NOT PUBLIC - PENDING, NOT PUBLIC - ARCHIVED, PENDING, and ANSWERED. A red arrow points from the 'Criteria' sidebar item to the 'NOT PUBLIC - PENDING' question. To the right, a detailed view of a question titled 'Manhole requirements clarification' is shown. A red arrow points from the question title to a 'Question Status' dropdown menu. The dropdown menu is open, showing three options: Public - Pending (selected), Public - In Review, and Not Public - Archived. Below the dropdown is an 'Answer' section with a text input field and a '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	19	20	21	22	23	24	25
	OPEN						
Questions Due Date: Jun 12th 2024, 12:00 PM EDT	26	27	28	29	30	31	1
Ask a question	OPEN						
Close Date: Jun 19th 2024, 4:00 PM EDT							

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



New Question
 Public to all vendors

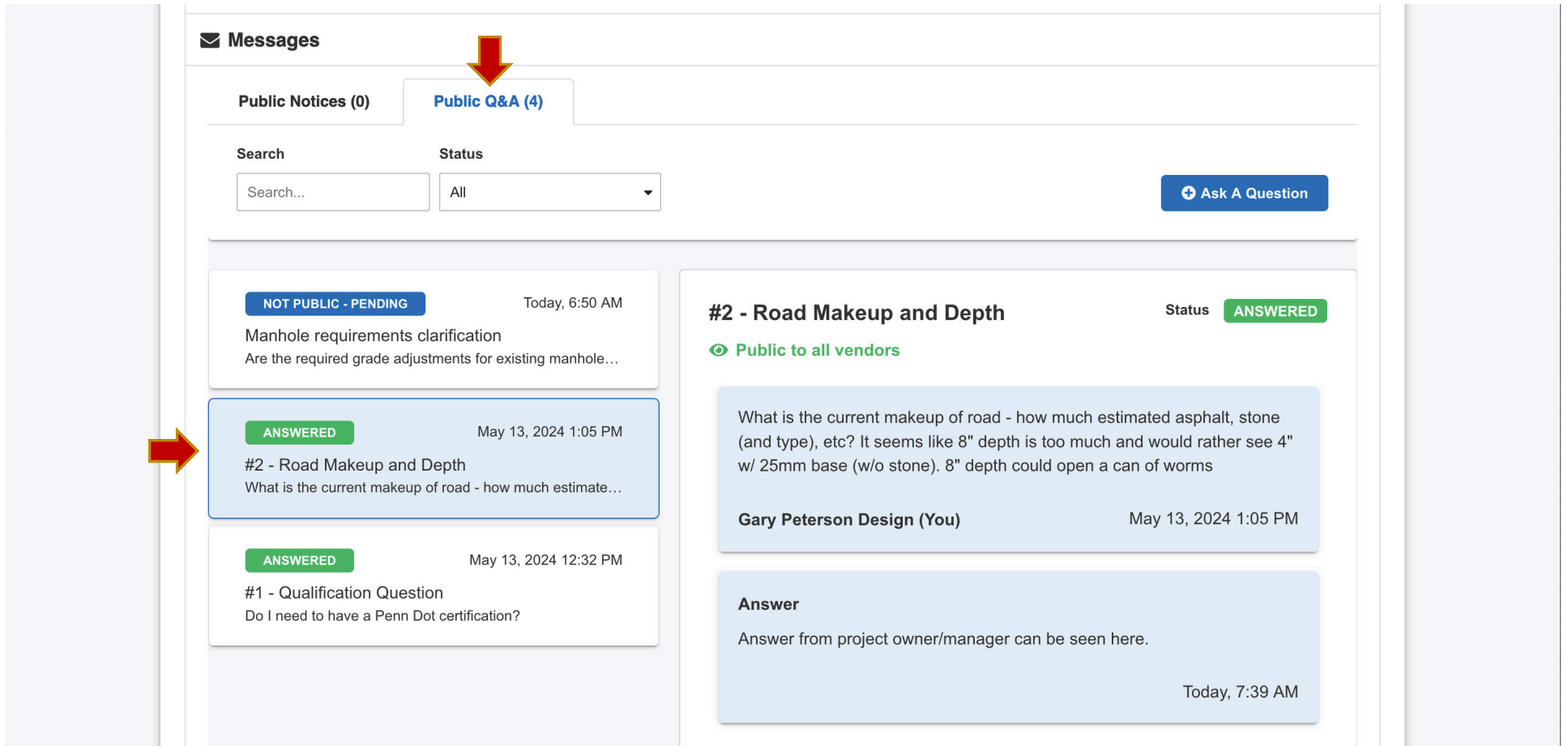
Question Subject/Title *
 Enter question subject here

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.



The screenshot displays the 'Messages' section of the PennBid interface. At the top, there are two tabs: 'Public Notices (0)' and 'Public Q&A (4)'. A red arrow points to the 'Public Q&A (4)' tab. Below the tabs, there is a search bar and a status dropdown menu set to 'All'. A blue button labeled '+ Ask A Question' is located to the right of the search bar. The main content area shows a list of messages. The first message is titled 'Manhole requirements clarification' and is marked as 'NOT PUBLIC - PENDING' with a timestamp of 'Today, 6:50 AM'. The second message is titled '#2 - Road Makeup and Depth' and is marked as 'ANSWERED' with a timestamp of 'May 13, 2024 1:05 PM'. A red arrow points to this message. The third message is titled '#1 - Qualification Question' and is marked as 'ANSWERED' with a timestamp of 'May 13, 2024 12:32 PM'. To the right of the list, a detailed view of the '#2 - Road Makeup and Depth' question is shown. It includes the question text: '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'. The question is marked as 'ANSWERED' and is 'Public to all vendors'. The answer is provided by 'Gary Peterson Design (You)' on 'May 13, 2024 1:05 PM'. The answer text is: 'Answer from project owner/manager can be seen here.' and is timestamped 'Today, 7:39 AM'.

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