
VENDOR GUIDE:VENDOR QUESTION AND ANSWER BOARD

UPDATED 08/30/2019



Utah Division of Purchasing
and General Services

VENDOR QUESTION & ANSWER BOARD

- The Question and Answer Board is an opportunity for vendors to ask written questions to the State on a publicly released solicitation (i.e., IFB, Sole Source, RFP, RFSQ, RFI, etc.), and for the State to provide publicly written answers to the vendor questions.
- The length of the Q&A period is provided within the published solicitation and is set by the public entity who released the posting.
- A public entity is not required to provide a Q&A Period. Nonetheless, if a Q&A period is provided, it may range from 1 to 30+ days, depending on the duration set by the releasing entity.
- The information provided in this guide is for training purposes only. It does not preclude a public entity from structuring its question and answer period / board differently from what is represented herein.



Utah Division of Purchasing
and General Services

DURATION OF THE QUESTION AND ANSWER PERIOD

- To view the duration of the Q&A board navigate to the posted sourcing event.
- Select the Summary section. Therein you will see Question Submission Close Date which provides the deadline for vendors to submit written questions to the state.

The screenshot displays a procurement event page. At the top, it states "Open This event closes in 4 days on 4/1/2019 at 3:00 PM EDT." and "Event Schedule". The main content area is titled "Summary" and includes a warning: "Intent to Bid Not Set - You must set your Intent to Bid to 'Yes' to respond to this event." Below this is a table of event details:

Event Title	Uninsured Motorist Identification Database Program	Time Zone	MDT/MST - Mountain Standard Time (US/Mountain)
Event Type	Request for Proposal No Line Item	Event Open Date	2/15/2019 1:00 PM MDT
Event Number	SK19015	Event Close Date	4/1/2019 1:00 PM MDT
Stage Title	-	Sealed Bid Open Date	4/1/2019 1:00 PM MDT
Currency	USD	Question Submission Close Date	3/6/2019 1:00 PM MDT
Payment Terms	-		
Sealed Bid	Yes		

The left sidebar shows a navigation menu with "Summary" selected. Other items include "Prerequisites", "Buyer Attachments", "Supplier Attachments", "Questions", and "Review & Submit".



Utah Division of Purchasing
and General Services

SUBMITTING A QUESTION TO THE Q&A BOARD

- To submit a question to the Q&A board select the Q & A Board section.
- Select Ask a Question*

The screenshot displays the 'Question & Answer Board' interface. On the left sidebar, the 'Q & A Board' option is highlighted with a red box. The main content area features a blue 'Ask a Question' button, also highlighted with a red box. Below the button, there are three tabs: 'Public Q&A (0)', 'My Questions (0)', and 'Buyer Questions (unanswered 0)'. The main content area also displays a 'Sort by' dropdown menu set to 'Date Asked: Most Recent First' and a message stating 'No questions and answers have been made public yet.'

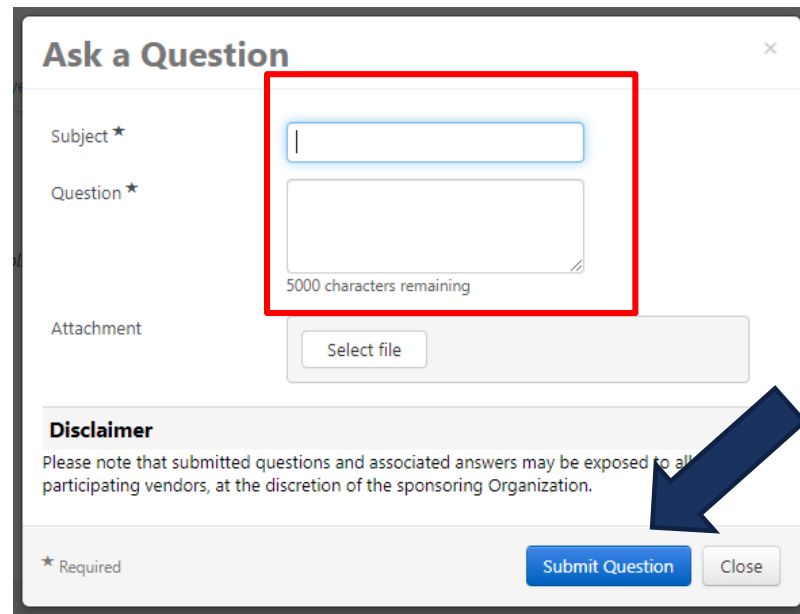
***NOTE** – You will only see the option to Ask a Question if the Q&A board is still open. If the Q&A period is closed you will not see the option to Ask a Question.



Utah Division of Purchasing
and General Services

SUBMITTING A QUESTION TO THE Q&A BOARD

- After selecting Ask a Question you will receive the screen below where you can ask your question. When finished, select Submit Question.



The screenshot shows a web form titled "Ask a Question" with a close button (X) in the top right corner. The form contains the following fields and elements:

- Subject ***: A text input field.
- Question ***: A larger text area for the question, with a "5000 characters remaining" indicator at the bottom right.
- Attachment**: A "Select file" button.
- Disclaimer**: A section with the text: "Please note that submitted questions and associated answers may be exposed to all participating vendors, at the discretion of the sponsoring Organization."
- Footer**: A legend indicating "* Required" and two buttons: "Submit Question" (highlighted in blue) and "Close".

A red rectangular box highlights the "Subject" and "Question" input fields. A blue arrow points from the bottom right towards the "Submit Question" button.



Utah Division of Purchasing
and General Services

SUBMITTING A QUESTION TO THE Q&A BOARD

- In the illustrated example below you can see there is no option to Ask a Question, signifying the Q&A period has closed.

The screenshot displays the 'Question & Answer Board' interface. On the left, a sidebar contains navigation options: 'Event Details', 'Response Status: Not Started', 'Intent To Bid: Not Set', 'Bid Total: 0.00 USD', 'Summary', 'Prerequisites', 'Buyer Attachments', 'Supplier Attachments', 'Questions', 'Review & Submit', 'Q & A Board', and 'My Exports and Imports'. The main content area is titled 'Question & Answer Board' and includes a description: 'Ask sourcing event related questions, receive responses, read other supplier's questions and answers that have been made public, and respond to buyer-submitted questions.' Below this, there are three tabs: 'Public Q&A (13)', 'My Questions (0)', and 'Buyer Questions (unanswered 0)'. A red box highlights the 'Public Q&A (13)' tab. To the right of the tabs is a 'Sort by' dropdown menu set to 'Date Asked: Most Recent First'. Below the tabs is a list of questions under the heading 'On This Page', numbered 1 through 10. At the bottom, there is a pagination bar showing 'Page 1 of 2' and '1-10 of 13 Results'. A red box highlights the 'Q & A Board' option in the sidebar. The question text visible is: 'RQ 10.1.7 specifies that the offeror "must include an independent audit of a system which verifies a match rate of 95% or greater. This audit must show that the match rate is of records received from insurance companies, not of records matched." Would the state clarify or restate what is specifically requested regarding this independent match rate audit that must be included with the response? None of our uninsured motorist database states have required a match rate audit, so would the state consider removing the requirement or accept something else in leu of an independent audit given the short time frame between the issuing and the closing of the RFP?'. The timestamp 'Asked 3/6/2019 at 11:07 AM EST' is visible at the bottom right.



VIEWING QUESTIONS AND ANSWERS ON THE Q&A BOARD

- To view all questions and answers posted on the Q&A board select the Q & A Board section.
- Select the Public Q&A tab.

Question & Answer Board Event Actions History ?

Ask sourcing event related questions, receive responses, read other supplier's questions and answers that have been made public, and respond to buyer-submitted questions.

Public Q&A (13) My Questions (0) Buyer Questions (unanswered 0)

On This Page Sort by Date Asked: Most Recent First

1. Independent System Audit
2. Customer Service Personnel
3. File Structure of Vendor Technical Response
4. Financial Institution Data Sharing,
5. Task 1
6. Task 2.1
7. DPS
8. Task 2.1.1
9. Tasks 4 and 9
10. RQ1.6.1

Page 1 of 2 1-10 of 13 Results

Independent System Audit

RQ 10.1.7 specifies that the offeror "must include an independent audit of a system which verifies a match rate of 95% or greater. This audit must show that the match rate is of records received from insurance companies, not of records matched." Would the state clarify or restate what is specifically requested regarding this independent match rate audit that must be included with the response? None of our uninsured motorist database states have required a match rate audit, so would the state consider removing the requirement or accept something else in leu of an independent audit given the short time frame between the issuing and the closing of the RFP?

Asked 3/6/2019 at 11:07 AM EST

Within the illustrated example you can see there are 13 vendor questions that are answered. Scrolling throughout the page you can see what those questions and answers are.



Utah Division of Purchasing
and General Services

QUESTIONS?

JAGGAER SUPPLIER SUPPORT – 1-800-233-1121 OPTION 2

OR

UTAH PUBLIC PROCUREMENT PLACE (U3P) ADMIN TEAM –
SCIQUESTADMIN@UTAH.GOV



Utah Division of Purchasing
and General Services