Hawaii eProcurement System
HePS
How Do I…
Create a Q & A (Questions and Answers) Section?

This lesson will cover how to create questions and answers on your solicitation in Part 1 and how to view and answer the questions in Part 2.

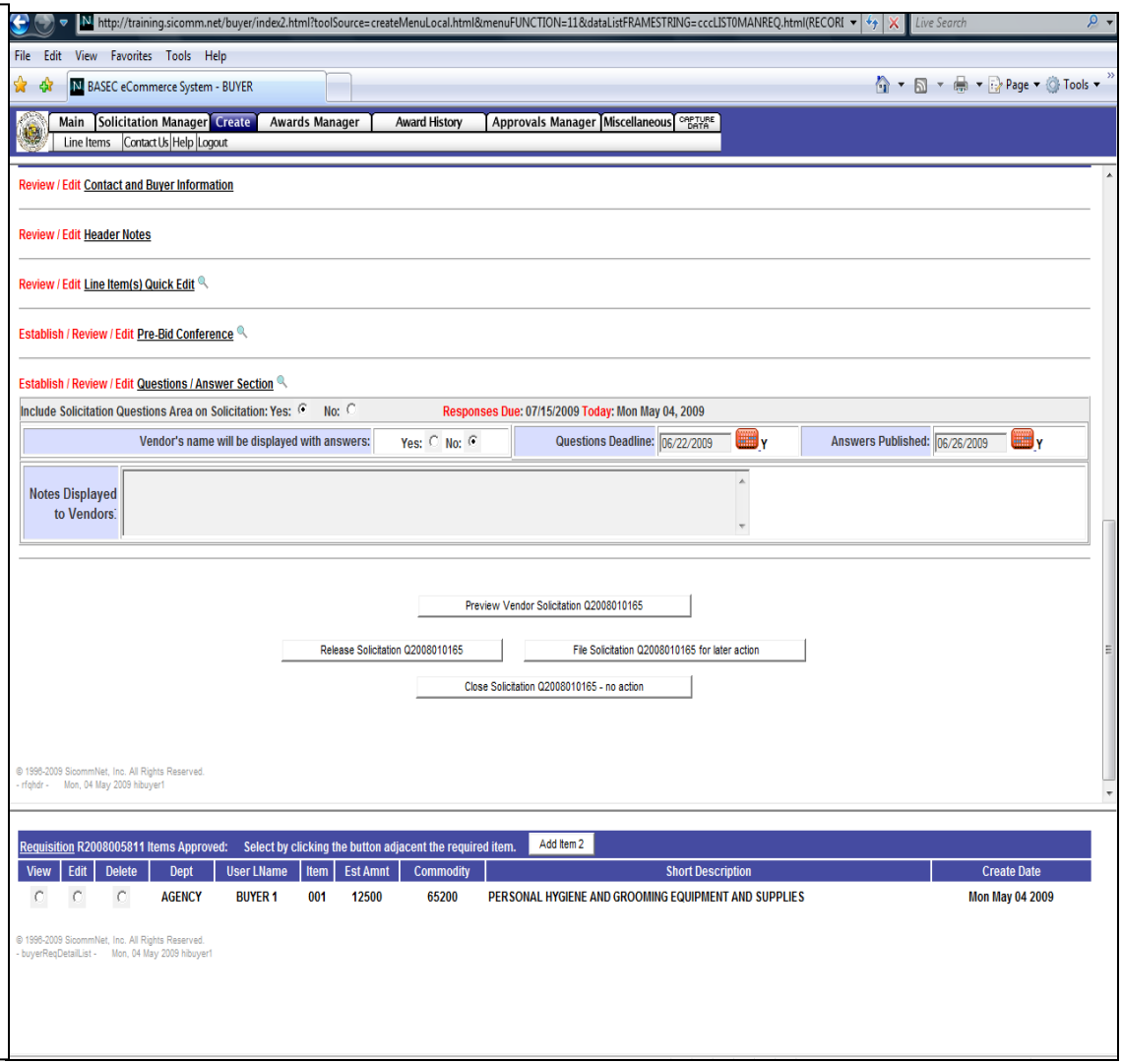
1. Creating a Questions Area on your Solicitation

This feature will allow you to add a section to the solicitation where vendors may ask you questions online within HePS. You may answer their questions and publish the answers to all vendors.

Questions are created in the solicitation creation process. Click on the link Questions **and Answers Section** to open this area.

a. **Include Solicitation questions area on solicitation**: select **YES**
b. Vendors name will be displayed with answers: select **NO.** Choosing "Yes" will show the vendor's name to all the other vendors and everyone would know who asked the question**.**
c. **Questions Deadline:** Select the deadline by clicking the calendars
d. **Answers Published:** select the date that answers will be published and sent to all vendors. (You will need to answer questions by COB the prior working day.)
e. Enter **Notes**, if needed, to the vendors.

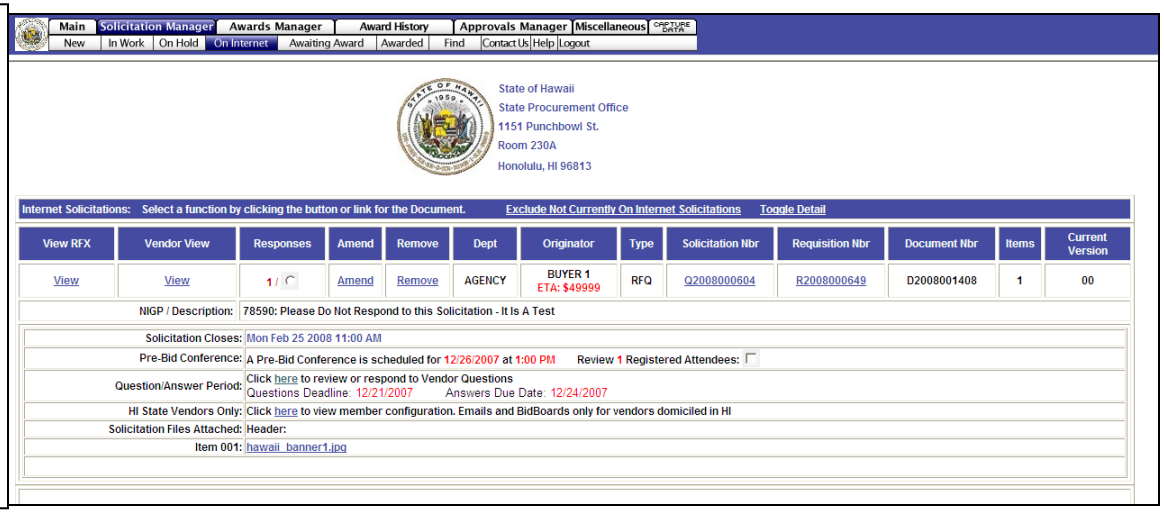
The **Questions and Answers** section is now displayed to the vendors on the final solicitation.



2. Viewing Vendors Questions and Entering your Answer

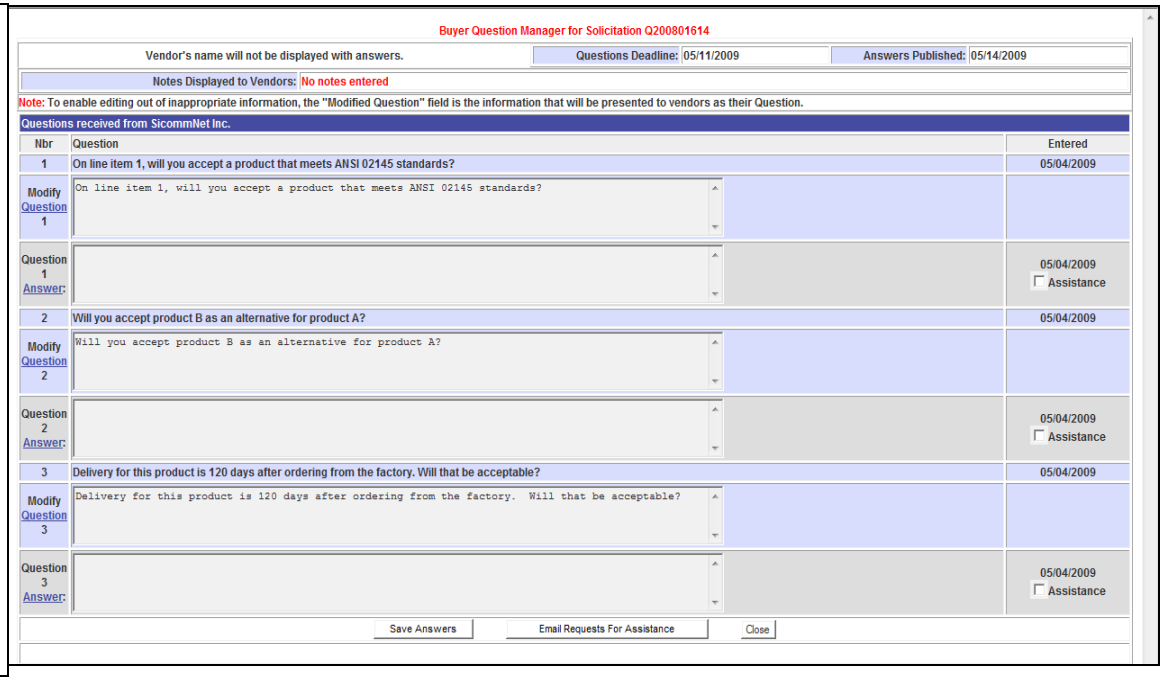
To view vendor's questions and enter your answers:

- Go to the **On Internet** page.
- Click on **Click <u>here</u> to view or respond to Vendor Questions.**



- A popup will display the vendor's questions followed by a text box that allows you to modify or edit the vendor's question if necessary. Another text box allows you to enter your answer.

- Click to **Save Answers** at the bottom of the question area. Your answers will not be sent to vendors until the response due date you had chosen.



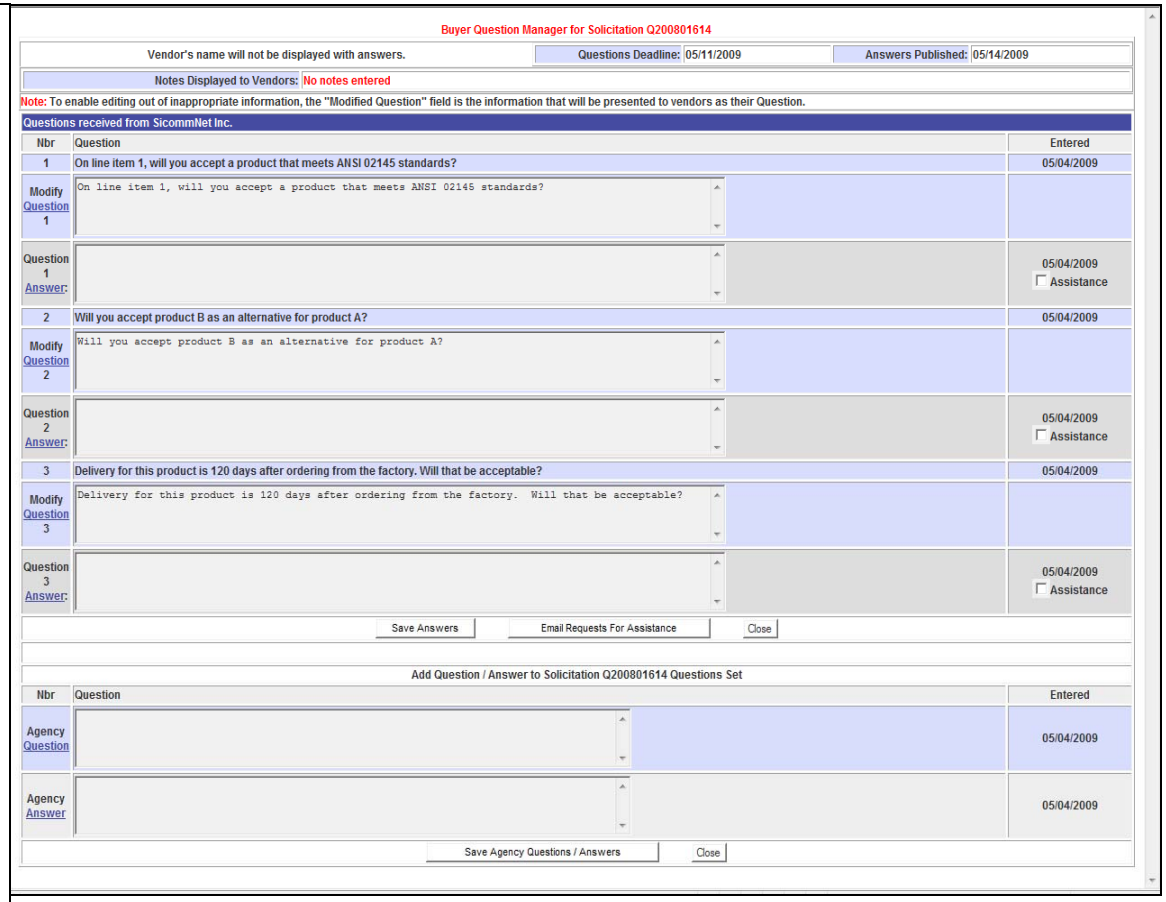
You may also add your own questions and responses in the space provided below called **Add Question/Answer to solicitation (RFx Number) Questions Set**. Only one space is provided called **Agency Questions**, but after you select **Save Agency Questions/Answers**, another blank space will open up for another question to be added.

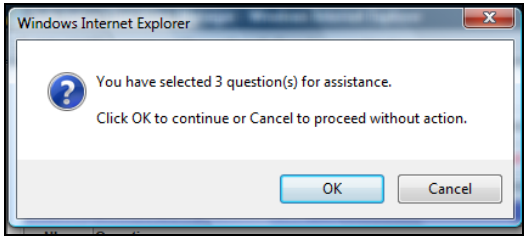
Once you have questions, you may answer them yourself as described previously or you may send the questions to another person for answering.

Check the box labeled **Assistance** by each question you wish to send.

The click the **Email Requests for Assistance** button below the questions.

A popup will appear for confirmation.





Another popup window allows you enter the mail of the person you want send the questions to. Another popup confirmation will appear after that.
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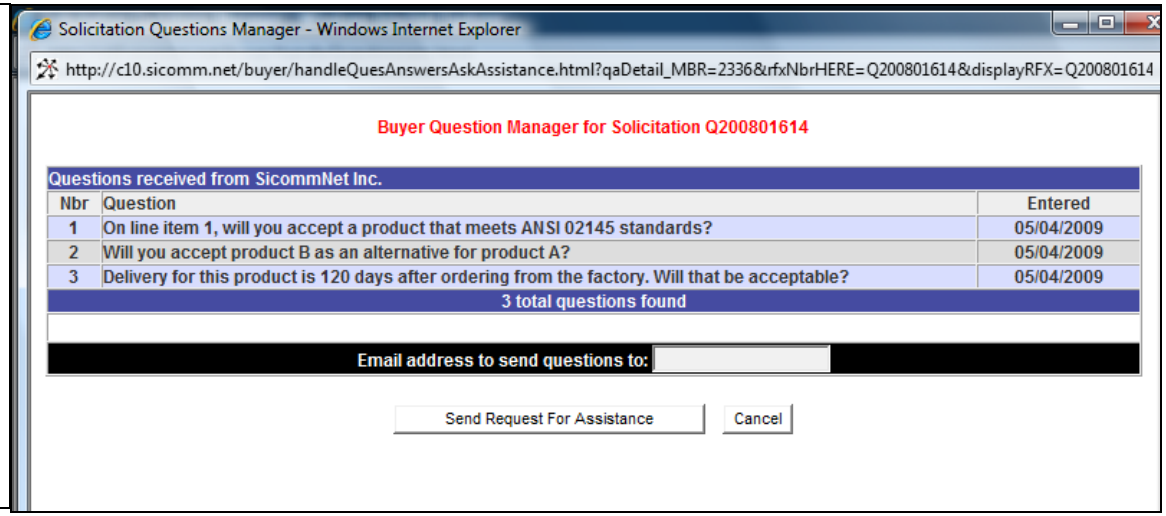
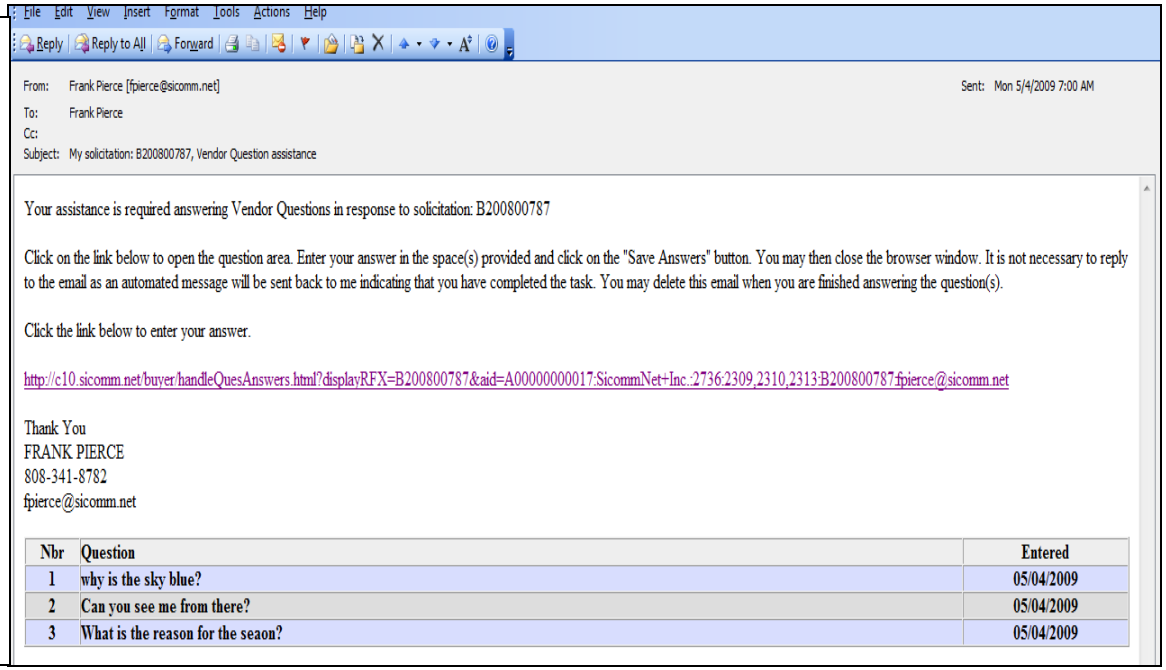


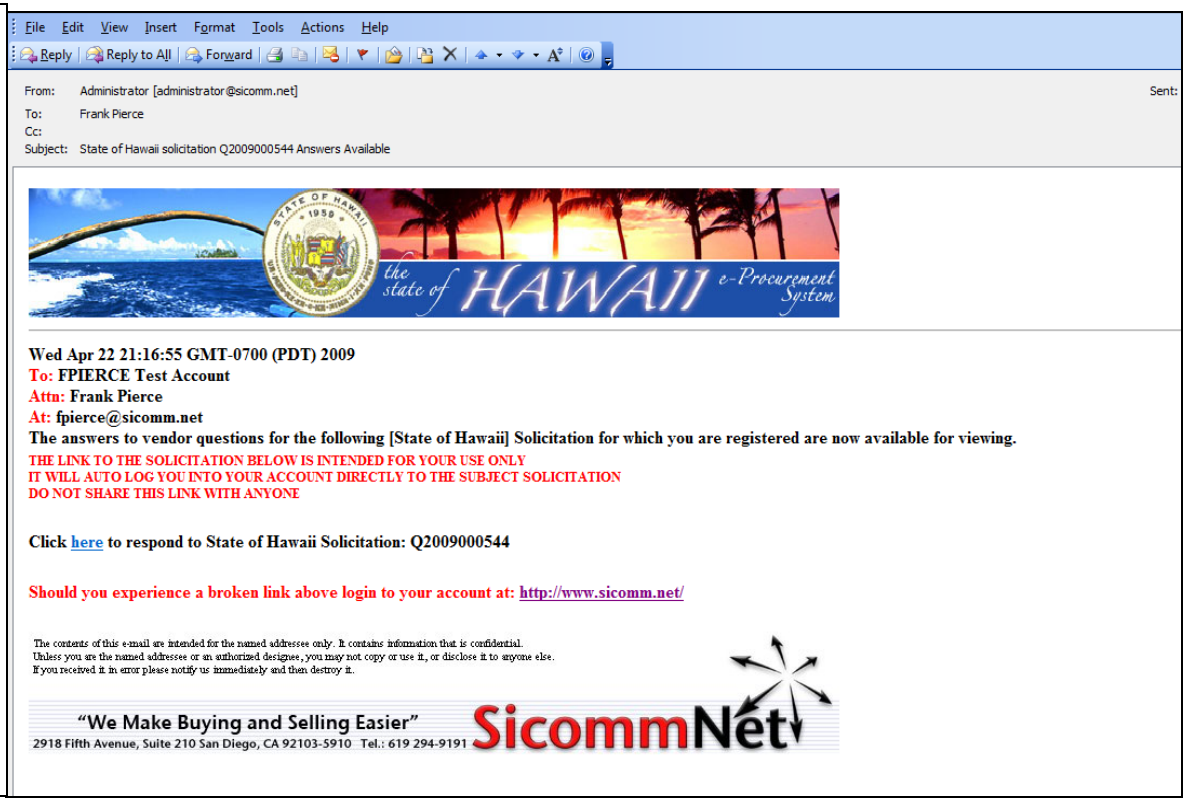
An email is sent to the person you want to answer the questions (sample to the right).

By clicking on a link in the email they will enter answers directly into the system. When they have finished answering and save the answers an email is sent back to the buyer that the questions shave been answered.



Questions must be answered the day before the **Answers Published** date. **Unanswered questions** will cause the system to automatically extend the answer due date and send a email to vendors telling them the answer due date have been extended indefinitely. The buyer will get an reminder email that they have unanswered questions. This extension will continue until the questions are answered or until the solicitation closes, in which case the questions will remain in an unanswered state.

Once the publish date for answers has been reached and all questions have been answered the system will send emails to the vendors on the solicitation. (sample vendor email to the right)



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From: Administrator [administrator@sicomm.net] Sent:

To: Frank Pierce

Cc:

Subject: State of Hawaii solicitation Q2009000544 Answers Available

Wed Apr 22 21:16:55 GMT-0700 (PDT) 2009
To: FPIERCE Test Account
Attn: Frank Pierce
At: fpierce@sicomm.net
The answers to vendor questions for the following [State of Hawaii] Solicitation for which you are registered are now available for viewing.

THE LINK TO THE SOLICITATION BELOW IS INTENDED FOR YOUR USE ONLY
IT WILL AUTO LOG YOU INTO YOUR ACCOUNT DIRECTLY TO THE SUBJECT SOLICITATION
DO NOT SHARE THIS LINK WITH ANYONE

Click here to respond to State of Hawaii Solicitation: Q2009000544

Should you experience a broken link above login to your account at: http://www.sicomm.net/

The contents of this e-mail are intended for the named addressee only. It contains information that is confidential.
Unless you are the named addressee or an authorized designee, you may not copy or use it, or disclose it to anyone else.
If you received it in error please notify us immediately and then destroy it.

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