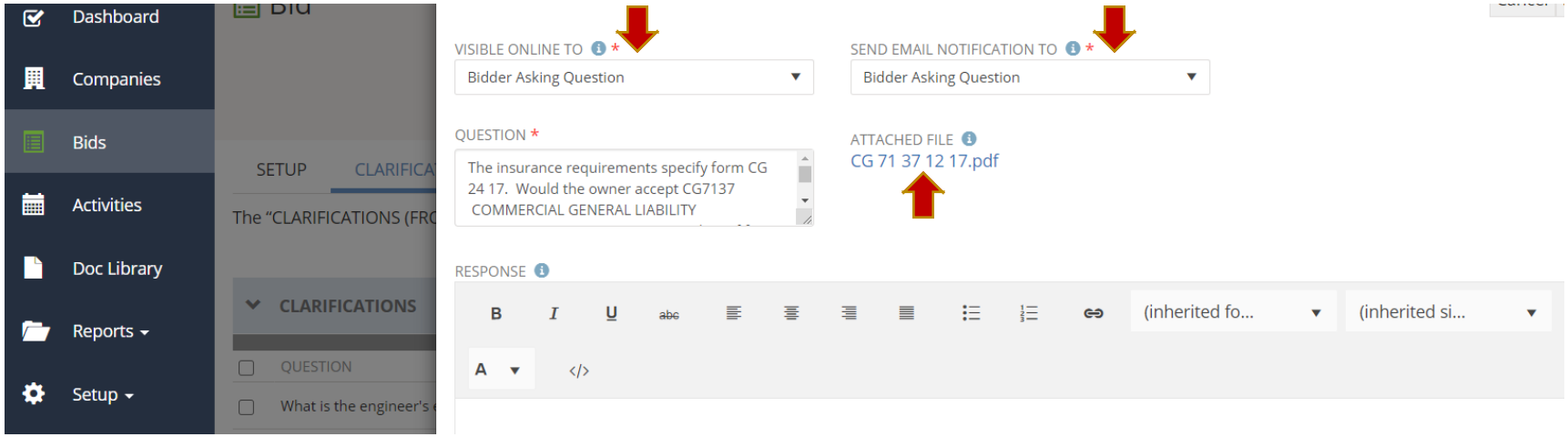
ANSWERING CLARIFICATIONS

Clarifications – The tab that allows bidders to ask questions and posting agencies to publish responses.

Responding to Clarifications as a User

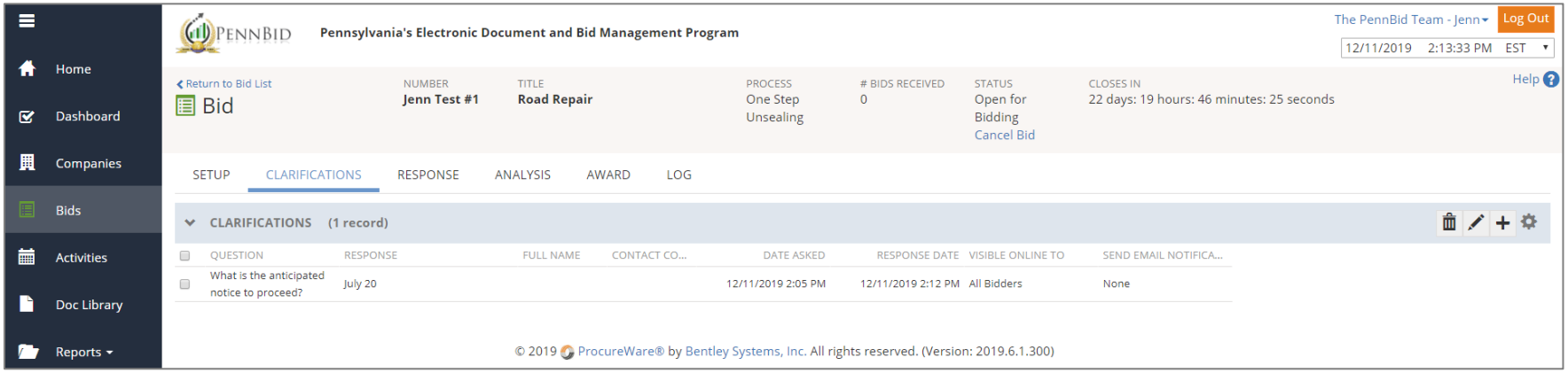
Once you open your project, click on the Clarifications tab. If you hover the mouse over any question (whether posted by a bidder or the posting agency), the line will highlight in yellow and the "edit pencil" and "trash can" icons will appear.

If you click the "edit pencil" icon, you can add and/or edit a response. You may choose who can view the question with a dropdown selection. **We highly recommend that you make the responses visible to all bidders.** Finally, you must select whether an email notification should or should not be sent. **We highly recommend that email notices are not sent to all bidders but should be sent to the "Bidder Asking Question."**

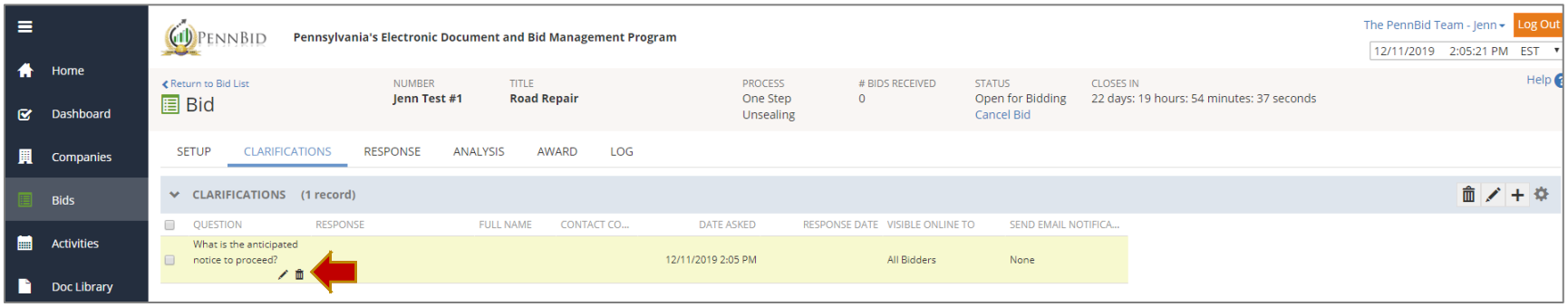


When the bidder adds a new clarification, they have the option to include a file with their question. You can easily view their attachment by clicking on the file name. Once you have viewed all information, click the “Save” button.

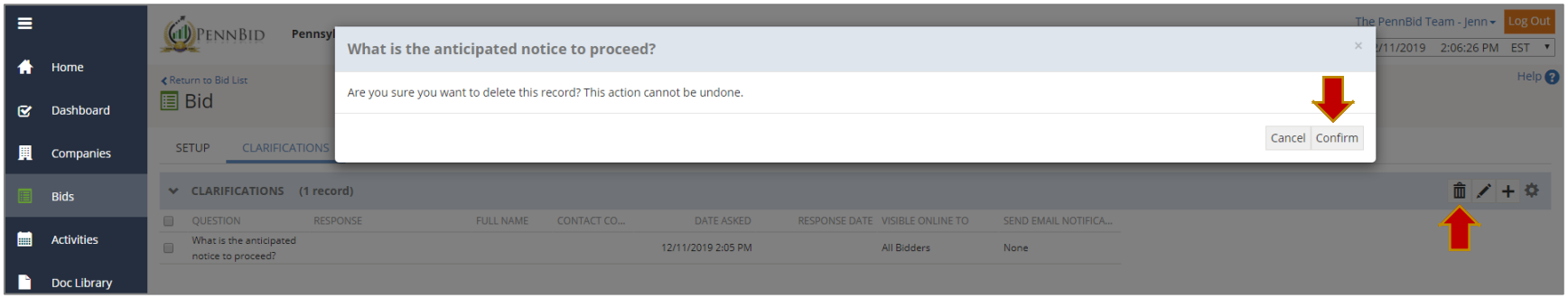
After clicking “Save” you’ll see the response listed and both when the question was asked and when the response was submitted will be date and time stamped.



Note: The posting agency will see who asked questions; however, from the bidders’ perspective, the company who asked the question is not displayed.



If you click the “trash can” icon, the system will ask if you’re sure you want to permanently delete. You can select “Cancel” or “Confirm.”

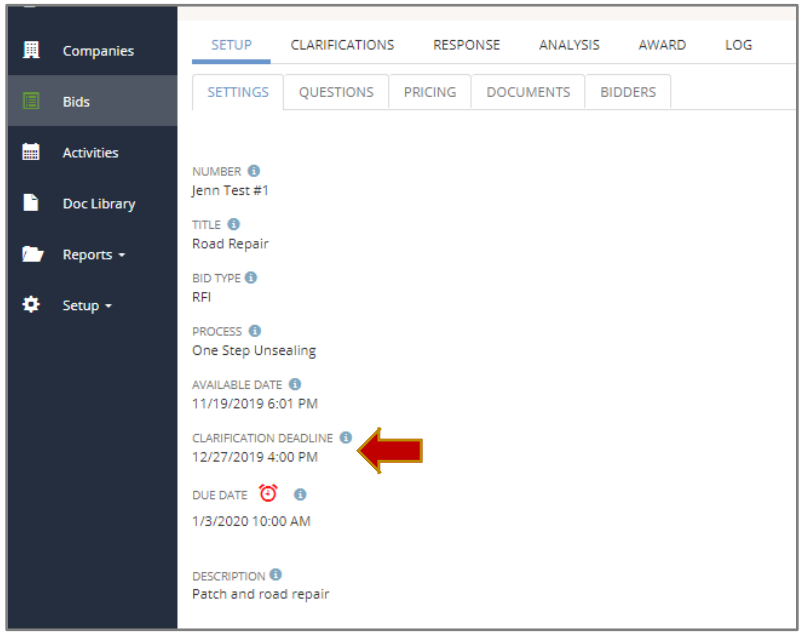


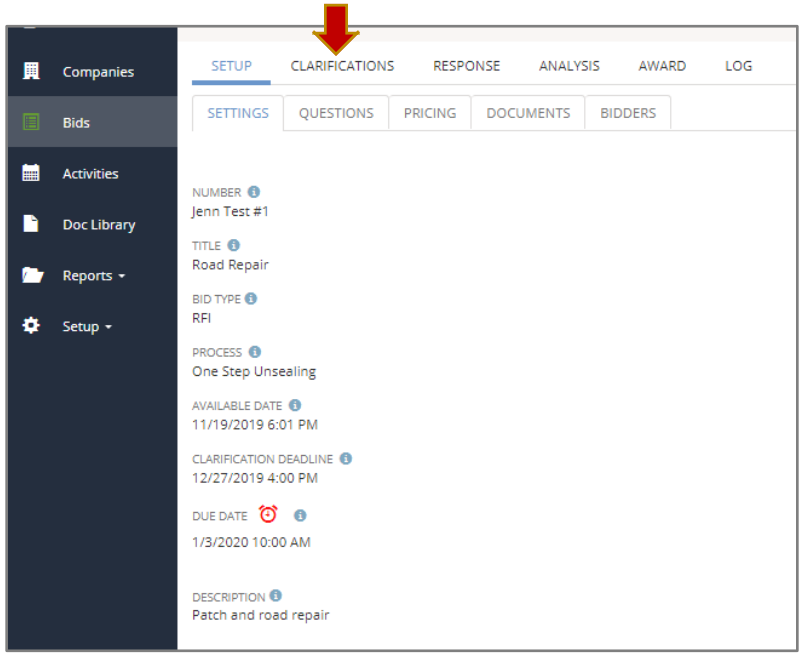
Note: You can also delete one or more questions by checking the square box to left of each question you want to delete and clicking the “trash can” icon on the right-hand side of the blue toolbar.

Viewing, Adding and Editing Clarifications as a User

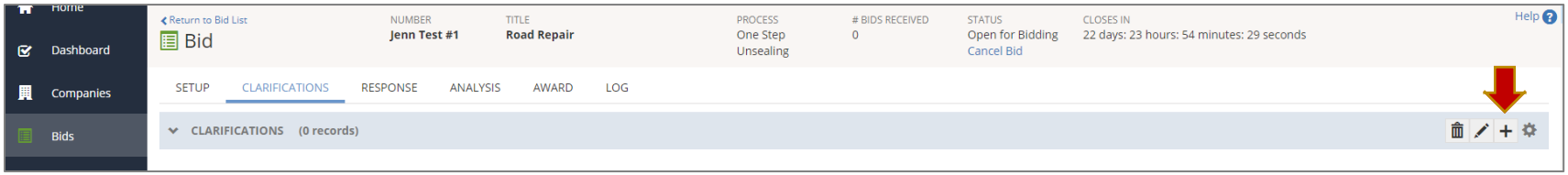
When a solicitation is established, the Setup screen contains a field for the Clarification Deadline. This is the date and time cutoff for bidders to ask questions. This field may be edited after the bid goes live.

From the Users' perspective, the Clarifications tab is located to the right of the Setup tab within a bid. This page will remain blank until a bidder asks a question, or the posting agency adds a question themselves.

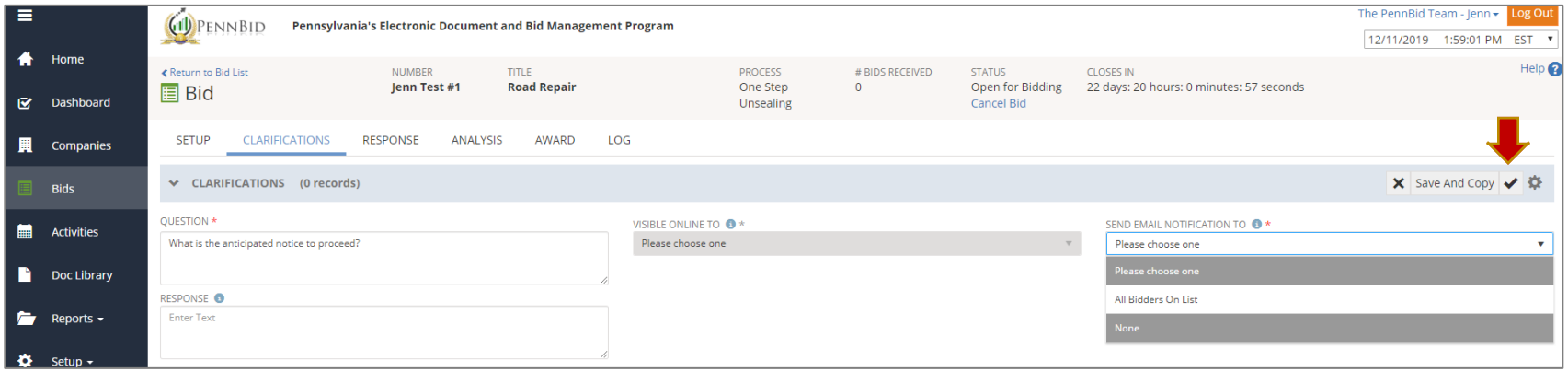




In order to post a question, click on the Clarifications tab. On the blue tool bar, click the + icon on the right.



Enter the question in the "Question" box. You can enter the response at this time, or this field can be left blank. You may choose who can view the question with a dropdown selection. Finally, you must select whether an email notification should be sent to all the bidders or if an email notification should not be sent. **We highly recommend that email notices are not sent to all bidders**. Once you make your selection, click the "check" box.



Note: If you plan to add another question, you can select the "Save and Copy" button instead of the "check" box. This will add your current question and duplicate the question in a new box where you can edit and insert the next question.

Once your question has been added, you can edit or delete at any time.