What is the Online Questions & Answers?

The Online Questions & Answers facility allows suppliers to submit queries online for tender procedures which are advertised on this website. Purchasers can then manage and respond to clarifications online and circulate questions and answers to all suppliers on the interest list with one click.

When would I use the Q&A?

Authorities would use this function to handle questions and clarifications during a tender procedure. Rather than handling queries via email or telephone, all questions can be submitted and responded to online and stored along with other notice details for easy reference.

Suppliers would use the online Q&A facility when this option has been activated by the purchasing authority, rather than submitting the query by email for example. After recording an interest in a specific notice, suppliers will be able to ask a question electronically and receive an automatic response when the query is answered.

How do I use the Q&A facility?

BUYERS/PURCHASERS		SUPPLIERS
Create and Publish After completing the questions in the create notice wizard you will be presented with the Notice Options screen where the option Questions and Answers should be selected. Clicking next you will be prompted to select the main administrative contact person to whom alerts will be sent if a question is submitted. You may also wish to indicate in the notice and/or in attached documents that the online questions and answers facility is being used.	→	Record an Interest/Download On finding a notice which you are interested in select 'record an interest' or 'download here' from the View Notice page. You will be taken to the Express an Interest page and prompted to select the information you require - select Save to confirm your request and the documents will be sent to you via email and logged in your interest list.
Review Question Once a user has submitted an online query you will automatically receive an email to the nominated address. A link will be provided in the email and after entering sign-in details on the website, a response can be made. Your response will then automatically be issued to all users who have recorded an interest in the tender notice.	_ ↓	Ask a Question Once you have read the tender notice and the additional documents you may want to ask the purchaser a question about the tender. To submit a query online, select Interest List from the Suppliers menu. On selecting a specific notice, click on the Q&A tab where you can view all previously submitted questions and select to Ask a Question. Any queries will be submitted automatically to the awarding authority for a response.
	→	Receive Response Once the contracting authority has posted an answer to your question, you will be automatically notified by email and provided with a link to view the question list in your Interest List. The question and answer will be listed once a response is posted.