

Bid Questions & Answers – Help Guide

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[Frequently Asked Questions](#) (From the Office of Construction Website)

Chapter One

Overview

This Document provides general guidance for the use and execution of the Enterprise Bid Questions and Answers System (BQA).

1. The Statewide Bid Questions and Answers (BQA) system has been developed to provide a single location for external customers to ask questions or seek clarification on bid related documents prior to submitting a bid for consideration on a Florida Department of Transportation (Department) let contract.
2. Department staff will use the Bid Questions and Answers system to review and publish approved answers to all questions submitted within the documented timeframes. Each District will have the ability to assign users to one of several pre-defined roles to perform specific actions within the BQA system. Each District is responsible for monitoring the incoming questions and ensuring that appropriate staff has access to review and answer each question as required.
3. Questions posted to this site before 5:00 P.M. (EST) on the seventh calendar day prior to the bid opening, or tenth calendar day prior to the December bid opening, will be responded to by the Department. For questions posted after these times, an answer cannot be assured. For all questions posted before the deadline, the Department will provide and post responses at the same website before 8:00 A.M. (EST) on the second calendar day prior to bid opening. Take responsibility to review and be familiar with all questions and responses posted to this website and to make any necessary adjustments in the proposal accordingly.
4. Questions submitted by contractors before 5:00 P.M. (EST) on the seventh calendar day prior to the bid opening, or tenth calendar day prior to the December bid opening, will be responded to by the Department. For questions posted after these times, FDOT staff will make every attempt to answer the question(s), but no guarantee will be made due to potential time constraints. Responses to timely submitted questions should be posted in the BQA system on the second calendar day prior to bid opening.

Chapter Two

Types of System Users

A District Administrator will be able to assign roles to specific district staff as needed. Based on the security requirements, the following roles have been identified for the BQA system:

- a. **Statewide Administrator** (CO FDOT Staff)
 - i. Ability to view all BQA data & information for each district
 - ii. Ability to run BQA report(s)
 - iii. Ability to perform all BQA searches
 - iv. Ability to assign users any role(s) within the system

- b. **District Administrator** (FDOT User) (Assigned by Statewide Admin)
 - i. Ability to assign all roles within specified district
 - ii. Ability to view all data and information in specified district
 - iii. Ability to create, update and delete all data in district, including:
(Questions, Responses, Attachments, Comments, Re-Open Questions, Reset ISA Passwords)
 - iv. Ability to run BQA report(s)
 - v. Ability to perform all BQA searches

You may have more than one of these types of users in your District. For example: a **DISTRICT ADMIN** from Maintenance, Construction and Traffic Operations could be a possible scenario. It depends on how you wish to manage your District. A DISTRICT ADMIN User has total control over the users, questions and answers. A DISTRICT ADMIN user must reside in the Staff Repository to be assigned. An AARF must be completed for a user in order for them to show up in the Staff Repository. The initial DISTRICT ADMIN user must be added by the Statewide Admin and then this DISTRICT ADMIN has full Control to add additional DISTRICT ADMIN users.

- c. **District Staff** (FDOT User)(Assigned by Statewide Admin or District Admin)
 - i. Ability to view all data and information in specified district
 - ii. Ability to create comments for questions and answers
 - iii. Role will have the ability to download documents
 - iv. Ability to run BQA report(s)
 - v. Ability to perform all BQA searches
 - vi. Role will be assigned by the BQA District Administrator

The **DISTRICT STAFF** role is for users who have a role in the administration of proposals and projects during the advertisement and award of proposals. These users have the ability to provide comments and initial answers, in the form of a comment, to in-coming questions.

Note: DISTRICT ADMIN can assign proposals and/or questions to these users. A DISTRICT STAFF user must reside in the Staff Repository to be assigned. An AARF must be completed for a user in order for them to show up in the Staff Repository.

- d. **Reviewer** (FDOT User) (Assigned by Statewide Admin or District Admin)
 - i. Ability to view all data and information in specified district
 - ii. Ability to create, update and delete non-TrnsPort proposals in specified district
 - iii. Ability to update and delete comments they created
 - iv. Ability to update and delete responses they created
 - v. Ability to update and delete attachments they uploaded
 - vi. Ability to run BQA report(s)
 - vii. Ability to perform all BQA searches

The **REVIEWER** role users receive notification of all questions that come in on all proposals and can provide comments for potential answers. A REVIEWER user must reside in the Staff Repository to be assigned. An AARF form must be completed for a user in order for them to show up in the Staff Repository.

- e. **Limited Reviewer** (non-FDOT)
 - i. Role will have the ability to view all data and information for assigned proposals
 - ii. Role will have the ability to change question status to Approved, Published, Closed, and Re-Opened only
 - iii. This role will have the ability to create an initial answer, comments and view comments for assigned proposals
 - iv. Role will have the ability to create, and update initial answers up to Ready for approval.
 - v. Role will have the ability to create, update and delete the attachments they upload and indicate publish option
 - vi. Role will have the ability to run BQA report: List of Questions and Answers
 - vii. Role will have the ability to perform all BQA searches
 - viii. Role will be assigned by the BQA District Administrator

The **LIMITED REVIEWER** role will be assigned to non-FDOT users who may require the ability to provide input for project specific related questions submitted through BQA. These users can actually create an answer because they would typically be the EOR for a project. These are external Consultants given access to the FDOT internal network for the purpose of accessing BQA. They must be granted access via AARF. They may be temporary in nature or they may be given access for a period of 12 months. After 12 months this access will expire. However, it can be renewed via AARF. These users must be assigned to the proposals by the DISTRICT ADMIN.

Note: If you have Consultants who are not FDOT staff members that you wish to add to the system, they must be added to the system via AARF to obtain internal USERIDs and BQA access. This would be external EORs for projects.

- f. **Approver** (FDOT User) (Assigned by Statewide Admin or District Admin)
 - i. Same abilities as a BQA Reviewer, plus
 - 1. Ability to re-open questions in specified district

The **APPROVER** role is the designated person, in the District, who has final approval of answers that are published to the internet. This would typically be the District Construction Engineer, Design

Engineer or someone of high authority within the District. This authority may be delegated to the BQA District Admin. An APPROVER must reside in the Staff Repository to be assigned An Automated Access Request Form (AARF) must be completed for a user in order for them to show up in the Staff Repository.

- g. **ISA User** (External User)
 - i. Ability to create, update and delete their questions
 - ii. Ability to update their contact information
 - iii. Role assigned by ISA
 - iv. Ability to run BQA report(s)
- h. **Read Only User** – Could be a FDOT User without a specified role in the BQA system or an external user without an ISA account
 - i. Ability to view all non-confidential data and information
 - ii. Ability to run BQA report(s)

Chapter Three

Creating a Staff Account (District Administrators)

1. In order to review questions and/or publish answers, you must have an active FDOT RACF user account and associated user role(s) assigned in the BQA system. Once the Statewide Administrator has established your role in the BQA system, access the system using the following hyperlink : <http://www2.dot.state.fl.us/construction/bidquestionmain.asp> (change Link when in Production)
2. As a District Administrator, you will be responsible for adding additional district staff and consultants responsible for reviewing and publishing bid questions and answers.

3. From the BQA Home Page, select the Manage Users tab. Then select the Manage Staff Users hyperlink to select FDOT users and assign an appropriate role.



4. Type in the last name (list will populate after typing 3 characters) or select the drop-down arrow to browse through a list of all internal FDOT staff.



- After locating the correct user, select the appropriate role in the system and then click Add User.

Staff Administration

Staff Members: ZACH WIGINTON

Roles: Select

Add User

Select
Approver
District Admin
District Staff
Reviewer
Statewide Admin

- The role(s) for the selected user will be displayed at the bottom of the Staff Administration page. Additional roles can be added and active roles can be removed from the Staff Administration page as well.

Roles for (CN982ZW) ZACH WIGINTON

Add Role

Role	Added By
Approver	ZACH WIGINTON (CN982ZW)

Remove

- District Administrators will need to add (or delegate the ability to add) staff members responsible for reviewing, approving, and/or publishing questions and answers in the BQA system.

Setting the Question Publish Rule

On the home screen of the BQA system you will see a tab at the top for setting your “Question Publish Rule”. You have a choice of MANUAL or AUTO.

- MANUAL: When a question comes in and the question status is status is set to Approved to Publish, the question is published immediately to the internet before the answer is provided.
 - If it is your District’s desire, with this setting, you can either publish the question when the question is approved or hold the question from being published until desired. Sometimes when a question comes in within the seven day window it may be desirable to withhold the question.
- AUTO: When the question status is set to Approved to Publish, the question will be held and not published until the Answer is published to the internet.

System Generated Emails

The following table indicates the actions the trigger sending of emails:

ACTION	EMAIL NOTIFICATION
User is assigned to or removed from a Proposal	<i>User is notified</i>
User is assigned to or removed from a Question	<i>User is notified</i>
Question Status is set to: <i>Submitted/</i> Question is received from Internet	<i>ISA User who submitted the question, District Administrator group, District Staff group</i>

Question is received from Internet	<i>District Administrator group</i>
Question status set to: <i>Inappropriate or Not Pertinent</i>	<i>ISA User who created the question</i>
Question Status is set to: <i>Approved</i>	<i>District Administrator group, Contract Type group, Approver group, and Reviewer group</i>
Question Status is set to: <i>In Review</i>	<i>District Administrator group, Contract Type group, Approver group, and Reviewer group</i>
Question Status is set to: <i>Published</i>	<i>District Administrator group, Contract Type group, Approver group, and Reviewer group</i>
Question Status is set to: <i>Re-Opened</i>	<i>District Administrator group, Contract Type group, Approver group, and Reviewer group</i>
Question is published to the Internet	<i>ISA User who created the question</i>
Initial Answer is added	<i>District Administrator group, Contract Type group, Approver group, and Reviewer group</i>
Answer status is changed to: <i>Ready for Approval</i>	<i>District Administrator group, Contract Type group, Approver group, and Reviewer group</i>
Answer status is changed to: <i>Approved</i>	<i>District Administrator group, Contract Type group, Approver group, and Reviewer group</i>
Answer status is changed to: <i>Published</i>	<i>District Administrator group, Contract Type group, Approver group, and Reviewer group, Assigned Consultant</i>

Typical Incoming Question Scenario

1. Question is submitted by an ISA user (external contractor).
2. District Admin receives email notification of new question.
3. Question "Protection Code" is set to "Publically Available" by the District Admin and the groups are notified, via email, in accordance with the "System Generated Emails" Matrix. Question may or may not be approved to be published. If status is changed to "approved for Publish" the question is published and appears on the Internet. (See the Question Publish Rule setting).
4. Group members may provide comments, via the system, by clicking on the link provided in the email and then creating a new comment. Initial Answers may be provided by the group members in accordance with the authorities listed in the "MANAGE USERS" section.
5. When an Initial Answer is created (by a District Admin or an EOR), the Answer is put into the review status. Group members are notified, via email, of the new pending Answer and may provide additional comments.
6. When the Answer is finalized, Approver or District Admin group member changes the Answer status to "Approved for Publish". The Answer is then made public on the Internet.

Note: In the event of a question, for which the answer is contractual or readily apparent, a District Admin can perform all these steps. However, each step must be performed. This means that a District Admin must move the question and/or answer through all the steps in order to publish it.

Category 4 ()

1. Currently blank. Will add District specific process if turned in by District Coordinators

Chapter Three

Report

The Report tab displays details relevant to the Contractor.