RFI Response

What are RFIs?

ePM Request for Information (RFI) documents are used to capture project related questions and associated answers. An RFI contains a question, an answer, and cost and schedule impacts. Additional information, such as photos, sketches and drawings can be attached for clarification.

RFI’s are designed to track the information most critical to the GSA. Workflows and Activity Logs allow users to track the progress and status of each request. Using Attachments and references to other documents, the person providing a response to the RFI receives all the information they need to provide an answer. ePM tracks all RFI’s to make sure nothing is missed. ePM creates numerically sequential RFI logs, which can be sorted and searched to quickly find a specific RFI.

Who Will Use This?

✓ General Contractor
✓ Construction Manager
✓ Architect/Engineer
✓ Project Manager

Please refer to the following QRGs: QRG.12_RFI Creation.

Respond to a Request for Information (RFI)

1. Log into ePM as a user with the RFI Respondent security role, then navigate to the appropriate project.

2. Navigate to Notices > My Notices > Received to display notices.

3. Click any of the hyperlinks of the Notice, which will open the RFI document.
4. If able to answer the question, in the ‘Answer’ section, type the answer, type or select an ‘Answer Sent Date’, and select the name of the person providing the answer (or just begin typing that name in the ‘Main Contact’ field).
5. Click the ‘Submit Answer’ button to execute workflow. Notice that ePM will automatically send a notice to the person who initially asked the question.
6. If clarification of the question is needed, click the workflow button and select ‘Request Question Clarification’.

In the workflow execution dialog box, type the question in the ‘Custom Message’ field.

Click the ‘Execute’ button, the initiator of the RFI will receive a notice and can respond with more information.
**Tips**

- ✔ Required fields are marked with an asterisk.

- ✔ Use the ‘Forward’ button if collaboration is required from other users.

- ✔ Click on the Activity Log tab to view the audit trail of the document.

- ✔ Clicking the online help button provides generic help related to RFIs, NOT for the specific uses of GSA’s RFI documents.

- ✔ To explode or collapse sections in a document, click on the double headed arrow buttons:

- ✔ Notices with yellow icons require action; blue means a document was forwarded; white means user was cc’d.

- ✔ For additional help and support, contact the ePM Regional Point of Contact: