Texas Department of Transportation

New CCIS-Vendor Training

PEPS Fireside Chat

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PEPS Professional Engineering Procurement Services

Procuring the most qualified consultants to deliver effective transportation solutions for Texas

February 2024

Presentation Topics

1. Background & Implementation
2. New CCIS in Salesforce
3. Firm Information
4. Employee Information
5. Submitting Precertification Applications
6. Firm Renewal
7. Completing the PTC Form
8. Resources
9. Questions

Background & Implementation

Background

What is CCIS?

- A mainframe vendor management system with a web-based front-end
- This system went into production in 1997
- Contains precertification info for firms and individuals

Why is PEPS replacing CCIS?

- To improve data access and reporting
- Eliminate difficulties with system maintenance
- To improve ease of use

How do consultants use CCIS?

- Entering firm information for:
  - Branches
  - Contacts for correspondence
  - Firm equipment & general info
  - HUB/DBE
- Entering employee information for:
  - Licensure, training, certifications
  - Previous project experience
  - Categories of work
- Completing the annual firm renewal

Implementation

New CCIS is a web –based system accessed through Salesforce

Feb. 1- 6

- Old CCIS will be shut down
- No access

Data from old CCIS will be downloaded into new CCIS the first week of February

Instructions and training are available for users

New CCIS in Salesforce

Getting started

Access the Salesforce CCIS Community site

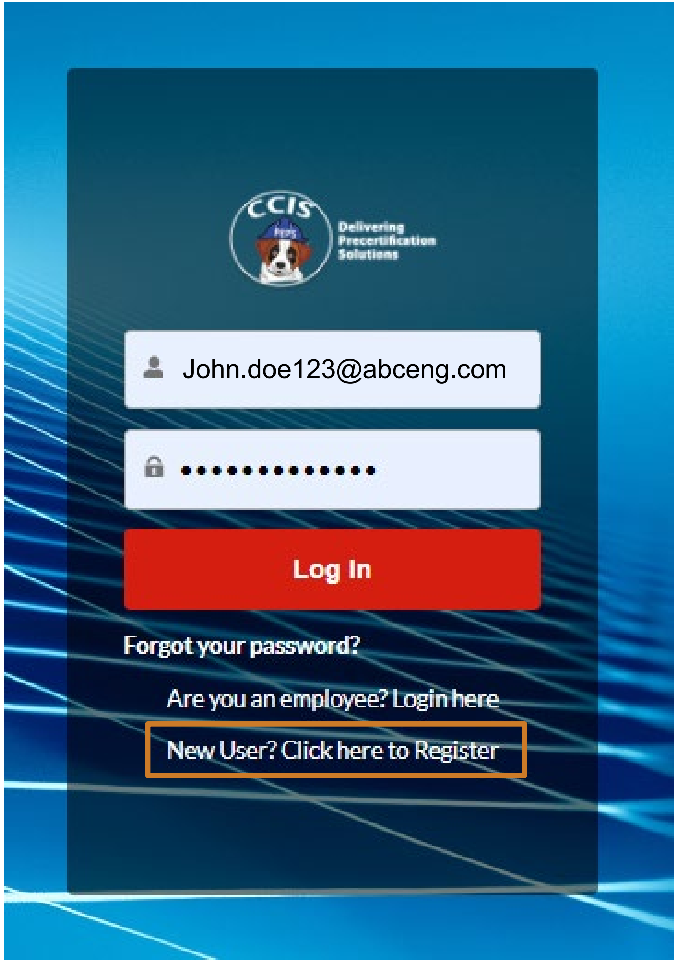
Click on New User to self-register

TxDOT will approve new user requests

User will receive an email to complete password setup

Users will be “linked” to the firm listed on the registration form

All vendor users have the same level of access



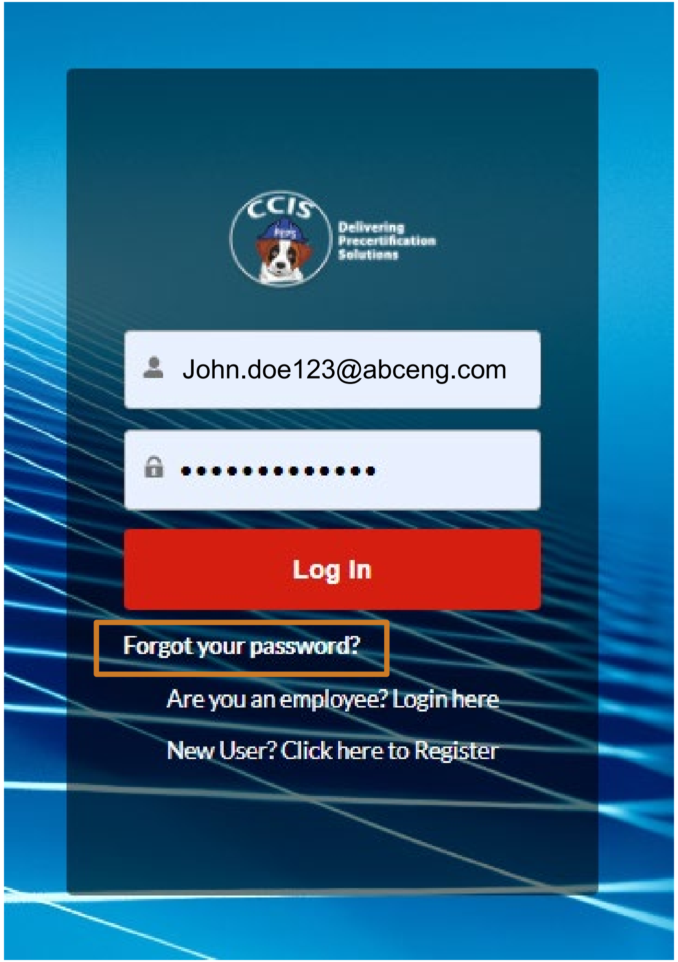
Password Reset

Password must be reset every 60 days

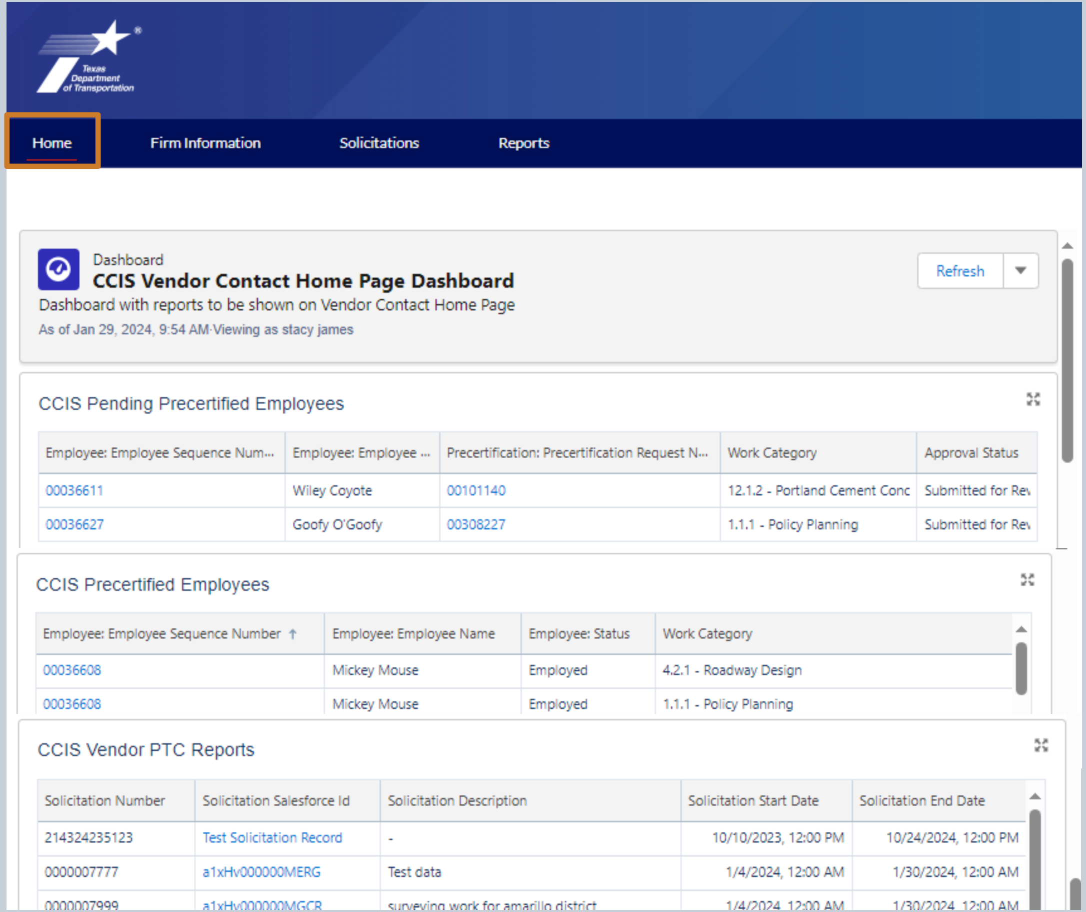
Reminders will be sent 10 & 5 days prior to expiration

Use the link in the email reminder to reset your password

If you forget your password, use the link on the login page



Home tab and dashboards



Home tab shows dashboards for:

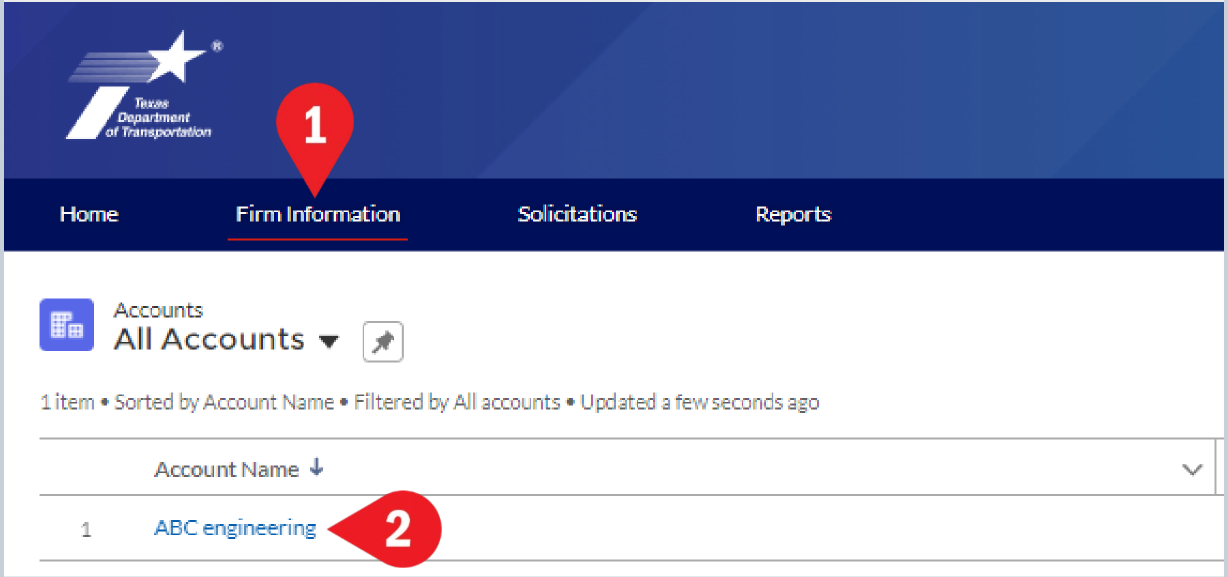
- Pending Precertifications
- Precertified Employees
- PTC Reports

Click on an item to see the details

Firm Information

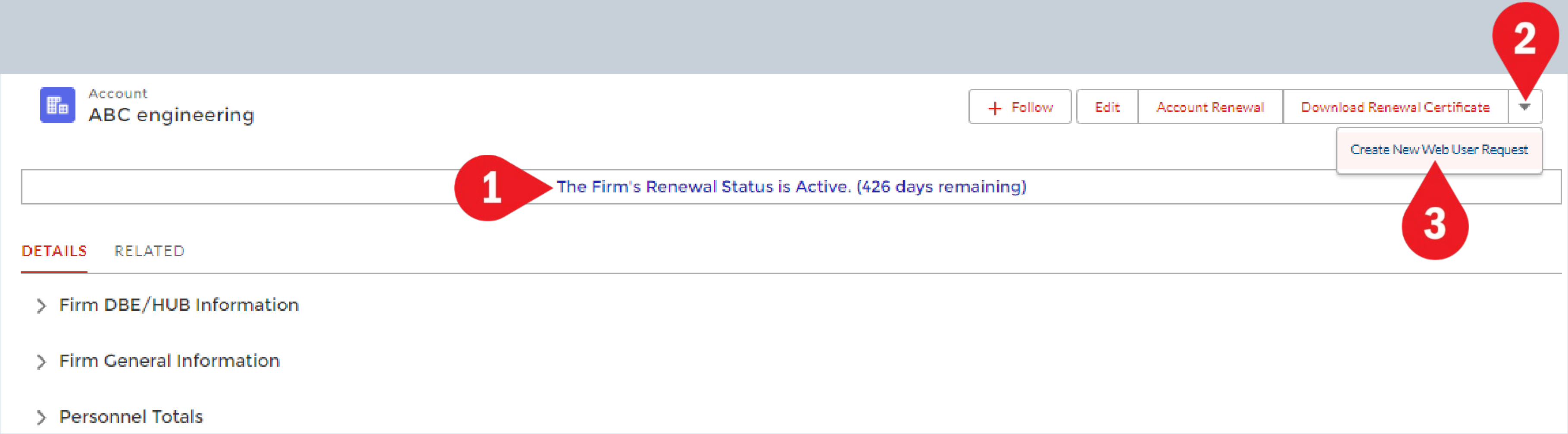
Viewing firm information

1. Click on the Firm Information tab to view the list of accounts
2. Click on the name of the firm to open the firm details screen



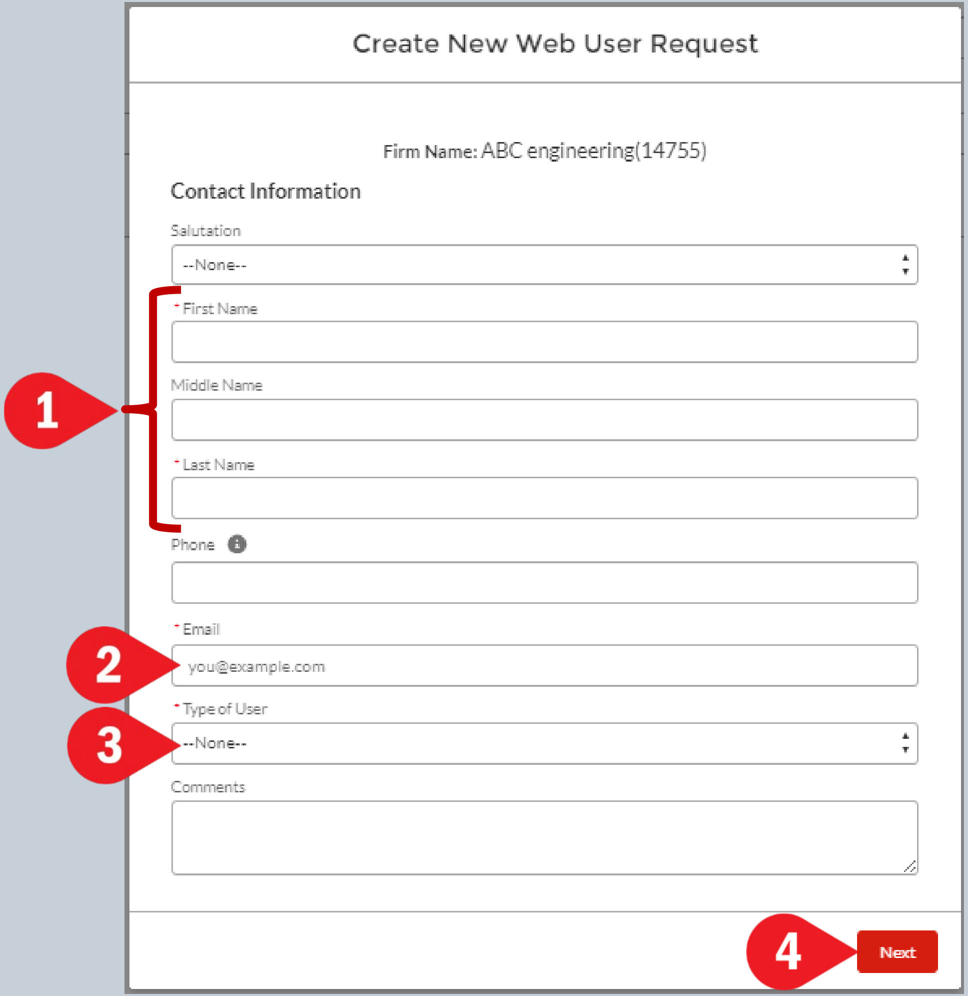
Viewing firm information and creating a new web user request

1. Notice that the firm's renewal status is displayed at the top of the details screen
2. Click on the dropdown button to see the Create New Web User Request button
3. Click on the New Web User Request Button



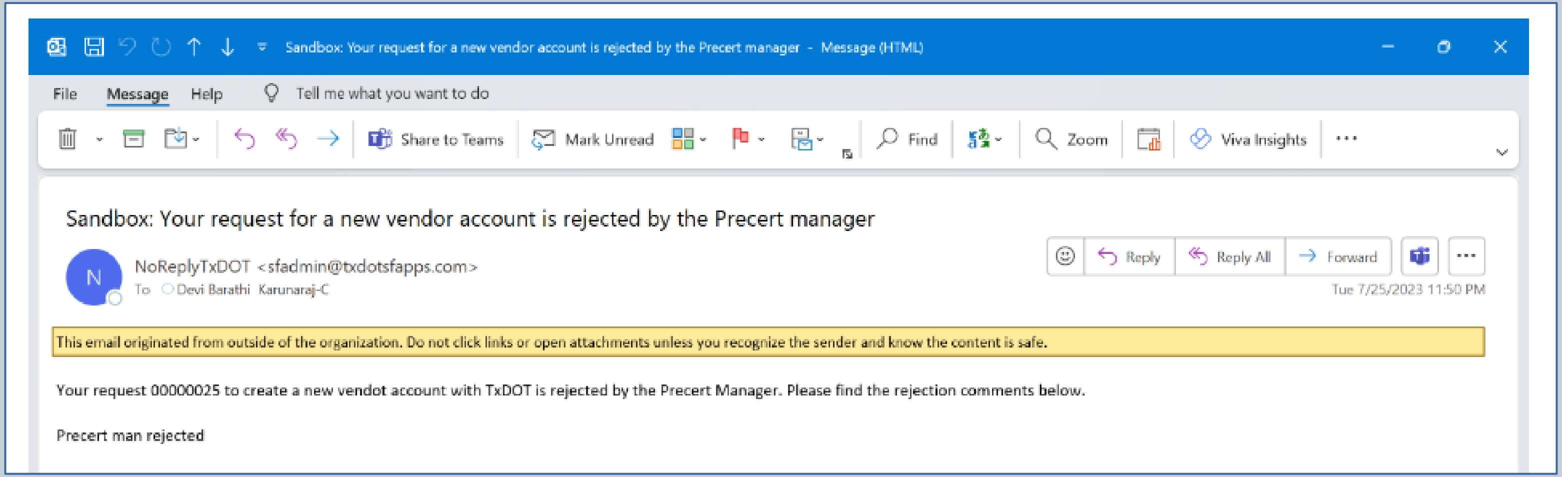
Creating a new web user request

- An existing user can complete request access for a new user from the firm
  1. Enter first, middle (if applicable), and last name
  2. Enter email for the new user
  3. Choose Type of User
     - precertification user
     - PTC user
     - PTC and Precertification user
  4. Click on the next button to submit the request to PEPS.
- Dialog will appear stating that the request was created successfully



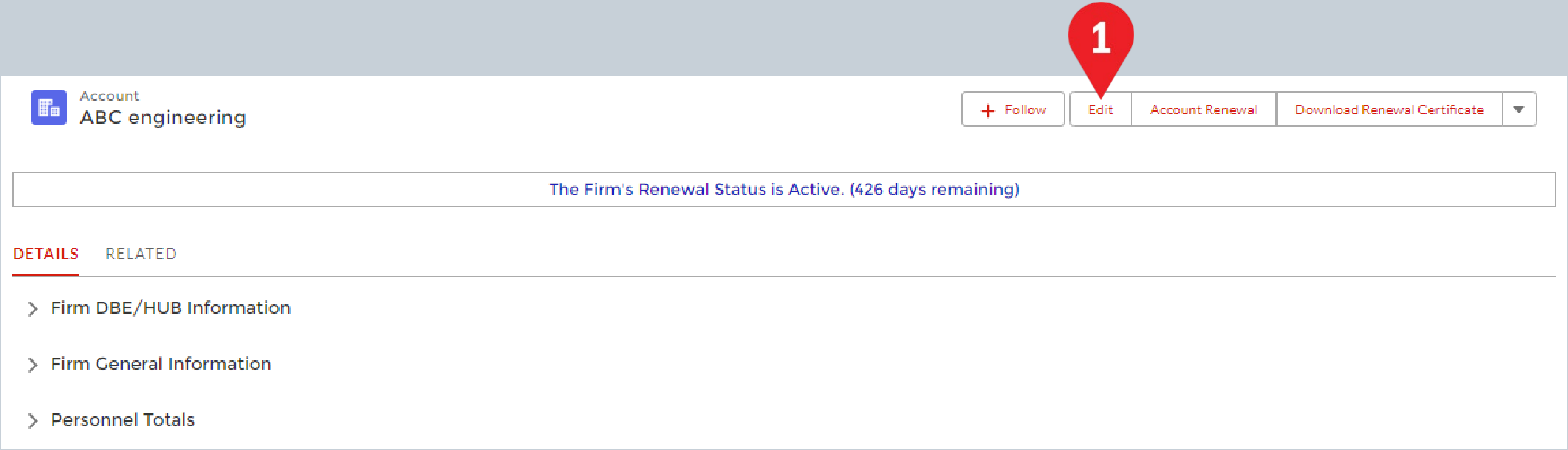
Creating a new web user request (continued)

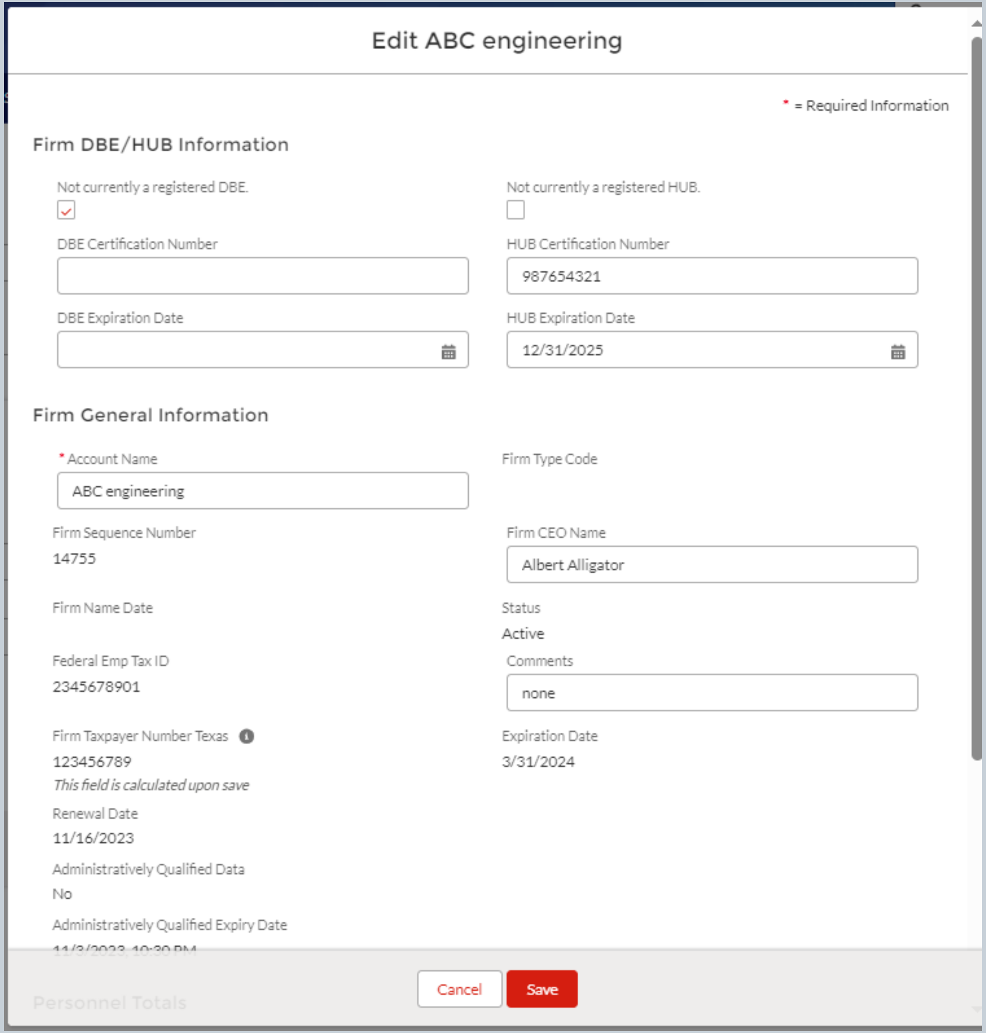
- The PEPS Precent Manager will review the request and either accept or decline the request.
- If accepted, the new user will receive an email with login credentials
- If declined, the user who created the request will receive an email notice stating the reason for denial



Viewing firm information

1. Click on the Edit button to see the firm details for:
    - Firm DBE/HUB information
    - Firm general information
    - Personnel totals




Edit ABC engineering

* = Required Information

Firm DBE/HUB Information

Not currently a registered DBE. ☑

Not currently a registered HUB. ☐

DBE Certification Number

HUB Certification Number: 987654321

DBE Expiration Date

HUB Expiration Date: 12/31/2025

Firm General Information

* Account Name: ABC engineering

Firm Type Code

Firm Sequence Number: 14755

Firm CEO Name: Albert Alligator

Firm Name Date

Status: Active

Federal Emp Tax ID: 2345678901

Comments: none

Firm Taxpayer Number Texas: 123456789

This field is calculated upon save

Expiration Date: 3/31/2024

Renewal Date: 11/16/2023

Administratively Qualified Data: No

Administratively Qualified Expiry Date: 11/3/2023, 10:30 PM

Personnel Totals

Cancel | Save

DBE/HUB Info section:

- Click the checkbox to indicate that firm is not a HUB or DBE
- Enter DBE certification number and expiration
- Enter HUB certification number and expiration

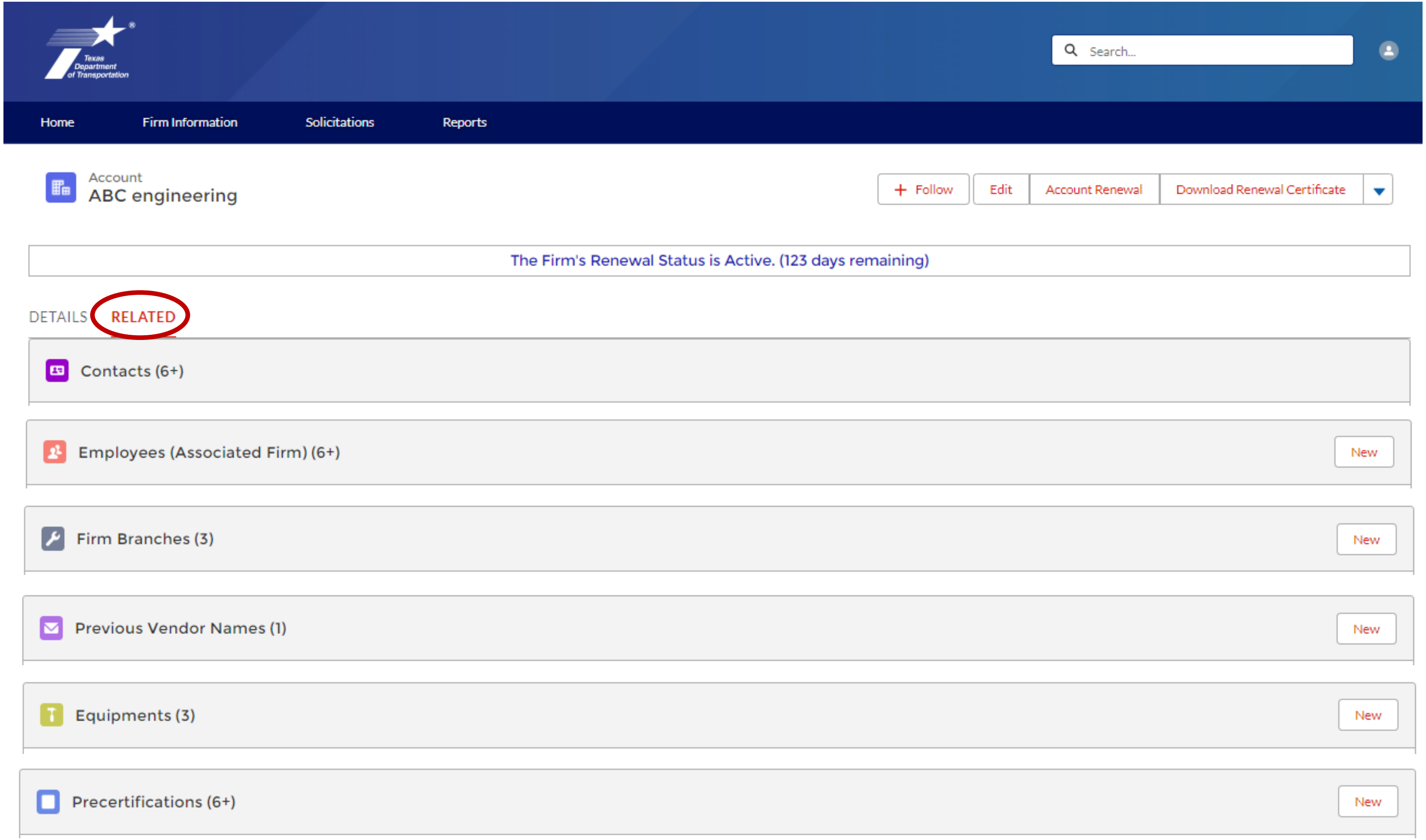
Firm General Info section:

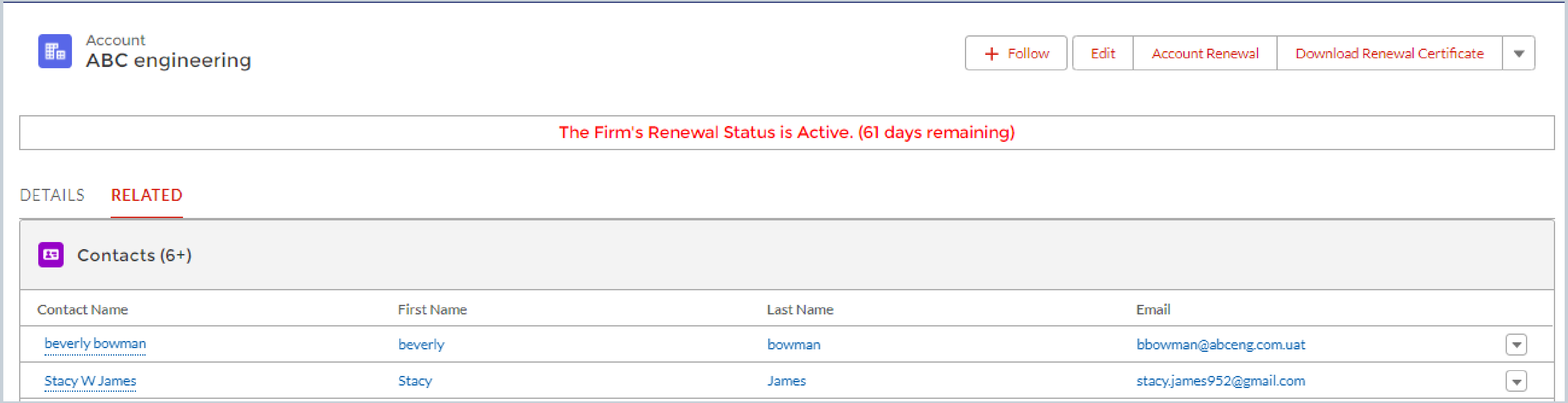
- You may view firm name, sequence number, taxpayer number, renewal date, AQ status and date, and firm precertification status
- You may edit the Firm CEO name and add comments if necessary

Personnel Totals section:

- Edit personnel numbers for total, licensed professionals, tech support staff, and other staff

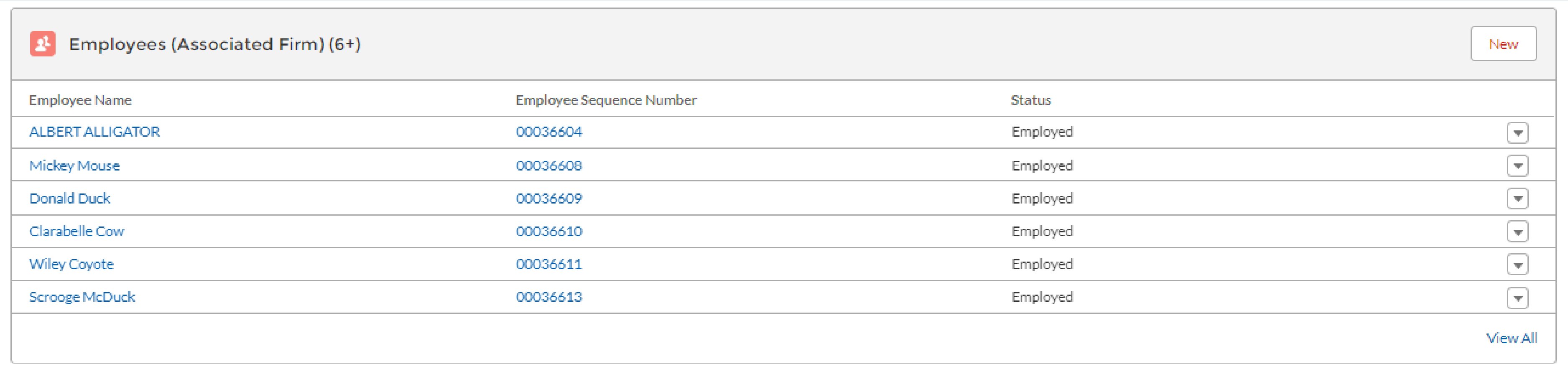
To save your changes, click the red Save button


Texas Department of Transportation
Search...
Home
Firm Information
Solicitations
Reports
Account
ABC engineering
Follow
Edit
Account Renewal
Download Renewal Certificate
The Firm's Renewal Status is Active. (123 days remaining)
DETAILS
RELATED
Contacts (6+)
Employees (Associated Firm) (6+)
New
Firm Branches (3)
New
Previous Vendor Names (1)
New
Equipments (3)
New
Precertifications (6+)
New



Notes about the Contacts list:

- This list shows all users that have access to the system for the firm.
- All these users have the same level of access to the system.
- Firms may have multiple users, but not every employee of the firm needs to have access
- Firms can’t delete users, but you can contact PEPS to request that a user be made “inactive”



Employees (Associated Firm) (6+)

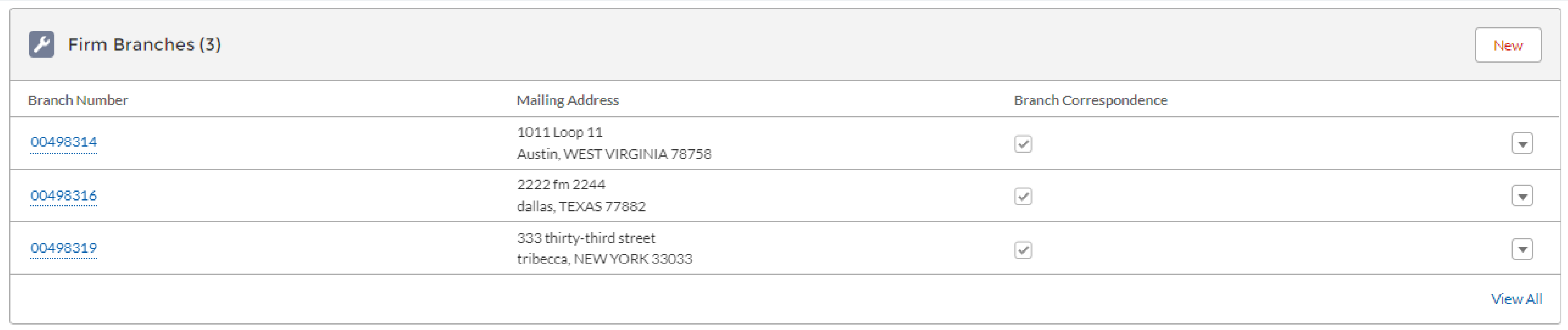
New

Employee Name	Employee Sequence Number	Status
ALBERT ALLIGATOR	00036604	Employed
Mickey Mouse	00036608	Employed
Donald Duck	00036609	Employed
Clarabelle Cow	00036610	Employed
Wiley Coyote	00036611	Employed
Scrooge McDuck	00036613	Employed

View All

Notes about the Employees list:

- This list shows all employees associated with the firm
- Click the **New** button to add new employees (who haven’t been precertified before)
- If a precertified person joins your firm, contact PEPS to request an employee transfer
- Use the dropdown at the right to choose “Edit” to update employee info or mark an employee that needs to be deleted



Firm Branches (3) New

Branch Number	Mailing Address	Branch Correspondence
00498314	1011 Loop 11 Austin, WEST VIRGINIA 78758	✓
00498316	2222 fm 2244 dallas, TEXAS 77882	✓
00498319	333 thirty-third street tribecca, NEW YORK 33033	✓

View All

Notes about the Firm Branches list:

- This list shows all the firm’s branches
- Click on **New** to add a branch
- Click on the dropdown and select **Edit** to update branch information or mark the branches to receive correspondence

Previous Vendor Names (2)

New

Previous Name	Date First Used	Date Last Used
ABC Engineering, LLC	1/1/2000, 12:00 PM	11/1/2010, 12:00 PM
ABC Consultants, LLC	1/1/1995, 12:00 PM	1/1/2000, 12:00 PM

View All

Notes about the Previous Vendor Names list:

- This list shows names of the firm that were used in the past
- Generally, when a firm notifies PEPS of a name change, PEPS will update this section to show the old name and the date of the first and last use.

Equipments (3)

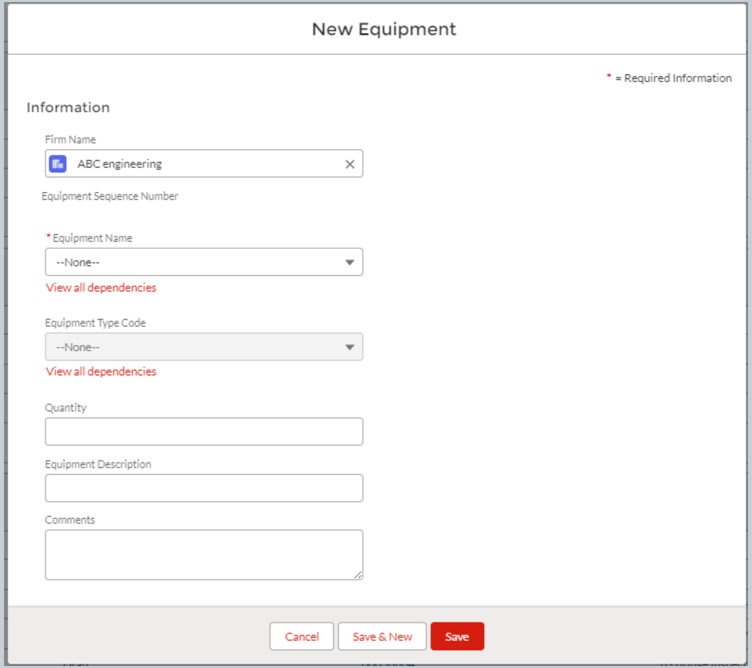
New

Equipment Sequence Number	Equipment Name	Quantity	Comments
00019949	612000 - Engineering Workstations with Open Roads	300	none
00019950	414000 - Boats and Skiffs	2	
00019951	526000 - Mobile LiDAR Scanning Equipment		

View All

Notes about the Equipment list:

- This list shows the firm’s equipment
- Do not leave this section blank
- Click **New** to add new equipment
- When the equipment dialog opens, use the dropdowns to choose the equipment name and equipment type code.
- Enter the quantity of the equipment
- If necessary, enter a description and comments
- Click **Save**



Precertifications (6+)

New

Precertification Request Number	Approval Status	Employee	Group
00101168	Draft		5 - Bridge Design
00101169	Draft		10 - Hydraulic Design and Analysis
00101175	Draft	00036627	23 - Engineering Management Services (includes CEC, ...
00101196	Draft	00036604	6 - Bridge Inspection
00101197	Draft	00036604	6 - Bridge Inspection
00101198	Draft		6 - Bridge Inspection

View All

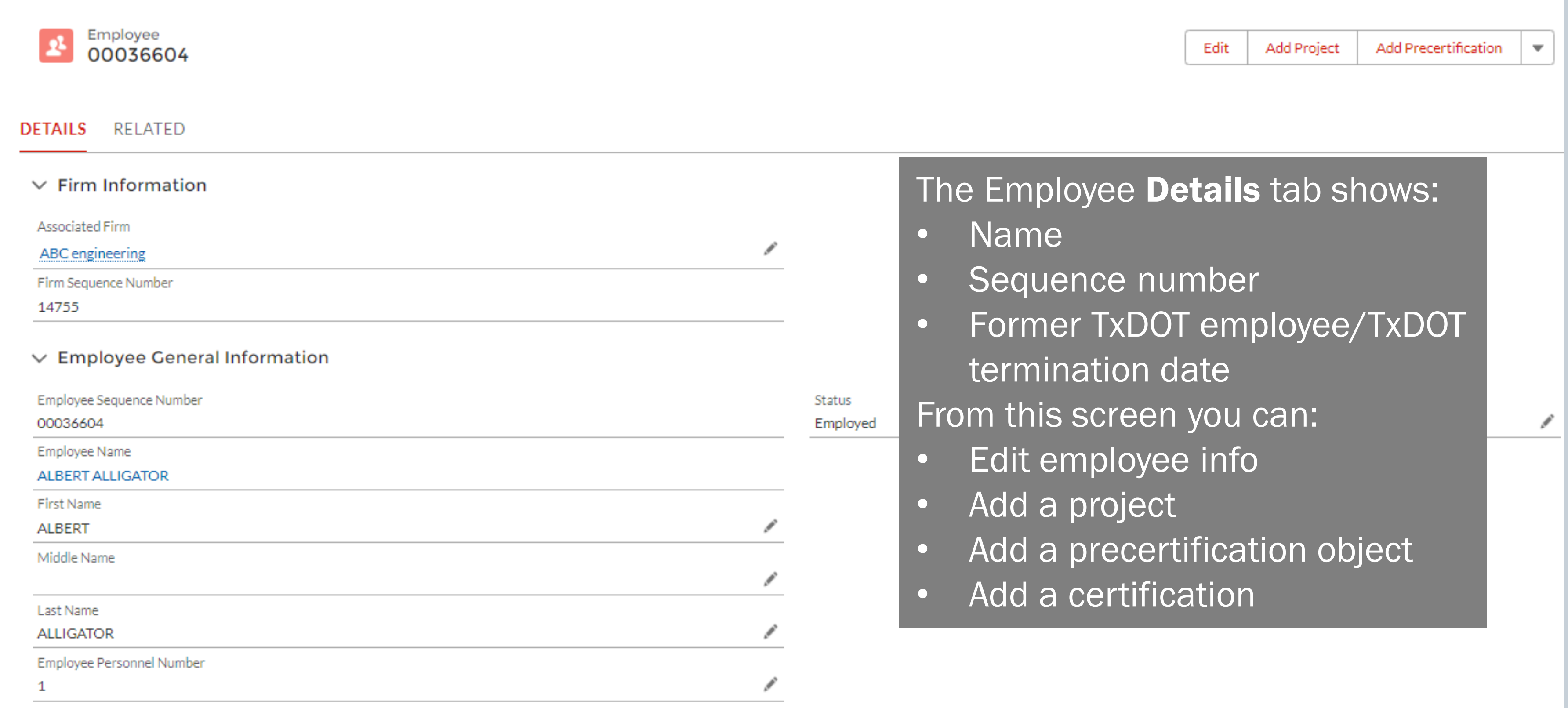
Notes about the Precertifications list:

- This list shows all the firm’s precertifications that have been submitted
- The list shows approval status: draft; submitted for review; approved; and denied
- Click **New** to add a new precertification record
- Click on the precertification record number to view the details of that precertification
- Click on the dropdown to edit a precertification record

Employee Information

Steps to navigate to the employee information screens

Click Firm Information tab → Click on firm name → Click on Related tab → Click on the name of an employee

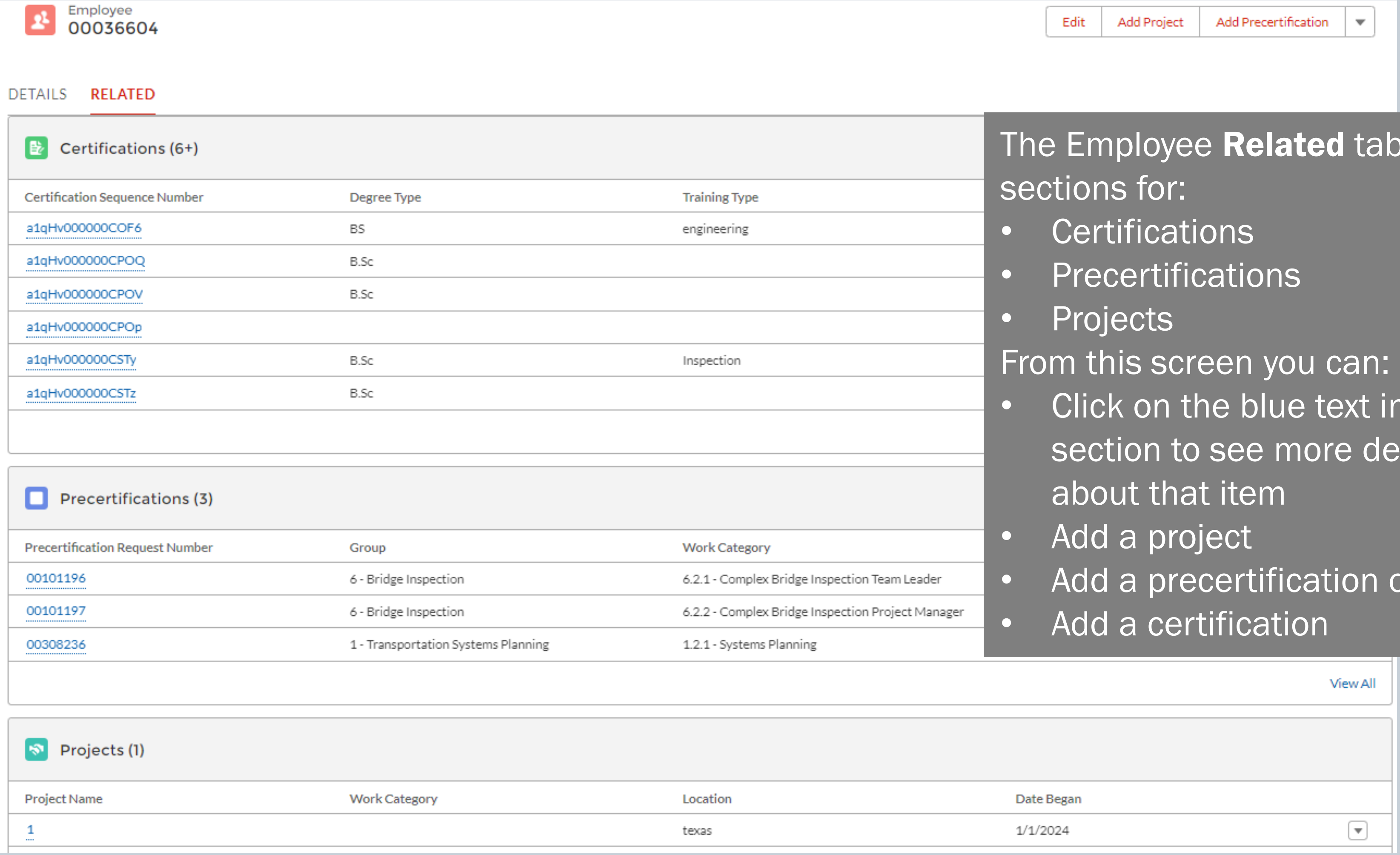


The Employee **Details** tab shows:

- Name
- Sequence number
- Former TxDOT employee/TxDOT termination date

From this screen you can:

- Edit employee info
- Add a project
- Add a precertification object
- Add a certification



The Employee **Related** tab has sections for:

- Certifications
- Precertifications
- Projects

From this screen you can:

- Click on the blue text in each section to see more details about that item
- Add a project
- Add a precertification object
- Add a certification

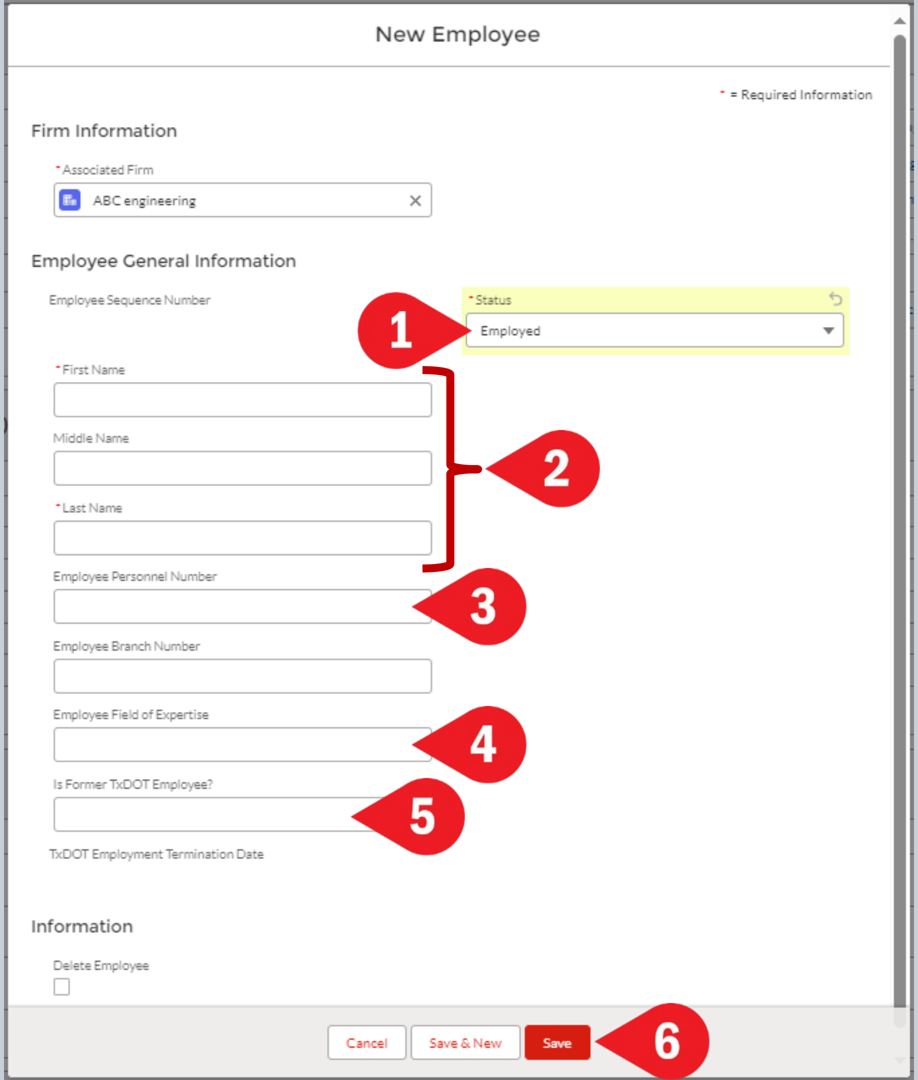
Submitting Precertification Applications

General steps for submitting a precertification application

1. Add a new employee (if not already in the system)
2. Create a new precertification
3. Add employee’s certifications
4. Add employee’s projects
5. Submit for approval

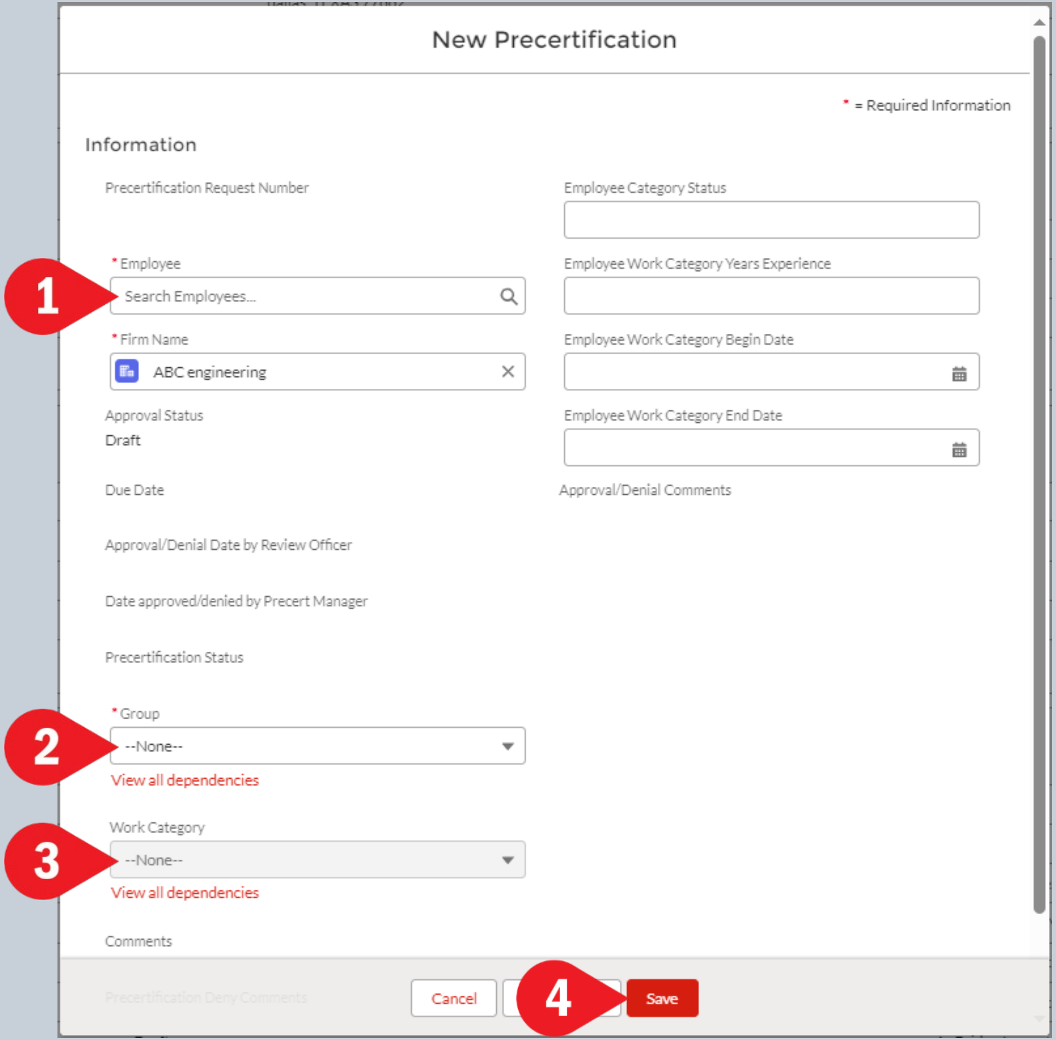
Steps for adding a new employee

- Navigate to Firm Information tab
- Click on firm name
- Click on the Related tab
- In the Employees section, click on New
- When the dialog box appears:
  1. For Status, choose Employed
  2. Enter the First, Middle (if applicable), and Last Names
  3. Employee Personnel Number is a number assigned within your firm (Do not use SSN)
  4. Enter Field of Expertise (Ex. surveying, engineering, etc.)
  5. For former TxDOT employee, enter Y for yes or N for no
  6. Click Save



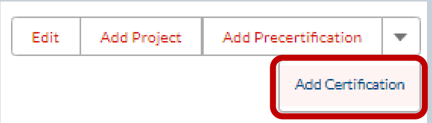
Steps for creating a new precertification

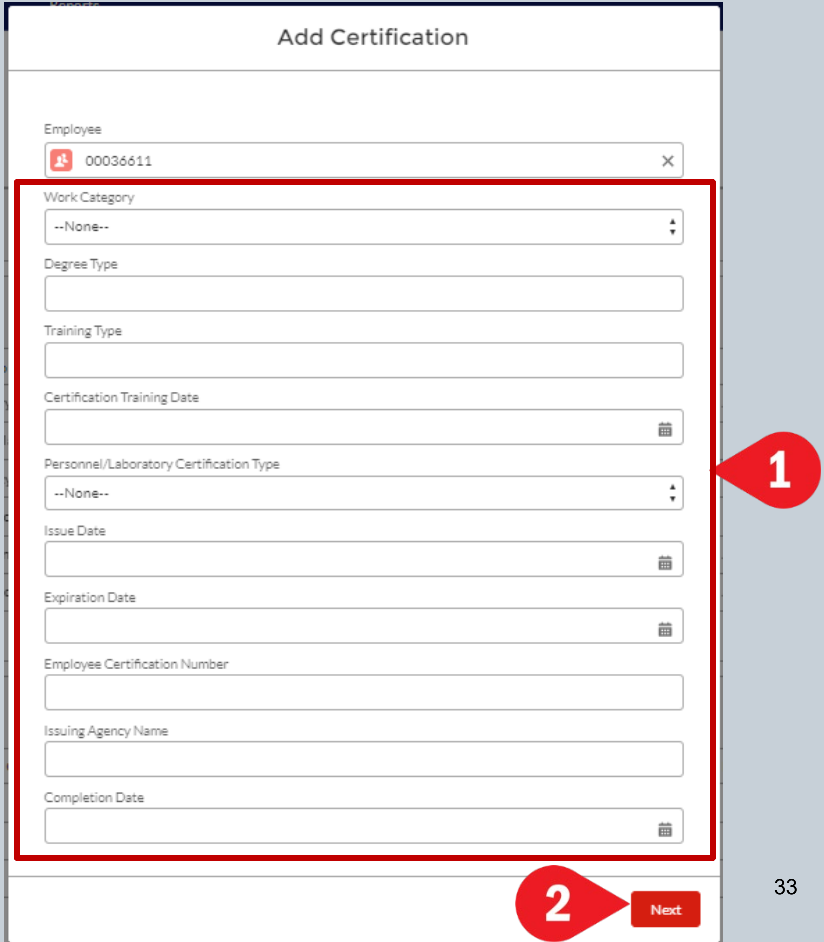
- Navigate to Firm Information tab
- Click on firm name
- Click on the Related tab
- In the Precertifications section, click on New
- When the dialog box appears:
    1. Click in Employee field to choose an employee
    2. Click in the Group field to choose the work group
    3. Click in the Work Category field to choose the work category
    4. Click Save



Steps for adding certifications

- Refer to the Guidance for Entering Personal Certifications to determine which fields need to be completed
- Navigate to the Employee Related tab
- Click on the dropdown in the upper right corner and select Add Certification
- When the dialog box appears:
  1. Complete the required fields for the type of certification that being entered:
     - Licensure
     - Degree
     - Required training for categ. 3.7.1 & 4.7.1
     - Required training for categ. 6.1.1, 6.1.2, 6.2.1, 6.2.2, 6.3.1, & 6.3.2
  2. Click Next



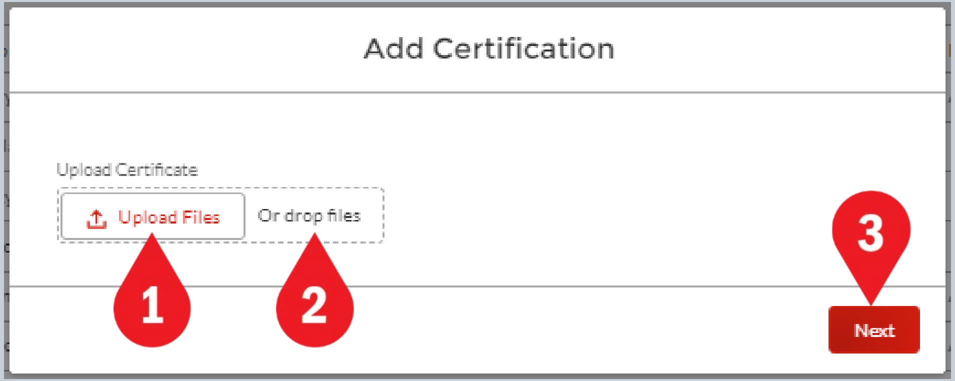


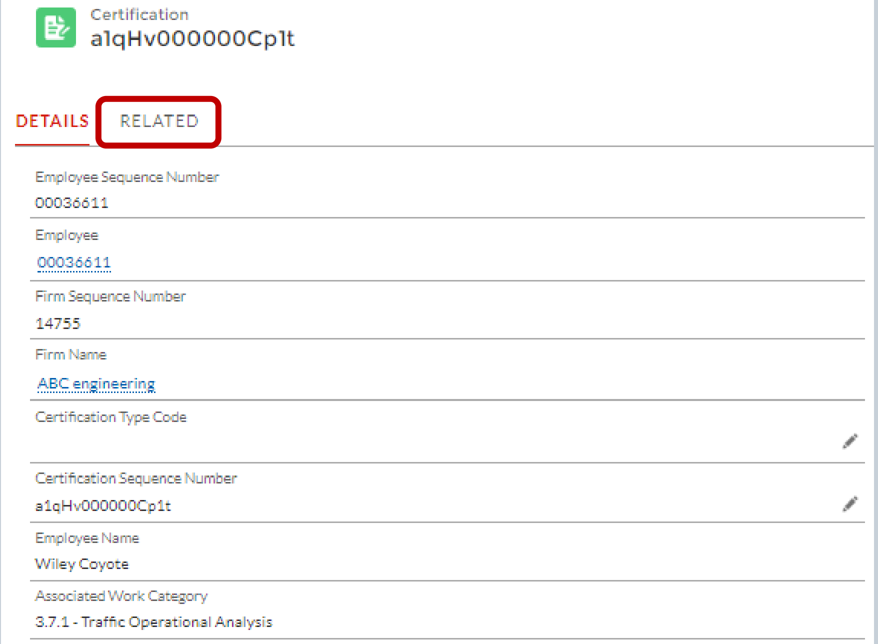
Steps for adding certifications (continued)

- A dialog box for uploading a certificate will appear
- Training certificates are <u>only</u> required for work categories: 3.7.1, 4.7.1, 6.1.1, 6.1.2, 6.2.1, 6.2.2, 6.3.1, and 6.3.2
- Each required certificate must be uploaded separately and be in PDF format
- If training certificates are not required, click Next

Steps for adding certifications (continued)

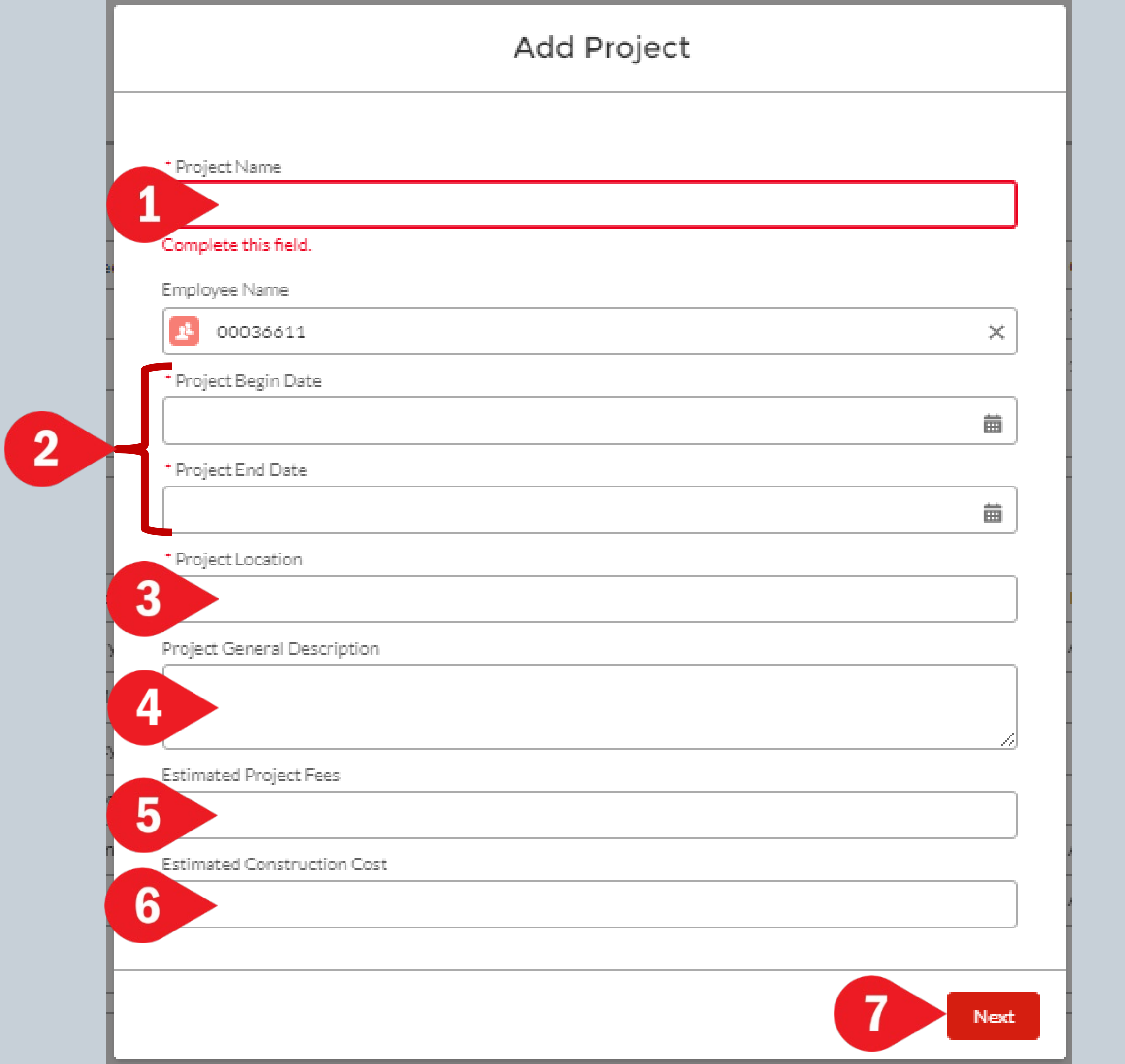
- If training certificates are required:
    1. Click Upload Files and then select the file you want to upload
    2. Alternately, you may drag and drop a file into the designated area
    3. When upload is complete, click Done
    4. Click Finish
- The certifications should appear on the Employee Related tab in the Certifications list.
- Click on the Certification Sequence Number to view the details entered for that certification
- Click on the Certification Related tab to see a list of the uploaded files for that certification





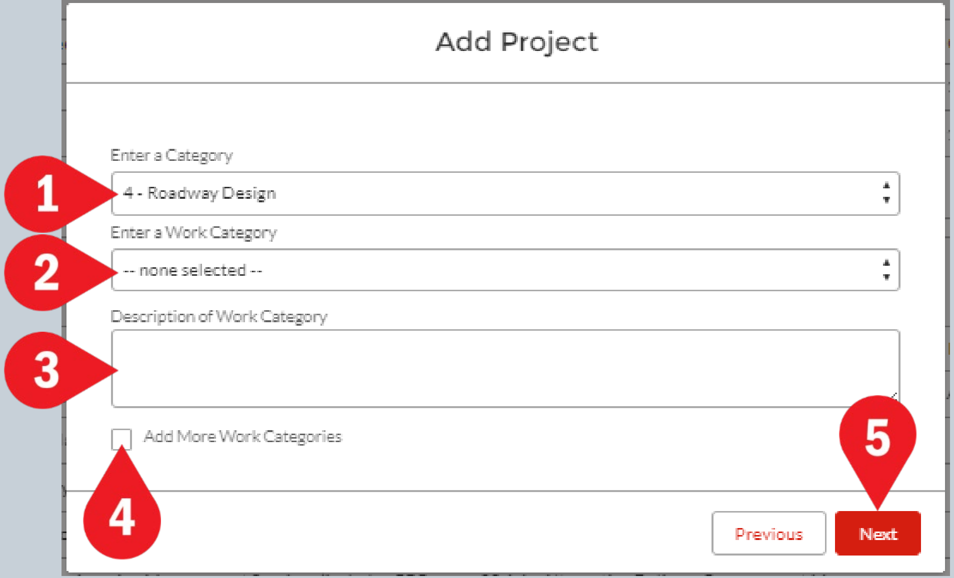
Steps for adding projects

- Navigate to the Employee Related tab
- Click on Add Project in the upper right corner
- When the Add Project dialog box appears, enter the following:
    1. Project name
    2. Project begin & end dates
    3. Project location
    4. General description of the project
    5. Estimated project fees
    6. Estimated construction cost
    7. Click Next



Steps for adding projects (continued)

- When the category dialog box appears, enter the following:
  1. Use the dropdown to select a work group
  2. Use the dropdown to select a work category
  3. Enter a description of work performed by the employee as it relates to the work category
  4. Click Add More Work Categories if other categories are needed
  5. Click Next. Then click Finish.

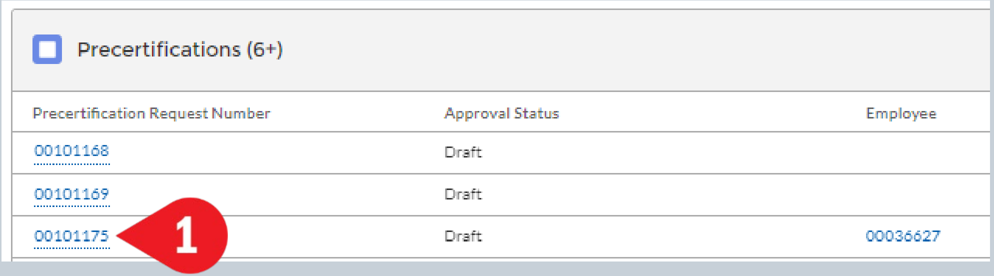


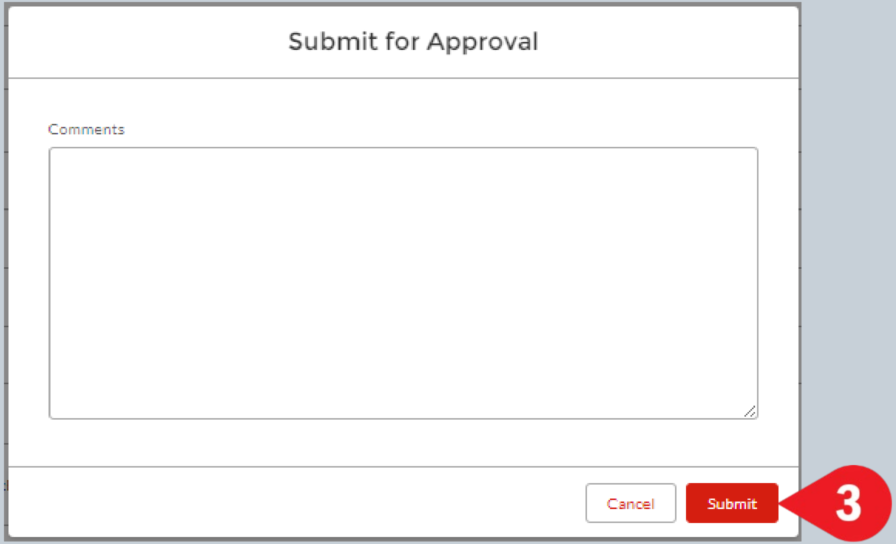
Tips for the Description of Work field:

- Refer to the list of work category descriptions and qualification requirements.
- Make sure to address all the specific qualification requirements.
- Use phrases like, "I designed", "I analyzed", etc.
- Give enough detail to demonstrate knowledge and competence (ex. "I computed the runoff using the Rational Method and considering the following factors"…)

Steps for submitting the precertification for review

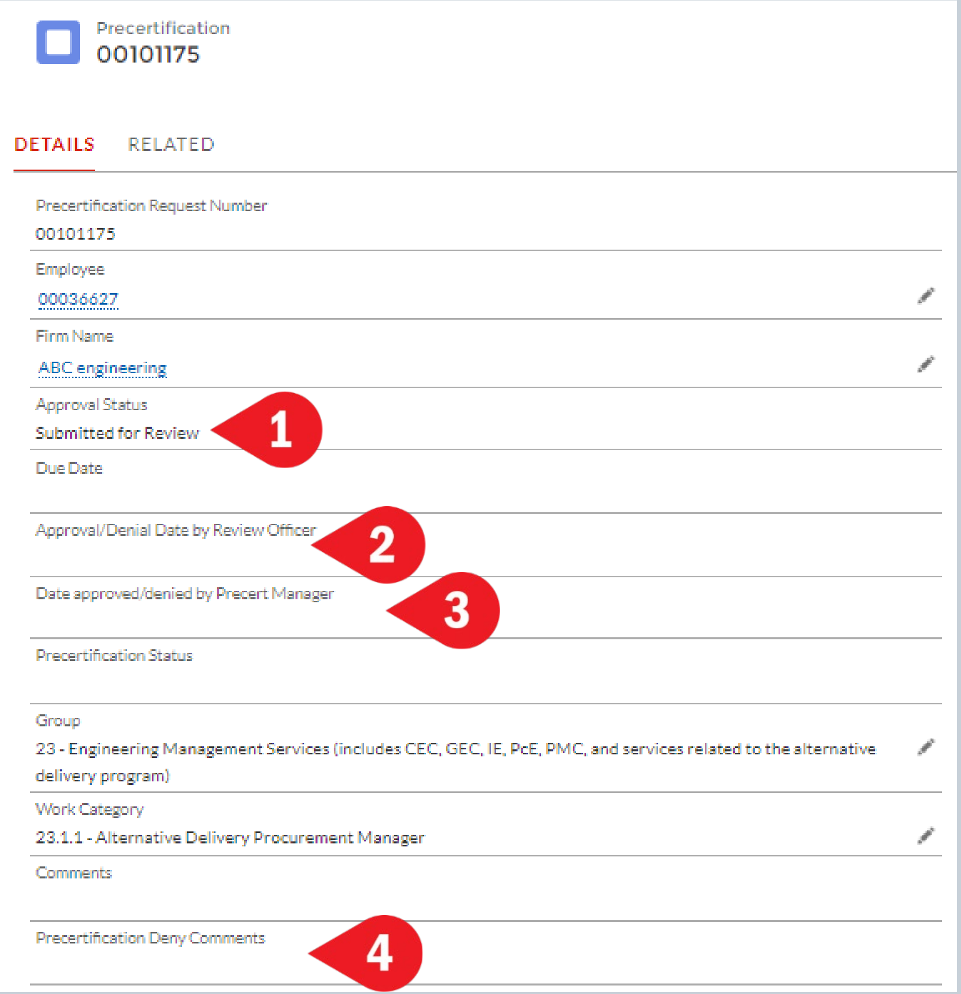
- Navigate to the Firm Related tab
  1. On the Precertifications list, click on the precertification you want to submit
  2. When the Precertification Details appear, click on Submit for Approval in the upper right corner
  3. When the dialog box appears, click Submit. (It is not necessary to enter any comments.)
- A green box should appear at the top of the screen to confirm that the precertification was submitted
- On the Precertifications list, this precertification should now show status of "Submitted for Review"





After the precertification has been submitted for review, you can:

- View the precertification status on the dashboard
- Navigate to the Precertification list to see the status of all firm precertifications (ex. draft, submitted for review, approved, or denied)
- Click on a specific item on the precertification list to view more detailed status, including:
    1. Approval status
    2. Approval/denial date by review officer and date
    3. Approval/denial date by precert manager
    4. Precertification denial comments
- Automated approval/denial emails will also be sent to the firm's user



Firm Renewal

Firm Renewal

Required to maintain active precertification status

Complete every year by March 31st

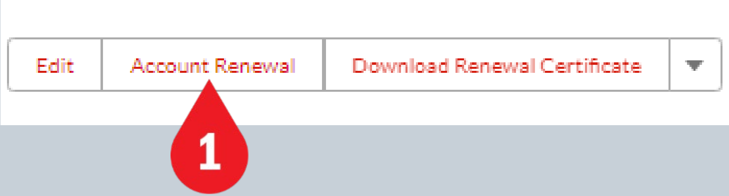
Automatic reminders will be sent by CCIS

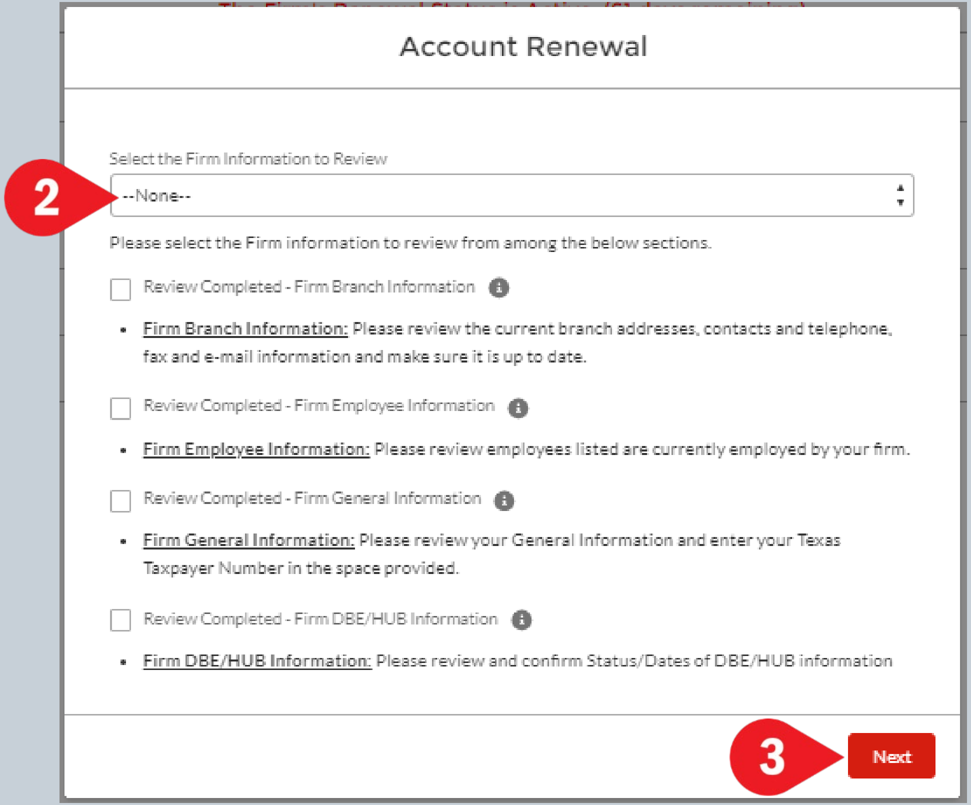
General Steps for Firm Renewal

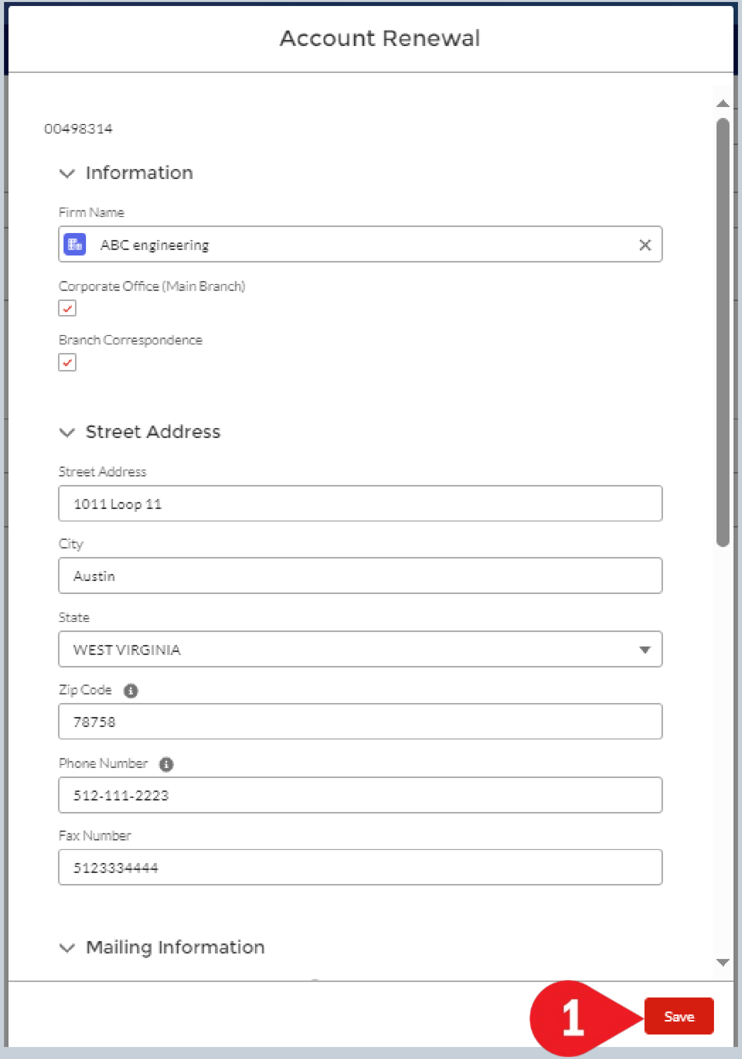
1. Click on Account Renewal button
2. Review firm branch information
3. Review employee information
4. Review firm general information
5. Review DBE/HUB information

Steps for Account Renewal

- Click on Firm Information tab
- Click on firm name to open the firm details
    1. Click on the Account Renewal button
    2. Use the dropdown to select Firm Branch Information
    3. Click on Next

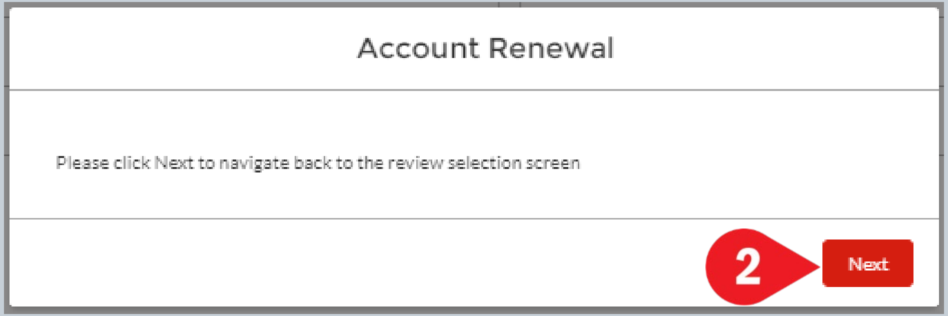






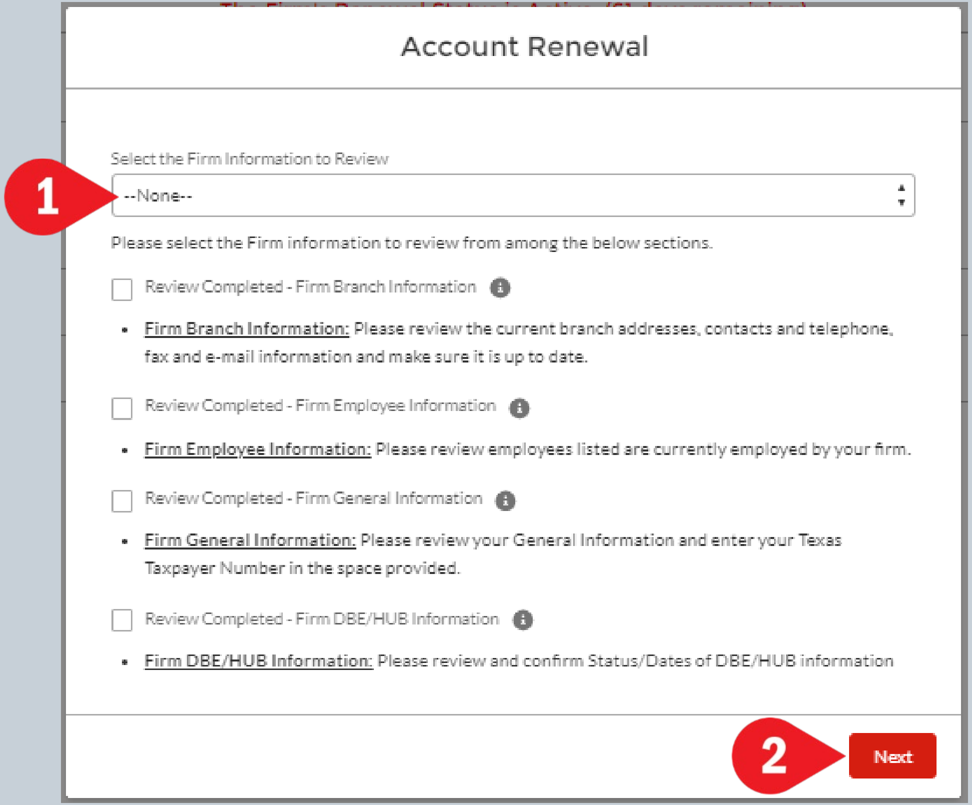
Steps for Account Renewal (continued)

- When the dialog box for firm branch information opens, review the information and update if needed.
    1. Click on Save at the bottom of the dialog box to move to the next branch.
    2. After reviewing all the branches, click on Next to navigate back to the Account Renewal selection screen.



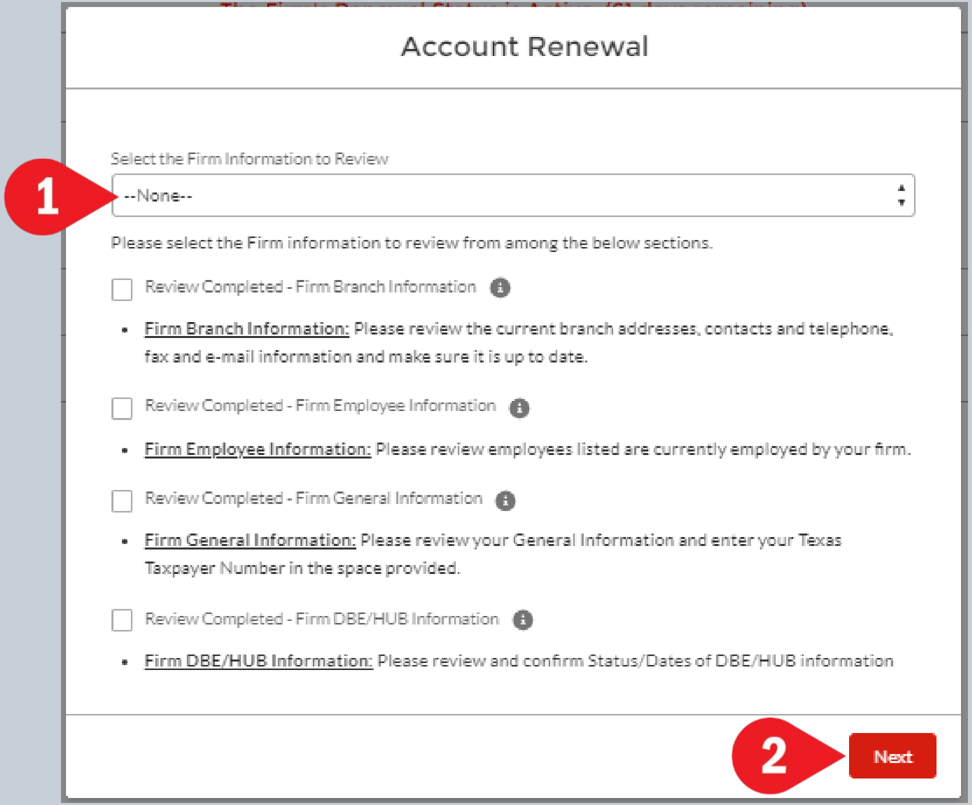
Steps for Account Renewal (continued)

- The Account Renewal dialog box will appear.
    1. Use the dropdown to select Firm Employee Information
    2. Click on Next
- When the dialog box for firm employee information opens, review the information and update if needed.
- Click on Save at the bottom of the dialog box to move to the next employee
- After reviewing all the employees, click on Next to navigate back to the Account Renewal selection screen.



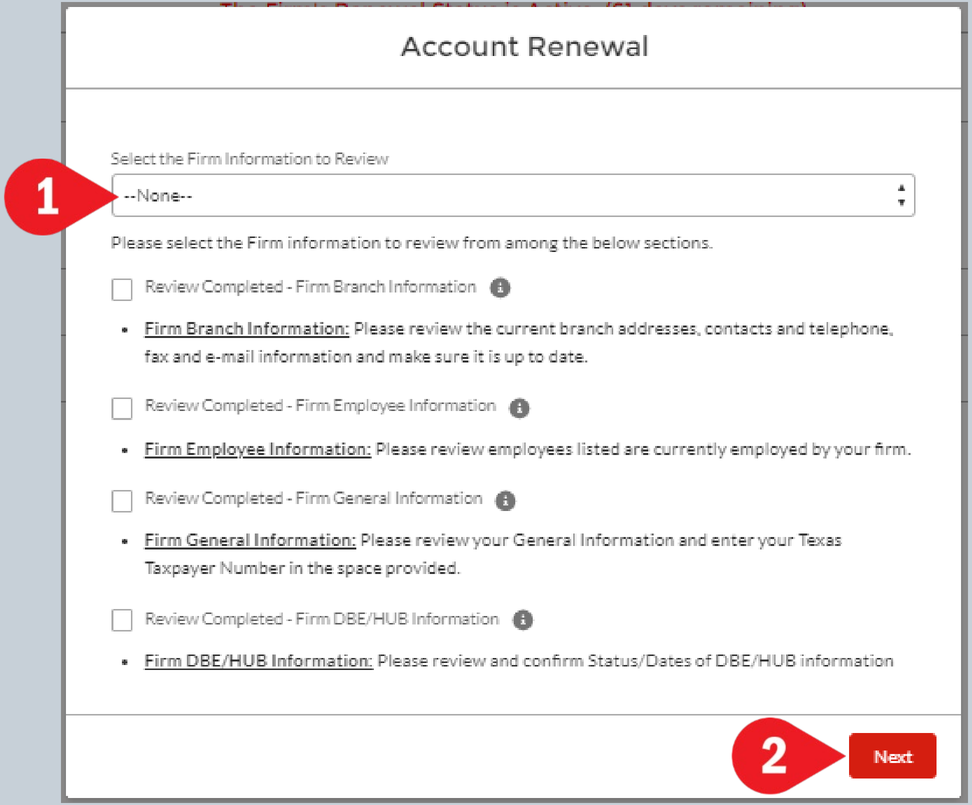
Steps for Account Renewal (continued)

- The Account Renewal dialog box will appear.
    1. Use the dropdown to select Firm General Information
    2. Click on Next
- When the dialog box for firm general information opens, review the information and update if needed.
- Click on Save at the bottom of the dialog box
- Click on Next to navigate back to the Account Renewal selection screen.



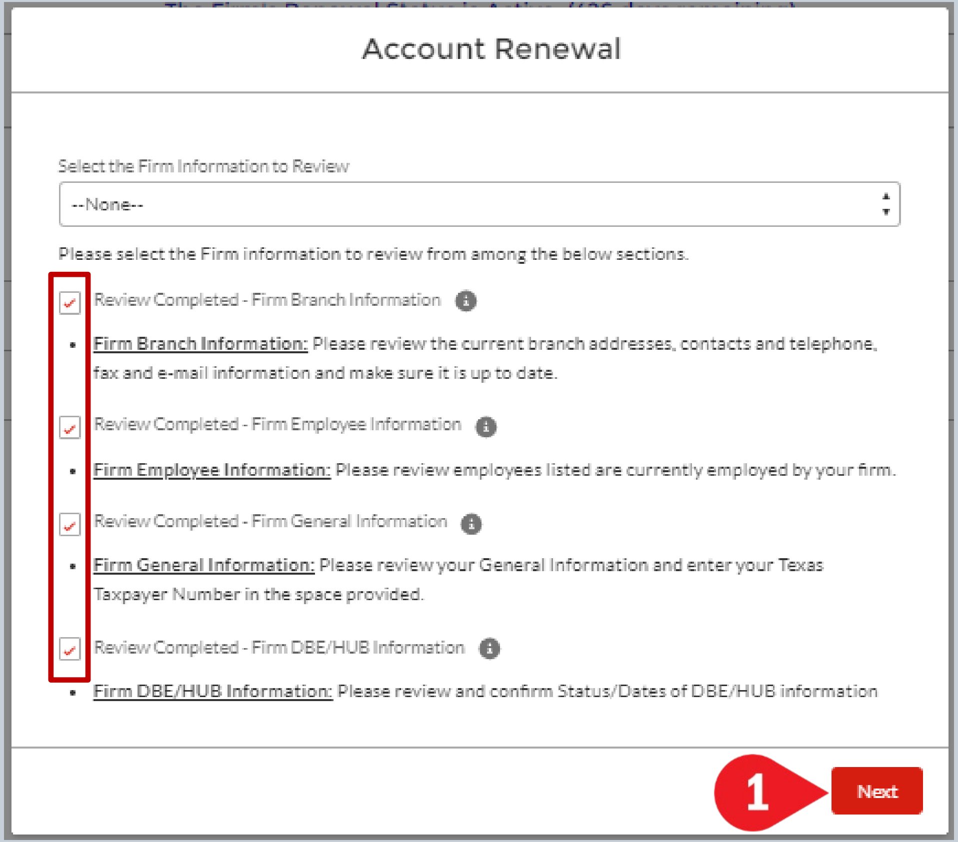
Steps for Account Renewal (continued)

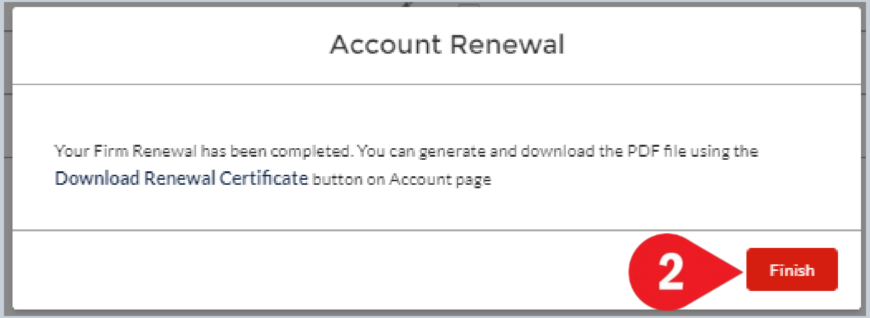
- The Account Renewal dialog box will appear.
    1. Use the dropdown to select Firm DBE/HUB Information
    2. Click on Next
- When the dialog box for firm DBE/HUB information opens, review the information and update if needed.
- Click on Save at the bottom of the dialog box
- Click on Next to navigate back to the Account Renewal selection screen.



Steps for Account Renewal (continued)

- The Account Renewal dialog box will appear.
- All four boxes should now be checked.
    1. Click on Next
    2. When the dialog box opens, the message will show that your firm renewal has been completed. Click on Finish.



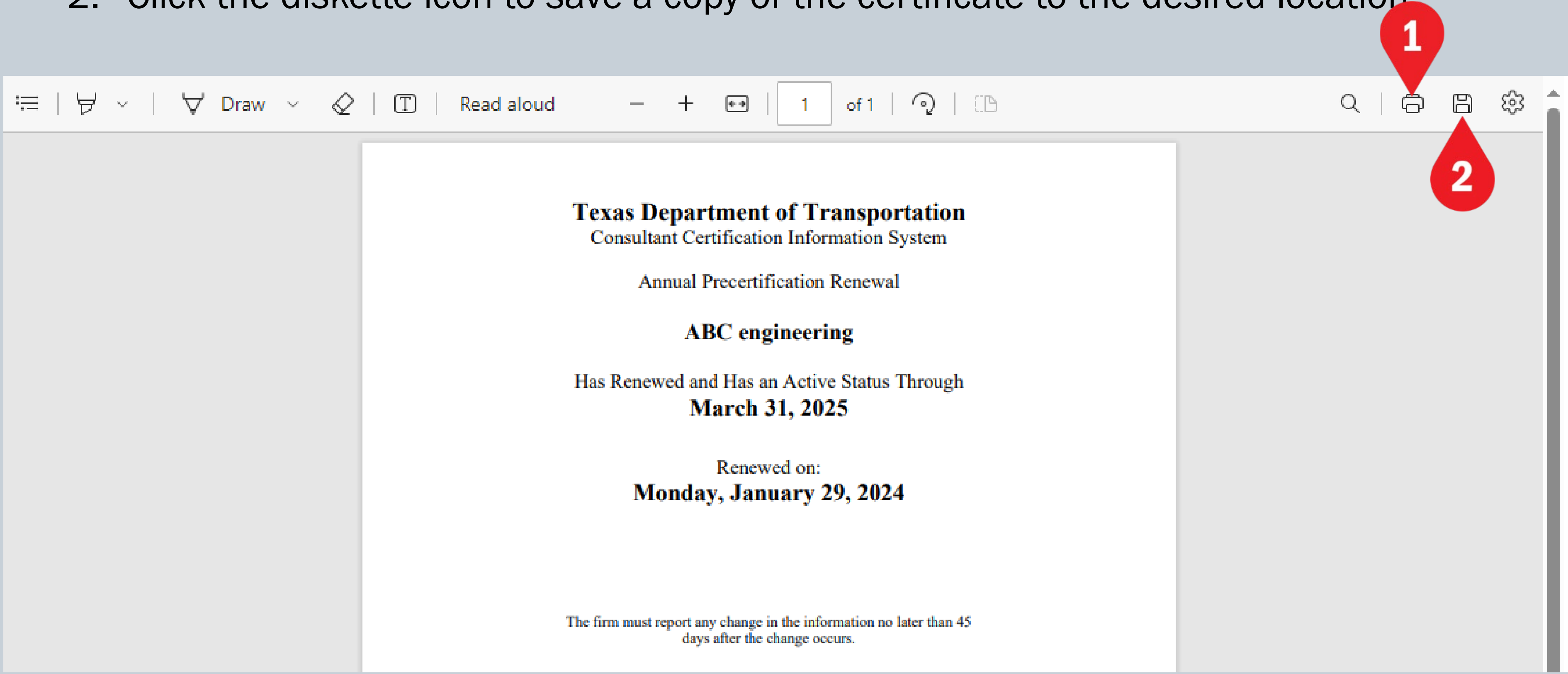


Account renewal completion and certificate

1. Once the renewal process has been completed, you will see that the firm's renewal status shown on the Firm Details screen has changed to reflect the days until March 31st of next year
2. Click Download Renewal Certificate to see a copy of the renewal certificate.

Account renewal completion and certificate (continued)

1. Click the printer icon to print the certificate
2. Click the diskette icon to save a copy of the certificate to the desired location



Completing the PTC Form

Old PTC Form

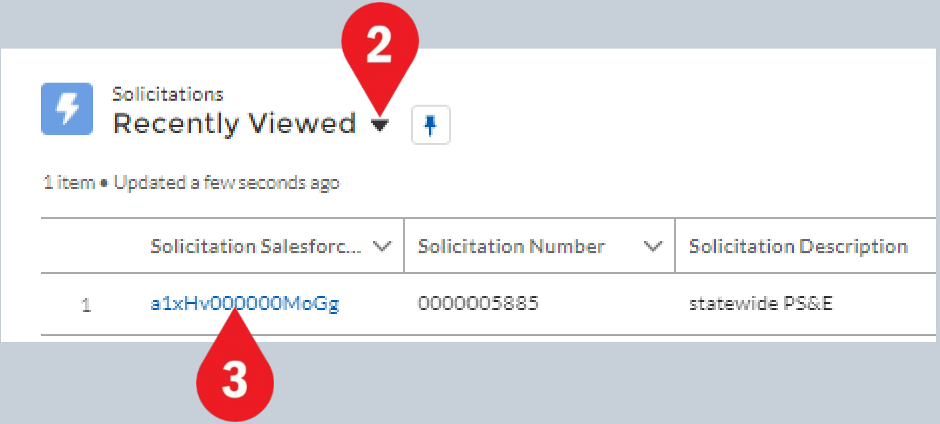
- Excel File Format
- Categories manually entered by procurement engineer
- Static data at time of posting
- Some data validation

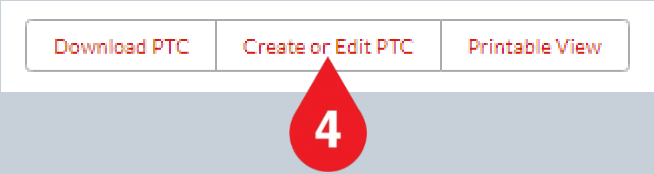
New PTC Form

- Online Form in CCIS
- Categories automatically pulled from PS-CAMS
- Data is live up to closing
- Enhanced data validation

Steps for completing the PTC form

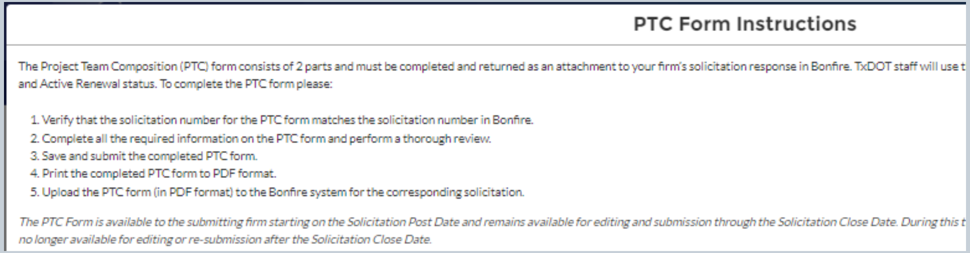
- PTC forms will be available in CCIS between the solicitation posting and closing dates
- To access the PTC form for a solicitation:
    1. Click on the Solicitations tab
    2. The list of Recently Viewed solicitations will appear. Use the dropdown to change this to All.
    3. Click on the blue solicitation ID to select a solicitation
    4. When the solicitation details screen appears, click on Create or Edit PTC in the upper right corner

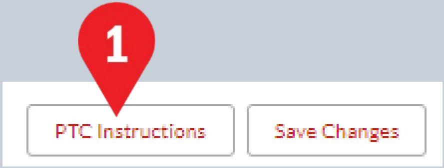


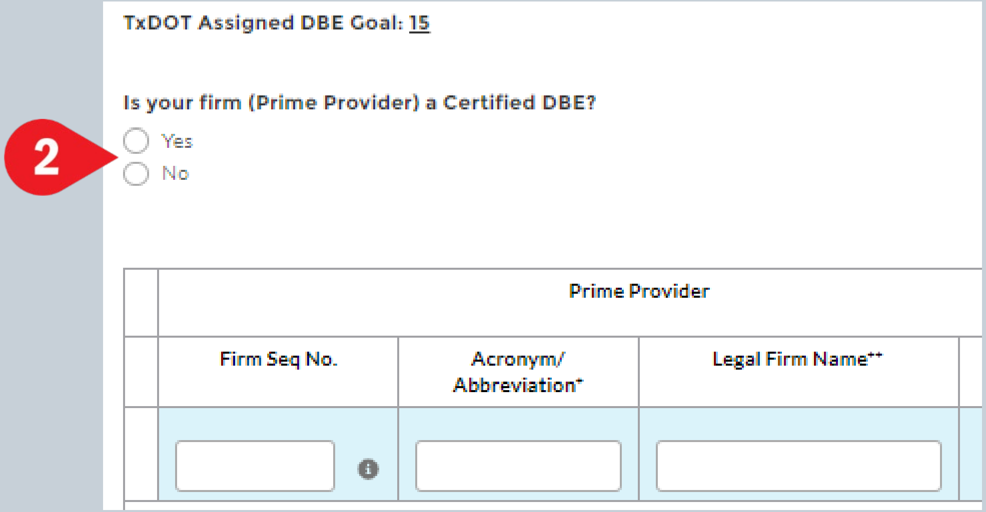


Steps for completing the PTC form (continued)

- When the PTC form opens, the PTC Form Instructions dialog will appear. Read the instructions and then click OK at the bottom of the dialog.
    1. You may return to the instructions at any time by clicking the PTC Instructions button located near the upper right corner of the form.
    2. Choose Yes or No to show the prime firm’s DBE status

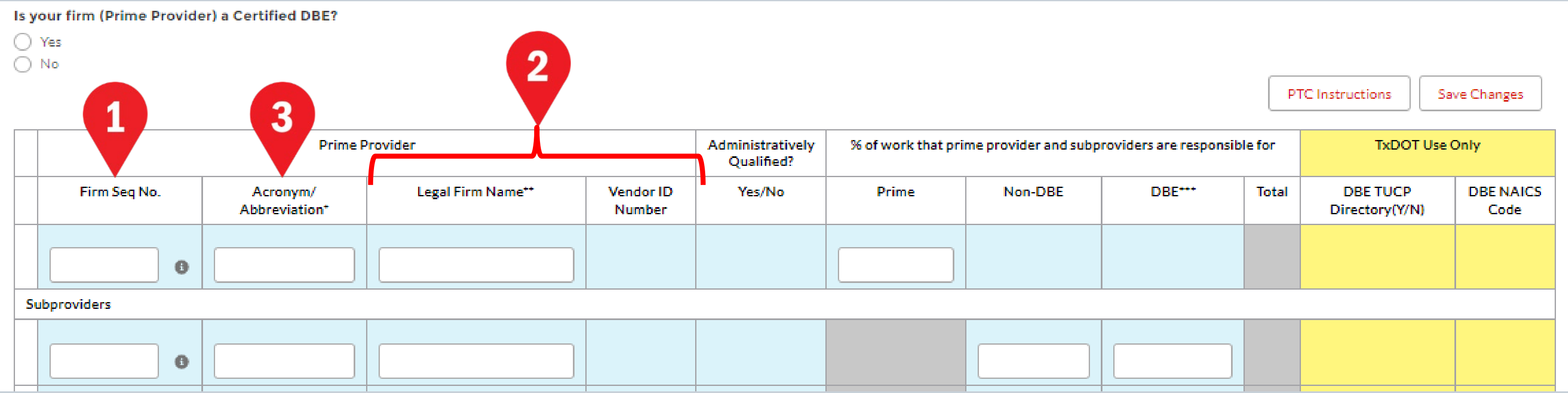






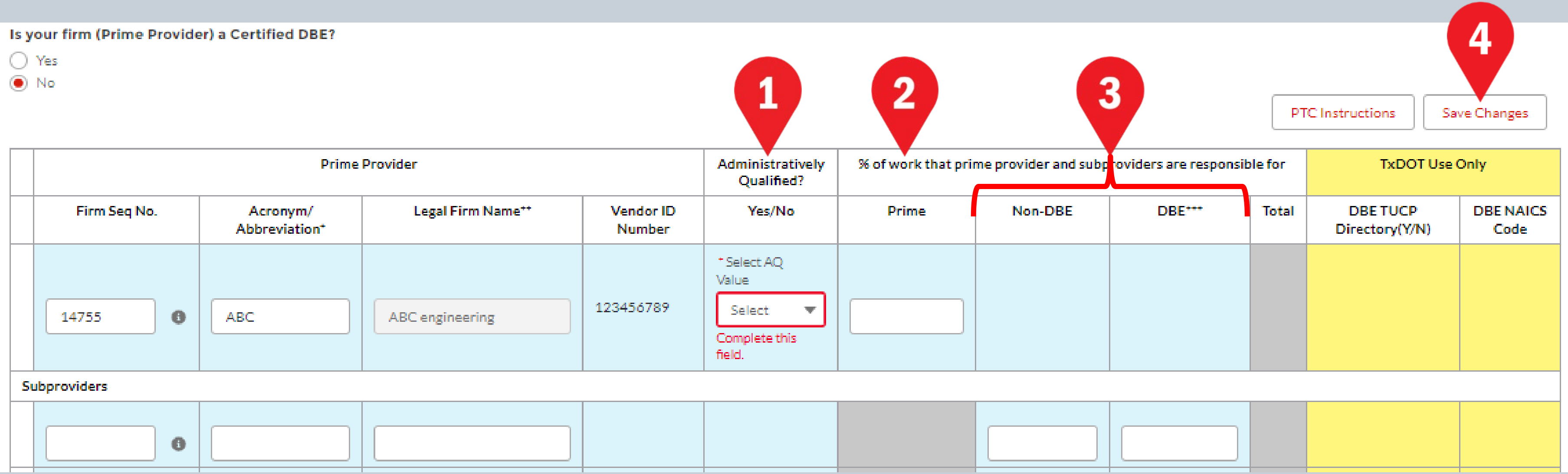
Steps for completing the PTC form (continued)

- On Part 1 of the PTC form, complete the following:
    1. Enter the firm’s CCIS sequence number. (If the firm isn’t precertified, leave this blank.)
    2. The legal firm name and vendor ID fields will be populated. (If the firm isn’t precertified, type in the legal firm name, as it is listed with the Texas Secretary of State and manually enter the vendor ID number.)
    3. Enter a unique three-character acronym of your choice for the firm.
- To move from one field to the next, use the tab key on your keyboard or click in the field.



Steps for completing the PTC form (continued)

- Continue filling out the PTC form as follows:
  1. The Administratively Qualified (AQ) column will be populated using the AQ data that resides in the PS-CAMS system. If the firm is AQ, Yes will be shown. If the firm is not AQ, then you must use the dropdown to select the appropriate response.
  2. Enter the percentage of work to be done by the prime provider. (must be >30%)
  3. For subproviders, enter the percentage in the appropriate Non-HUB/DBE or HUB/DBE column
  4. Click Save Changes to save the data that has been entered.



Steps for completing the PTC form (continued)

- Continue filling out the PTC form as follows:
  1. For each work category, use the dropdown to select the firm for that category.
  2. The number of precertified employees at the selected firm will appear. If this number is zero, there are no precertified people at that firm, so you will need to select a different firm.
  3. Use the dropdown to select the task leader for the category. If the dropdown doesn't appear, then there are no precertified people at the selected firm. You will need to select a different firm. (Note: leaving the task leader column blank could result in the prime firm being considered non-responsive.)

PTC Instructions | Back To Part 1 | Save Changes

Work Category No.	Category Name	*E&D Related Services	Percentage Advertised	Firm Name	Number of Precertified Employees	Task Leader	% Total	ABC	JAC	XYZ
1.1.1	Policy Planning	N	5.00%	Select Firm			%			
4.2.1	Roadway Design	Y	25.00%	Select Firm			%			
5.2.1	Bridge Design	Y	15.00%	Select Firm			%			

Steps for completing the PTC form (continued)

- Continue filling out the PTC form as follows:
  1. For each work non-listed category (NLC), use the dropdown to select the firm responsible for providing the NLC task leader. This firm must correspond to the information shown on the NLC qualifications template. (Note: leaving the firm name column blank could result in the prime firm being considered non-responsive.)
  2. Type in the name of the NLC task leader. This must correspond to the information shown on the NLC qualifications template. (Note: leaving the task leader column blank could result in the prime firm being considered non-responsive.)

Non Listed Categories

For a non listed category, list the name of the person identified in the proposal for the purpose of satisfying the non-listed category requirements.

Work Category No.	Category Name	E & D Related Services	Percentage Advertised	Firm Name	Task Leader**				
NLC - 1	Hydrology & Hydraulics (H&H) GIS Analysis	N	5%	Select Firm		%			
NLC - 2	Roundbout Design	Y	5%	Select Firm		%			
Total			100.00%			0%	%	%	%
% of work that prime provider and subproviders are responsible for							50%	20%	30%

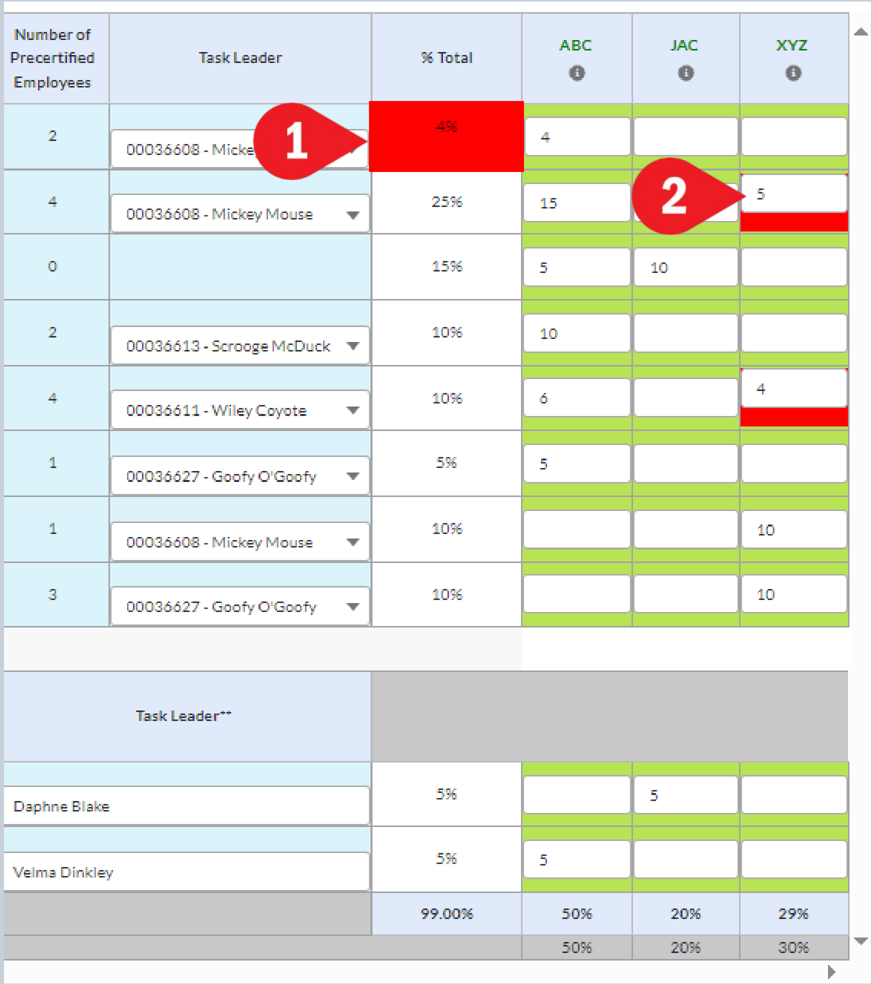
Steps for completing the PTC form (continued)

- Continue filling out the PTC form as follows:
  1. Note that for each category and NLC, the form shows whether the category is an E&D service (Y), not an E&D service (N), or an exempt service (E).
  2. The form also shows the percentage advertised for each category and NLC.
  3. The percent total on each row must match the percentage advertised. If not, this cell turns red.
  4. Each column represents one of the firms listed on part 1 of the PTC form. In these columns, you can hover over the grey circle below the acronym to see the full name of the firm. Enter percentages for each firm that will be performing work on the category.

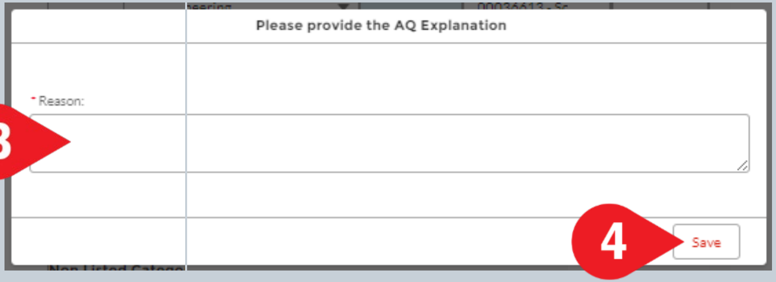
Work Category No.	Category Name	*E&D Related Services	Percentage Advertised	Firm Name	Number of Precertified Employees	Task Leader	% Total	ABC	JAC	XYZ
1.1.1	Policy Planning	N	5.00%	14755 - ABC engineering	2	00036608 - Mickey Mouse	%			
4.2.1	Roadway Design	Y	25.00%	14755 - ABC engineering	4	00036608 - Mickey Mouse	%			
5.2.1	Bridge Design	Y	15.00%	14757 - Jackal & Associates, Inc.	0		%			

Steps for completing the PTC form (continued)

- Continue filling out the PTC form as follows:
  1. If the % Total doesn't equal the Percent advertised, the cell will turn red.
  2. As you fill in percentages, if a non-AQ firm is assigned to an E&D category, the field will be highlighted with red.
  3. In addition, a dialog box will appear and you must enter an explanation for why a non-AQ firm is assigned to an E&D category.
  4. Click Save to save your AQ explanation.



Number of Precertified Employees	Task Leader	% Total	ABC	JAC	XYZ
2	00036608 - Micke	4%	4		
4	00036608 - Mickey Mouse	25%	15		5
0		15%	5	10	
2	00036613 - Scrooge McDuck	10%	10		
4	00036611 - Wiley Coyote	10%	6		4
1	00036627 - Goofy O'Goofy	5%	5		
1	00036608 - Mickey Mouse	10%			10
3	00036627 - Goofy O'Goofy	10%			10
	Task Leader**				
	Daphne Blake	5%		5	
	Velma Dinkley	5%	5		
		99.00%	50%	20%	29%
			50%	20%	30%



Steps for completing the PTC form (continued)

- Continue filling out the PTC form as follows:
    1. Across the bottom of the table, there is a grey row that shows the % of work that the prime provider and subproviders are responsible for. This is the percentage that was entered on part 1 of the form.
    2. In the blue row at the bottom of the table, the total for each column is shown. The user must verify that the column total in the blue row matches the percentage shown in the grey row.

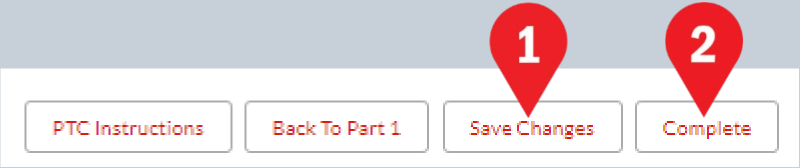
Non Listed Categories

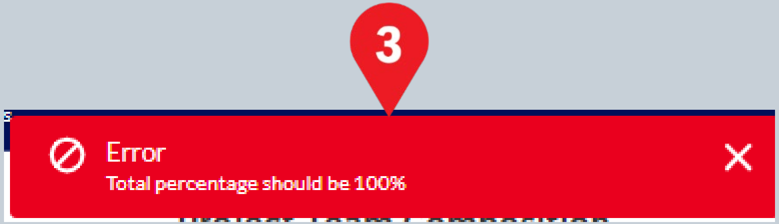
For a non listed category, list the name of the person identified in the proposal for the purpose of satisfying the non-listed category requirements.

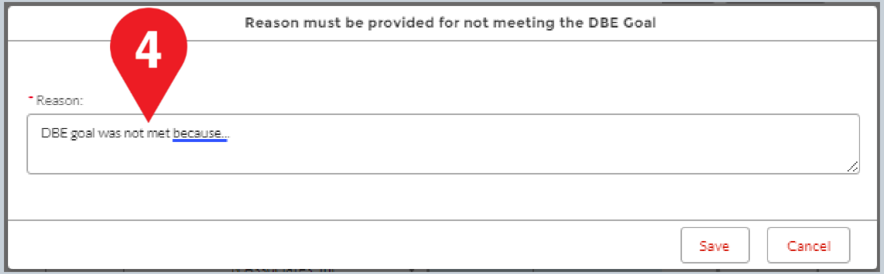
Work Category No.	Category Name	E & D Related Services	Percentage Advertised	Firm Name	Task Leader**				
NLC - 1	Hydrology & Hydraulics (H&H) GIS Analysis	N	5%	14757 - Jackal & Associates, Inc.	Daphne Blake	5%		5	
NLC - 2	Roundbout Design	Y	5%	14755 - ABC engineering	Velma Dinkley	5%	5		
Total			100.00%			99.00%	50%	20%	29%
% of work that prime provider and subproviders are responsible for							50%	20%	30%

Steps for completing the PTC form (continued)

- Continue filling out the PTC form as follows:
  1. At any time, you may click the Save Changes button to save your PTC form.
  2. When the PTC form is complete, click the Complete button at the top of the form.
  3. The form will validate the data and show a red error message if there is a problem. In this example, the total percentage did not equal 100%. Correct the error, save the changes, and hit the Complete button again.
  4. If the assigned DBE or HUB goal is not being met, a dialog box will appear. Enter an explanation in the reason field and click on the Save button.

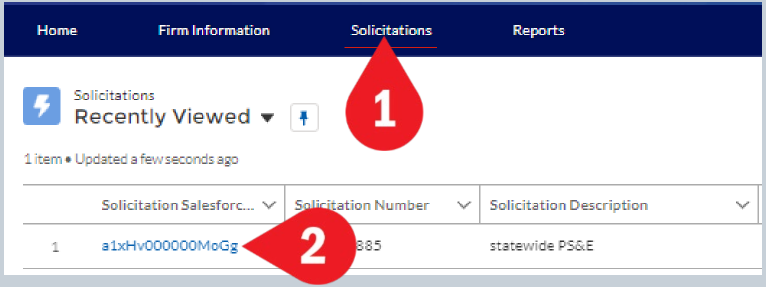


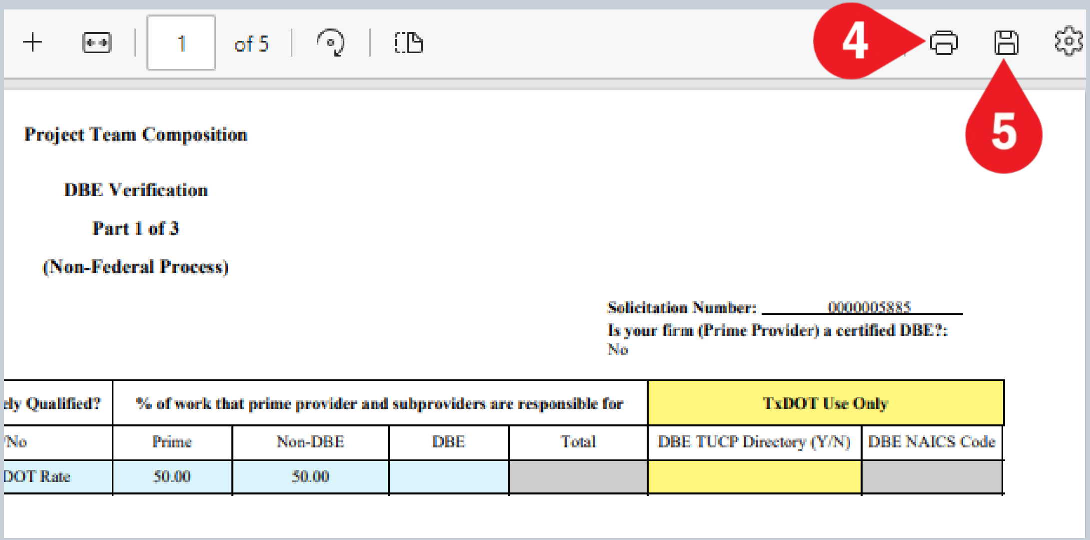


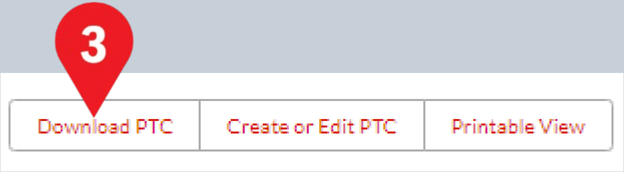


Steps for downloading the PTC form

1. Click on the Solicitations tab
2. Select the completed PTC form.
3. When the solicitation details screen opens, click on the Download PTC button.
4. The PTC form will be displayed on the screen. If desired, click on the printer icon to print the form.
5. Click on the diskette icon to save the PDF copy of the form.







Note: the PDF of the PTC form <u>must</u> be uploaded into Bonfire with the rest of the proposal package

Resources

Resources

TxDOT Become Precertified page

- https://www.txdot.gov/business/peps/become-precertified.html

TxDOT Program Improvement and Initiatives page

- https://www.txdot.gov/business/peps/program-improvements-initiatives.html

For general questions about precertification

- Send email to PEPS_COE_Process@txdot.gov

For questions about new CCIS

- Send email to PEPS_CCIS_Precert@txdot.gov


QUESTIONS?

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