City of Detroit
Bonfire E-Bidding Portal FAQ

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Introduction

The City of Detroit is implementing a phased transition to Bonfire, a new user-friendly portal that makes finding and bidding on government contracts easier. During this transition period, we will be conducting pilot projects in Bonfire while Oracle continues to handle all post-bid activities.

Suppliers currently registered in Oracle for specific commodities will be invited to participate in relevant Bonfire opportunities. Both portals will remain active during this transition to ensure continuity of service.

What is Bonfire and why is the City of Detroit using it?

- Bonfire is an electronic bidding (e-bidding) portal that streamlines the procurement process for both the City and vendors. Through Bonfire, the City will advertise contract opportunities, receive bid responses, and conduct evaluations in a centralized digital environment.

    Visit this site to access more articles and videos about Bonfire – Vendor Resources.

    o https://customer.eunasolutions.com/public/s/topic/0TOOL0000009GC14AM/bonfire-vendor

Can I still use the Oracle Supplier Portal?

- Yes, the Oracle Supplier Portal is still available to search for and respond to bid opportunities. Registration in Oracle is required if you are awarded a contract with the City of Detroit. All post-bid activities, such as submitting purchase agreements and invoice documents, will be conducted via Oracle.

Getting Started with Bonfire

Is registration on Bonfire required?

- Yes. All vendors responding to bid opportunities with the City of Detroit must have a registered account with Bonfire. This portal is free for all vendors to register.

Do I need to download software to use Bonfire?

- No. Bonfire is a cloud-based SaaS (software as a service) portal. It is accessible via the web with any browser, and no additional software needs to be downloaded to access it. For the best user experience, it is recommended to use a computer (laptop or desktop).
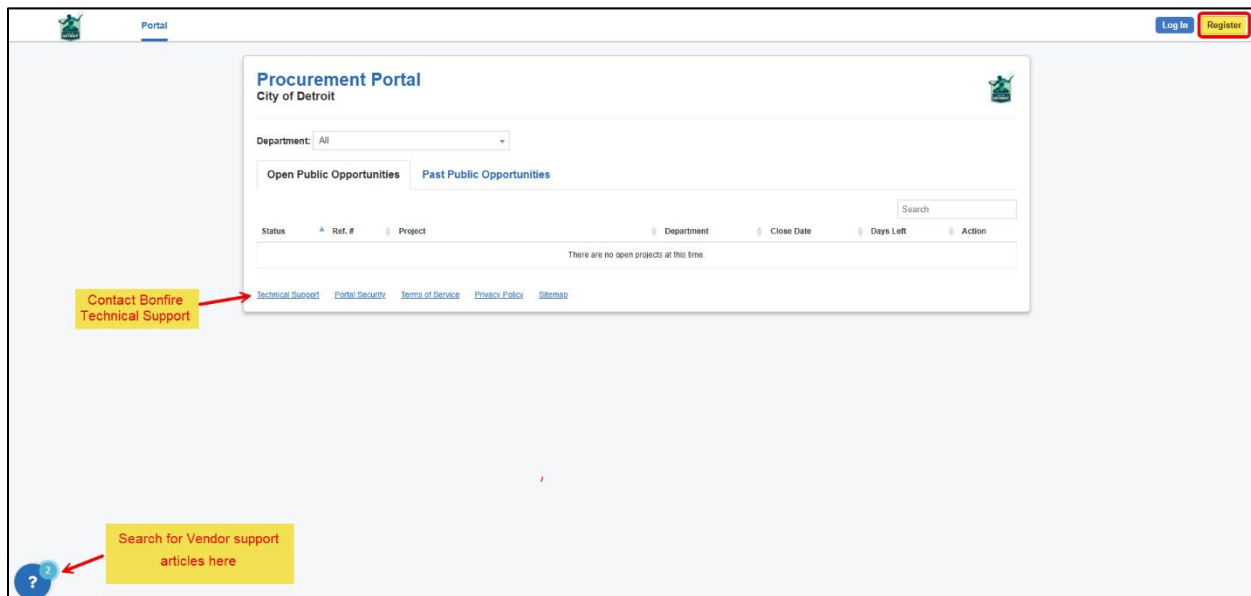
## How do I register on Bonfire?

- Register for Bonfire at Detroit.bonfirehub.com. There is a registration link available on this page. Once registered, you will be taken to the City of Detroit's procurement portal.

1. Go to Detroit.bonfirehub.com and Select 'Register'.

   Note: You can also contact Bonfire Technical support and search for vendor support articles on this page.
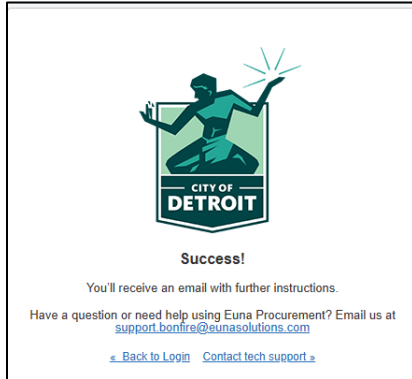

2. Enter in the Organization Name, your First Name, Last Name and Email. Select 'Create account'.
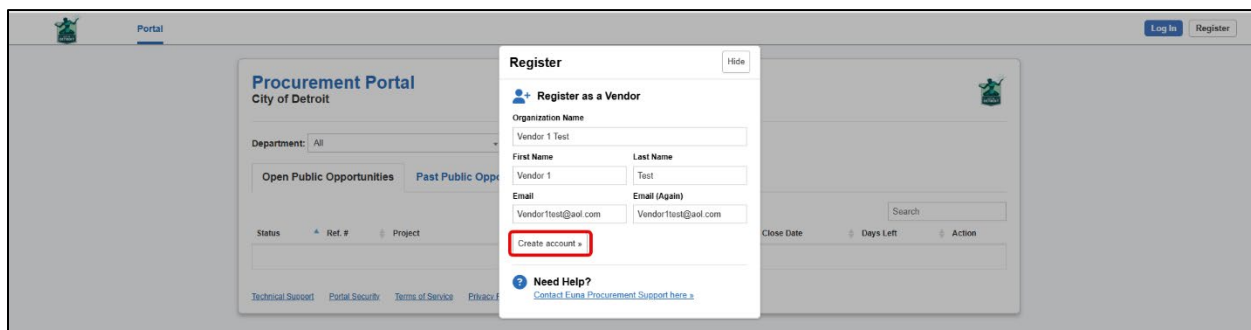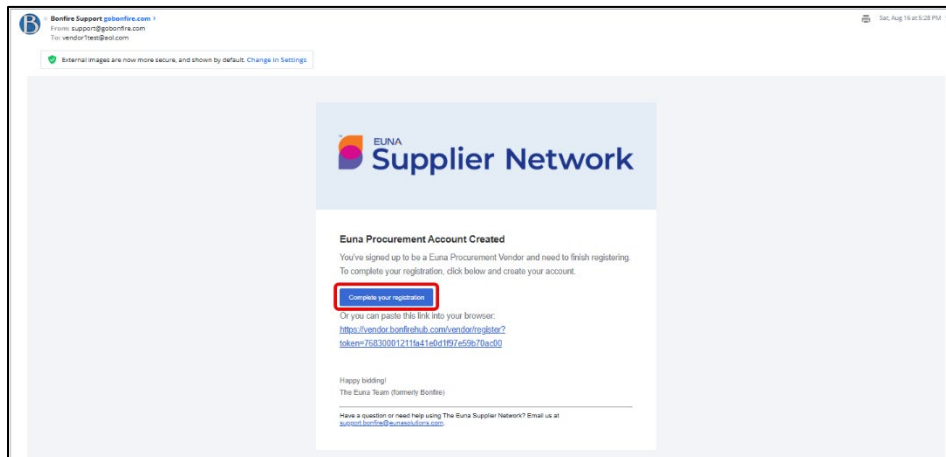
3. You'll receive a 'Success!' message.

4. Check your email for a message from gobonfire.com. The subject will be 'Almost done: Complete your registration'. Open the message and select 'Complete your registration'.

5. Enter and confirm your password. Select 'Continue'.

6. Select Create my company.

7. Enter your business information and select 'Save and Next'.

8. Select 'Free' and then 'Save and Next'.

   The City of Detroit does not require the Pro plan and does not provide any advice on which plan is best for your organization. There is no charge to search for and respond to the City's bids.

9. Sales Territory will default to the Country and State in your address. Select 'Add' for the 'State/Province'. Your selection will appear on the right under 'Your Summary'. You can add additional territories if you do business in other areas. Select 'Save and Next' when you are finished.

10. You will be taken to the Recommendation Settings section where you will set up your commodity codes. To ensure bids align with your vendor organization's products and services, the City of Detroit requires all vendors to include commodity codes.

11. To search by keywords, first change the Code Set to 'NIGP' and then enter a keyword. Select 'Add Keyword'.

12. You can select the commodity code(s) from the list of suggested codes. Repeat the keyword search, if desired. Commodity codes can also be searched directly (see next step). When finished, select 'Go to Dashboard'.

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13. Commodity codes can also be selected by choosing 'Explore More' and selecting from the list. To see subcategories, expand the main category.

14. You may also use a keyword to narrow down the options. Select '>' to expand the list. Once you have selected the commodity codes, select 'Go to

Dashboard'.

15. You will return to the City of Detroit portal. Check the box for **I accept the Privacy Policy and Vendor and Submission Portal Terms of Service.**

16. Select 'Save and continue to Step 3: Optional Commodity Codes'.

17. You will be taken back to Optional: Commodity Codes. The commodity code(s) selected previously will be shown. If you need to add more commodity codes, you can add them here. Add a keyword and select from the options.

18. When finished, select 'Continue to premium vendors'.

19. You will be taken to the optional page to learn about becoming a premium vendor. <u>The City of Detroit does not require you to be a premium vendor</u>, nor do we provide advice to organizations on this decision.

20. Select 'Continue to registration complete'.

21. You will receive a 'Success' Message.
22. To access the City of Detroit bid Opportunities, select 'Continue to Bonfire'.
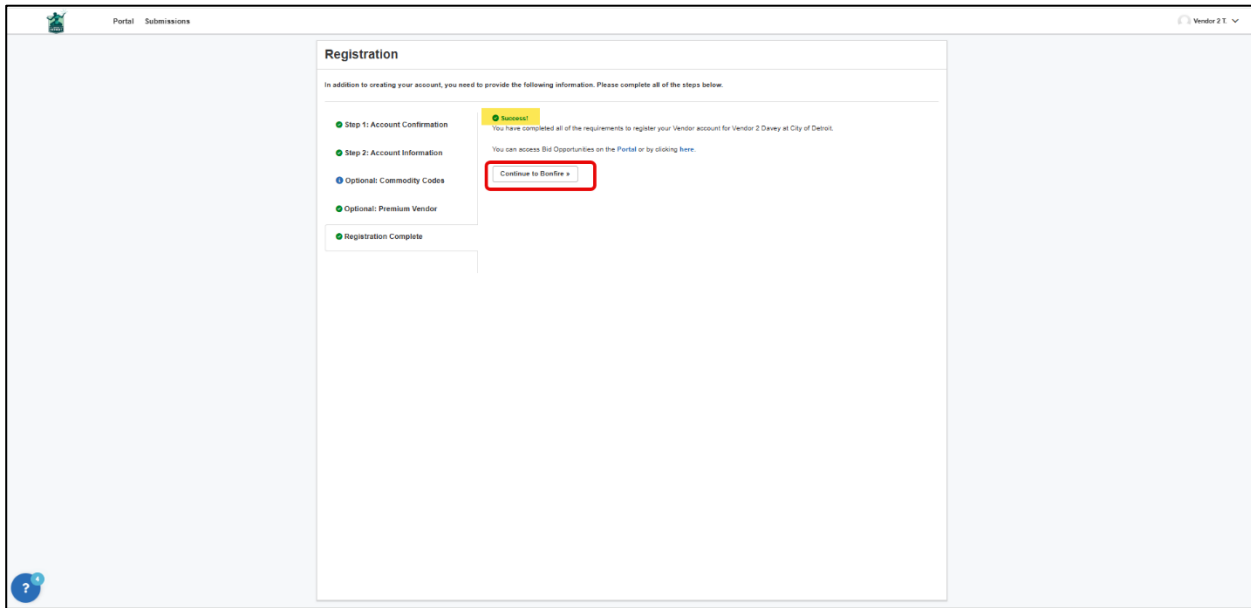
23. You will be taken to the City of Detroit's Procurement Portal and will see Open Public Opportunities, Past Public Opportunities, or My Opportunities. 'My Opportunities' lists opportunities where you have been invited to participate and opportunities that you have created submissions for.
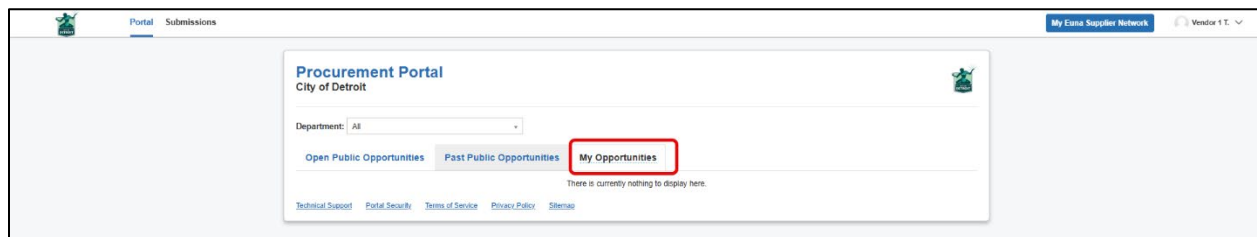
Finding and Viewing Opportunities

Why don't I see many City of Detroit opportunities posted on Bonfire?

- New opportunities will be posted on the Bonfire portal on a rolling basis. When logged in, be sure to check the "**Open Public Opportunities**" and "**My Opportunities**" tabs on the portal to view all opportunities you have access to.

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Account Setup and Management

How many administrators can manage one organization's profile?

- Only one administrator can be assigned to an organization at a time. Transferring the administrator role will give administration rights to a new user (and remove it from you). The original administrator will not have admin rights once transferred. Additional user roles for Bonfire include:
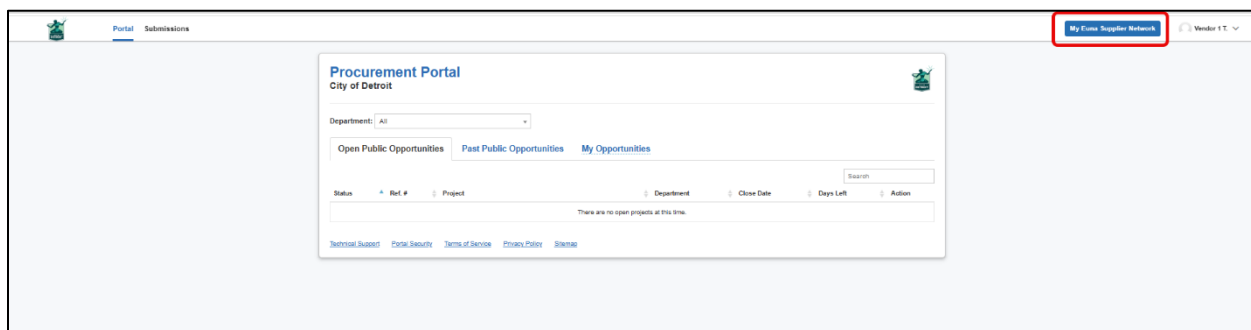 - Edit vendor organization information – Users can edit the global vendor record
  - Invite user – Users can allow other accounts to be invited to the Vendor Organization

How can users of the same vendor organization collaborate on a bid response?

- You can have multiple users work on the same bid response, however, only one user can work on a response at a time.

How do I invite a user to my Vendor Organization?

- To invite a new user, you must have an administrator or an invite user role for your Vendor Organization. There are two options that will allow new users signing up to be automatically associated with a Vendor Organization: Domain Matching and Domain Discoverability. For more information on allowing new users to your Vendor Organization, review this article.

1. Follow the steps in this section if you want to invite other individuals to your organization account in Bonfire. This helps prevent multiple accounts in Bonfire for the same organization.
2. Select 'My Euna Supplier Network'.

3. Select 'Account Settings'
4. Select 'My Team'

5. To invite others to your organization, enter the information and select 'Invite User'. By default, each new user will be able to submit bids. You do not need to specify a role.

6. You will see a message that the invitation was sent.
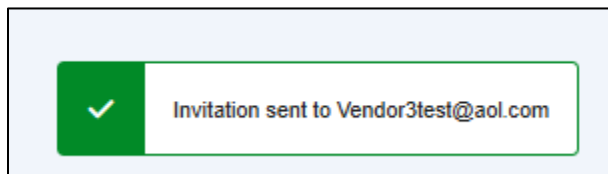
7. Once the person you invited opens your invitation and registers, you will see the email address under Members. You have the option of editing or removing the member.

- For a user who is registering on their own, they can still be associated with a Vendor Organization if the Vendor Organization has Domain Matching and/or Domain Discoverability enabled.

Where will my documents be stored?

- While working on an open opportunities, any files uploaded to Bonfire are automatically saved and stored. You will be able to view your submission files until the project closes. Refer to How do I see files(s) that I just uploaded for my Submission?
  - https://customer.eunasolutions.com/public/s/article/how-do-i-see-the-files-that-i-just-uploaded-for-my-submission

Will I receive notifications before documents in my account expire?

- No, you will not be notified about any document expirations via Bonfire. Bonfire can send automatic notifications about new bid opportunities and details about specific bids you intend to respond to. For more information about adjusting your profile notifications, refer to Changing your Notification settings.
  - https://customer.eunasolutions.com/public/s/article/changing-your-notification-settings

Submitting Bids and Proposals

Will responding to bids be easier than before?

- Bonfire's streamlined portal makes government contracting simpler. Vendors can search and filter opportunities, easily access all required bid materials, automatically save document uploads, and more.

Contract Management After Award

Will we be able to send invoices via Bonfire?

- No, all post-award requirements are managed through the Oracle Supplier Portal. Vendors will continue to submit invoices through Oracle.

Getting Help with Bonfire

When should I contact the City versus Bonfire support?

Contact Bonfire's technical support portal for:
- Technical issues with the e-bidding portal
- Registration problems
- Help submitting responses through the system

Contact the City (**eprocurement@detroitmi.gov**) for:
- General procurement process questions
- City-specific requirements and policies

For Project-Specific Questions:
- Submit all bid-related questions through the Public Q&A tab in the Bonfire project portal. This ensures all vendors receive the same information and maintains transparency in the bidding process.

Where can I find additional Bonfire resources?

Video: Creating a Bonfire Account	https://customer.eunasolutions.com/public/s/article/creating-a-bonfire-account-video
Article: Vendor Registration	https://customer.eunasolutions.com/public/s/article/vendor-registration
Video: Submitting a bid Question	https://customer.eunasolutions.com/public/s/article/contacting-the-project-owner-video

Article: Creating and Uploading a Submission — https://customer.eunasolutions.com/public/s/article/creating-and-uploading-a-submission

Link to All Bonfire Vendor Support Articles and Videos — https://customer.eunasolutions.com/public/s/knowledge-base/bonfire-hub/vendor-opportunity-access