

## Online Bid Submission Portal Instructions

Responses to solicitation GSS25271-PROC SERV, Process Serving, must be submitted through the Online Bid Submission Portal (portal). Submissions by other methods will not be accepted for this solicitation.

### A. Questions

The State of Delaware will allow written requests for clarification of this solicitation. All questions with regard to the interpretation of this solicitation, drawings, or specifications, or any other aspect of this solicitation must be received through the [online bid submission portal](#) by September 27, 2024, referencing the section, page number, text of passage being questioned, and the question. All questions will be answered in writing by October 4, 2024, with responses posted on <https://bids.delaware.gov> and <https://gss.bonfirehub.com/>.

### B. Bid Submission

Solicitation responses must be submitted through the portal at: <https://gss.bonfirehub.com/>. The portal will have you break your submission as follows:

- **Proposal Original** – This submission will include your technical response to the solicitation, excluding any Questionnaire, BidTables, and Vendor Information Forms.
- **Proposal Redacted** –
  - **If Confidentiality Form is checked NO**, this submission will be a mirror image of “Proposal Original”
  - **If Confidentiality Form is filled out identifying portions of the proposal as confidential**, this submission will include all documents effected, with those sections redacted.
- **Vendor Information Forms** – Complete the packet and upload, preferably as one pdf file. The Vendor Information Forms include:
  - **Non-Collusion Statement** – Both signatures and notary stamp/seal must be visible
  - **Vendor Information Sheet**
  - **Business References** – Required for responding vendor, as well as any identified sub-contractors.
  - **Confidentiality Form** – Check the box to indicate No redactions, otherwise complete the form to summarize what you have redacted.
  - **Exceptions Form** – Check the box to indicate No Exceptions, otherwise complete the form to notate all exceptions for consideration.
  - **Subcontractor Information** – Check the box to indicate No Subcontracts, otherwise complete one form for each sub-contractor.
- **BidTable** – This submission will be your cost proposal which must be submitted using the template provided. Refer to associated Instructions for additional guidance.
- **Questionnaire** – This submission will supplement your technical proposal response and must be submitted using the template provided. Refer to associated Instructions for additional guidance.

STATE OF DELAWARE  
Office of Management and Budget  
Government Support Services

**Please note:** Minimum system requirements: Microsoft Edge, Google Chrome, Safari, or Mozilla Firefox. Javascript and browser cookies must be enabled.

Submission materials must be submitted in the File Type identified in the portal. The maximum upload file size is 1000 MB. Documents should not be embedded within uploaded files, as the embedded files will not be accessible or evaluated.

Excel files provided through the portal manipulated in any way will result in a failed upload. Do not use special formatting, special characters or formulas.

**C. Technical Issues –**

Respondents should contact the portal provider at [Support@GoBonfire.com](mailto:Support@GoBonfire.com) for technical questions related to your submissions or visit their help forum at <https://vendorsupport.gobonfire.com/hc/en-us>

**D. Submission Deadline -**

The portal will not permit incomplete nor late submissions.