

GSS26778 Appendix B - Online Bid Submission Portal Instructions

Responses to solicitation **GSS26778-SAFETY_SUP, Life Safety Supplies and Services** 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 **November 17, 2025, 4:00PM (Local Time)**, referencing the section, page number, text of passage being questioned, and the question. All questions will be answered in writing by **November 26, 2025**, with responses posted on <https://bids.delaware.gov> and <https://gss.bonfirehub.com/>.

B. Proposal Contents

Each vendor's proposal should contain at a minimum the following information:

1. Cover Letter on the letterhead of the company or organization submitting the proposal. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFP. The cover letter shall be signed by a representative who has the legal capacity to enter the organization into a formal contract with Government Support Services.
2. Table of Contents which clearly identifies the structure of the proposal and showing page numbers for each of the required sections and attachments.
3. As part of the vendor proposal package, vendors shall include written responses to the questions listed below. Your responses should contain sufficient information about your company, so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive.
 - a. What qualifications and previous experience does your company have with similar contracts of this size? Please include government and private sector contracts.
 - b. What background, experience, resources and reputation does your business have that qualifies you as a responsible bidder? Please include the number of years you have been in business.
 - c. Please outline your process for following up with the manufacturer, once an order has been placed, to verify prompt shipment or notification of backorders.
 - d. Please outline your procedures for processing orders: from receipt of order through delivery to ordering agency. How many staff members are responsible for order management?
 - e. Please describe the process that would be in place to maintain an efficient level of service including response time, delivery, billing, orders, product information and returns.
 - f. Please explain your process in working with customers to process returns, special orders, and emergency orders.

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4. The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing. This part of the proposal may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFP. (Refer to Section C for instructions on how to submit the components of the proposal response.)

The purpose of the proposal is to provide Vendors with an opportunity to demonstrate their qualifications, competence, and capacity to undertake the services described herein, in a manner which complies with the requirements of this RFP.

C. 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 upload will include your technical response to the solicitation, excluding any Questionnaire, BidTables, and Vendor Information Forms.
- **Proposal Redacted** –
 - **If Confidentiality Form is checked NO**, upload the Confidentiality Form, with the box checked.
 - **If Confidentiality Form is filled out identifying portions of the proposal as confidential**, upload the Confidentiality Form, along with all documents that have information you are looking to redact, 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. (See Proposal Redacted section above.)
 - **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 – Appendices D1 & D2**

This submission will be your cost proposal which must be uploaded using the template provided. Refer to Section F below for additional guidance.
- **Questionnaire – Appendix E**

This This submission will supplement your technical proposal response and must be uploaded using the template provided. Refer to associated Instructions for additional guidance.

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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.

D. Submission Deadline – December 10, 2025, 3:00PM (Local Time)

Per Delaware Code, the online bid submission portal will not permit incomplete nor late submissions. Uploads must be complete by 3:00 p.m. December 10, 2025. Respondents are encouraged not to wait until the last hour to upload documents.

E. Technical Issues –

Allow time for any technology challenges you may experience. **Be advised that Bonfire Support Service Level Agreement has a maximum response time of 2 hours. Support tickets submitted should be specific, in order to minimize the “research” time before responding.** Technical questions related to your submission should be directed to the portal provider at Support@GoBonfire.com or visit their help forum at <https://vendorsupport.gobonfire.com/hc/en-us>. Common issues are due to modifications to the BidTable and/or Questionnaire.

F. BidTable Fields –

Below you will find a table of the various columns you are required to complete with instructions on how. For any given row, all columns must be populated. This contract award will be enabled into the State’s eMarketplace shopping platform and this BidTable closely mirrors the template for catalog enablements.

Column Name	Input Instructions
Supplier Part #	Part number used by the supplier to identify the item. May be different than the Manufacturer Part Number. Must be a unique number for each item.
Name	Short product description (be descriptive, but short)
Description	Long Description to appear on product details page. May use Short Description if supplier only has one product description.
UNSPSC	Standard classification code that best describes the item (see more information below). If a commodity-level code is not available for each item, assign a higher level code that most applies to the item.
List Price	Price of the item available to the public. Used to display savings at the contract price.
Price	Contract price of the item for your customer, reflecting any available discount off list price.
UOM	A Unit of Measure code of 2-4 characters. This should be the unit of measure for the price listed. Below UOM Codes will be considered.

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UOM Quantity	The number of units included in the UOM. (eg. a UOM of BX and a UOM Quantity of 100 indicates 100 units per box). If UOM = 1, enter "1". Other UOM Quantity identified by vendors shall be considered.
Manufacturer	Name of the item manufacturer, which may be different than the name of the supplier.
Manufacturer Part #	Part number used by the manufacturer to uniquely identify the item.
Service Type	Short service description (be descriptive, but short)
Details	Specific details on what each service covers including how rates are calculated.

Acceptable UOM codes.

Name	Code
Box	BX
Carton	CT
Case	CA
Dozen	DZ
Each	EA
Foot	FT
Pack	PK