

General Questions

Do I have to register again for each Agency? How do I register with multiple Agencies?

Each Agency using the Euna Procurement System™ has its own specially configured registration form. Vendors must register with each Agency individually. Registering with a specific Agency is FREE.

Why am I not receiving emails?

There can be a few reasons why you are not receiving notices.

1. Please check your spam and junk email folders
2. If you are not receiving emails, please have your IT department "whitelist" the @GoBonfire.com domain to ensure that the notifications are not being blocked
3. If you are not receiving an email on a project in which you are a prospective bidder, please check the email address listed for your company on the Prospective Bidder tab

How do I become a registered vendor?

To register for free, visit the Agency's Vendor Portal:

1. Select "New Vendor Registration"
2. Enter the requested information and select "SIGN UP"
3. A verification email will be sent. Select "VERIFY" from within the email and complete the Vendor Registration form.
4. Complete all required items and then select Submit
5. Additional registration information for Emergency Operations, certifications, and prequalification may be requested from an Agency. Be sure to review all possible options in the registration menu on the left.

For most Agencies, registration is immediate; you do not need to wait for the confirmation email.

Can I have more than one email address?

Yes, in your Vendor Profile, under the User Information section, you can enter an alternate email address for bid notifications. The primary email address is the username for the account.

If my profile has two email addresses, which is used for login?

When logging in, use the primary email address associated with the profile.

How do I know if my registration was successfully submitted?

You will automatically be logged in upon successful registration. You will see your company name in the top right corner. In addition, you will receive an onscreen notice and an email confirmation.

I did not receive / I accidentally deleted the email for email verification. How can I complete my registration?

Go back to the Vendor Portal and complete "New Vendor Registration" again. A new verification email will be sent.

How do I update my vendor profile?

From the Agency's main Vendor Portal, log in and select Vendor Profile. Make all necessary changes and submit. You will receive an onscreen notice and an email confirmation.

How do I change my password?

From the Agency's main Vendor Portal, log in, and select Vendor Profile. Select "Reset Password". A password reset link will be sent to your email address. Follow the link in the email to set your new password.

I forgot my password - how do I retrieve it?

From the Agency's Vendor Portal, select Log In, "Need password help?", and then enter your email address. You will receive a password reset email.

Does The Euna Procurement System use NAICS, NIGP, etc., codes for services?

Each Agency chooses its category codes. Agencies can use any code system they choose, such as NIGP, NAICS, SIC, etc., or a combination of code systems.

I do not see a code for the goods or services my company provides?

Please contact the Agency directly. Each Agency controls and maintains the category codes used to procure goods and services.

How do I find bids and receive bid notifications?

There are two different ways that you can search and receive bid notifications.

Free directly from the Agency Vendor Portal

1. Select "Bid Opportunities"
2. Use the search fields at the top or scroll through the list
3. Select any post to open and view the information
4. Selecting any of the following possible options within a project will require you to log in and become a prospective bidder: RSVP to Pre-Bid Meeting, export line items, download private bid documents (marked with an asterisk), ask a question, acknowledge addenda, update your My Euna Procurement Profile.
5. Once you have become a prospective bidder, you will receive any updates or notices issued by the Agency on the project

To receive new bid alert notices, you must be a registered vendor with the Agency.

Can I save my prequalification registration and come back to finish it later?

If you are completing a construction prequalification application, select Save As Draft. You may come back and edit your application at any time.

Bid Opportunities

Who do I contact for questions regarding a project?

If the project has a formal Q&A session, you must submit all questions on the Q&A tab of the project before the deadline listed. To submit a question, you must become a Prospective Bidder.

The Bid Information tab of a project also contains direct agency contact information.

For Euna Procurement System technical questions, please review the FAQs or submit a support ticket at the end of this page.

How do I download Documents?

Open the project you are interested in and go to the Documents tab. Documents that have are listed require you to log in and become a Prospective Bidder before you can download.

1. Select Download or Download All ("All" will download a zip folder containing the documents)
2. Follow the prompts to login, become a Prospective Bidder, agree to terms, etc as needed.
3. If needed, reselect the desired file(s)

4. Your documents have now been downloaded
5. The Euna Procurement System will record each document you downloaded

How do I become a Prospective Bidder?

Selecting any of the following possible options within a project will require you to log in and become a prospective bidder:

- Bid Information tab: RSVP to Pre-Bid Meeting
- Line Items tab: export line items
- Documents tab: download private bid documents (marked with an asterisk)
- Q&A tab: ask a question
- Addenda/Emails tab: Acknowledge addenda
- Prospective Bidders tab: "Euna Procurement" or "Become a Prospective Bidder"

You may edit your prospective bidder information at any time.

I want to remove myself from the Prospective Bidders List

You may not remove yourself from the Prospective Bidders list.

If you do not wish to participate in the project any longer you may:

1. While logged in, go to the "Prospective Bidders" tab
2. Select "Euna Procurement"
3. Change your status from "Bidder" to either "Non-Bidder, no communication" or "Non-Bidder, receive communication"
4. Select or enter the reason you do not wish to be a Bidder
5. Select "Done"

By choosing either Non-Bidder option, you will no longer be able to submit an electronic bid for this project. Changing your status will only affect the individual project and not any other projects or your main profile. Non-Bidders are not displayed on the public Prospective Bidder list.

To change your status back to Bidder, you must contact the Agency.

How do I know if a project is accepting responses electronically or by paper?

Review the list of opportunities found in Bid Opportunities.

This information will be repeated on the Bid Information tab in all projects under the Bid Detail section.

How do I create a zip file?

From a PC:

1. Hold the CTRL button down and select the files that you wish to place in the zip folder
2. After you have selected all the files, release the CTRL button
3. Right-click with your mouse over one of the files
4. A menu will appear, select Send
5. Select Compressed (zipped) folder. A new zip folder will be created with all selected documents / files

From a Mac:

1. Locate the files to zip in Mac Finder (file system)
2. Hold down the Command button and then select the files you want to zip
3. After you have selected all the files, release the Command button
4. Right-click with your mouse over one of the files
5. Select Compress # Items. A new zip folder will be created with all selected files

Was my bid submitted successfully?

To successfully submit, you must:

1. Complete all required fields
2. Select "Submit"
3. Transfer of data must be completed before the due date and time

Upon successful submission, you will receive dual confirmation: on screen and by email.

Draft, Withdrawn and Invalidated electronic bids are NOT considered Submitted and are not eligible for awards.

My bid has been invalidated. What does this mean?

After you successfully submitted your offer, the Agency issued an Addendum. You must now:

1. Acknowledge any new addenda
2. Review your original submission and select "Edit" to make changes, if necessary.
3. Resubmit your bid.

Invalidated electronic bids are NOT considered Submitted and are not eligible for awards.

Can I withdraw my electronic bid?

Yes, you can withdraw your electronic bid at any time prior to bid closing.

Withdrawn electronic bids are NOT considered Submitted and are not eligible for awards.

I am unable to submit my eBid or acknowledge the addendum.

It is important to allow enough time to handle unexpected issues. If you are having trouble submitting a bid response, first check the following:

1. Make sure that you are logged in
2. Check that you are on the Prospective Bidders list
3. Make sure all addenda have been acknowledged
4. If needed for the project, make sure all private documents have been downloaded
5. If you are using a VPN, please have your IT department whitelist @GoBonfire.com to ensure proper functionality.