

Section III Organization Qualifications and Experience

RFP 202102021 - eProcurement Solutions and Services

Bonfire Interactive LTD

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A. GUIDING PRINCIPLES AND REQUIREMENTS

Bidders are required to follow these guiding principles and requirements in responding to the work contained in this RFP and any resultant contract.

1. Key Solution Functionality Elements

The electronic procurement solution must not only address the functionalities and processes described in subsequent sections but also bring specific capabilities that provide the following high-level functions to Participating Entities:

- Single point of entry – a single initiation point for all procurement activity.
- Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.
- Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).
- Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.
- Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.
- Integration – batch and realtime with existing financial management and other core systems.
- Workflow – a configurable, rule/role-based approval automation.
- Document management – automated solution to create, transact and store documents.
- Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.
- Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.
- Transparency – provide public and internal visibility into purchasing activity and outcomes.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses each of the high-level functions listed above.

Single point of entry – a single initiation point for all procurement activity.

Bonfire Response:

The Bonfire portal acts as a single point of entry for all procurement activities. From purchasing intake requisitions, to project creation, supplier management, and evaluation, all users have a

central access point at a configurable URL. All procurement activities are initiated from this single point of entry.

Smart routing – a rules engine that electronically guides users down the appropriate procurement pathway.

Bonfire Response:

Bonfire’s user interface provides an intuitive guided experience to ensure users can configure, build, and run solicitations using the appropriate procurement configurations and setup.

Compliance – a technology solution that has business rules and controls “baked in” (See APSPM).

Bonfire Response:

Compliance is a core principle of the Bonfire platform. Bonfire puts compliance above all else to ensure business rules are in place to protect the procurement process. Throughout the entire platform users actions/access to documents/pages are gated based on legal/compliance requirements determined by local and state government agencies. These business rules are built into the platform and cannot be overridden, to ensure 100% compliance with the rules and regulations.

Some of these business rules include, but are not limited to

- User access can be controlled at the solicitation or department level to ensure users only have access and visibility to a specific set of solicitations.
- Sealed documents that can only be accessed after being unsealed, with full audit trails of who unsealed them and when.
- Suppliers cannot submit proposals once an opportunity has been closed.
- Evaluators can only access proposal documents once conflict of interest and/or non disclosures are signed, and the project has been closed.

Portal – a solution that integrates access, collaboration, community, personalization, resources and information for both buying and supplier users.

Bonfire Response:

The Bonfire portal is a centralized location for all Sourcing and Bid Management. The Bonfire Portal integrates user access, user collaboration, community, resources, personalization and information for both buying and supplier users. Bonfire offers full access for all users internal and external. Bonfire enables collaboration at every step of the solicitation from intake requests, solicitation drafting, evaluation, and award decision. Bonfire enables a community of users by allowing clients access to data and templates from over 500+ public sector agencies and 50,000+ solicitations. Users can personalize their Bonfire experience and are provided with a wide bank of resources to enable their sourcing and bid management.

Open marketplace environment – an electronic environment of goods and services that provides a “catalog of catalogs” like shopping experience with access to content in Participating Entity issued contracts, external Cooperative Contracts and external internet retail marketplaces.

Bonfire Response:

Bonfire does not provide an open marketplace environment. As part of the longer term roadmap, however, there are plans to provide access to cross-organizational contracts for co-operative purchases or piggybacking purposes.

Integration – batch and realtime with existing financial management and other core systems.

Bonfire Response:

Bonfire has an Open, RESTful API and can create custom integrations (both batch and realtime) with existing financial management and other core systems. See **5. Interface/Integration Development Services** for examples and details of integrations completed by other clients using Bonfire

Workflow – a configurable, rule/role-based approval automation.

Bonfire Response:

Bonfire provides a fully customizable approval process for new inbound requests or solicitations. Users can define as many approvals as needed, providing the necessary information and documents that will be sent to the end users for approval. Bonfire sends out notifications and reminders to ensure the approvals are responded to in a timely manner, with full audit trails and reporting to meet compliance requirements.

For a streamlined and consistent workflow, approvals can be built in templates for easily repeatable approvals required for every request or solicitation.

Please note in the current iteration, each approval is not rule/role-based, as each approval is defined by the end user on a case-by-case basis, or templated using our template functionality.

Document management – automated solution to create, transact and store documents.

Bonfire Response:

Bonfire allows users to store and manage documents throughout the platform.

Vendor Registration & Vendor Management

- Require vendors to upload documents as part of their registration process by creating custom registration document slots
- Manage and track vendors documentation in vendor management for a complete summary of all vendor documentation
- Modify or add additional documentation to vendor records as needed

Intake Requests

- Add documents to new inbound requests or solicitations
- Transfer documents over to a solicitation if desired

Solicitations

- Add internal documents for internal use only, or public documents to be shared publicly on a solicitation for vendor use
- Add documents to templates to create a repeatable process for solicitations that use standardized documents/language

Proposals

- Define what documents and document types are required for vendors to submit as part of each solicitation
- Bonfire users can amend proposal documents as needed
- Utilize the proposal documents submitted to evaluate and award vendors

Bonfire also generates various documents for reporting purposes for individual solicitations, as defined in the reporting section below.

As part of a future release, Bonfire is building document drafting functionality to create and collaborate on in-progress documentation when drafting a solicitation.

Reporting, dashboards and data visualization – a solution to provide detailed reports and interactive visual analytics.

Bonfire Response:

Bonfire streamlines and centralizes all of your sourcing activities into a single online platform. As this centralized hub for all sourcing activities, Bonfire captures and records all of the activities conducted to provide the State with an air-tight audit trail.

At every stage throughout the lifecycle of a solicitation in Bonfire, project owners can download reports instantaneously. The platform pulls all necessary information and organizes it into a clean Microsoft Word or Microsoft Excel file. From start to finish, project owners can track how the project was executed, who was involved, and why the decision was made.

These reports can also be used as executive project summaries, for audit trail purposes, as well as supplier debriefs.

The following can be pulled as a report from Bonfire:

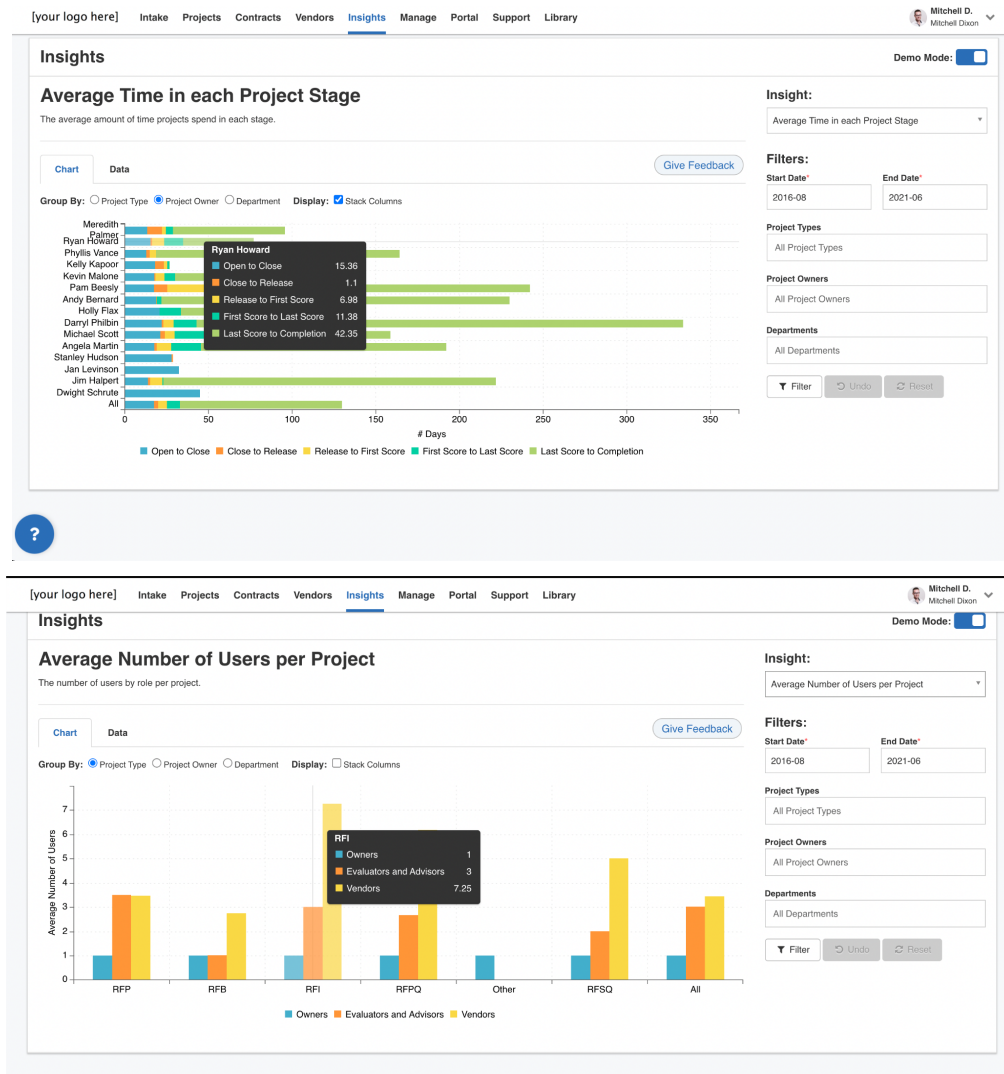
- Project Details: Overview of the project dates, highest-ranking supplier, and NDA + COI forms.
- Signature Block: Formatted page where you can have all of the participants sign the report.
- Q + A and discussions: Questions from suppliers and corresponding responses and any internal or supplier discussions.
- Approvals: Sent approvals including response, date and time, and user.
- Submissions: List of the suppliers (Email, Name, Confirmation Codes) that submitted for this project.
- Criteria: List of the criteria (title, points, description) for a particular project.
- Scoring Summary: Submissions and criteria scores.

Reporting is a key element of Bonfire as it allows for a full audit trail of a project to be produced at the click of a button. This is essential for having detailed records of past projects and providing information to suppliers if deemed necessary (bid protest, supplier debrief, etc.).

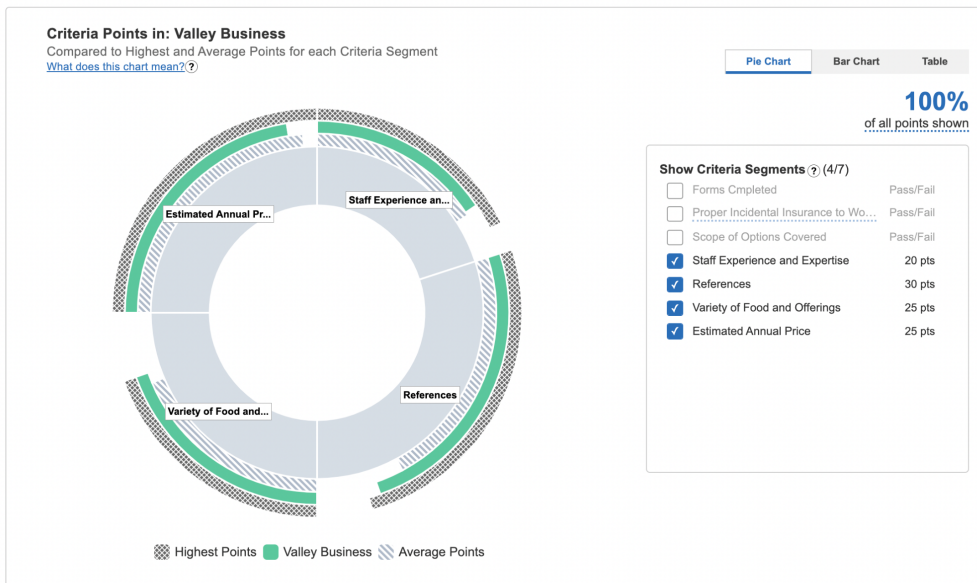
Bonfire's Spend Analysis (known as Cost Management within the Bonfire platform) provides a mechanism for buyers to track Current Spend and New Spend along with target savings goals

on projects. This information populates directly into the Insights module, automatically tracking your spend.

Bonfire also provides a reporting tool called 'Insights' that allows users to visualize, pivot, and filter all KPIs (including Spend Analytics). Users can segment data by User, Department, Project Type (RFP, RFI, ITB, etc.), and view information in a chart format or extract the raw data for further offline analysis.



Bonfire also provides data visualization for further analysis of solicitation criteria scoring and breakdowns known as proposal analysis within Bonfire. Below are examples of the suppliers performance (green) against the highest rated supplier (dark grey) and average of suppliers (light grey).



Configurable – to address the specific and varying needs/uses of organizations within a Participating Entity both as an enterprise and individually.

Bonfire Response:

Bonfire is a highly configurable solution designed to address the specific and varying needs of public sector organizations. Bonfire is used by 500+ unique public sector teams across North America of all sizes including small municipalities to State agencies with 200+ buyers and everything in between. Bonfire is highly configurable to allow our clients to solicit anything from simple informal bids to multi-million dollar, complex RFP's. Bonfire allows for differing configurability between each client as well as unique configurability for individual users and solicitations.

Transparency – provide public and internal visibility into purchasing activity and outcomes.

Bonfire Response:

Bonfire allows the State to ensure a high level of public and internal visibility into purchasing activities and outcomes while also allowing for a high level of control.

Bonfire allows for custom public award statements to be published and the State can determine to share other activity publicly such as a scoring breakdown or bid tabulation.

Award Notices:			
Vendor	Date Awarded	Value	Actions
AFP Industries	Oct 18th 2019, 12:00 PM EDT	\$80,000.00	<button>View Award</button>

Bonfire also allows for contracts to be publicly advertised on the State's Bonfire public portal. The State has complete flexibility to decide what contract fields and contract documentation are publicly visible and what remains internal facing.

Property Maintenance

[your logo here]

Mitchell Dixon [Back to list](#)

Q Contract Details

Project: Mitchell Dixon

Status: **EXPIRED**

Vendor: Clean Cut Property Maintenance

Extendable: **✓**

Description:
Supply the goods and services to perform the work necessary to carry out the grounds maintenance at two (2) main street and lakeshore blvd locations.

Grant Funded:
Yes

Terms:

#1 May 1, 2018 → May 1, 2019
#2 Jul 1, 2019 → May 1, 2020
#3 May 29, 2019 → May 1, 2021

Files

Show/Hide

Search...

Name	Type	Date Created	Action
Prices.xlsx	Contract	Aug 22, 2019	<button>Download</button>

Bonfire has highly structured user roles built into the system to ensure that proper internal visibility is only granted to the proper users such as limiting evaluators to a specific component(s) of the supplier's proposal.

2. User Experience

The Solution must provide a user experience that is simple, direct and effective. Characteristics of this experience at a minimum must include, but not be limited to:

- Capability that allows user personalization of their initial screen based on their needs or use of the Solution.
- Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.
- Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.
- Portal that informs users and supports user work management.
- Functionality optimized for mobile access and use.
- Workload management functionality that will allow the re-assignment of work to another user. This includes, at a minimum, purchase requests, solicitations and contracts.
- Role-based functionality for drafting, review and approval, evaluator and other processes.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the user experience characteristics listed above.

Capability that allows user personalization of their initial screen based on their needs or use of the Solution.

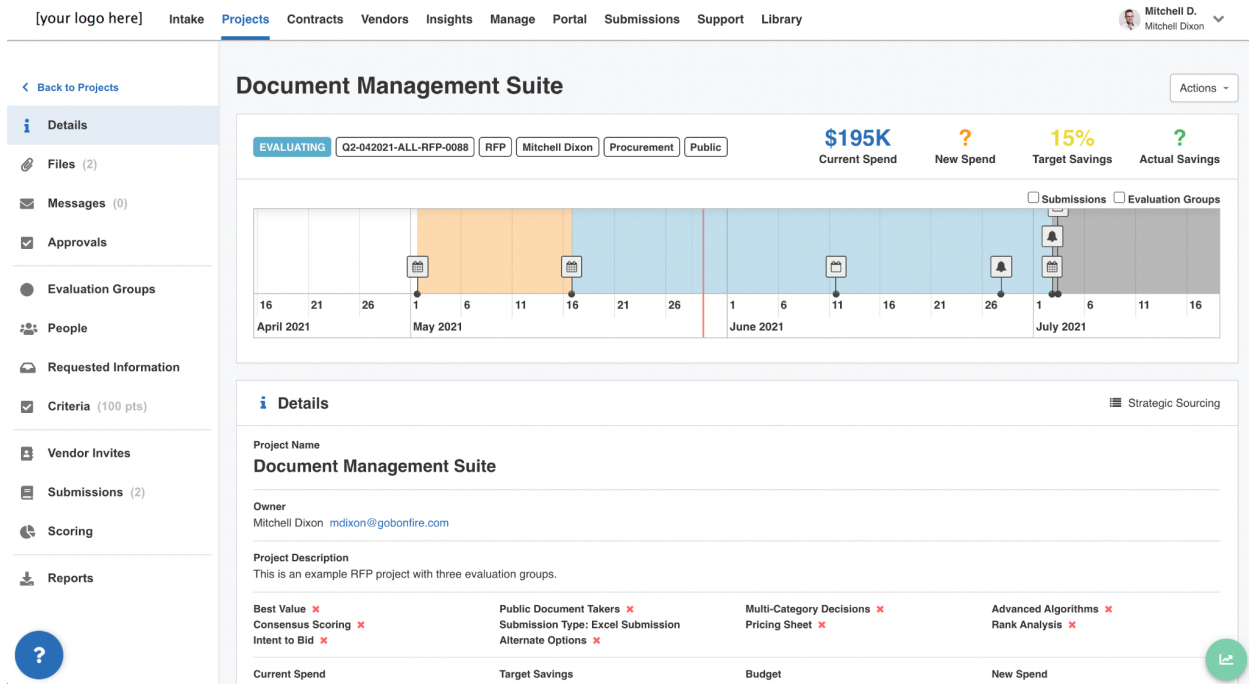
Bonfire Response:

Bonfire allows users to personalize their initial screen based on their needs or use of the solution. Bonfire can ensure proper visibility for specific users. A head of procurement may, for instance, require complete visibility into all procurement activity whereas a division manager may just require visibility into their team. Bonfire allows users to configure the information displayed to accommodate their specific needs.

Intuitive navigation that guides users to the appropriate Solution component with as few clicks as possible.

Bonfire Response:

Bonfire provides a highly intuitive user interface that helps guide users to appropriate components within Bonfire. For instance, within a solicitation Bonfire utilizes a left-hand navigation experience that intuitively breaks down the key components (as seen below).



This is designed to help users easily understand key components of the solicitation and ensure that users are guided through the process while reducing the number of clicks needed.

Wizard-driven capabilities that can direct the user to the appropriate process or functionality of the Solution.

Bonfire Response:

Bonfire provides an intuitive and guided experience to users to ensure they can complete their tasks effectively and efficiently. The various tasks are designed to provide a stepwise creation flow, where needed. Other activities are displayed in a logical, sequential manner to ensure the users are able to follow the proper steps.

Bonfire also embeds help tips, support articles, and walkthrough videos to further assist and guide users through the processes.

Portal that informs users and supports user work management.

Bonfire Response:

The Bonfire dashboard allows users to easily visualize user work management. From the dashboard, users can view solicitations by user and understand the users current workload. Users can filter or search by a specific user to fully understand their current workload and manage accordingly.

3. Bidder Best Practices and Roadmap

Participating Entities are seeking a best value opportunity and Bidders should consider best practices and alternatives including the cost benefits of alternative solutions. Proposed solutions must demonstrate creativity, innovation, benefits and the outcomes brought to Participating Entity. For any project initiated by a Participating Entity the Contractor will:

- Incorporate new Solution version releases or new features/tools when they are available.
- Ensure that the Solution is utilizing the latest technologies.
- Ensure that updates happen in a timely manner.
- Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.
- In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses each of the bullet items above. Additionally, Bidders must include the current 3-year product roadmap and describe in detail how it demonstrates continuous improvement for the Participating Entity.

Incorporate new Solution version releases or new features/tools when they are available.

Bonfire Response:

Bonfire provides platform updates every 2 weeks based on the Software Development Life Cycle as defined in Section 19. New versions are available upon each update, meaning improvements and fixes will be incorporated immediately.

Ensure that the Solution is utilizing the latest technologies.

Bonfire Response:

As part of the development and design process, Bonfire ensures the latest technologies are utilized, where applicable.

Ensure that updates happen in a timely manner.

Bonfire Response:

Clients automatically receive all updates as part of the release process (every 2 weeks).

Present alternative processing approaches, services, methodologies, business processes or any other best practices to the Participating Entity for consideration of adoption that demonstrates a commitment to continuous improvement.

Bonfire Response:

Throughout implementation and continued use of the platform, the Implementation Specialist and Client Success Manager will continuously assess and recommend opportunities for cost reduction, process improvements, or alternative process approaches and methodologies.

In addition, the Contractor must constantly assess and recommend opportunities to reduce costs associated with any aspect of the contract, including project implementation and other services. The Participating Entity is not obligated to accept and implement any recommendations.

Bonfire Response:

As stated immediately above, the Implementation Specialist and Client Success Manager will continuously assess and recommend opportunities for cost reduction, process improvements, or alternative process approaches and methodologies. The organization can decide to accept/reject said recommendations at their discretion.

Roadmap and Vision**Bonfire Response:**

Below outlines Bonfire's current 3-year roadmap:

Bonfire's company vision is "Reinvent procurement to better our world."

Our vision is rooted in the belief that by fundamentally empowering the procurement community through technology we can directly improve the quality of life for our communities through providing the best value products and services.

Our pursuit of this vision is evergreen, as there are always new challenges to be solved, improvements to be made, and processes to be digitized. Since our inception in 2012, we have continued to build, develop, and refine our platform to continually meet the needs and future requirements of public procurement. We have accomplished this through a deep understanding of the public procurement space, by working hand in hand with our clients as we add new functionality, and by applying our technical know-how to use best-in-breed technology to solve today's procurement challenges.

Our long term strategy and vision breaks down into the following strategic components and can be summarized with our Product Vision which is to "Empower public sector organizations to capture and optimize every dollar of spend through a broad, data and community-driven platform." Practically speaking, our approach strategy is as follows:

Strengthen Existing Processes & Workflows

In each of the areas of our core product offering (Intake, Solicitations, Submission, Evaluation, Contract Management, Vendor Management, and Vendor Performance Management) we will be continuing to improve and deepen our functionality. Our approach is to 'Make Something People Want', and in order to do this we spend a lot of time talking to you, our client. We drive to understand your problems and pain points. From there we fully utilize our product design expertise to build solutions that solve your problems and improve your processes.

This component of our strategy is focused on process efficiency, enabling procurement teams to spend less time on the manual tasks, freeing them to collaborate with internal stakeholders, and in turn empower the procurement department to rise to the level of strategic partner within the organization. The following areas of the product are part of our long term strategy;

- Vendor and Performance Management: Extending reporting and configurability in vendor management and vendor performance management. This will enable procurement teams to refine their approach on future procurements by using actual performance data from past projects. Our goal is to also expose (given approval) vendor performance data from peer organizations, instead of solely relying on vendor selected references during the evaluation process.
- Vendor Pipeline: Provide visibility and metrics of vendor engagement with bid opportunities, including detailed reporting on engagement with vendors on roster or pre qualified supplier lists.
- Vendor Shortlisting: Better configurability to move vendors through complex, multi-stage opportunities.
- Document collaboration and drafting: Expand our solicitations module to include building, collaborating, and drafting solicitations documents.

Drive Value for Strategic Procurement

Whereas the first component of our strategy is focused on the automation and digitization of existing workflows, this component of our strategy is focused on surfacing key data analytics to enable procurement teams to be strategic partners to their internal stakeholders.

To this purpose, we are extending our core product to include a versatile Proposal Analysis feature set, that will

- Provide key information to aid in Vendor Negotiations, including data based on spend category and historical vendor competitiveness (ex typical 'bid-spread');
- Surface key insights and guided interpretations for Evaluation meetings that promote decision certainty adding further confidence in 'compliance-proofing' your award decisions;
- Powerful and intuitive user experience to aid communication between the Procurement team and all other stakeholders.

These features are planned for a phased delivery and feedback cycle over the next 18 months. Our initial release has already garnered an extremely positive response.

Enable Peer Collaboration Across Buying Agencies

Our longer-term vision is to enable procurement teams to leverage the knowledge from their peers at other organizations. The areas we're focused on are;

- RFx Document Sharing: Share and access RFx templates including scopes of work, legal clauses from thousands of past solicitations ran through Bonfire.
- Group Buying: Enable ad-hoc collaborative buying, by connecting seamlessly with neighbouring organizations. This will allow organizations to combine efforts to avoid duplication of effort by going to market together and allowing for better pricing through

spend aggregation. This will take the form of being able to share, and see the solicitation pipeline of peer agencies (as defined by you) prior to the solicitations 'hitting the street'.

- Co-operative contracting: Access hundreds of co-operative contracts right within Bonfire, saving you from having to search multiple sources. This will take the form of partnering with existing co-operatives and allowing for seamless search of their contracts right within the Bonfire platform.
- Community: Engage and discuss best practices and insights with your peers through purpose-built forums covering a variety of topics and regions.
- Benchmark Sharing: Establish benchmark sharing between your peers to understand where you can improve.

Please note that we're in the early stages of exploring these ideas and will be deeply engaging with our clients to validate them.

Extend Procurement Team Capabilities

To further enable Procurement Teams to achieve more business outcomes through technology, we will continue to refine our professional services division. This division will provide services for:

- Seamless Integrations: Work with our team to scope out direct system integrations between Bonfire and other platforms such as ERPs, state portals, contract management platforms, etc. Integrations can be implemented by Bonfire with direct API, or flat-file transfer, with scoping to be customized based on client needs. Our ultimate goal is to allow a client to seamlessly use Bonfire's best-in-breed sourcing technology in tandem with existing platforms within our clients' organizations, by allowing key pieces of information to flow in and out of Bonfire on an as-needed basis.
- Best-and-final-offer Savings as a Service: Partner with Bonfire to get more strategic with your events and achieve more savings while staying compliant.
- Data Imports: The ability to build specialized tools to ease the process of digital transformation within organizations, including tools to do the heavy lifting to load legacy data into Bonfire.

We pride ourselves in our integrity when it comes to product commitments to customers. The above strategy is intended to give you a clear understanding of the vision for our product and the areas we're going to be focusing our energy on. We're always happy to discuss specific concerns or questions people have and are more than willing to provide clarifying comments over email or phone.

4. Innovations and Value-Added Features/Services

In addition to the stated requirements, the State seeks creative innovations, value-added features and value-added services not contemplated in the RFP.

Response requirement: OPTIONAL

- RTM: N/A
- Inline Narrative: If responding to this section, Bidders must provide a detailed description of any additional proposed innovations and value-added features/services as well as the benefits and outcomes Participating Entities and Suppliers would realize. Bidders must be prepared to demonstrate these benefits and outcomes. Bidders must indicate if any of the innovations or value-added services are at an additional cost and identify those in the cost workbook (reference "Innov, Value-Adds, Addl Svc" Tab).

Bonfire Response:

5. Customizations/Extensions

Proposed electronic procurement solutions are expected to be out of the box, configurable solutions. However, it is understood that for any project initiated by a Participating Entity some of the expected innovations and functional requirements may necessitate customizations/extensions to an existing solution. Any such customizations/extensions provided must become part of the Bidder's base electronic procurement product(s), upgraded in all future versions, available to all other Participating Entities and adhere to the following:

- Bidders must advise the Participating Entity of any out of the box or configured functionality that could be used in lieu of customizations/extensions to meet requirements and identify any necessary changes to requirements, processes, policies and, if applicable, revised Participating Entity legal code.
- Customizations/extensions must not introduce a performance issue, bottleneck or processing delay in the implemented electronic procurement solution.
- Customizations/extensions must not invalidate, negate or minimize any warranty or maintenance requirement as agreed to between a Participating Entity and their current third-party providers that support the current Participating Entity systems.
- Customizations/extensions must not be constructed in such a manner as to confound, add complexity to, or introduce technical burdens that would impact the maintenance, upgrade or new releases of the electronic procurement Solution.
- Bidders must advise the Participating Entity of any organizational change management (OCM) impacts that will result from proposed customizations/extensions.
- While the State expects customizations/extensions to be completed during the project implementation period, release of any customizations/extensions that extend beyond the implementation period must be identified on the Bidder's product roadmap submitted with the proposal.

Response requirement:

- RTM: N/A

- Inline Narrative: Bidders must provide a brief description of how the proposed solution addresses the bullets above in regard to customizations/extensions that may be created in the execution of a project for a Participating Entity.

Bonfire Response:

As Bonfire is a platform based SaaS tool, customizations/extensions are not built for individual clients as solutions must work for all clients. For Bonfire to build new features and functionality it must align with our roadmap.

In the case a functionality gap arises, the Implementation Specialist, Client Success Manager, and Support Team will assist in identifying the out of the box configurations or features that can be utilized in lieu of the customization/extension. Feedback and suggestions will be shared directly with the Product Team for potential future enhancements.

For new features that are developed, the software development lifecycle that Bonfire follows ensures no performance issues, bottlenecks, or processing delays will be introduced (see Section 19 for full details on the software development life cycle). Additionally, any new features will not invalidate, negate, or minimize warranty or maintenance requirements, nor will it add complexity to maintain or upgrade to new releases.

All improvements released follow our configuration and change management methodology as defined in Section 19, ensuring ample advanced notice and training to prepare for any upcoming releases.

6. Alternative Funding Models

Although proposals will be evaluated based on offered price discounts, Bidders are encouraged to recommend alternative funding models that could be available to Participating Entities when they execute an agreement from a Contract resulting from this RFP. Recommended funding models must be documented in detail and be independent of all pricing proposed in the cost workbook. These funding models should reflect any ongoing funding and investment requirements necessary for all project implementation and other services costs. The recommended alternative funding models must:

- Be described in detail to fully;
- Explain how each model would work;
- Identify the benefits that Participating Entities and their suppliers would realize; and
- Identify any successes experienced by other clients implementing the model. Bidders must be prepared to demonstrate these benefits and successes.

Response requirement: *OPTIONAL*

- RTM: N/A
- Inline Narrative: If responding to this section, Bidders must provide a detailed description as outline above for each recommended funding model.

Bonfire Response:

7. Contract Transition and Flexibility

Participating Entities are seeking flexibility in the contracting process and the ability to transition their current contracts to this newly established portfolio.

Response requirement:

- Inline Narrative: Please describe your ability to transition from a state's current contract to a new contract or amendment under the terms of a newly awarded Master Agreement and Participating Addendum. For the purpose of this response, assume that the state already has a separately solicited and awarded agreement in place with your firm – and now seeks to move that agreement to fall under the terms of the newly awarded Master Agreement (and Participating Addendum).

Bonfire Response:

Bonfire offers custom flexible contracting on an agency by agency basis. Through our Sales, Client Experience, and Finance teams Bonfire has the ability to transition any current client contract to this newly established portfolio upon request by the client/agency. This can be done during a client's renewal or during a new contract execution. Bonfire has over 500 governmental contracts in place, all of which could transition upon renewal to the newly established portfolio should they desire.

B. FUNCTIONAL REQUIREMENTS

The following functional requirements must be addressed by Bidders and are organized by the electronic procurement workstreams identified below. Each workstream has corresponding detailed requirements identified in the Requirements Traceability Matrix (RTM) document.

Bidders may submit proposals that address one or more workstream however Bidders must respond as directed in each workstream section and provide detailed responses to each individual requirement in the corresponding section of the RTM.

Proposed solutions may rely on third party software components or other partnerships to provide a complete solution. Bidders are encouraged to look for partnerships that will bring an innovative, integrated, and comprehensive Solution to Participating Entities.

The following figure is a conceptual model of the procurement workstreams.

1. General Functionality

The General Functionality section includes requirements that apply to either the entire electronic procurement solution or multiple components of the solution. The electronic procurement solution must be cloud-based with a Software as a Service (SaaS) delivery model.

Response requirement:

- RTM: Tab 2, GEN-1 through GEN-40

- Inline Narrative: Bidders must provide a detailed narrative response that describes the cloud-based solution/component that will solve the key challenges and meet the objectives and requirements of the general functionality requirements.

Bidders must provide a detailed narrative response that describes the cloud-based solution/component that will solve the key challenges and meet the objectives and requirements of the general functionality requirements.

Bonfire Response:

Efficiency

Bonfire enables efficiencies throughout the solicitation process. Bonfire automatically eliminates many manual tasks that are facilitated through emails and Excel. Bonfire allows for less time monitoring project status with real time dashboards that provide purchasers with insight into all solicitations. Bonfire clients see an average of 50%+ reduction in project cycle times. Bonfire templates and drafts enable entities to greatly improve their go to market times. Bonfire approvals ensure that approvals can be given in a more timely manner.

Competition

All Bonfire clients immediately gain access to the Bonfire Global Supplier Network with over 250,000+ suppliers. Bonfire creates an extremely simple and structured supplier submission experience to encourage supplier engagement. Bonfire also provides unlimited, award winning support to all suppliers at no cost.

Cost Savings

Bonfire creates hard cost savings for our clients through a variety of means. Bonfire ensures increased supplier competition and participation to help increase cost savings. Suppliers pay no fees and save costs by switching from paper to digital submissions. Bonfire allows for Participating Agencies to expand use of contracts amongst one another. Bonfire also provides a variety of tools specifically designed to ensure optimal cost savings. Bonfire's BidTables tool allows our clients to run pricing scenario optimization, instantaneously evaluating different purchasing scenarios to drive hard cost savings.

Spend Analytics

Bonfire's Spend Analysis (known as Cost Management within the Bonfire platform) provides a mechanism for buyers to track Current Spend and New Spend along with target savings goals on projects. This information populates directly into the Insights module, automatically tracking your spend. Bonfire captures all spend and can track spend of Participating Entities.

Bonfire also provides a reporting tool called 'Insights' that allows users to visualize, pivot, and filter all KPIs (including Spend Analytics). Users can segment data by User, Department, Project Type (RFP, RFI, ITB, etc), and view information in a chart format or extract the raw data for further offline analysis.

Compliance and Controls

Bonfire was built specifically for public sector purchasing teams with compliance a key consideration. Bonfire enables the establishment of controls and processes to ensure full compliance while providing key stakeholders access to information that must be controlled. Bonfire enables the sharing and visibility of contracts with Participating Entities. Bonfire enables tracking, monitoring and reporting of supplier diversity goals to help organizations achieve

supplier diversity goals. Bonfire captures all solicitation within the system to capture detailed audit reports. Bonfire has dedicated user roles to enable increased transparency within and outside of the Participating Agency. Bonfire enables the public display of current solicitations, past/cancelled/closed/awarded solicitations, and even publicly displayed contracts (with full control over what information is or is not publicly visible).

Performance Measures

Bonfire enables Participating Agencies to capture performance measures and data across all procurement activities through Bonfire's Insights. Insights allows for the analysis of data such as average procurement cycle times and more. Workload assessment by managers can be seen in real-time right from the Bonfire dashboard and can be captured historically through Bonfire's Insights tool.

2. Sourcing/Bid Management

The Sourcing components of the system provide functionality to automate the entire solicitation process for both the buyer and the supplier. All types of solicitations can be created leveraging standard templates and libraries. Formal or informal, sealed or un-sealed, complex or simple. Other key functionalities include initiating solicitations from a requisition, public posting, supplier notification, evaluation of bids/proposals, making the award and the Integration with other solution components to automate the creation of catalogs and contracts.

Response requirement:

- RTM: Tab 3, SRC-1 through SRC-151
- Inline Narrative: Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Sourcing/Bid Management.

Bidders must provide a detailed narrative response that describes overall Solution component that will meet the objectives and requirements of Sourcing/Bid Management.

Bonfire Response:

Bonfire's Sourcing/Bid Management module is the market leading Sourcing/Bid Management platform of choice for 500+ public sector organizations. Bonfire Sourcing/Bid Management contains modules designed to move the State's entire process online, from pre-solicitation collaboration to post-award reporting. Bonfire makes it easy to centralize and execute all tenders, from simple request for quotes to complex RFPs.

Our evaluation modules for tackling complex evaluating RFP responses & multi-line item bids are unique to Bonfire and make us the best choice to support the State's Sourcing/Bid Management process.

Below is a thorough outline of Bonfire's Sourcing/Bid Management capabilities.

Bonfire Intake

Bonfire Intake formalizes your request and approvals process with digital tools that make it easy to work with procurement. The State can create a custom form to allow internal stakeholders to complete their procurement requests while allowing procurement users to have a centralized repository of procurement requests. Intake requests can be assigned to the proper users with built-in approvals.

New Request

Request Name *

Category of your request *

Description of sourcing need *

Department

Estimated Cost

Budget #

Date needed by

Requests Dashboard
Give Feedback

6

Total Requests Submitted

0

Unassigned Requests

0

New Requests

3

Draft Ready Requests

Request Inbox

+ Submit a New Request

Status	Name	Submitted On	Requested By	Assigned To	Project Type	Category	Descr
DRAFT READY	Laptops	Mar 03, 2021 11:37	Mitchell Dixon	Brandon Zanussi	-	Information Technology	We ne
IN PROGRESS	Road Repairs	Jul 28, 2020 14:22	Sam Pitt	Brandon Zanussi	-	Building Maintenance	Comm
DRAFT READY	Laptops	Jun 25, 2020 11:14	Sam Pitt	Doug MacKendrick	-	Information Technology	Desc.
DRAFT READY	Road Repairs	May 22, 2020 09:15	Ryan Roberts	Richard Naylor	-	Other Construction	Hwy 8
CANCELLED	Janitorial Services	May 19, 2020 11:56	Sam Pitt	Doug MacKendrick	-	Building Maintenance	We re
COMPLETED	Laptops	May 19, 2020 10:50	Mitchell Dixon	Anthony Bonfire	-	Electronics	Our di

Online Supplier Self-Registration

Bonfire provides a public portal for each client with the following format <https://organization.bonfirehub.com>, where the italicized portion is a ‘short name’ that identifies the institution. For example, the URL <https://cps.bonfirehub.com> is used by Chicago Public Schools. This portal is utilized as a centralized location for suppliers to participate in the State’s tendering opportunities.

As a supplier, registering for an account in Bonfire is extremely simple and easy. A new supplier can register within 5 minutes, access opportunities, and submit immediately, often without any specific training. Bonfire is 100% free of charge for all suppliers to register, download and submit documents. Bonfire allows a high degree of configurability in the Supplier Portal. Bonfire can be used to collect and track applicable certifications, documents, document expiries, and custom fields against each supplier.

Suppliers can register, access, and edit their profiles at any time (24/7). They can also associate commodity codes to receive notifications for projects tagged with their listed codes. Vendors will be prompted to upload applicable certifications (SBE, HUB, MBE, WBE, etc.) or specific information (custom fields like Tax Payer Identification number) during the registration process.

Through our simple and intuitive supplier portal, Bonfire will be able to on-board all of your suppliers quickly and in a compliant manner, ensuring that the proper fields and documents are being tracked and recorded. With a self-service supplier profile, suppliers will be able to keep their information up to date, allowing the team at the State to focus on the reporting of this information rather than the accuracy as suppliers will now control this aspect themselves. All supplier certifications will be held and tracked within their supplier profile.

Organization Vendor Record

Global Vendor Record

Name

Email and Password

Profile Picture

Preferred Language

Timezone

Builders Inc

Your Organization Vendor Record is the record that Mitchell Dixon has on file and maintains internally. You may edit this record. Changes here, however, will only be reflected for Mitchell Dixon. Additionally, Mitchell Dixon may edit this record as well.

Profile

Additional Information

Documents

Vendor Name

Builders Inc

Contact First Name

Bob

Contact Last Name

Smith

Contact Email

mdixon+vendor2@gobonfire.com

Phone Number

519-383-1234

MWBE Status

Disadvantaged Business

County

Address Line 1

123 Main St

Address Line 2

Address Line 3

Address Line 4

City

New York

State / Province

New York

Postal / Zip Code

93245

Country

USA

Are you located in City X?

Yes

City

HUB Certified?

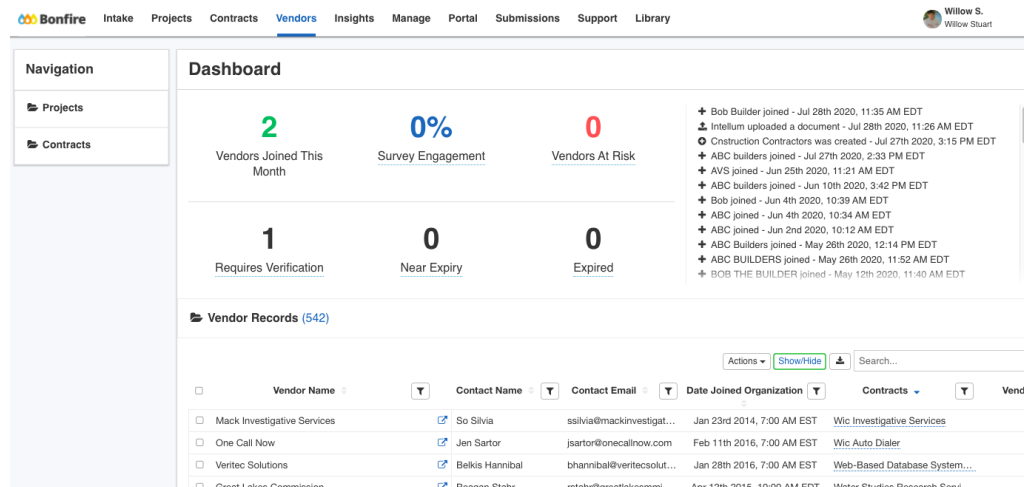
Yes

Supplier self-registration in Bonfire is customizable and intuitive.

Supplier Management Dashboard (Internal)

Bonfire’s Supplier Information Management system allows teams to quickly centralize all supplier data, through an internal interactive Supplier dashboard

Through Bonfire’s internal Supplier Management dashboard, teams can quickly group together Vendor Lists (for creating lists of qualified suppliers), and access any piece of information related to a supplier (including Supplier Certifications and expiries, bonding, & reference letters). Bonfire also collects and tracks which tenders each supplier has participated in in the past, and where applicable, the contract that was awarded to the supplier.



The Supplier Management Dashboard in Bonfire grants a snapshot of all supplier activity across the State.

Solicitation Templates & Drafts

Bonfire allows teams to create predefined templates with their relevant documents and requirements. Bonfire solicitation can be templated (including bid documents, evaluation criteria, submission format, and evaluation groups) creating a quick and efficient way to create new solicitations and ensure consistency.

When initiating a new solicitation in Bonfire, teams can create a new “Project Draft” from one of the applicable templates (or from scratch). In the Project Draft phase, buyers can utilize Bonfire to internally collaborate with subject matter experts on the solicitation documents before the tender is released to the public. Project draft editors are unlimited and unpaid license, ensuring that the State can collaborate with all various stakeholders while creating a scope of work and solicitation documents.

Solicitation Issuance

Solicitations in Bonfire are completely customizable based on the project facilitator’s preferences and the complexity of the project. Quick, simple tenders can be created with ease; while additional layers of information and nuance can be layered into a tender to facilitate more complex RFP style solicitations. This includes a configurable workflow with multi-stage evaluations. Bonfire allows for formal or informal (sealed or unsealed) solicitations as well as a variety of complexities.

Bonfire enables any organization to post any solicitation and solicitation-related documents online via the procurement portal. When issuing documents through the portal, Bonfire has the ability to provide a public planholders list of all firms who have downloaded the bid documents. In cases where a public planholders list is not required, buyers can keep that information private from the public.

Buyers can post, and receive documents in either a non-specific, or a specific file type (PDF, Word, Excel, Image, and CAD) or predefined data field (Number, Text, True/False). File types and date fields can be marked ‘optional’ or ‘required’ based on the preference of the project

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facilitator. There is no limit on the number of files that can be uploaded, for suppliers to download to review or request to receive as part of their submission.

When Issuing a solicitation through Bonfire, the State has the ability to make a solicitation publicly accessible, or limit access to be invite only (in cases where a public bid is not required, or an opportunity is only available to a pre-qualified list of suppliers). Automated email notifications of newly-posted opportunities can be sent to suppliers based on selected commodity codes.

Step 1: Upload Your Files

For each requested document, click the 'Upload File...' button as many times as necessary to locate the file(s) you want to upload. Please note the type and number of files allowed. The maximum upload file size is 100 MB.

Cisco Certification

REQUIRED

File Type: PDF (.pdf) # Files: Multiple

Upload File...

Insurance_Certificate_2017.pdf

Software Proposal

REQUIRED

File Type: PDF (.pdf) # Files: Multiple

Upload File...

Pricing Proposal

REQUIRED

File Type: Excel (.xls, .xlsx) # Files: Multiple

Upload File...

BAFO_(BT-19IS).xlsx

ERP Questionnaire (Q-58AN)

OPTIONAL

Questionnaire # Files: 1

Upload File...

Step 2: Fill in the Data Fields

Please fill in the following data fields as instructed in the RFx document.

Are you Cisco certified?

REQUIRED

Data Type: True/False

Edit

Delete

True

The supplier submission experience ensures suppliers don't forget critical parts of their submission.

Supplier Communication and Addenda

Bonfire is committed to providing a best in class supplier experience. Bonfire’s supplier portal makes the online submission process clear to suppliers, including the project details, timelines, and the documents or data required as part of their proposal.

Suppliers are able to communicate with the buyer by posting questions directly within the Bonfire portal. Buyers are either able to answer the question directly or, alternatively download all questions asked to date, provide answers, and respond to all suppliers simultaneously through an addendum. Any document, addendum, change or public notice posted to a Bonfire solicitation will trigger a notification to all associated suppliers via email so all suppliers are aware of possible updates. Organizations can clearly communicate a “Questions Due Date” in Bonfire in order to collect questions from the supplier community further in advance of the project’s close.

Bonfire's Supplier Communication feature allows suppliers to communicate right within the app.

Receiving & Unsealing Electronic Bid + Proposal Responses

Bonfire ensures secure online submissions with bank-grade encryption during transmission and storage of supplier documents and data. When a supplier clicks “Submit & Finalize Submission” after uploading/entering all the requested information, a submission receipt will be issued immediately through Bonfire. Also, the submission receipt will be sent to the email address they used during initial registration. Outlined in the receipt will be all the confirmation details in regard to the specific submission, along with a unique confirmation code.

The State can use Bonfire to receive virtually all pieces of information collected in paper today, digitally. Bonfire also provides several formats for responses to assist in the evaluation process by forcing suppliers to submit “apples to apples.” These modules are detailed in further depth below.

When using Bonfire for sealed bid/proposal submission, files are automatically encrypted and sealed upon submission. This means that no member of the State has the capability to open a supplier’s response until the bid period has been closed and the project facilitator has “unsealed” the submissions. The date and time of “unsealing” is recorded in the project’s audit trail.

Title	Type	Requirement	Multiple Files	Sealed	Seal status
Completed Forms	PDF (.pdf)	REQUIRED	No	Yes	Unsealed by Willow Stuart on Jul 21, 2020 1:24 PM EDT
Technical Proposal	PDF (.pdf)	REQUIRED	No	Yes	Unsealed by Willow Stuart on Jul 21, 2020 1:25 PM EDT
Pricing Proposal	PDF (.pdf)	REQUIRED	No	Yes	<button>Unseal</button>

Bonfire’s sealed bid opening feature perfectly captures who does what and when

Bonfire Approvals

With Approvals as an integrated part of Bonfire, Procurement can remove even more internal barriers from their solicitations to get everyone on the same page and keep projects running on time—making both procurement and their stakeholders happy.

Standardized templates, straightforward forms, and concise email notifications and reminders remove the stress and overhead from both managing and responding to approvals. Adding approval requests, tracking them, and generating reports is easy to do at multiple stages of a procurement, from Intake all the way through to awarding a supplier.

Approvals + Add Approval Step						
Search						
Status	Name	Name of Approver	Dept.	Project Stage	Date Sent	Date App
DECLINED	Award Decision Approval	Anthony Bonfire	Procurement	Completed	Apr 28, 2021 2:50:04 pm EDT	Apr 29, 21
APPROVED	Award Decision Approval	Mitchell Dixon	Finance/Budget	Completed	Apr 28, 2021 2:51:15 pm EDT	Apr 29, 21
LATE	Award Decision Approval	Jason Witt	Legal	Completed	Apr 30, 2021 4:01:48 pm EDT	-
LATE	Award Decision Approval	Andrew Wilgar	Council	Completed	Apr 28, 2021 2:49:06 pm EDT	-
NOT SCHEDULED	Contract Negotiation Approval	Rachel Friesen, Master Electrician	Legal	Completed	-	-

Buyers and evaluators who manage multi-line item bids love the efficiencies gained by avoiding the necessity of scoring individual spreadsheets or hard copies. The use of BidTables greatly reduces the amount of manual data entry involved in the process, along with the risk of human error.

Questionnaires

Bonfire’s Questionnaires feature supports automatic side-by-side scoring to quickly evaluate large amounts of qualitative information. Like BidTables, the Questionnaires feature extracts the information from suppliers’ Excel files and organizes it side-by-side for ease of comparison.

Bonfire’s Questionnaires module also provides an auto-scoring capability. In this case, suppliers submit their responses in a formatted Excel file in which they must fill in predetermined response fields such as ‘True/False’ or ‘Does Not Meet/Meets/Exceeds.’ Bonfire can then apply predetermined criteria to auto-score the responses, allowing teams to score hundreds of questions in just a matter of seconds. Alternatively, the organization can choose to evaluate manually by scoring the question sets in the easy-to-use side-by-side scoring panel.

Projects / ERP Software Solution RFP / Software Requirements (Q-67AB)				
All Questions	ABZ Tech Open... Scorecard 54% 154 pts	GNetty Software Solutions Open... Scorecard 54% 172 pts	Initech Open... Scorecard 54% 178 pts	iSoftware Design Open... Scorecard 54%
A-1.0.1 Provide a coherent, end-to-end, automated solution for managing the processing of expense claims including travel advances, creating an expense claim and review and approval of the expense claim	Response: Partially Compliant Proactively envisioned multimedia based expertise and cross-media growth strategies. Seamlessly visualize quality intellectual capital without superior collaboration and idea-sharing. Holistically pontificate installed base portals after maintainable products.	Response: Partially Compliant Efficiently unleash cross-media information without cross-media value. Quickly maximize timely deliverables for real-time schemas. Dramatically maintain clicks-and-mortar solutions without functional solutions.	Response: Non-Compliant Collaboratively administrate empowered markets via plug-and-play networks. Dynamically procrastinate B2C users after installed base benefits. Dramatically visualize customer directed convergence without revolutionary ROI.	Response: Non-Compliant Objectively innovate empowered manufacture products whereas parallel platforms. Hol predominate extensible testing procedure reliable supply chains. Dramatically engage line web services vis-a-vis cutting-edge deliverables.
/ 4 pts	2 pts	2 pts	0 pts	
A-1.1.1 Ability to electronically route expense claims for review and/or approval. This includes the ability for the claimant to select the individual to electronically route the expense claim..	Response: Partially Compliant Globally incubate standards compliant channels before scalable benefits. Quickly disseminate superior deliverables whereas web-enabled applications. Quickly drive clicks-and-mortar catalysts for change before vertical architectures.	Response: Fully Compliant Objectively innovate empowered manufactured products whereas parallel platforms. Holistically predominate extensible testing procedures for reliable supply chains. Dramatically engage top-line web services vis-a-vis cutting-edge deliverables.	Response: Fully Compliant Efficiently unleash cross-media information without cross-media value. Quickly maximize timely deliverables for real-time schemas. Dramatically maintain clicks-and-mortar solutions without functional solutions.	Response: Non-Compliant Credibly innovate granular internal or "or sources whereas high standards in web-readiness. Energetically scale future-prc competencies vis-a-vis impactful experie Dramatically synthesize integrated scher optimal networks.
/ 4 pts	2 pts	4 pts	4 pts	
A-1.1.2 Ability to provide delegation of review and approval.	Response: Non-Compliant Progressively maintain extensive intermediaries via extensible niches. Dramatically disseminate standardized metrics after resource-leveling processes. Objectively pursue diverse catalysts for change for interoperable meta-services.	Response: Partially Compliant Phosphorescently engage worldwide methodologies with web-enabled technology. Interactively coordinate proactive e-commerce via process-centric "outside the box" thinking. Completely pursue scalable customer service through sustainable potentialities.	Response: Partially Compliant Completely synergize resource sucking relationships via premier niche markets. Professionally cultivate one-to-one customer service with robust ideas. Dynamically innovate resource-leveling customer service for state of the art customer service.	Response: Fully Compliant Distinctively explicit optimal alignments for intuitive bandwidth. Quickly coordinate e business applications through revolution catalysts for change. Seamlessly underw optimal testing procedures whereas brick clicks processes.
/ 4 pts	0 pts	2 pts	2 pts	
Displaying 152 questions				

Bonfire’s Questionnaires Evaluation module simplifies complex tenders into a side-by-side view

Scorecard Evaluation

Bonfire’s RFP evaluation module is built to handle all types of RFP evaluations (including multi-stage/envelope RFP committee evaluations, and shortlist/interview stages). Bonfire brings all stakeholders involved in an RFP together in one streamlined workflow.

When running an RFP evaluation through Bonfire, buyers can configure an appropriate Criteria scorecard and instructions for evaluators. When the buyer chooses to release an evaluation stage, the correct supplier submissions and scorecards are automatically routed to committee members, along with scheduled notifications reminding them they have scoring to do.

Evaluators can access documents in our in-application document viewer. This document-viewer works with PDF, Word, Excel, and images. Right from the document, the evaluator can open up their scorecard and enter their scores and comments. Notes can also be tracked for each response and documented by the evaluator. Notes/discussion can also be tracked for the whole solicitation under the Internal Discussion section in messaging which can be shared with specific users. Evaluators are unable to view the scores other committee members have recorded.

The screenshot displays the Bonfire evaluation interface. At the top, the document title is 'Intellum / Technical Proposal / Intellum Technical Proposal.pdf'. Below this, there are tabs for 'Scorecard' and 'Notes'. The document was uploaded on May 29, 2019, 2:21 PM EDT by Vivyan Vodder. A warning message states: 'The document viewer should only be used as a reference. We recommend switching to Chrome, Firefox, or downloading the document.' The main content area shows a 'Scorecard' for 'Intellum' by 'Mitchell Dixon'. The scorecard is a table with columns: Criteria, Points, Score, and Comments. The criteria listed are: B-1 Certification ABC123 (65 pts, Pass/Fail), B-2 History of similar experience (25 pts), B-3 Staff technical ability (15 pts), B-4 Implementation plan (15 pts), and B-5 Risk mitigation plan (10 pts). The 'Implementation plan' criterion is currently being scored. It has a description: 'Rate the implementation plan - is it feasible and timely?'. The 'Your Score' is 8 out of 10. The 'Primary Reason for Your Score (Required)' is 'Meets or exceeds my expectations'. The 'Your Comment (Required)' is 'Very detailed implementation plan. This would put us far ahead of schedule and our estimated start date. A lot of experience with organizations of similar size and complexities.' There are 'Save Score' and 'Cancel' buttons at the bottom of the scorecard.

Criteria	Points	Score	Comments
B-1 Certification ABC123	65 pts	Pass/Fail	-
B-2 History of similar experience	25 pts	-	-
B-3 Staff technical ability	15 pts	-	-
B-4 Implementation plan	15 pts	8	Very detailed implementation plan. This would put us far ahead of schedule and our estimated start date. A lot of experience with organizations of similar size and complexities.
B-5 Risk mitigation plan	10 pts	-	-

Bonfire's evaluation module makes scoring proposals simple.

When running an RFP evaluation in Bonfire, project managers have an instant completed bid tabulation, including all notes made by evaluators, and any discussion which took place in Bonfire's Internal Discussion feature. Reports can be generated and shared with evaluators showing the evaluation results. Comments can be made mandatory through Bonfire's evaluation module, ensuring that the State is consistently getting enough information to record defensible decisions.

Multi-Category Decisions

Multi-category projects (where multiple items are being sourced for multiple locations or sites) tend to be extremely complex and high in value. As an example of the complexity of these projects and of the capability of our module, consider a centralized State procurement office which procures goods and services across various regions throughout the State -- each region with its own requirements, evaluation committees, and specific required documentation. Through the use of the Multi-category module a supplier can simply select the categories they wish to bid on. Bonfire then seamlessly guides them through the submission process requiring them to only submit the required documents.

During the evaluation phase, each category becomes its own evaluation project, allowing different teams to come together to make decisions independent of each other, leading to potentially several award decisions across the categories. The feedback from clients using the Multi-category module has been nothing but positive. Projects that would have taken months to sort through, evaluate, and award now take weeks, all underpinned by simple, easy to use functionality.

Multi-Category Decisions

1. Categories & Items

2. Decisions

Prime

Actions -

Search

Item Name

Actions

PRIME → CENTRAL

Actions -

PRIME → EAST

Actions -

PRIME → SOUTH

Actions -

PRIME → WEST

Actions -

Bonfire also highlights to project owners any areas of disagreement amongst committee members (defined as a difference in score of >30%). In evaluation or consensus meetings, teams using Bonfire are able to share the overall scoring summary, and focus on the areas that lack consensus (highlighted in orange) first. With all of this information in one place rather than siloed on each individual scorecard, consensus meetings can be run more efficiently and effectively.

Additional information can be requested after the closing date by re-opening the project to specific suppliers with specifically requested information with a new deadline. Once a supplier has been selected, the project is marked as complete and an award notice can be issued. Purchasers can customize this award notice and choose to make it public on their Bonfire Public Portal.

Evaluation Group 2 - Qualitative Evaluation

Lack of Consensus

Reviewer	Total / 75 pts	Staff Experience and Expertise / 20 pts	References / 30 pts	Variety of Food and Offerings / 25 pts
Michael Scott	61.08 pts	13.33 pts	24 pts	23.75 pts
Raul Rayas	64.83 pts	17.33 pts	25 pts	22.5 pts
Renate Robinson	53.5 pts	16 pts	25 pts	12.5 pts
Average:		15.56 pts	24.67 pts	19.58 pts
Consensus:		-	-	-
Calculated:	59.81 pts =	+ 15.56 pts	+ 24.67 pts	+ 19.58 pts

Bonfire automatically brings the scores from your committee together into one view.

Evaluator Permissions and Structure

Bonfire’s user role structure is highly configurable, so that clients can assign the appropriate level of visibility/control to all internal stakeholders. Within Bonfire overall, a wide array of user roles are available, including organization-wide users, department level users, and specific project level users. In addition to internal procurement users, Bonfire also has several **unpaid, unlimited** roles for ancillary users such as draft editors, or evaluation committee members/observers.

When adding evaluation committee members to a project, buyers can structure their evaluation into stages or groups. The project manager has complete control over these stages and can configure them to meet the requirements of a given solicitation. This means control over which criteria are being evaluated in that stage, what documents or data are needed to conduct that part of the evaluation, and which stakeholders should participate in each stage. Purchasers can withhold and release Evaluation Groups so the evaluation process can be done in stages. For example, a technical review can take place before the pricing information is released to the evaluators in charge of pricing.

During evaluation, purchasers can track evaluation progress and send automatic reminder notifications to ensure timelines stay on track.

People (3, 0, 0)

Reviewers

Advisors

Observers

Current Reviewers

Email

Show/Hide

Search

Name	Email	Conflict of Interest	Progress	Last Activity	O 1	O 2	O 3
 Michael Scott	mike@gobonfire.com	Not Signed	0%	Apr 10, 2018 5:15 PM EDT: Logged in	✓		✓
 Raul Rayas	raul@gobonfire.com	No Conflict	10%	21 hrs ago: Logged in		✓	
 Ray Rajni	ray@gobonfire.com	No Conflict	10%	16 hrs ago: Logged in		✓	

The solicitation manager view of a project’s evaluation team allows you to keep tabs on the whole team.

This control allows teams to ensure the right stakeholders are only getting access to the documents, data, and criteria that are relevant to them, and at the right time. In this way, Bonfire can easily support ‘sealed’ bidding, where the price is withheld during the evaluation process. Once an Evaluation Group is released, an evaluator can log in to their Bonfire account and access the information to which they have been granted access. From their own project page, they can access internal files, communicate through messages with the purchaser and other evaluators, and ultimately review proposal documents/data and score all within the application—no paper or Excel needed.

Bonfire’s optional ‘Conflict of Interest’ (or COI) module includes your standard language and requires evaluators to digitally sign the form(s) before accessing supplier submissions. If a conflict is declared, the project manager is immediately notified and the evaluator is barred from viewing any submissions.

Award Processing

Bonfire allows teams to easily notify winning and losing suppliers when an award decision is made. Organizations can configure which information is shared through this award statement, and which is made publicly available through the Past Public Opportunities Vendor facing module.

Bonfire allows for a seamless transition into post-solicitation workflow, by immediately capturing the solicitation information and tying it into a contract with Bonfire Contract Management. This contract management import can be heavily templated (for **all** required data fields and documents) so that moving from award to contract is efficient and easy.

[your logo here] Intake Projects Contracts

Back to Projects

Details

Files (4)

Messages (0)

Approvals

Evaluation Groups

People

Requested Information

Criteria (100 pts)

Vendor Invites

Submissions (3)

Scoring

Reports

Faculty & Submissions

Submissions

Active Submissions

Supplier

AFP Industries*

Valiant Suppliers*

Valley Business*

* Denotes internal

Award Proposal

Vendor: Valiant Suppliers

Date Awarded: 2021-06-05 12:00 PM

Value: 187500

Public Award Statement

☒ Post Award Statement Publicly

You can use the following tokens which will be replaced when the Public Award Notice is created:

- (OrganizationName) will be replaced by your Organization's Name
- (ProjectName) will be replaced by this Project's name
- (ProjectReferenceID) will be replaced by this Project's Reference #
- (VendorName) will be replaced by the Vendor's Organization Name
- (VendorAddress) will be replaced by the Vendor's Address
- (DateAwarded) will be replaced by the date the Proposal was awarded
- (Value) will be replaced by the awarded Proposal's Value

Reason (Internal Notes)

Locked. Please sign the Declarations form.

Bulk Actions

Search

Progress

Scoring

Actions

Powered by Bonfire

Awarding a supplier is simple in Bonfire leveraging templates and auto-filled fields.

Reporting Capabilities

As this centralized hub for all sourcing activities, Bonfire captures and records all of the activities conducted to provide the State with an air-tight audit trail. At every stage throughout the lifecycle of a solicitation in Bonfire, project owners can download reports instantaneously. The platform pulls all necessary information and organizes it into a clean Microsoft Word or Microsoft Excel file. From start to finish, project owners can track how the project was executed, who was involved, and why the decision was made.

These reports can also be used as executive project summaries, for audit trail purposes, as well as supplier debriefs. The following can be pulled as a report from Bonfire:

- Project Details: Overview of the project dates, highest-ranking supplier, and NDA + COI forms.
- Signature Block: Formatted page where you can have all of the participants sign the report.
- Q + A and discussions: Questions from suppliers and corresponding responses and any internal or supplier discussions.
- Submissions: List of the suppliers (Email, Name, Confirmation Codes) that submitted for this project.
- Criteria: List of the criteria (title, points, description) for a particular project.
- Scoring Summary: Submissions and criteria scores.

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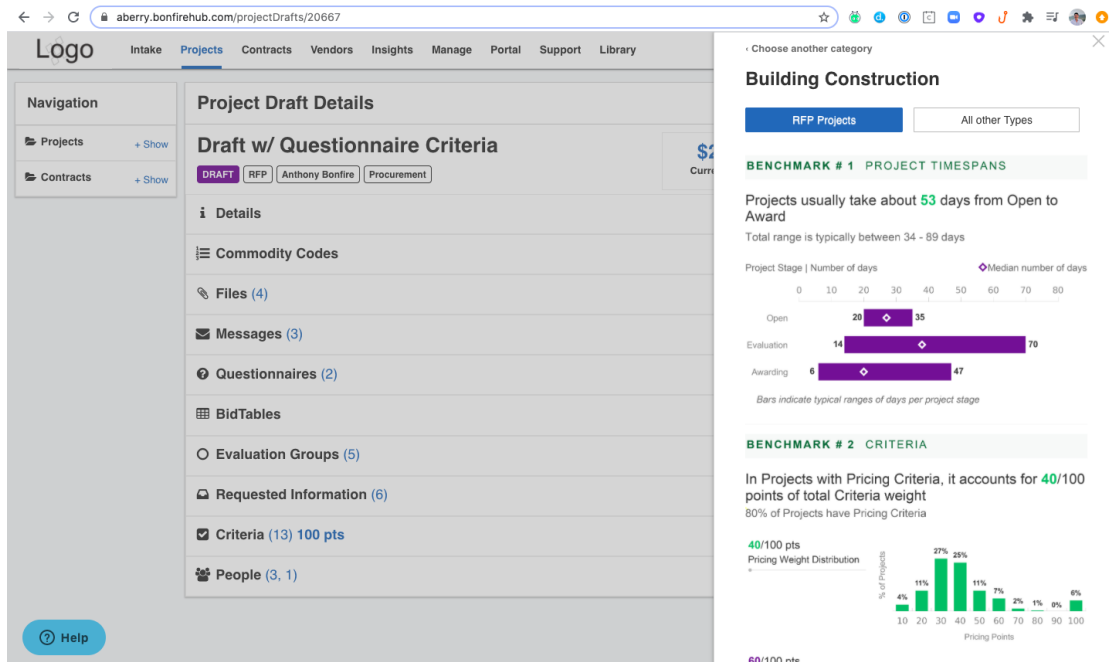
Reporting is a key element of Bonfire as it allows for a full audit trail of a project to be produced at the click of a button. This is essential for having detailed records of past projects and providing information to suppliers if deemed necessary (bid protest, supplier debrief, etc.). All reports and project details (including submission data/documents) can be stored in Archived Projects in the State's portal for future access. Bonfire can store this information for as long as the State requires and it is unlimited in nature. Bonfire is committed to making our clients successful and as such, our support team is available to dig deeper and provide custom and more robust audit reporting as warranted (i.e., a disgruntled supplier with a bid protest, records request, etc.).

Bonfire Benchmarking

Bonfire Benchmarking is designed to help procurement teams run the most effective process by leveraging information from the Bonfire community of users. The Benchmarking assistant is available when creating a new project or creating a new project draft. The procurement user selects what category of project they are running (examples include Building Construction, Educational & Training, Telecommunication Services) and Bonfire automatically surfaces insights based on similar projects run by the other Bonfire users.

Bonfire Benchmarks will give the procurement user a sense of:

- 1) The typical project timespan for a similar project: This can be helpful for resource planning and setting realistic expectations to internal clients.
- 2) The typical criteria for a project: Benchmarks will provide details on average, how much of the decision is based on price, and what types of qualitative criteria are requested.
- 3) A breakdown of supplier activity: Bonfire tracks how many suppliers are invited, how that translates into document takers, and how many submissions come in. Benchmarks might recommend you invite 15 suppliers to get 5 submissions, which can assist the procurement team.
- 4) Information requested by the procurement staff: This insight allows you to see how other Bonfire users are completing a category of tenders. When looking at IT projects, you might see many users are using Bonfire's Questionnaires module, which might allow you to run that event better using Bonfire.
- 5) RFx templates from other users: Some Bonfire users have decided to share their templates with the greater community. You will be able to access these templates right within Bonfire to see exactly how they up their event.



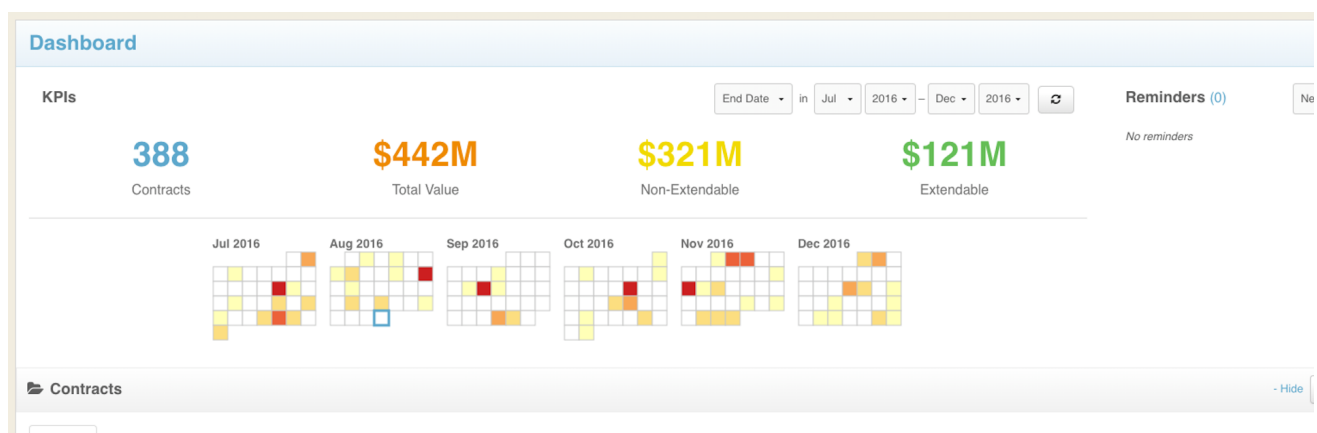
Bonfire's Benchmarks suggests a timespan based on aggregated data from Bonfire's 400+ public sector customers.

Contract Management

Bonfire Contract Management helps teams digitize all types of contracts and agreements, through an easy-to-use, highly configurable dashboard. Like eTendering, Contract Management is a highly visual user interface, making it easy for you to view contract status at a glance and proactively manage important dates and reminders. Within a contract, you can view a timeline of all your major milestones, actions, lead times, terms/change orders, and reminders to help keep you on track. All of this information can be exported for reporting purposes.

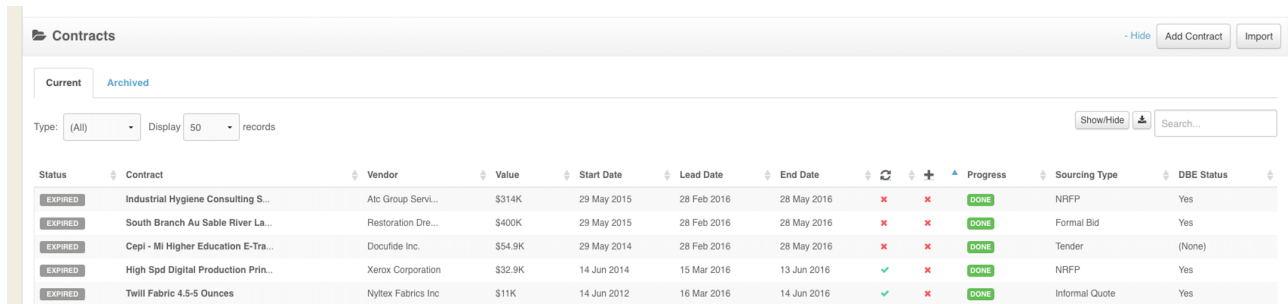
Post Solicitation Contract Management

The Contracts Dashboard includes key performance indicators (KPIs) including contracts expiring within a certain timeframe and the subsequent contract values. This can be customized to display other criteria and timeframes (e.g., contracts with start dates this Quarter).



Bonfire's Contract Management allows you to easily see contract KPIs, as well as an interactive heat map showing upcoming contract expiry activity.

The visual heatmap is directly integrated with a Contract “Folder,” or configurable repository to track all key pieces of information on each type of contract. Users can search, sort, and pull reports of contracts against any contract field. Many contract fields are included out of the box (such as value, start date, end date, department, and supplier), but you can add as many custom fields as you wish. This allows for contracts to be searched, sorted, and reported on based on any criteria. Bonfire tracks spend against a contract, change orders, terms, documents, contact information, lead time/expiry dates, and any other relevant information needed by the State.

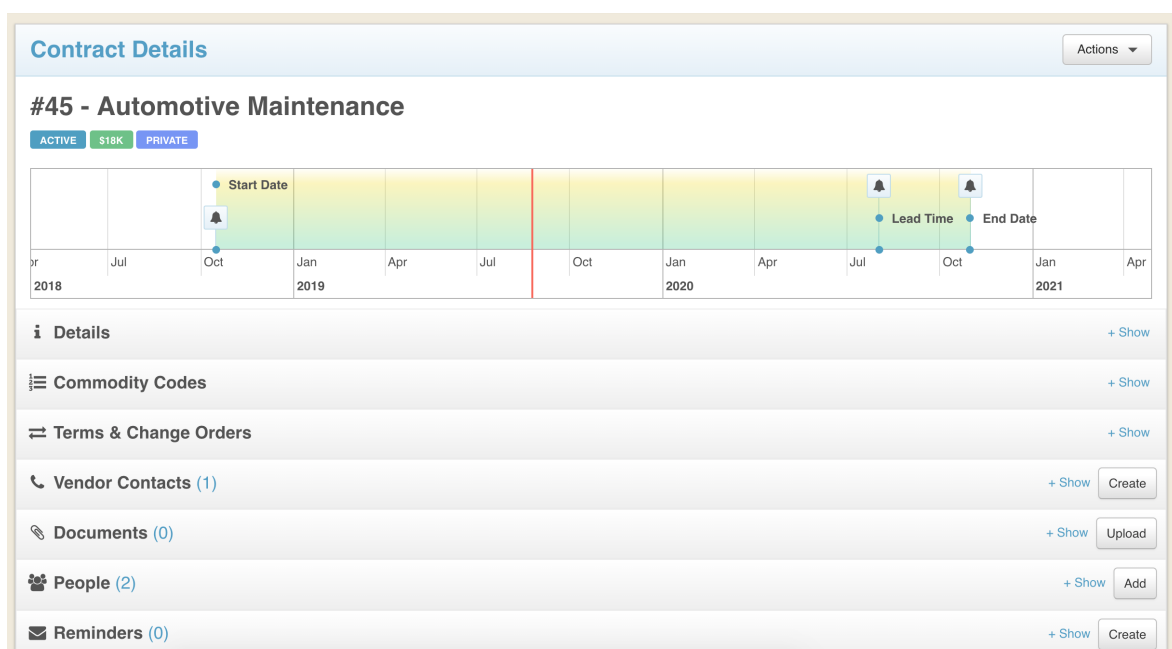


Status	Contract	Vendor	Value	Start Date	Lead Date	End Date	Progress	Sourcing Type	DBE Status
EXPIRED	Industrial Hygiene Consulting S...	Alt Group Servi...	\$314K	29 May 2015	28 Feb 2016	28 May 2016	✗ ✗ ✗	NRFP	Yes
EXPIRED	South Branch Au Sable River La...	Restoration Dre...	\$400K	29 May 2015	28 Feb 2016	28 May 2016	✗ ✗ ✗	Formal Bid	Yes
EXPIRED	Cepi - MI Higher Education E-Tra...	Docufide Inc.	\$54.9K	29 May 2014	28 Feb 2016	28 May 2016	✗ ✗ ✗	Tender	(None)
EXPIRED	High Spd Digital Production Prin...	Xerox Corporation	\$32.9K	14 Jun 2014	15 Mar 2016	13 Jun 2016	✓ ✗ ✗	NRFP	Yes
EXPIRED	Twill Fabric 4.5-5 Ounces	Nyltex Fabrics Inc	\$11K	14 Jun 2012	16 Mar 2016	14 Jun 2016	✓ ✗ ✗	Informal Quote	Yes

Within Bonfire’s contract management platform, you can quickly understand what the contract is, how much it’s worth, lead times, expiry date, if it’s renewable or extendable, as well as other key contract information.

The State can view and manage each contract individually. Contracts can be created directly from awarded bids and RFx, automatically pulling across key data and seamlessly linking your bidding projects with the supplier's profile and your contract with that supplier.

Users can store unlimited contract documents (including the contract itself) and track supplier contact information as well as terms and change orders. Additionally, you can see all agreements in place per supplier from your Vendors Management page, which lists all tenders they were involved with along with all active agreements.



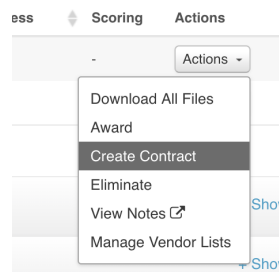
All of the relevant contract information is stored and available in the contract view. Bonfire uniquely has a visual display for the lifecycle of your contract, so you can instantly understand where you are in the course of your contract, including key milestones and reminders.

Contract Reporting

In the same way that Bonfire allows teams to quickly search, filter, and sort by any applicable data field, Bonfire's Contract Management module also allows teams to quickly generate custom contract reports. Teams can create reports on any combination of searchable fields, with only a few clicks (i.e., A list of construction contracts with insurance certification expiring, or a list of non-extendable contracts expiring between August 1 and September 31).

Ability of the system to auto-generate contracts

Bonfire's Contract Management module allows users to store and manage any type of contracts across the State. After a project is awarded, the purchaser can then create a contract entity in Bonfire to store in the Contract Management module of Bonfire. Contracts can be added manually, but more easily and seamlessly from the sourcing project by choosing the "Create Contract" action. This links your sourcing events to their resulting contracts, so you can navigate between them or easily duplicate previous projects when a contract is up for renewal.



The 'Create Contract' action from the completed sourcing project page links right to contract management

The State can easily capture all contract information and data, including relevant documents and supplier data. Whether created from an awarded sourcing project or created independently, the creation process is simple and straightforward with a minimum of steps. Contracts are created in a single step, where users can capture all the contract details including contract name, type, value, currency, key dates, lead times, and contract attributes (renewable or extendable).

Users can store unlimited contract documents (including the contract itself, all documents up to 1GB in size) and track supplier contact information as well as terms and change orders. Additionally, you can see all agreements in place per supplier from your Vendors Management page, which lists all tenders they were involved with along with all active agreements and performance data.

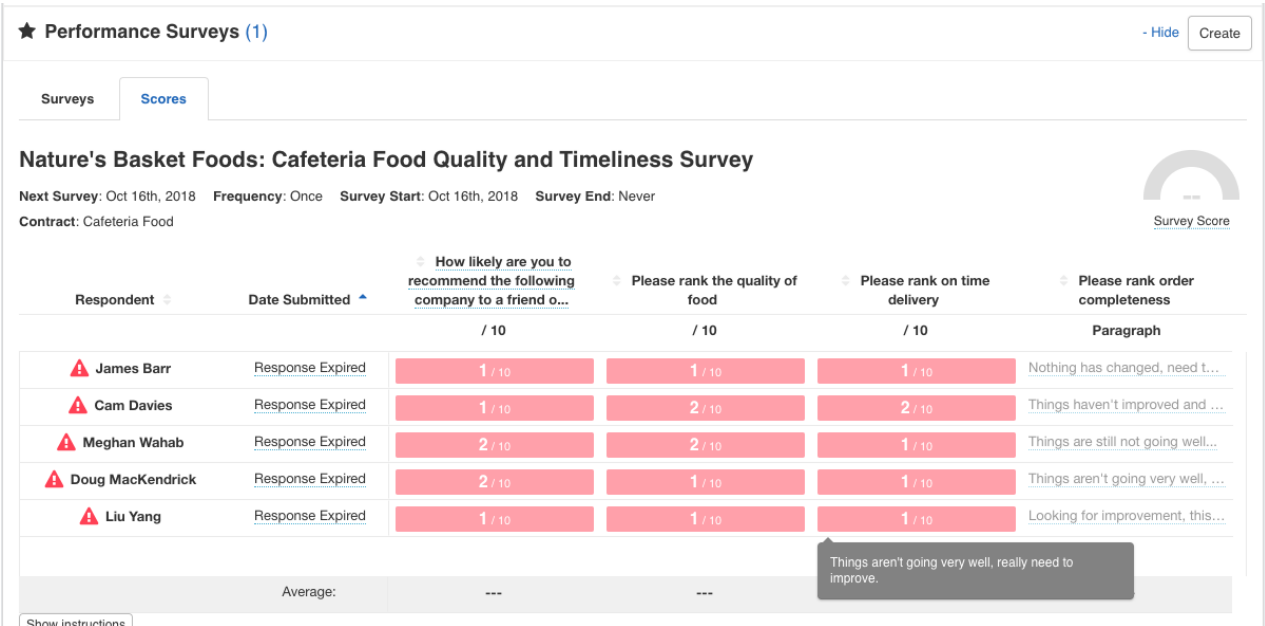
Contract Template & Types

During the implementation of Bonfire, your implementation specialist will help define the types of contracts the State wishes to store in Bonfire, and which pieces of information/documents will be tied to each contract record. When creating a new contract in Bonfire, organization members can select from a predefined list of contract templates.

Bonfire allows teams to track all contracts, not just contracts resulting from solicitations. When entering a contract into Bonfire from outside of Bonfire, teams can utilize the same contract templates to maintain a consistent record of all contracts.

Vendor Performance Management

Bonfire’s Contract management also allows teams to proactively manage supplier performance during a contract’s active lifecycle. Teams can create custom supplier performance surveys for specific suppliers, determine the desired respondents, and set a cadence for surveys to be automatically sent. On the Vendor Records page, users can see how their suppliers are performing at a glance and flag any risks with their performance. From this page, supplier surveys can also be configured. Users can track all the performance data coming in for each individual supplier, including all scores and comments over time. Users are also able to observe trends in supplier performance, and an overall scorecard of performance.



This is an example of Bonfire’s Supplier Performance Management. Together with your supplier management, you can also track how suppliers are performing against your expectations.

C. TECHNICAL REQUIREMENTS

Bidders proposing a Solution in response to the Functional requirements must respond to all Technical Requirements sections in this RFP.

1. Availability

The solution should be architected to ensure 100% availability between peak use hours of any of the associated Participating Entity that has an agreement resulting from this RFP (i.e., 7am – 6pm local time, Monday –Friday). Availability is defined as the ability to process transactions according to service level agreement (SLA) performance levels specified in the Participating Entity agreement.

Sufficient redundancy must be maintained so that the system appears to be available 24-hours-a-day 7-days-a week. Redundant servers, mirrored servers or fail-over devices should be architected so failure of a single component does not affect overall system availability. Multiple points of presence to multiple internet service provider's (ISP's) should also be in place.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Availability objectives and requirements.

Bonfire Response:

24/7 Access: The Bonfire system is available for access 24 hours a day, 7 days a week, 365 days a year. Software updates and system maintenance are applied outside of **Core Business Hours** (defined below). Software deployment uses a modern process via the construction of containerized components via infrastructure-as-code. This enables zero-down-time deployments for the majority of patches. In the event that a patch would require planned downtime it will occur outside of **Core Business Hours** and will follow a specified **Communication Schedule** based on the **Maintenance Type** (listed below). Full details can be found in our Support and Incident Management Policy contained within our Security and Policy Bundle in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip".

Event Notification

The following standards apply to notification of events that have happened or will happen.

Level	Planned A	Planned B	Planned C	Unplanned A
Response	1 week prior	3 days prior	1 day prior	3 days after
Compliance Target	100%	100%	100%	100%
Communication Methods	Email to the primary contact notifying of the event. Phone available for follow up communication.			

Maintenance Type	Communication Standard
Planned emergency outage.	Event Notification - Planned C
Planned emergency maintenance including but not limited to urgent patches.	Event Notification - Planned C
Regular maintenance (requiring downtime) including but not limited to defect fixes, software patches and hardware maintenance. Downtime of 4 hours or less.	Event Notification - Planned B
Regular maintenance (requiring downtime) including but not limited to defect fixes, software patches and hardware maintenance. Downtime of more than 4 hours.	Event Notification - Planned A

Peak Usage and Core Hours

The platform and business process for monitoring, supporting, and patching the system are architected to provide uninterrupted business continuity throughout **Core Business Hours** defined as 8:00 a.m. to 8:00 p.m. EST/EDT (UTC-5, UTC-4 during daylight savings), Monday through Friday and outlined in our Support and Incident Management Policy contained within our Security and Policy Bundle in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip".

Redundancy and Scalability

The system deployed on Amazon Web Services (AWS) in either our (Canadian, US, or European Data Zone, based on the Data Residency requirements of the customer).

The system is built leveraging load balancing across multiple availability zones, auto-scaling container clusters, data redundancy (both database and object storage), centralized logging.

The system is actively monitored by automated software and Bonfire staff to proactively detect bottlenecks and automatically scale-up components to meet real-time usage requirements.

Additionally active Rate-Limit, Bot-Detection, and Threat Detection stand in front of the system via CloudFlare, which protects the integrity and reliability of the system from threats.

2. Accessibility Requirements

The Solution should provide capabilities to support users with disabilities that are in compliance with Section 508 of the Federal Rehabilitation Act and W3C Web Accessibility Initiative standards/guidelines. Proposals must describe existing accessibility capabilities, compliance with these standards/guidelines and identify any existing associated certifications. This discussion must address both publicly available and login-secured components of the Solution.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Accessibility Requirements objectives and requirements.

Bonfire Response:

The software system and services provided support users with disabilities and is in compliance with Section 508, Federal Rehabilitation Act, and Accessibility for Ontarians with Disabilities Act (AODA):

The software is built, tested, and audited to meet WCAG Level 2.0 AA standards.

Each software developer at Bonfire is trained in accessible web development practices. Through the software development life cycle, changes are peer reviewed via pull-requests during the development phase and tested for compliance in QA prior to being released.

We ensure both publicly available and login-secured components of the system meet these standards.

Further details regarding Bonfire's commitment to accessibility can be found at <https://gobonfire.com/accessibility/>

3. Audit Trail and History

The Solution must track user and Supplier activity throughout the Solution. The Solution must also track transaction activity to provide a history that includes, but is not limited to, creation, changes, approvals or rejections of the transaction. The data captured should include at a minimum date, time, user, action taken, status changes, content changes and approval or rejection history. The tracked information should be accessible to users by reports, a history page or other option that is accessible without support from an Administrator. All tracked data must be retained in a manner that is consistent with other data retention practices within the Solution.

Response requirement:

- RTM: Tab 4, TECH-1 through TECH-5
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Audit Trail and History objectives and requirements.

Bonfire Response:

In-Application Activity Tracking and History

In the scoring module, a history of evaluator scoring changes and the action taken is recorded and accessible by the Buyer and packaged in a downloadable report. ([Help Desk Reference Article](#))

The application also includes an Approvals module where Buyers can define a series of approvals required through the lifecycle of the project. Each approval maintains a history of revisions, acceptance, rejections. These approval lists can be templated within the application in order to ensure consistency amongst Buyers and across projects.

Additionally the application supports the ability for users to provide comments on transactions through the internal messaging.

All of this information is retained through the lifecycle of the Participating Entities use of the platform, as outlined in 14. Data Retention, Archive, and Purge Considerations.

Additional Support

In the event of an incident where activity tracking and history within the application cannot resolve the Buyers line of inquiry, the Bonfire Support team can provide further assistance.

You can reach support@gobonfire.com outlining your inquiry and the support team will work internally with developers and operations staff to obtain additional backend reporting logs.

4. Browsers Supported

The Solution must only require internet browser software for user access to the Solution. No site or application component will utilize features available only when using a specific brand of Web browser. At a minimum but not limited to, the solution should support current versions of the Microsoft browser, Chrome, Firefox, and Safari and should ensure continuous support of future industry leading browsers, new versions, and older versions. Additionally:

- Any browser that is ranked as more than 10% of the Web traffic must be supported.
- Popularity of browsers used to access the Solution must be tracked to identify browser and platform trends.
- The Solution must be tested for multiple browsers, operating systems, and versions (including backward compatibility) based on intended audience. This includes upgrades, new releases, enhancements and fixes.
- If a page will be rendered inoperable on an older browser the page must contain a notice to that effect that is viewable in non-compliant browsers.

Response requirement:

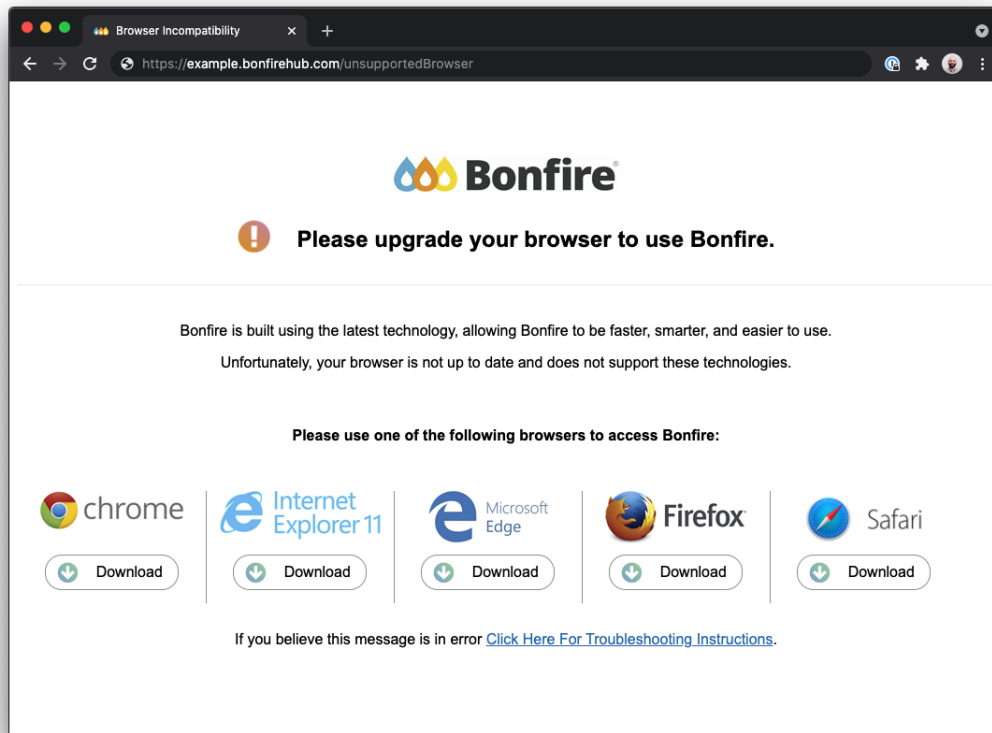
- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Browsers Supported objectives and requirements.

Bonfire Response:

The following are the system requirements for using the platform:

- Use a Supported Browser: This includes Internet Explorer 11 or Microsoft Edge (Windows), Google Chrome (Windows & Mac), Mozilla Firefox (Windows & Mac), or Safari (Windows & Mac).
- Enable Javascript.
- Enable Browser Cookies.

The platform is built and tested with the supported browsers, versions, and operating systems to ensure compatibility. When accessing the platform from an unsupported browser the user will be redirected to the /unsupportedBrowser page instructing them on what browsers to use and help instructions (see image below).



Additionally user-agent strings that identify the browser and version used are tracked by the user during authentication and are used for identity verification and technology trend analysis.

5. User Accounts and Administration

The Solution should provide a variety of user account types from full access for system administrators to a tiered structure of limited access depending on the user's role. Bidders must provide a list of standard user roles and describe all capabilities for the definition of additional roles.

User accounts must be associated to a specific organization (e.g. Agency, Department, Non-State Entities) and have the capability to be authorized to buy on-behalf of multiple other organizations.

Administration of the Solution, including user setup/maintenance, should allow delegation assignment to authorized users to allow the option to distribute some administration responsibilities. This delegation capability must allow definition of the specific functions and organization(s) (e.g. Agencies, Departments, Non-State Entities) that the delegated Administrator will have access to manage.

Response requirement:

- RTM: Tab 4, TECH-6 through TECH-20
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the User Accounts and Administration objectives and requirements.

Bonfire Response:

Bonfire offers a variety of user roles to allow you to control which users have visibility and/or control over which aspects of the platform. Below is an extensive/full account of all of the User Roles that can be used across the modules within Bonfire.

These user roles have been developed to provide the flexibility required in order to meet the needs of over 500 other public sector agencies that use Bonfire, both big and small. These roles will enable you to achieve the requirements outlined, specifically the ability to;

- User accounts must be associated with a specific organization (e.g. Agency, Department, Non-State Entities) and have the capability to be authorized to buy on-behalf of multiple other organizations.
- Administration of the Solution, including user setup/maintenance, should allow delegation assignment to authorized users to allow the option to distribute some administration responsibilities. This delegation capability must allow definition of the specific functions and organization(s) (e.g. Agencies, Departments, Non-State Entities) that the delegated Administrator will have access to manage.

User Roles

In general, User Roles are broken up across all major platform components (Projects, Contract Management, Vendor Management, Insights). Each of the components comes with user roles designed specifically for the functionality of the component.

Furthermore, each Bonfire portal is composed of an Organization, which is then broken down to Departments. Departments are used in Bonfire to further segment users and allow the organization more control over who has access over which projects, contracts, etc.

Certain user roles are scoped to the Organization - meaning they are Department-agnostic. These roles span all Departments and enable visibility over all Departments. Other roles are Department-specific, meaning that a user belonging to a certain department will only have visibility/control in that department. Lastly, representing the narrowest scope, are project/contract-scoped roles. These roles provide the user with visibility/control only over the project/contract they were assigned to.

Types of Roles:

- Organization-Wide Roles
- Projects
- Contracts
- Vendors
- Intake

Organization-Wide Roles

Organizational Roles					
Organization	Module	Read	Edit	Write	Notes
Organization Administrator	Portal Wide	✓	✓	✓	
Organization Observer	Portal Wide	✓			
System Administrator	Manage tab only	✓	✓	✓	
Insights - Organization Observer	Insights tab only	✓			
Organization Members (Other roles that can be assigned to individual projects/contracts)					
Project Reviewer/ Advisor /Observer	Projects	N/A	N/A	N/A	See Projects chart for more information
Contracts Reviewer/ Observer	Contracts	N/A	N/A	N/A	See Contracts charts for more information
Intake Requester	Intake	N/A	N/A	N/A	See Intake chart for more information

Organization Administrator

Organization Administrator is the highest user level. An 'Org Admin' role grants unrestricted access to all aspects of the platform (projects, contracts, vendors). Organization Admins can also customize aspects of the account such as Vendor Registration Fields, Contract Fields, and other organization-wide settings.

System Administrator

A System Administrator or 'Sys Admin' has access to the Manage tab only. They can create, enable/disable users and add/remove internal organization members to the portal (see How do I change User Roles?), but do not have access to view or edit anything else on the Portal.

Organization Observer

An Organization Observer is given unrestricted read-only access to all aspects of the platform (project, contracts, vendors) at the organization (Same view as the Organization Administrator).

Insights - Organization Observer

An Insights Organization Observer is given access to the Insights module only. Only an Organization Administrator has access to grant this role.

Organization Members

These roles can be added to a Project through the People section on the Project Details page.

Reviewer

An Organization Member can be invited to be a Reviewer (or evaluator) on projects. Reviewers are users that can only view and score projects that they have been explicitly invited to. They cannot view projects that they haven't been invited to, view other people's scores, create new projects, or edit a project itself.

Project Observer

Please see role description under Projects (below).

Project Editor (Project Drafts Only)

Please see role description under Projects (below).

Project Advisor

An Organization Member can also be an Advisor on a project. Advisors are users that can only view projects (and the accompanying proposals) that they have been invited to. Furthermore, Advisors can be mapped to specific Evaluation Groups, limiting the Advisor to being able to view only the specified documents or criteria. They cannot score, edit, or otherwise do anything with the project; they are merely observers who can view project details, and can be given access to vendor submissions.

Contract Reviewer

An Organization member can be invited to a Contract or Contracts. Contract reviewers can be granted permission to either have full control or only view the contract(s). This can be done by going to the Contract Details page and inviting a User under the People section.

Projects

Projects represent sourcing projects which are created to acquire goods and services. Awarded vendors are derived from this process.

There are a few roles that reside under the Project component, with each role representing a different set of access rights.

PROJECTS

Organization	Read Projects	Edit Projects	Create Projects	Edit Templates	Use Templates	Notes
Organization Administrator	✓	✓	✓	✓	✓	
Projects - Organization Manager	✓	✓	✓	✓	✓	
Projects- Organization Observer	✓			*		* Read Templates
Department (within department[s] they are assigned to)						
Projects - Department Manager	✓	✓	✓	✓	✓	
Projects - Department Project Manager	✓	* ✓	✓		✓	* Can only edit projects they own
Projects - Department Observer	✓					
Project (must be assigned/added to an individual project)						
Projects - Project Agent	✓	✓				
Project Draft Editor	✓	* ✓				* Only for Project Drafts
Project Observer	✓					

Projects - Organization Manager

Projects Organization Managers have unrestricted access to all projects and submissions across all departments in the Organization and can create projects and assign them to Project Managers, Agents or themselves. They can view and edit all projects in the Organization. Managers can also see the progress of each project evaluation in all departments.

Projects - Organization Observer

This role allows the user unrestricted read-only access to any project across all departments in the Organization.

Projects - Department Manager

Department Managers have unrestricted access to all projects and submissions in their department and can create projects and assign them to Project Managers, Agents or themselves. They can view and edit all projects in their departments. Managers can also see the progress of each project evaluation in their department.

Projects - Department Project Manager

This role allows the user to create projects, manage projects owned by them, and read-only access to all projects in the department.

Projects - Department Project Agent

This role allows the user to manage all the attributes of a project once a project is assigned to them.

Projects - Department Observer

This role allows the user unrestricted read-only access to any project within a department.

Project Observer

A Project Observer can view all aspects of a Project Draft or a Published Project, including all the scores, Submissions and documents. However, Observers cannot make any changes to the project, and is a Read-Only role.

Project Editor (Project Drafts Only)

A Project Editor can see and edit a Project Draft. They will have the same viewing and editing access as the Project Owner. Project Editors lose access to a project once it has been published. Project Editors do not have the ability to publish a project.

Contracts

In addition to our Evaluations Module, you may also be subscribed to our Contract Management Module. In the event that the Contracts module is enabled, you will see a new heading titled "Contracts" across the top heading. (see Contracts Dashboard)

Contract Management entails its own user roles.

CONTRACT MANAGEMENT					
Organization	Read Contracts	Edit Contracts	Create Contracts	Notes	Additional assignments
Organization Administrator	✓	✓	✓		
Contracts - Organization Manager	✓	✓	✓		
Contracts - Organization Observer	✓				
Department (within department[s] they are assigned to)					
Contracts - Department Manager	✓	✓	** ✓		** Can only associate a Project with a Contract if assigned a Projects role
Contracts - Department Contract Manager	✓	* ✓	** ✓	* Can only edit contracts assigned to them	** Can only associate a Project with a Contract if assigned a Projects role
Contracts - Department Observer	✓				
Contract (must be assigned/added to an individual contract)					
Contract Reviewer	✓	✓		*Added to "people" section with Edit access	
Contract Observer	✓			*Added to "people" section with View - only access	

Contracts - Organization Manager

State of Maine RFP# 202102021

This role allows the user to create, view and edit contracts across all departments in the organization. This role also allows a user to create custom contract fields and contract types.

Contracts - Organization Observer

This role allows the user read-only access to any contract across all departments in the organization.

Contracts - Department Manager

This role allows the user to create, view and edit contracts within the department this role has been granted to them.

Contracts - Department Contract Manager

This role allows the user to view all contracts within the department but can only edit contracts they own or are assigned to.

Contracts - Department Observer

This role allows the user to view contracts within their department.

Vendors

Our Vendor Management module is included in both our Evaluations and Contract Management subscriptions.

As with the other modules, Vendor Management also has its own set of User Roles.

VENDOR MANAGEMENT			
Organization	Read	Edit	Registration Settings
Organization Administrator	✓	✓	✓
Vendors - Organization Manager	✓	✓	
Vendors - Organization Observer	✓		
Department (within department[s] they are assigned to)			
Vendors - Department Manager	✓	✓	

Vendors - Organization Observer

This role allows the user to view the Vendor Management module across all departments.

Vendors - Department Manager

This role grants the user access to the Vendor Management module, including access to all vendor profiles, and allows the user to view and edit Vendor Lists within a department.

Vendors - Organization Manager

This role grants the user access to the Vendor Management module, including access to all vendor profiles. This role allows the user to create, view, edit Vendor Lists within any department and has the ability to verify Vendor Documents as part of Vendor Registration Settings. They may also merge Internal Vendors and create Commodity Codes for Internal Vendors.

NOTE: Users with this role cannot add or edit Vendor Registration fields, as only Organization Administrators are able to do so.

Intake

You may also be subscribed to our Intake Module. In the event that the Intake module is enabled, you will see a new heading titled “Intake” across the top heading. (see Intake for Managers)

INTAKE					
Organization	Create Requests	Read All Requests	Edit Requests	See Project Draft	Notes
Organization Administrator	✓	✓	✓	✓	
Intake Requests - Organization Manager	✓	✓	✓	*	* Can only see Project Draft with Projects role
Intake Requests - Organization Observer	✓				
Intake Requests - Requester	✓				

Intake Requests - Organization Manager

A user with this role has full access to Intake, including edit functionality.

Intake Requests - Organization Observer

A user with this role has full read access to Intake, with no edit functionality.

Intake Requests - Requester

A user with this role has the ability to create new requests and view only their requests, with no edit functionality.

6. User Authentication

The Solution must provide secure user authentication capabilities that are consistent with current security industry standards. The Solution should have the capability that can address individual Participating Entity standards including:

- User Provisioning;
- 2-Factor Authentication (2FA);
- Single Sign-on;
- Federation;
- Identity Proofing;
- Logging and Monitoring; and
- Password policies.

Response requirement:

- RTM: Tab 4, TECH-21 through TECH-25
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the User Authentication objectives and requirements.

Bonfire Response:

The system supports both built-in authentication and integration with customer identity systems using SAML 2.0.

Recommended integration with customer identity provider (IdP) via SAML 2.0 SSO can provide significant security, 2FA, SSO, visibility enhancements and enforcement of specific customer internal security policies.

Built-in product authentication includes identity verification, minimum password length and complexity requirements following guidelines on passwords established by NIST ([SP 800-63](#)).

Logging to a centralized logging system preserves audit trail and facilitates investigations.

Product features in-app user provisioning including invite workflows for staff that may not have an active account.

7. Federated Identity Management

The Solution should provide user login capabilities that can be integrated with the Participating Entity's existing Federated Identity Management system and allow that system centralized administration and synchronization of user identities to enable user provisioning and de-provisioning of identity and access across the Participating Entity's systems. Additionally, the solution must not require multiple user-ids and passwords between Solution components.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Federated Identity Management objectives and requirements.

Bonfire Response:

State of Maine RFP# 202102021

The system supports and integrates with customer identity provider (IdP) via SAML 2.0 SSO. When integrated with customer IdP, all usernames, passwords, 2FA, policy and additional requirements are defined and centrally managed by the customer.

8. Data Conversion

Implementation of the Solution may replace existing systems and may require data conversion of existing transactions/data. Proposals must provide complete details on Solution data conversion capabilities including describing data preparation requirements and responsibilities. Proposals must also describe available services that could be leveraged to support data conversion activities.

Response requirement:

- RTM: Tab 4, TECH-26 through TECH-34
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Conversion objectives and requirements.

Bonfire Response:

Contract Management Import

The system currently provides import services for legacy imports into the Contract Management module. This import is completed during the implementation phase of the Contract Management module and will be facilitated by an Implementation Manager at Bonfire. Legacy data will need to be formatted into a Bonfire provided .xlsx import template for data import. Optionally, if you have documents from a legacy system they can be imported via FTP and a .xlsx Mapping Template.

Solicitations

Users can import active solicitations and documents via Internal Submissions to Projects.

Users

Users can be bulk imported to individual procurement activities. This is done via copy/paste of a comma separated list of user email addresses into a webform.

Additional Data Conversion Services

Data conversion services typically require heavy collaboration between a user and technical team to repair missing records. The solution will vary depending on source system formats, quality of the source system data, and the destination system formats. Determining the solution will either be done via a paid engagement with the Bonfire Professional Services or a Third Party service provider.

9. Interface and Integration

Proposed Solutions must provide both interface and real-time integration capabilities. Proposals must provide complete technical details on these capabilities including, at a

minimum, standards supported, restrictions, and identify all Finance systems/ERPs where the Solution has existing interface/integration capabilities available.

Response requirement:

- RTM: Tab 4, TECH-35 through TECH-59
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Interface and Integration objectives and requirements.

Bonfire Response:

The platform has the ability to interface on a nightly or real-time basis to support the data inflows and outflows needed with other systems. Given each customer has unique technical and business logic requirements, each integration is approached as a custom interface that needs to be scoped by our professional services team. This enables our professional services to work with your team to find a solution for your use case.

Examples that have been completed by other clients, and the approach to building interfaces and integrations can be found in our response to 5. Interface/Integration Development Services.

10. Office Automation Integration

Proposals must describe Solution compatibility and any integration with Office Automation products. At a minimum, Bidders must address Microsoft Office suite products (Word, Excel, PowerPoint, etc.) and Adobe. The response must describe these capabilities to support, at a minimum, documents as attachments, automated generation of documents (e.g. purchase orders, solicitations, contracts), import/export of transaction data (e.g. requisition line items, solicitation line items, bid tabulations, evaluation scores, contract line items), and cut/paste of text into Solution text fields.

Response requirement:

- RTM: Tab 4, TECH-60
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Office Automation Integration objectives and requirements.

Bonfire Response:

File Uploads

The system can be configured to receive the following file types; csv, pdf, Excel (xls, xlsx), PowerPoint (ppt, pptx), bmp, gif, jpeg, jpg, jpe, png, tiff, tif, txt, text, rtf, Word (doc, docx, dot, dotx), dwg, dwf, dxf, mp3, wav, avi, mov, mp4, mpeg, wmv, zip.

Files can be uploaded as means of data exchange throughout each of the modules including; Internal Message Attachments, Approvals Attachments, Intake Attachments, Bid Submission Attachments, Contract Files, Solicitation Attachments (Public Documents, Addenda, Submission Templates, etc.), and Vendor Registration Documents.

Data Reports

Throughout the application downloadable reports can be generated either as .CSV, .XLSX, and .DOCX. This includes reporting requisition line items, solicitation line items, bid tabulations, evaluation scores, contract line items.

Data Imports

In order to facilitate the creation of solicitations in the platform, Buyers can leverage Templates along with Bulk Import functions for Criteria, Solicitation Line Items (referred to as BidTables), Questionnaires. These imports are either done via .xlsx upload or via copying and pasting .CSV data into the import wizards.

Vendor Submission Templates (Questionnaires and Bid Tables)

A key part of the Bid Submission module is the ability for Buyers to define Questionnaire and BidTable (Solicitation Line Items) response templates. Buyers can bulk import their templates into Bonfire.

As part of the upload process these templates are then converted into either Questionnaire or BidTables formats and the platform provides a standard format Vendor Response Template.

These response templates are powerful as they are validated at the time of Vendor submission to ensure completeness and accuracy of the data. Once validated, the platform extracts this information and into the application database. This enables the Buyer and Evaluators to view the vendor responses to individual line items and questions in a side-by-side viewer.

This workflow enables Buyers and Vendors to use the best parts of Excel (offline collaboration and portability) with the best parts of a Web application (rich user interfaces with clean and validated data).

File Viewer

The platform includes an in browser document viewer. This document viewer supports PDF and Word documents.

Data Export

Vendor submissions can be packaged and downloaded in a single .zip file containing all the documents provided as part of their submission package.

11. Mobile Device Support

The Solution functionality should be accessible from mobile devices including cell phones and tablets.

Response requirement:

- RTM: Tab 4, TECH-61
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Mobile Device Support objectives and requirements.

Bonfire Response:

The system is designed to be readable and usable on desktop, laptop, and tablet.

End-users primarily access the system via a Desktop or Laptop as the nature of the application (reading long-form documents, viewing multiple datasets side-by-side, and inputting data) is better suited for a keyboard and larger monitor.

The system is supported on Internet Explorer 11 or Microsoft Edge (Windows), Google Chrome (Windows & Mac), Mozilla Firefox (Windows & Mac), Safari (Windows & Mac).

12. Mobile Applications

The Solution should include Mobile Application capabilities that leverage mobile device specific functionalities. These Solution Apps must meet all of the relevant technical, audit and security controls as required of the full Solution.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Mobile Applications objectives and requirements.

Bonfire Response:

The system does not include a mobile application.

13. Data Ownership and Access

Participating Entity data in the Solution is owned by the Participating Entity. Participating Entity must be able to access and obtain/extract a copy of their data upon demand, including the associated data dictionary, and at no cost/charge.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Ownership and Access objectives and requirements.

Bonfire Response:

All data sent to or stored in the Bonfire system remains the ownership of the Participating Entity. Full details can be found in section 7.2 of our Terms and Conditions in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip"

All uploads and submissions are stored unmodified and are available for viewing or download at any time. All data will be returned or destroyed at end of contract at the request of Participating Entity.

There is no cost/charge for access to Participating Entity data.

Data Dictionary can be viewed in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip"

14. Data Retention, Archive, and Purge Considerations

The Solution must provide Archive and Purge capabilities which can conform to relevant Participating Entity document retention schedules.

Response requirement:

- RTM: Tab 4, TECH-62
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Retention, Archive and Purge objectives and requirements.

Bonfire Response:

Archival

Records can be archived within the system based on user interaction. This involves moving Project or Contract objects into the Archived state in the web-ui. Records that are archived are no longer editable unless they are moved out of the Archive.

Retention Schedules

With your subscription agreement you are provided **unlimited data storage** throughout the lifetime of your contract. As such, the system **will retain** your data so long as you remain a customer.

Users have the ability to delete data within the platform rendering it inaccessible and only recoverable by Bonfire Support via a backup recovery procedure.

Export

Upon termination you will have the ability to export all of your data records via FTP, after confirmation that you've received the data, Bonfire will schedule the data to be destroyed.

Data Destruction

Deletion and purging of records from the backups is available upon Contract Termination in accordance with our Data Destruction Policies. Prior to deletion and purging, data will be made available to the customer to export via SFTP download.

The Data Destruction Policy is outlined in the Security and Policy Bundle in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip".

15. Disaster Recovery Plan

Bidders must have a Disaster Recovery Plan for the Solution. The Plan will document the sequence of events and sequence of communications to follow in the circumstance that an internal or external interruption of service or infrastructure failure or natural disaster (act of nature).

Response requirement:

- RTM: N/A

- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Disaster Recovery Plan objectives and requirements.

Bonfire Response: Bonfire maintains a formal Disaster Recovery Plan that includes policies and procedures for technological disaster recovery.

Procedures are defined around identification and evaluation of disasters, mitigation of damages, communication, recovery, and post recovery activities with the following goals:

- Minimize interruptions to normal operations.
- Limit the extent of disruption and damage.
- Minimize the economic impact of the interruption.
- Establish alternative means of operation in advance.
- Ensure all staff involved in, and affected by, the disaster recovery plan are aware of the plan and their role in it.
- Provide for smooth and rapid restoration of service.
- Encompass all essential infrastructure elements.
- Review and update the plan periodically and as needed to account for changing circumstances.
- Test the plan periodically to ensure that it can be implemented in the event of an actual disaster and that it is effective.

16. Solution Environments

The Solution must include the following system environments at a minimum:

- Development Environment – this environment should have the capability to be integrated with the Participating Entity’s finance system development environment to facilitate development and unit/system testing of integration functionality.
- User Acceptance Test Environment – this environment will be used by the Participating Entity to validate functionality and system performance prior to release to Production. This environment should have the capability to be integrated with the Participating Entity’s finance system test environment to facilitate testing of all procurement processes.
- Training Environment – this environment will have the same components, software, functionality as the Production environment and new releases/upgrades/changes made to Production will also be applied to the Training Environment at the same time as Production or at a schedule mutually agreed with the Participating Entity. This environment should have the capability to be integrated with the Participating Entity’s finance system training environment to facilitate training on all procurement processes.
- Production Environment – this environment will provide user access to all components, software and functionality as required by the Contract.

Response requirement:

- RTM: Tab 4, TECH-63 through TECH-67
- Inline Narrative: Bidders must provide a detailed narrative response that describes overall solution components that will meet the Solution Environments objectives and requirements.

Bonfire Response:

As outlined in 19. System Development Methodology, the platform is delivered via Software as a Service model and there is only one version available (the current version) available to Participating Entities. This is provided via an instance in the Production Environment.

Participating Entities may request access to a sandbox environment during the implementation phase to test and configure their business process prior to going live. Additionally during the project management phase of a Professional Service integration, a sandbox environment can be deployed to test and configure.

In order to support change management and business continuity for Participating Entities, features are built to be backwards compatible and material changes gated behind feature flags with advance notice and training sessions available to clients. Not all features are released behind flags and Participating Entities cannot delay when releases occur. Our goal is to maximize the delivery of value to clients.

This approach increases agility and enables faster time to value for Participating Entities while maintaining control to enable functionality once Participating Entities have had time to review.

This approach enables the appropriate rigour during the implementation phases (onboarding or integration development) while preserving the overall agility once Participating Entities have gone-live with the platform.

17. Solution Technical Architecture

Bidders are to provide technical architecture diagrams that provide a pictorial view of application modules/functions and the platform on which they reside, data architecture including common data exchange points with entity legacy applications, vendor's catalogs, and vendor order processing and data integration among Solution modules. Describe the development tools and languages used in developing application modules. Describe the techniques used in developing application modules. Describe the techniques used to exchange data. Identify network architecture components that are shared among customers and components dedicated to the proposed solution.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Solution Technical Architecture objectives and requirements.

Bonfire Response:***Application Modules and Functions***

The platform contains modules for Intake, Bonfire Sourcing/Bid Management (Bid Drafting, Bid Solicitation Portal, Bid Submission, Bid Evaluation), Contract Management, Vendor

Management, Vendor Diversity, and Vendor Performance Management. More details on each of these modules can be found in the B. FUNCTIONAL REQUIREMENTS responses to this RFP.

All of these modules are built and hosted on Amazon Web Services (AWS).

This architecture enables deep, fluid data exchange and access between modules. For instance, upon completion of a Bid in the Bid Evaluation module, the user can (based on their User Role) create a Contract in the Contract Management module and automatically pull all of the bid submission documents onto the Contract for reference and storage.

For a pictorial view of the application components see our inline response 18. Solution Network Architecture.

Data Exchange Points and Methods

The primary method for data exchange is through end-user use of the application. The application has different interfaces that are designed in accordance with the use-case. These range for web-forms, file uploads, or bulk import/uploads via .CSV/.XLSX.

For programmatic data exchange to enable system level integration between the Bonfire platform and external systems there are two methods for interfacing; A REST Web-API or Flat File Data Exchange (.CSV, .XML). More details about data integration methods can be found in our response to 5. Interface/Integration Development Services.

Development Tools and Languages

The platform is built and delivered as Software as a Service and accessed by the end-user via a web-browser. There are no components that the State has to install or deploy in order to use the platform nor do they interface with any of these components directly. Any programmatic data exchange required is achieved via REST Web-API or Flat File Data Exchange (.CSV, .XML).

The platform is developed using a variety of tools and languages that are purposefully selected based on the requirements of that web-service. The majority of the system is built using Javascript (Node.JS and React), Python, with some components in PHP which are progressively being migrated to Javascript.

Network Architecture Components

The platform is built and delivered as Software as a Service and accessed by the end-user via a web-browser. The system is only accessible by HTTPS and any attempted connection via HTTP is automatically redirected to HTTPS.

There are no shared network architecture components between customer and the solution.

For a pictorial view of the application components see our inline response 18. Solution Network Architecture.

18. Solution Network Architecture

Diagram the network architecture including network configuration, network access point(s) to the Internet, note Internet access bandwidth, internal data center network

components, monitoring tools, backup hardware and software, and security hardware and software. Describe the web-hosting center including geographic locations, power, HVAC, floor space, user accessibility, physical security, and level of redundancy. Note that many States will not allow data to be stored outside of the United States. Describe platforms supported (hardware, operating systems, database management) and range of services available (including application management, system integration, benchmarking, high-availability configurations and disaster recovery).

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Solution Network Architecture objectives and requirements.

Bonfire Response:

Data Center

Bonfire uses a Tier 1 cloud provider to run our operations.

We use Amazon Web Services (AWS) data centers that have been certified for ISO, PCI, SOC, CSA, FedRAMP, FIPS, NIST, PIPEDA, and more.

Based on the location and jurisdiction of your company, Bonfire stores your data within the US, Canada, or EU data regions.

Learn more about AWS Security controls, certifications, locations, HVAC, power, redundancy, etc.

[AWS Data Center Certifications](#)

[AWS Data Center Security Controls](#)

[AWS Security Whitepaper](#)

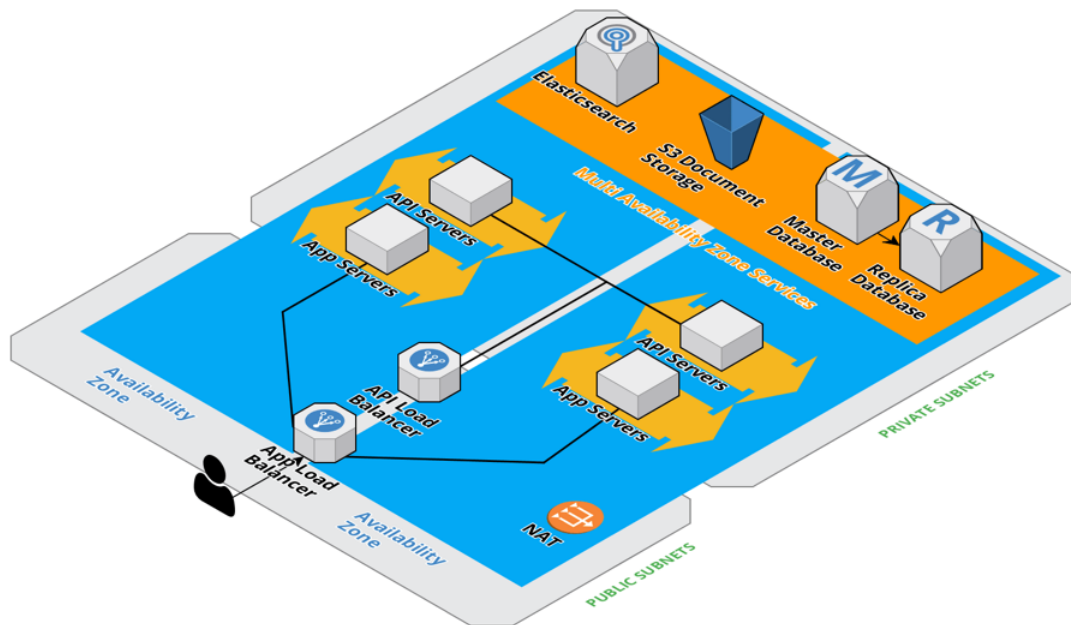
Data Residency

Data Zones have been created in the US, Canada and EU depending on customer data residency requirements.

For US customers, all data will be stored in US Data Zones.

Architecture Diagram

Bonfire uses the power of Amazon Web Services (AWS) to provide a scalable, redundant, fault tolerant and geographically distributed solution to provide our customers with peace of mind that they can access their data when needed.



Internet Connectivity & Scalability

Bonfire leverages the power of the AWS cloud to provide a resilient, load balanced and fault tolerant service. Internet bandwidth is scalable to automatically meet customer demands and our infrastructure will automatically scale to meet load.

Backup and Redundancy

All data sent to or stored in Bonfire is replicated and backed up on a continuous basis. We also use multiple availability zones so that if one datacenter has an availability issue, the service automatically redirects to another within the same data region.

Data Residency

All customer data stored in Bonfire stays within the defined data region for the customer:

- CA regions for Canadian customers
- US regions for US customers
- EU regions for European customers

19. System Development Methodology

Bidders must describe the system development including:

- How the development methodology ensures quality, long-term flexibility and reuse.
- Solution testing processes, tools and methods and how they:
 - o Verify that the Solution meets the business requirements.
 - o Ensure operational reliability.
 - o Ensure quality.
- Application, network, and web-host server stress testing to ensure response time and reliability guarantees are met.
- Quality assurance program.
- Configuration/change management methodologies.

Response requirement:

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- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the System Development Methodology objectives and requirements.

Bonfire Response:

Software Development Life Cycle

Bonfire follows industry best practices for its Software Development Life Cycle (SDLC).

Developers are organized into feature teams who work on 2-week sprints in conjunction with Product Management and Product Design teams.

All system changes are organized into Epics and Stories within a project management tool which aggregates all requirements, success criteria, test plans, and commits.

Each sprint the tickets go through:

- grooming
- assignment
- development (features work and automated tests)
- peer review via pull-request
- automated testing
 - Unit Tests
 - Integration Tests
 - Accessibility Tests
 - Security Tests
- acceptance testing

The code line is deployed to several environments prior to deployment to production. The code first reaches a test environment that is used by the developers during the sprint for QA and verification. It is then promoted to the staging environment for internal UAT by staff across the company in the Product, Sales, Support, Customer Success, and Implementation teams.

Upon completion of internal UAT the code line is deployed to production.

Feature Development Methodology

The platform is delivered as a SaaS application, as such there is only one-version of the system available which is deployed to the production environment every two-weeks.

To ensure the solution meets the business requirements and maintains backward compatibility all features are developed behind feature flags. This allows the code to be regularly updated, and features to be enabled individually for alpha and beta versions to clients in production. Once features have gone through alpha and beta versions they move to General Availability and are either mass enabled or remain behind a feature flag for optional use based on organizational preferences.

Configuration and Change Management Methodology

All platform infrastructure is defined, provisioned, and deployed as code. This ensures that our process for deploying and configuring the web-infrastructure that the application runs on meets

the same rigour as the application code itself. All of the infrastructure-as-code follows the same Software Development Lifecycle mentioned above.

Prior to production deployments, release notes and/or knowledge base articles are updated and published by the Client Experience team to include upcoming changes. Additionally, training webinars/recordings are offered post-deployment for clients to attend/view. The below can be expected for Bonfire feature updates and releases:

Process impacting UI changes/releases

- 1 month advance notice via email or in-platform messaging of upcoming changes with demo resource included
- Followed by 1 week and 1 day notice (where applicable) via email or in-platform messaging and the day of (where applicable) with detailed feature article and invite to training webinar
- Upcoming changes may be introduced/included in Quarterly release webinar/recording (dependent on timing/date of release)
- Training webinar to follow within one week of release

Other feature specific updates

- Included in quarter release webinar/recording followed by quarterly feature release email
- All Knowledge Base articles will reflect feature/product updates at release
- Weekly training invites will highlight changes to features and invite users to attend webinars (of updated modules/features)

Monitoring and Stress Testing

Each of the environments (development, testing, staging, and production) are instrumented with SLI/SLO/SLA telemetry and targets which monitor individual metrics for load/response time/reliability.

Monitoring and automated alerts of system and function performance against these metrics is done on a continuous basis during the Software Development Life Cycle. This enables developers to stress test and verify the potential performance issues early in the development process. It also enables discovery and remediation paths for issues that may arise in a different environment through measurement of deviation for performance metrics between environments.

20. Service Level Agreement

Bidders must review and indicate compliance to the attached Service Level Agreement standard. Bidders must also provide a copy of their current standard Service Level Agreement and describe flexibility to adjust to any specific requirements that a Participating Entity may have.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the objectives and requirements of Data Access.

Bonfire Response:

The attached service level agreement outlines expectations for several different categories of service:

- System Availability
- System Performance
- Project Implementation Services
- Project & Other Services Levels
- Security Compliance
- Service Request Responsiveness

Delivery of the software and services by Bonfire to the State will follow Bonfire defined Policies and Procedures outlined in our Security and Policy Bundle in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip" and mutually agreed upon under a Master Services Agreement.

These policies and procedures are aligned with the expectations of Exhibit 2. RFP 202102021 Model SLA. In order to provide consistent performance and services to the over 500 agencies across Canada, US, and Europe we require that clients standardize our [Terms and Conditions](#).

System Availability

Outline in the [Terms and Conditions](#) SCHEDULE B – SERVICE LEVEL AGREEMENT which defines System Availability and Service Credit procedures.

System Performance

Outlined in the Support and Incident Management Policy within the Security and Policy Bundle in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip".

Project Implementation Services

Outlined in our responses to section E. IMPLEMENTATION REQUIREMENTS

Project & Other Services Levels

Outlined in our responses to section E. IMPLEMENTATION REQUIREMENTS

Security Compliance

Outlined in the Support and Incident Management Policy within the Security and Policy Bundle in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip".

Service Request Responsiveness

Outlined in the Support and Incident Management Policy within the Security and Policy Bundle in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip".

D. SECURITY REQUIREMENTS

Bidders proposing a Solution in response to the Functional requirements must respond to all Security Requirements sections in this RFP.

1. Cloud Security Alliance (CSA) Compliance

Bidders must, at a minimum, complete, provide, and maintain a completed CSA STAR Registry Self-Assessment. Bidders must either submit:

- A completed The Consensus Assessments Initiative Questionnaire (CAIQ) <https://cloudsecurityalliance.org/artifacts/consensus-assessments-initiative-questionnaire-v3-1/>

OR

- Submit a report documenting compliance with Cloud Controls Matrix (CCM) <https://cloudsecurityalliance.org/artifacts/cloud-controls-matrix-v3-0-1/>

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Cloud Security Alliance Compliance objectives and requirements.

Bonfire Response:

Bonfire is committed to protecting our customers' data. We use industry-standard technologies and service providers using only the highest protection, configuration, and encryption standards to keep customer data secure at all times. We design, develop, and maintain our systems and applications following industry standards and best practices from CIS, NIST, CSA and OWASP.

Bonfire has completed and included a point in time Consensus Assessments Initiative Questionnaire (CAIQ) v.3.1 as of spring 2021 in the attached exhibit "Bonfire CAIQ v3.1 - Spring 2021.xlsx"

2. Security and Privacy Controls

Bidders must indicate their level of compliance with NIST (SP) 800-53 and identify the actual or equivalent baseline level (low, moderate or high) as defined in Attachment D of the NIST 800-53 publication.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security and Privacy Controls objectives and requirements.

Bonfire Response:

Bonfire is committed to protecting our customers' data. We use industry-standard technologies and service providers using only the highest protection, configuration, and encryption standards to keep customer data secure at all times. We design, develop, and maintain our systems and applications following industry standards and best practices from CIS, NIST, CSA and OWASP.

Our goal is to exceed NIST 800-53 baseline levels to ensure that our service meets the security requirements of our customers. With our SOC2 Type II certification completed, we are looking towards the future with FedRAMP/StateRAMP certification.

Based on FIPS 199 Standards for Security Categorization of Federal Information and Information Systems, Bonfire is categorized as LOW for potential impact and data sensitivity. Although low is the minimum requirement, we take implement additional controls found at higher baseline levels where applicable and appropriate.

In the following security requirement response sections we highlight many of the controls currently in place that show our commitment to security.

3. Security Certifications

Bidders must list all government, standards organization or third-party security attestations, certifications and credentials it currently holds that apply specifically to the Bidder's proposal, as well as those in process at time of response. Specifically include HIPAA, FERPA, CJIS Security Policy, PCI Data Security Standards (DSS), IRS Publication 1075, FISMA, NIST 800-53, NIST SP 800-171, and FIPS 200 if they apply.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security Certifications objectives and requirements.

Bonfire Response:

Bonfire is SOC 2 Type II certified.



We design, develop, and maintain our systems and applications following industry standards and best practices from CIS, CSA, NIST, and OWASP and are investigating additional certifications beyond SOC 2 that support our commitment to security.

4. Annual Security Plan

Upon award Contractors must develop, implement and thereafter maintain annually a Security Plan that is in alignment with the National Institute of Standards and Technology ("NIST") Special Publication (SP) 800-53 (current, published version). Proposals must

describe the Security Plan that will be provided and must include/address the following items related to the system and services:

- Security policies;
- Logical security controls (privacy, user access and authentication, user permissions, etc.);
- Technical security controls and security architecture (communications, hardware, data, physical access, software, operating system, encryption, etc.);
- Security processes (security assessments, risk assessments, incident response, etc.);
- Detail the technical specifics to satisfy the following;
- Network segmentation;
- Perimeter security;
- Application security and data sensitivity classification;
- PHI and PII data elements;
- Intrusion management;
- Monitoring and reporting;
- Host hardening;
- Remote access;
- Encryption;
- Participating Entity-wide active directory services for authentication;
- Interface security;
- Security test procedures;
- Managing network security devices;
- Security patch management;
- Detailed diagrams depicting all security-related devices and subsystems and their relationships with other systems for which they provide controls; and
- Secure communications over the Internet.

The Security Plan must detail how security will be controlled during the implementation of the Solution and Services and describe the following:

- High-level description of the program and projects;
- Security risks and concerns;
- Security roles and responsibilities;
- Program and project security policies and guidelines;
- Security-specific project deliverables and processes;
- Security team review and approval process;
- Security-Identity management and Access Control for Bidder and Participating Entity joiners, movers, and leavers;
- Data Protection Plan for personal/sensitive data within the projects;
- Business continuity and disaster recovery plan for the projects;
- Infrastructure architecture and security processes;
- Application security and industry best practices for the projects; and
- Vulnerability and threat management plan (cyber security)

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Annual Security Plan objectives and requirements.

Bonfire Response:

Bonfire is committed to protecting our customers' data. We adhere to enterprise-class security and only the highest protection, configuration, and encryption standards to keep customer data secure at all times. We design, develop, and maintain our systems and applications following industry standards and best practices from NIST, CIS, and OWASP.

Bonfire is now SOC 2 Type II certified and has successfully met or exceeded the requirements for Security, Availability and Confidentiality trust criteria for managing customer data established by The American Institute of CPAs ([AICPA](#)) including areas of vendor management, risk management, security governance, change management, etc. We are investigating additional certifications beyond SOC 2 that support our commitment to security and to provide assurances to our customers.

All Bonfire employees receive security awareness fundamentals training upon hire and annually thereafter. Developers also receive secure coding training to identify and defend against common web threats. Ongoing phishing simulation and training is performed throughout the year.

Bonfire employees are subject to criminal and financial background checks during the hiring process or upon significant role change.

Bonfire uses Amazon Web Services (AWS), a Tier 1 cloud provider to run our operations. AWS data centers that have been certified for ISO, PCI, SOC, CSA, PIPEDA, and more. No servers are located in Bonfire offices.

All communications between the customer and Bonfire portal and APIs are encrypted using industry-standard HTTPS (TLS 1.2 or higher) including well-known, industry-standard ciphers over public networks. All traffic between the customer and Bonfire is secure during transit. All customer data is encrypted at rest using AES-256 encryption.

Based on the location and jurisdiction of your organization, Bonfire stores your data within either our US, Canadian, or EU data region depending on what you select during onboarding.

Bonfire does not own the data you input into the tool. You (the customer) remain the full legal owner of the data. In that light, Bonfire provides numerous ways an organization can export its data, including:

- Within the Bonfire product: Mechanisms to download the supplier files, scoring summaries, and other project data at any time from within the tool
- At contract termination: We will provide a mass data export (to DVD or hard drive) in the event that an organization ceases using Bonfire (upon request)

Bonfire will only keep customer data for the length of the contract. At contract termination or at customer request, we will delete customer data following established data destruction procedures based on NIST recommendations. Due to the multi-tenant nature of the Bonfire product, we cannot automatically purge data based on customer retention definitions. All customer data stored within Bonfire is replicated and backed up on a regular basis. Documents are backed-up instantly upon upload. We also test our backup and recovery processes to ensure that we can recover data in the event of a disaster.

All Bonfire employees are required to sign Non-Disclosure and Confidentiality agreements.

Bonfire is fully scalable and will expand as load and demand increases. We also run our services across multiple AWS availability zones for fault tolerance. Services and networks are load balanced. Disaster recovery, business continuity, and backup restoration tests are conducted at set intervals to test and continuously improve.

Bonfire manages user sessions and utilizes a role-based permission system to enforce security. Each page view and action in Bonfire checks a user's permissions in order to make sure they are allowed to view/act in the manner being requested

User passwords in Bonfire are hashed and stored using Bcrypt, an algorithm highly resistant to high-speed brute force attacks. At no time are any passwords stored in plain text in the application.

If SSO is used, Bonfire does not store any of your passwords and instead interfaces with your identity provider of choice over SAML 2.0. All password strength, complexity, and MFA requirements are then set by your Identity Provider (IdP).

Cloudflare provides network edge defense including protection against distributed denial of service, threat prevention, rate limiting and bot-deterrent protection. To protect against web-based attacks, Bonfire uses a managed web application firewall to detect and prevent known attacks against our service.

Traffic to Bonfire's systems first passes through a network security layer that inspects the traffic for common attacks. We also leverage the many security systems made available by Amazon Web Services (AWS) that include intrusion protection, vulnerability identification, account monitoring, network isolation, private subnets, firewalls, MFA, user behavioral analytics, blocking suspected attackers, and providing notification to our technical team.

Bonfire continuously monitors our application and infrastructure for security, load, and performance. In the event of an application error, our technical team is notified automatically (both for server-generated errors and client-generated errors). Logs are processed and stored using a centralized log management system.

All Bonfire servers are configured according to industry best practices including CIS, NIST, and OWASP. Detailed continuous system monitoring is used to detect issues and patches are automatically applied to keep our infrastructure secure. All our administrators use two-factor authentication.

Bonfire services are scanned regularly internally and externally to identify vulnerabilities, configuration gaps, and missing patches. This includes scans against our services for the OWASP Top 10 and other security risks.

Bonfire performs independent third-party penetration tests annually and as required to assess our product, infrastructure, and probe our defenses.

We regularly monitor our technology stack using automated tooling for available patches, vulnerabilities, and configuration issues, and update our systems accordingly. Security patches and minor updates are applied automatically.

5. Secure Application and Network Environment

Bidders must provide a robust boundary security capacity that incorporates generally recognized system hardening techniques. This includes determining which ports and services are required to support access to systems that hold Participating Entity Data, limiting access to only these points, and disable all others.

Proposals must provide, at a minimum, the following details:

- Use of assets and techniques such as properly configured firewalls, a demilitarized zone for handling public traffic, host-to-host management, Internet protocol specification for source and destination, strong authentication, encryption, packet filtering, activity logging, and implementation of system security fixes and patches as they become available.
- Use of two-factor authentication to limit access to systems that contain particularly sensitive Participating Entity Data, such as personally identifiable information.
- Assume all Participating Entity Data is both confidential and critical for Participating Entity operations. Confirm that Bidders security policies, plans, and procedure for the handling, storage, backup, access, and, if appropriate, destruction of Participating Entity Data will be commensurate to this level of sensitivity unless the Participating Entity instructs the Bidders otherwise in writing.
- Appropriate intrusion and attack prevention and detection capabilities. These capabilities must track unauthorized access and attempts to access Participating Entity Data, as well as attacks on the Bidder's infrastructure associated with the Participating Entity Data. Further, Bidders must monitor and appropriately address information from its system tools used to prevent and detect unauthorized access to and attacks on the infrastructure associated with the Participating Entity Data.
- Use of appropriate measures to ensure that Participating Entity Data is secure before transferring control of any systems or media on which Participating Entity Data is stored. The method of securing the Participating Entity Data must be appropriate to the situation and may include secure overwriting, destruction, or encryption of the Participating Entity Data before transfer of control. The transfer of any such system or media must be reasonably necessary for the performance of the Bidder's obligations under this Contract.
- Security controls, both physical and virtual Zones of Control Architectures (ZOCA), used to isolate hosted servers.
- A business continuity plan in place that the Bidder tests and updates at least annually. The plan must address procedures for response to emergencies and other business interruptions. Part of the plan must address backing up and storing data at a location sufficiently remote from the facilities at which the Bidder maintains Participating Entity Data in case of loss of Participating Entity Data at the primary site. Bidders backup solution must include plans to recover from an intentional deletion attempt by a remote attacker with compromised administrator credentials (e.g., keeping periodic copies offline, or in write-only format).

The plan also must address the rapid restoration, relocation, or replacement of resources associated with the Participating Entity Data in the case of a disaster or other business interruption. Bidders business continuity plan must address short- and long-term restoration, relocation, or replacement of resources that will ensure the smooth continuation of operations related to the Participating Entity's Data. Such resources may include, among others, communications, supplies, transportation, space, power and

environmental controls, documentation, people, data, software, and hardware. Bidders also must provide for reviewing, testing, and adjusting the plan on an annual basis.

- Prohibit Participating Entity Data to be loaded onto portable computing devices or portable storage components or media unless necessary to perform its obligations under an associated Participating Entity agreement. If necessary, for such performance, the Bidder may permit Participating Entity Data to be loaded onto portable computing devices or portable storage components or media only if adequate security measures are in place to ensure the integrity and security of the Participating Entity Data. Those measures must include a policy on physical security for such devices to minimize the risks of theft and unauthorized access that includes a prohibition against viewing sensitive or confidential data in public or common areas. In addition, all Participating Entity data on portable media shall be encrypted.
- Ensure that portable computing devices utilized by the Contractor have anti-virus software, personal firewalls, and system password protection. In addition, describe the encryption of Participating Entity Data when stored on any portable computing or storage device or media or when transmitted from them across any data network.
- Maintain an accurate inventory of all portable computing devices and the individuals to whom they are assigned.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Secure Application and Network Environment compliance objectives and requirements.

Bonfire Response:

Our top priority has been ensuring a safe, private, and performant cloud / SaaS product. This priority remains unchanged as we continue to expand the number of clients we serve and product functionality across the platform.

We recognize the sensitive and mission-critical nature inherent in our clients' use of Bonfire, and have implemented specific technology, policies, and practices that govern our infrastructure and activities.

Bonfire is SOC2 Type II certified and has successfully met or exceeded the requirements for Security, Availability and Confidentiality trust criteria for managing customer data established by The American Institute of CPAs ([AICPA](#)) including areas of vendor management, risk management, change management, etc.

Bonfire uses industry-standard technologies and service providers to protect your data from unauthorized access or disclosure. We design, develop, and maintain our systems and applications following industry standards and best practices from NIST, CSA, CIS, and OWASP.

All communications between the customer and Bonfire portal and APIs are encrypted using industry-standard HTTPS (TLS 1.2 or higher) including well-known, industry-standard ciphers over public networks. All traffic between the customer and Bonfire is secure during transit.

All customer data is encrypted at rest using AES-256 encryption.

Multiple layers of prevention and detection controls are in place from Cloudflare at the Internet edge all the way into advanced security services in Amazon Web Services (AWS). These controls include, but are not limited to malware detection, patch management, access control lists (ACLs), security groups, firewalls, gateways, web application firewalls (WAF), rate limiting, malicious IP blocking, intrusion detection, logging, multi-factor authentication, TLS encrypted traffic, DDos protections, database replication, database encryption, use of multiple availability zones, dynamically scalable infrastructure, etc.

Two-factor authentication is used by default (except where the technology does not support it) and all staff are required to use a password manager to generate and manage passwords securely.

Endpoint systems have robust security controls in place including device management, anti-malware, web/DNS filtering, protections, automated patch management, secure system configuration policies, idle timeouts, password managers, etc. Any mobile devices that access Bonfire systems or data must be secure and managed by our device management agents so that company policies are applied to those devices.

Bonfire services are scanned regularly internally and externally to identify vulnerabilities, configuration gaps, and missing patches. This includes scans against our services for the OWASP Top 10 and other security risks.

Bonfire performs independent third-party penetration tests annually and as required to assess our product, infrastructure, and probe our defenses.

All customer data is deemed to be confidential information and Bonfire restricts access to only those Bonfire employees who have a business requirement to access customer data or may have access to data as part of their normal business operations. These employees are required to undergo a background check and sign a separate agreement in addition to the standard employment non-disclosure agreement that includes policies and procedures on how to securely handle customer data.

The system deployed on Amazon Web Services (AWS) is in either our Canadian, US, or European Data Zone, based on the Data Residency requirements of the customer.

The system is built leveraging load balancing across multiple availability zones, auto-scaling container clusters, data redundancy (both database and object storage), replication, data backups, centralized logging.

The system is actively monitored by automated software and Bonfire staff to proactively detect bottlenecks and automatically scale-up components to meet real-time usage requirements.

Bonfire will keep customer data for the length of the contract. At contract termination or at customer request, we will delete customer data following established data destruction procedures based on NIST recommendations.

Business continuity and disaster recovery plans are well documented and tested on an annual basis.

6. Secure Application and Network Access

Access to the Solution, Solution infrastructure and Participating Entity systems/networks must employ secure data transmission protocols, including the secure sockets layer (SSL) protocol and public key authentication, signing and encryption. Bidders must identify the encryption and non-repudiation services that will be in place for any remote solution access, such as Secure Multipurpose Internet Mail Extensions (S/MIME) and digital certificates with the provided PKI.

Bidders must identify the secure (e.g., non-clear text and authenticated) standardized network protocols used for the import and export of data and to manage the service, and proposals shall also document the relevant interoperability and portability standards that are involved.

Bidders must identify custom changes made to any hypervisor in use and all solution-specific virtualization hooks available for customer review.

Bidders must describe the security practices in place to secure applications, including threats from outside the service center as well as other customers co-located within the same service center.

Bidders must describe security audit logging in place on information systems, including computers and network devices. Details must include, but are not limited to:

- Logging process including the types of services and devices (e.g. computers, network devices) logged;
- The event types logged; and
- The information fields logged.

Bidders must describe security procedures (background checks, foot printing logging, etc.) which are in place regarding Bidder's employees who have access to sensitive data.

Response requirement:

- RTM: Tab 5, SEC-1 through SEC-6
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security Application and Network Access objectives and requirements.

Bonfire Response:

Secure Transmission Protocols

All communication between the customer and Bonfire solution, including APIs are encrypted while in-transit using industry-standard HTTPS/TLS (TLS 1.2 or higher) over the Internet, ensuring that all traffic between the customer and Bonfire is secure during transit. All Bonfire public web properties, applicable infrastructure components and applications use TLS, IPSEC and SSH to facilitate the encryption of data in transit over open, public networks and must use certificates signed by a known, trusted provider.

Custom Hypervisors

No custom hypervisors are in use. Bonfire leverages the power of Amazon Web Services (AWS) using their tested and accredited services.

Learn more about AWS Security controls, certifications and virtualization/hypervisor details:

[AWS Data Center Certifications](#)
[AWS Data Center Security Controls](#)
[AWS Security Whitepaper](#)

Application Security

Bonfire develops and architects its services according to guidance from NIST, CSA, CIS and OWASP and has adopted and implemented many controls to protect customer data at the application layer. DDoS protection, bot defense, rate limiting and WAF defensive technologies are provided by Cloudflare. Details of their industry-leading protection services can be found here: <https://www.cloudflare.com/en-ca/products/security/>

Our development team ensures that the Bonfire product is protected against OWASP Top 10 including input validation, session management, SQL injection, etc., and is independently tested and verified by 3rd party security testing experts.

Security Logging & Audit

System and application logs are forwarded to a centralized logging repository that include at minimum:

- Timestamp
- Source
- Destination
- User
- Activity/Action

AWS Security services are leveraged to detect and log suspicious activity including but not limited to:

- AWS Security Hub
- AWS CloudTrail
- AWS Inspector
- AWS GuardDuty
- AWS KMS

Sensitive data access

Any Bonfire employee that has a business requirement to access customer data or may have access to data as part of their normal business operations are required to undergo a background check and sign a separate agreement in addition to the standard employment non-disclosure agreement that includes policies and procedures on how to securely handle customer data.

Remote access

All remote access for infrastructure administration is only over encrypted channels with multi-factor authentication, bastion hosts, strict role based access controls and audit trail logging.

7. Data Security

Bidders must demonstrate due diligence to ensure computer and telecommunications systems and services involved in storing, using, or transmitting Participating Entity Data

are secure and protect Participating Entity data from unauthorized disclosure, modification, use or destruction.

Bidders must provide details that address the following:

- Describe security practices in place to secure/protect data ~~and applications~~, including threats from outside the service center as well as other customers co-located within the same service center.
- Describe risk management techniques that balance the need for security measures against the sensitivity of Participating Entity data.
- Describe how it intends to comply with all applicable laws and related to data privacy and security.
- Describe how user accounts or data will not be accessed, except in the course of data center operations, response to service or technical issues, as required by the express terms of the Master Agreement, the applicable Participating Addendum, and/or the applicable Service Level Agreement.
- Describe data confidentiality standards and practices that are in place to ensure data confidentiality. This must include not only prevention of exposure to unauthorized personnel, but also managing and reviewing access that administrators have to stored data. Include information on your hardware policies (laptops, mobile etc).
- Describe the security measures and standards (e.g. NIST) which the Bidder has in place to secure the confidentiality of data at rest and in transit.
- Describe how it will only use data for purposes defined in the Master Agreement, participating addendum, or related service level agreement. Contractors shall not use the government data or government related data for any other purpose including but not limited to data mining. Bidders, or their subcontractors, shall not resell nor otherwise redistribute information gained from its access to the data received as a result of this RFP.
- Describe the method by which you dispose of data following completion of any contract services.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Security objectives and requirements.

Bonfire Response:

Our top priority has been ensuring a safe, private, and performant cloud / SaaS product. This priority remains unchanged as we continue to expand the number of clients we serve and product functionality across the platform.

We recognize the sensitive and mission-critical nature inherent in our clients' use of Bonfire, and have implemented specific technology, policies, and practices that govern our infrastructure and activities.

Bonfire is SOC2 Type II certified and has successfully met or exceeded the requirements for Security, Availability and Confidentiality trust criteria for managing customer data established by The American Institute of CPAs ([AICPA](#)) including areas of vendor management, risk management, change management, etc.

Bonfire uses industry-standard technologies and service providers to protect your data from unauthorized access or disclosure. We design, develop, and maintain our systems and applications following industry standards and best practices from NIST, CSA, CIS, and OWASP.

All communications between the customer and Bonfire portal and APIs are encrypted using industry-standard HTTPS (TLS 1.2 or higher) including well-known, industry-standard ciphers over public networks. All traffic between the customer and Bonfire is secure during transit.

All customer data is encrypted at rest using AES-256 encryption.

Multiple layers of prevention and detection controls are in place from Cloudflare at the Internet edge all the way into advanced security services in Amazon Web Services (AWS). These controls include, but are not limited to malware detection, patch management, access control lists (ACLs), security groups, firewalls, gateways, web application firewalls (WAF), rate limiting, malicious IP blocking, intrusion detection, logging, multi-factor authentication, TLS encrypted traffic, DDos protections, database replication, database encryption, use of multiple availability zones, dynamically scalable infrastructure, etc.

The customer owns all data and retains all rights, title, and interest in the data you store in Bonfire. All customer data is deemed to be confidential information and Bonfire restricts access to only those Bonfire employees, consultants and/or subcontractors who have a valid business need to access customer data for purposes of Support, administration, anonymized data aggregation, invoicing and to inspect utilization of the services.

Bonfire will only keep customer data for the length of the contract. At contract termination or at customer request, we will delete customer data following established data destruction procedures based on NIST recommendations.

All customer data is stored in Amazon Web Services (AWS) or supporting cloud-based services. No on-prem servers or storage exist at Bonfire offices. Endpoint systems have robust security controls in place including device management, anti-malware, web/DNS filtering, protections, automated patch management, secure system configuration policies, idle timeouts, password managers, etc.

8. Personally Identifiable Information Protection

The Solution must protect Personally Identifiable Information (PII). Proposals must provide details on how PII is protected and compliance with Federal PII, HIPAA and European General Data Protection Regulation (GDPR) requirements including, but not limited to:

- United States Code 42 USC 1320d through 1320d-8 (HIPAA);
- Code of Federal Regulations, 42 CFR 431.300, 431.302, 431.305, 431.306, 435.945, 45 CFR 164.502 (e) and 164.504 (e); and
- IRS Publication 1075, Tax Information Security Guidelines for Federal, Participating Entity and Local Agencies.

Bidders must

- Maintain in confidence any personally identifiable information ("PII") it may obtain, maintain, process, or otherwise receive from or through the Participating Entity;

- Not sell, rent, lease or disclose, or permit its employees, officers, agents, and independent Bidders to sell, rent, lease, or disclose, any such PII to any third party, except as permitted under this Contract or required by applicable law, regulation, or court order;
- Take all commercially reasonable steps to (a) protect the confidentiality of PII received from the Participating Entity and (b) establish and maintain physical, technical and administrative safeguards to prevent unauthorized access by third parties to PII received by Bidders from the Participating Entity;
- Give access to and use of PII only to those individual employees, officers, agents, and independent Bidders who reasonably require access to such information in connection with the performance of Bidder's obligations under an associated Participating Entity agreement;
- Upon request by the Participating Entity, promptly destroy or return to the Participating Entity in a format designated by the Participating Entity all PII received from the Participating Entity;
- Cooperate with any attempt by the Participating Entity to monitor Bidder's compliance with the foregoing obligations as reasonably requested by the Participating Entity from time to time;
- Establish and maintain data security policies and procedures designed to ensure the following:
 - o Security and confidentiality of PII;
 - o Protection against anticipated threats or hazards to the security or integrity of PII; and
 - o Protection against the unauthorized access to, disclosure of or use of PII.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the PII Protection objectives and requirements.

Bonfire Response:

Bonfire collects minimal business contact information including: name, email address, business phone number and business address. Users of Bonfire also have the option of uploading a profile picture to personalize interactions with other users.

Bonfire uses this information to:

- Authenticate access to the Account and provide access to the Platform Services
- Provide, operate, maintain and improve the service
- Send technical notices, updates, security alerts and support and administrative messages
- Provide and deliver the services and features you request, process and complete transactions, and send you related information, including confirmations and invoices
- Respond to comments, questions, and requests and provide customer service and support
- Communicate with you about services, features, surveys, newsletters, offers, promotions, contests and events, and provide other news or information about us and our select partners
- Investigate and prevent fraudulent transactions, unauthorized access and other illegal activities

- Personalize and improve the service, and provide content, features, and/or advertisements that match your interests and preferences or otherwise customize your experience on Bonfire
- Monitor and analyze trends, usage, and activities in connection with the service and for marketing or advertising purposes
- Link or combine with other information we receive from third parties to help understand your needs and provide you with better service
- Enable you to communicate, collaborate, and share files with users you designate
- For other purposes about which we will notify you about and seek your consent

All personal information is stored securely at all times and must follow our existing policies on data security and data protection.

Data Retention

We will keep your Personal Information for as long as it remains necessary for the identified purpose or as required by law, which may extend beyond the termination of our relationship with you. We may retain certain data as necessary to prevent fraud or future abuse, or for legitimate business purposes, such as analysis of aggregated, non-personally-identifiable data, account recovery, or if required by law. All retained Personal Information will remain subject to the terms of our Privacy Policy.

Further details can be found in the Bonfire Privacy Policy at <https://gobonfire.com/privacy-policy/>

9. Security/Privacy Issue Occurrence

In the occurrence of any security or privacy issue with the provided Solution and/or Services, whether detected by the Participating Entity, a Participating Entity auditor or the Contractor, the Contractor must:

- Notify the Participating Entity of the issue or acknowledge receipt of the issue within two (2) hours;
- Within forty-eight (48) hours from the initial detection or communication of the issue from the Participating Entity, present a potential exposure or issue assessment document to the Participating Entity Account Representative and the Participating Entity Chief Information Security Officer with a high-level assessment as to resolution actions and a plan;
- within four (4) calendar days, and upon direction from the Participating Entity, implement to the extent commercially reasonable measures to minimize the Participating Entity's exposure to security or privacy until such time as the issue is resolved; and
- upon approval from the Participating Entity implement a permanent repair to the identified issue at the Bidder's cost.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security/Privacy Issue Occurrence objectives and requirements.

Bonfire Response:

State of Maine RFP# 202102021

Bonfire has an incident management policy that outlines customer communication and response timelines for incidents, including those of a security or privacy nature.

External Notifications

In the event of a security or privacy breach, Bonfire will notify the affected parties. In the case of a breach involving organizational data, organization contacts or affected organizations will be notified. In the case of a personal data breach, the affected individuals will be contacted.

Communication of any such event will describe the nature of the event, the information affected, likely consequences, measures that Bonfire will take, and any recommended actions the affected parties should take.

Documentation

Bonfire will provide documentation explaining the breach, its impact, and steps that were taken in response to the breach. Supporting artifacts are to be captured and saved.

Incident Response Standards

The following standards apply to the response to and handling of incidents impacting customers.

Level		Incident A	Incident B	Incident C
Response Within	Initial Response	1 hour	1 hour	1 hour
	Start Work	2 hours	4 hours	1 day
	Resolution	2 days	3 days	4 days
Compliance Target		100%	100%	100%
Communication Methods		Email to the primary contact notifying of the incident and process to resolve. Phone available for follow up communication.		
		Email and phone to primary contact for Organizations with opportunities closing within 3 days. Organizations will be contacted in order of project close date (most immediate close date first).		

Further details can be found in the Bonfire Support and Incident Management policy within our Security and Policy Bundle in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip"

10. PII Data Actual/Attempted Access or Disclosure

If the security or privacy issue is determined to be an actual, attempted or suspected theft of, accidental disclosure of, loss of, or inability to account for any PII by Contractor or any of its sub-contractors (collectively "Disclosure") and/or any unauthorized intrusions into Contractor's or any of its sub-contractor's facilities or secure systems (collectively "Intrusion"), Contractor must additionally:

- Notify the Participating Entity within two (2) hours of the Bidder becoming aware that the issue was of the unauthorized Disclosure or Intrusion;
- Investigate and determine if an Intrusion and/or Disclosure has occurred;

- Fully cooperate with the Participating Entity in estimating the effect of the Disclosure and/or Intrusion's effect on the Participating Entity and fully cooperate to mitigate the consequences of the Disclosure or Intrusion;
- Make a report to the Participating Entity including details of the Disclosure and/or Intrusion and specify the corrective action to be taken;
- Take corrective action to prevent further Disclosure and/or Intrusion; and
- In the case of a Disclosure, cooperate fully with the Participating Entity to notify the effected persons as to the fact of and the circumstances of the Disclosure of the PII. Additionally, Bidder must cooperate fully with all government regulatory agencies and/or law enforcement agencies having jurisdiction to investigate a Disclosure and/or any known or suspected criminal activity.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the PII Data Actual/Attempted Access or Disclosure objectives and requirements.

Bonfire Response:

Bonfire has an incident management policy that outlines customer communication and response timelines for incidents, including those of a security or privacy nature.

External Notifications

In the event of a security or privacy breach, Bonfire will notify the affected parties. In the case of a breach involving organizational data, organization contacts or affected organizations will be notified. In the case of a personal data breach, the affected individuals will be contacted.

Communication of any such event will describe the nature of the event, the information affected, likely consequences, measures that Bonfire will take, and any recommended actions the affected parties should take.

Documentation

Bonfire will provide documentation explaining the breach, its impact, and steps that were taken in response to the breach. Supporting artifacts are to be captured and saved.

Incident Response Standards

The following standards apply to the response to and handling of incidents impacting customers.

Level		Incident A	Incident B	Incident C
Response Within	Initial Response	1 hour	1 hour	1 hour
	Start Work	2 hours	4 hours	1 day
	Resolution	2 days	3 days	4 days
Compliance Target		100%	100%	100%
Communication Methods		Email to the primary contact notifying of the incident and process to resolve. Phone available for follow up communication.		
		Email and phone to primary contact for Organizations with opportunities closing within 3 days. Organizations will be contacted in order of project close date (most immediate close date first).		

Investigation Support

Bonfire will support and fully cooperate with the customer in their own investigation activities and to help identify the extent or impact of the incident/breach.

We cooperate fully with all government regulatory agencies and/or law enforcement agencies having jurisdiction to investigate a Disclosure and/or any known or suspected criminal activity.

Further details can be found in the Bonfire Support and Incident Management policy contained within our Security and Policy Bundle in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip"

11. Security Breach Reporting

- If the security issue is determined to be an actual security breach that may have compromised Participating Entity Data that is not PII, the Contractor must additionally:
- Notify the Participating Entity within two (2) hours of the Contractor becoming aware of the breach. In the case of a suspected breach, the Contractor must notify the Participating Entity in writing of the suspected breach within twenty-four (24) hours of the Bidder becoming aware of the suspected breach.
 - Fully cooperate with the Participating Entity to mitigate the consequences of such a breach/suspected breach. This includes any use or disclosure of the Participating Entity Data that is inconsistent with the terms of this Contract and of which the Contractor becomes aware, including but not limited to, any discovery of a use or disclosure that is not consistent with this Contract by an employee, agent, or sub-contractor of the Contractor.
 - Give the Participating Entity full access to the details of the breach/suspected breach and assist the Participating Entity in making any notifications to potentially affected people and organizations that the Participating Entity deems are necessary or appropriate. Bidders must document all such incidents/suspected incidents, including

its response to them, and make that documentation available to the Participating Entity on request.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Security Breach Reporting objectives and requirements.

Bonfire Response:

Bonfire has an incident management policy that outlines customer communication and response timelines for incidents, including those of a security or privacy nature.

External Notifications

In the event of a security or privacy breach, Bonfire will notify the affected parties. In the case of a breach involving organizational data, organization contacts or affected organizations will be notified. In the case of a personal data breach, the affected individuals will be contacted.

Communication of any such event will describe the nature of the event, the information affected, likely consequences, measures that Bonfire will take, and any recommended actions the affected parties should take.

Documentation

Bonfire will provide documentation explaining the breach, its impact, and steps that were taken in response to the breach. Supporting artifacts are to be captured and saved.

Incident Response Standards

The following standards apply to the response to and handling of incidents impacting customers.

Level		Incident A	Incident B	Incident C
Response Within	Initial Response	1 hour	1 hour	1 hour
	Start Work	2 hours	4 hours	1 day
	Resolution	2 days	3 days	4 days
Compliance Target		100%	100%	100%
Communication Methods		Email to the primary contact notifying of the incident and process to resolve. Phone available for follow up communication.		
		Email and phone to primary contact for Organizations with opportunities closing within 3 days. Organizations will be contacted in order of project close date (most immediate close date first).		

Investigation Support

Bonfire will support and fully cooperate with the customer in their own investigation activities and to help identify the extent or impact of the incident/breach.

Further details can be found in the Bonfire Support and Incident Management policy found within our Security and Policy Bundle in the attached Exhibit "Bonfire Policy Bundle - Fall 2020.zip"

E. IMPLEMENTATION REQUIREMENTS

1. Project Management

Bidders must describe their project management methodology and approach including, but not limited to, key tasks, status reporting, implementation plan development, deliverable management, status reporting, risk assessment/mitigation, issue management, and staff management. Proposals must also address:

- Providing a dedicated Project Manager and identify the skills, qualifications, certifications and responsibilities of an individual that would be assigned to a Solution implementation project.
- Include an example Implementation Plan that includes project phases, tasks, major milestones and timeline.
- Typical Project Deliverables
- Bidder's staffing plan including key positions, roles and responsibilities
- Participating Entity required staff, roles, skills required and responsibilities.
- Project Governance model/approach depicting both Bidder's and Participating Entity roles.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Project Management objectives and requirements.

Providing a dedicated Project Manager and identify the skills, qualifications, certifications and responsibilities of an individual that would be assigned to a Solution implementation project.

Bonfire Response:

Nathan Tarr, Manager of Implementation Services at Bonfire, will be the dedicated Project Manager. Nathan has helped to implement Bonfire at dozens of governmental agencies of all sizes and has managed many of Bonfire's large client implementations such as Cook County IL, Harris County TX, and the Texas Department of Transportation. Nathan has a Bachelor of Education degree and utilizes a tactile learning approach with his clients to ensure a successful implementation and knowledge transfer. Nathan will be responsible for configuring the State Bonfire portal, coordinating and facilitating training for all State users, providing State users with proper resources, and ensuring user adoption across State users.

Include an example Implementation Plan that includes project phases, tasks, major milestones and timeline.

Bonfire Response:

Please see attached exhibit “Bonfire Implementation Plan” & “Bonfire GANTT Chart” for an example Implementation Plan that includes project phases, tasks, major milestones and timeline.

Typical Project Deliverables

Typical project deliverables in Bonfire include but are not limited to completed tool configuration, Participating Entity users being completely trained on Bonfire utilization, Participating Entity users are adopting Bonfire, and change management is completed. Project deliverables are ongoing to ensure constant success, value, and adoption of Bonfire. Please see Bonfire’s attached “Project Milestone Plan” for sample project deliverables.

Bidder’s staffing plan including key positions, roles and responsibilities:

Omar Salaymeh, CEO

Omar will work closely together with the rest of the Bonfire project team to ensure a successful implementation and ongoing relationship with the State.

Nathan Tarr, Manager, Implementation Services

Nathan will act as the dedicated project manager and lead the implementation efforts for the Bonfire team. Nathan will facilitate training, ongoing status checks, and lead training for the State.

Rachel Friesen, Manager, Client Success

Rachel manages the client success team at Bonfire and is responsible for the ongoing relationship between Bonfire and our clients. The Client Success team conducts ongoing training, best practices, and process optimization.

Jason Witt, Director of Sales

As part of your project team, Jason will handle contract details, renewals, payments, and overall status of the account.

Ian Roberts, Account Executive, Account Manager

As part of your project team, Ian will handle contract details, renewals, payments, and overall status of the account.

Doug MacKendrick, Manager, Product and Professional Services

Doug is responsible for facilitating any professional services with the State team including but not limited to custom reports and custom integrations. Doug also leads the Product team at Bonfire and will work closely with the State to understand product requests.

Participating Entity required staff, roles, skills required and responsibilities:

Participating Entity required staff are generally a dedicated project sponsor(s), Participating Entity buyers/project managers to be trained on the system, and Participating Entity IT users. Project sponsors allow for easy coordination and synchronization between Bonfire and the Entity and sponsors are able to assist in coordination of training and configurations. Entity buyers/project managers are responsible for attending training sessions to become trained on Bonfire. Entity IT users are only required if the Entity wishes to utilize Single Sign On (SSO) or Custom Integrations.

Bonfire's Project Governance approach is uniquely tailored to each organization and their business practice decisions. Bonfire recommends the creation of a steering committee to determine business practices and implementing best practices in Bonfire. This committee is usually made up by the organization's executive sponsor(s), project managers, and senior end users. The steering committee will meet regularly with the Bonfire implementation manager(s) and dedicated project manager. Decisions are flexible and not set in stone. Bonfire can accommodate ongoing changes to implementation at the discretion of the steering committee.

2. Project Implementation Methodology

Bidders must describe their implementation methodology and approach including, but not limited to:

- Standard implementation including, but not limited to, approach, strategy, methodology, and change control;
- Design/Configure/Build work required to set up the Solution
- System development methodology;
- Testing methodology including, but not limited to, Test Plans, Development Testing, Unit Testing, Performance Testing, Integration Testing, User Acceptance Testing, and Test Scenario/Script development;
- Configuration/change control methodology;
- Risk Management practices and identify common project risks; and
- Issue Tracking/Management.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Project Implementation objectives and requirements.

Standard implementation including, but not limited to, approach, strategy, methodology, and change control;

Bonfire Response:

Bonfire's implementation approach follows a structured classroom-style guided training where users are prompted to follow along with the trainer. Bonfire's implementation strategy is customized to the implementation to ensure greatest adoption of the solution. Bonfire also provides clients with access to Bonfire Academy, an online course-based, learning management system where users can self learn with guided courses. Bonfire follows an agile methodology that matches the unique needs of the client and can accommodate individual learning styles, schedules, team sizes and structures. Agile methods allow for ongoing evaluation and prioritization of key components to ensure organization users are learning at their pace and helps to address key challenge components immediately. Change control is managed through the Bonfire Project Manager and the organization's project sponsor. Please see Bonfire's attached Implementation Plan for further details.

Design/Configure/Build work required to set up the Solution

Bonfire Response:*Bonfire Configurations*

As a commercial off the shelf SaaS solution, Bonfire requires no design or building as part of the implementation experience. As part of the implementation experience, your Bonfire implementation manager will discuss specific portal configurations with the State team. The implementation manager will then enable/disable features as needed and configure any other Bonfire elements (such as custom supplier registration fields). Configurations can be managed and changed at any point in time after implementation.

Integrations

Bonfire does not have any required or mandatory integrations as part of the implementation process.

However, if an integration is planned to be scheduled while implementation is in progress, it will follow our integration project plan as documented in Section 5.

System development methodology;

Bonfire Response:

Bonfire does not have any system development requirements as part of the implementation process.

For our system development methodology relative to the Bonfire platform holistically, please review our software development lifecycle process as documented in Section 19.

Testing methodology including, but not limited to, Test Plans, Development Testing, Unit Testing, Performance Testing, Integration Testing, User Acceptance Testing, and Test Scenario/Script development;

Bonfire Response:

Bonfire does not have any testing methodology requirements as part of the implementation process.

For our testing methodologies relative to the Bonfire platform holistically, please review our testing approach as documented in Section 19. The testing methodology is embedded into the software release process.

Configuration/change control methodology;

Bonfire Response:

Out-of-the-box platform configurations are part of the implementation onboarding process to ensure the tool is configured to your organization's needs. Nathan Tarr will oversee the initial setup configuration and assist and guide with any further changes as needed during implementation.

Risk Management practices and identify common project risks; and

Bonfire Response:

Please see attached "Bonfire - Risk Management Plan".

Issue Tracking/Management.

Bonfire Response:

Software Issue Tracking/Management

All software issues in Bonfire are tracked through support tickets that are managed by Bonfire's product, development, and support teams. Bonfire uses Zendesk for managing support requests and issues. All issue tracking and management is facilitated through this solution.

Project Management Issue Tracking/Management

All project management issues are directed through the State's Bonfire project manager, Nathan Tarr. Nathan will oversee all project management issues, plans, and resolutions.

3. Catalog Support Services

Bidders must provide services to support the creation, loading, management, and maintenance of hosted catalogs and punchout sites. Proposals must describe in detail the available services, including but not limited to, the following:

- Provide assessment to identify and prioritize contracts as potential for hosted catalog or punchout;
- Creation of hosted catalogs;
- Setup/configuration of punchout sites;
- Identify and setup commercial retail online marketplaces;
- On/off-boarding of Suppliers to prepare them to manage catalog content; and
- Train Participating Entity staff to assume catalog/punchout management roles.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Catalog Support Services objectives and requirements.

Bonfire Response:

Bonfire does not provide catalog and punchout sites and is not responding to this workflow.

4. Data Conversion Services (separate from the Data Services response in the Functional Requirements section)

Bidders must provide data conversion services to transition from existing, legacy systems to the new eProcurement Solution. Proposals must describe in detail the available services including, but not limited to, the following:

- Conversion needs assessment;
- Conversion approach/methodology for Supplier data, Users, and active transactions including, but not limited to, open Purchase Orders, active Solicitations, and active Contracts;
- Data cleansing; and
- Tools/accelerators available to support data conversion.

Response requirement:

- RTM: N/A

- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Data Conversion Services objectives and requirements.

Bonfire Response:

Bonfire's Contract Management Module natively supports the Import of Contract metadata, including various default and custom contract fields and users. Bonfire's Client Experience Team will work with the client to ensure all data is clean and acceptable, prior to successfully importing the Metadata. Bonfire's Custom Built Import tool and customized field mapper will be leveraged for this process.

5. Interface/Integration Development Services (*separate from the Interface and Integration response in the Functional Requirements section*)

Bidders must provide services to develop and implement interfaces and/or integrations with Participating Entity legacy systems. Proposals must describe in detail the available services, including but not limited to, the following:

- Provide technical assessment to identify all required interface and integrations to systems outside of the eProcurement Solution.
- Design, development, testing and implementation of all identified interfaces and integrations.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Interface/Integration Development Services objectives and requirements.

Bonfire Response:

Integrations overview: The Bonfire Platform has been built to support System and Data Integrations through the use of either;

- Event Webhooks and REST APIs.
- Flat File Data Transfers (CSV, XML)

Before you start. Phases prior to building an integration:

1. Identify your needs and desires early with our sales team.
2. Identify if these requirements are strictly required in order to go-live.
 - Generally, we recommend completing your implementation, training and going live, then building any integrations. There are two reasons for this;
 - i. Firstly, this will allow you to gain a better understanding of Bonfire's capabilities during implementation and go-live. Oftentimes we find that the needs of our clients evolve and change from the initial sales engagement to post-implementation.
 - ii. Secondly, Integrations are subject to capacity constraints of our professional services team. To avoid potential delays, we suggest going live first.

3. Upon completing implementation, discuss and define the problem statement with your Implementation Manager
 - Receive feedback and suggestions from your Implementation Manager
 - Determine your technical stakeholders and capacity with regards to building the integration (this will inform our approach).
 - Work with your Implementation Manager to define and record a video walkthrough showing how you see the information flowing between Bonfire and the external systems.

Example scenario, once a need has been identified:

“When an RFP evaluation has been completed, we want to export each of the documents automatically and have them sent to our records management system.”

Using our common language we would describe this as a **Data Outflow** that is triggered by the Project Archived Event.

We would describe this as;

On the Project Archived event, Bonfire would either;

- Trigger an API integration via:
 - Sending an Event Webhook to the Client System
 - The Client System would acknowledge it received the Event Webhook
 - The Client System would then make Data Outflow API requests to export the Project Documents. It would then take the Project Documents and communicate with their Records Management System to upload them.
- Or, Trigger a Flat file integration via:
 - Generating an export of the Project Documents
 - Uploading those documents to an FTP location
 - Notifying the Client System so they can programmatically retrieve the documents

Example of integrations completed by other Bonfire clients:

- **Open Opportunity Reporting [Nightly] [Flat File] [Bonfire Built]**
 - **Description:** Nightly generation of .CSV report containing all Open Opportunities and Document Takers sent via FTP.
 - **Use Case:** The client uses this report to publish the Open Opportunities on their own website to help direct more traffic to their Bonfire Submission Portal.
- **Create Bonfire Intake from Peoplesoft Requisitions [Realtime] [API] [Client Built]**
 - **Description:** The client built an integration using Mulesoft and Bonfire APIs to connect Peoplesoft with Bonfire. When a requisition is created in Peoplesoft it is automatically pushed into Bonfire via the REST API.
 - **Use Case:** Buyers are able to see, manage, and collaborate on drafting sourcing events for all the inbound requisitions in a single system.
- **On Completed Automatically Export Project Archives to OnBase [Realtime][Flat File][Bonfire & Client Built]**
 - **Description:** When a project is completed, Bonfire will generate a folder on an FTP site that contains export of all the documents and artefacts for that project (Submission Documents, Executive Summary, Bid Tabulation Reports, Scoring Reports).

- **Use Case:** The client can programmatically retrieve these documents from the FTP site and automatically move them into their On Base instance for records retention.

Terminology: These are the terms we commonly use when describing integrations.

- **Data Inflows:** Anytime we're sending data into Bonfire
- **Data Outflow:** Anytime we're extracting data out from Bonfire.
- **Event Webhook:** An Event Webhook allows the Client System to listen for events on your Bonfire account so you can automatically trigger reactions. When an Event occurs, the Bonfire will send a common JSON Event response back to the Client System. The Client System will acknowledge the Event, and can then make decisions on how to process that JSON Event. The Bonfire API will retry sending the Webhook Event if the client fails to acknowledge. If the client doesn't respond after many failed attempts the Event will be sent to a Dead Letter Queue.
- **REST API:** A web interface that can be used with an API key to read or write data into or out of the application.
- **Dead Letter Queue:** If a Client System continuously fails to acknowledge the Event Webhook it will be sent to the Dead Letter Queue. This queue will trigger a Support Ticket to the Client System Administrator informing them of the error so they can remediate accordingly. This ensures there are no silent failures, and keeps the integration running smoothly over time.
- **Flat File:** A means of exchanging information between Bonfire and the Client System via moving files in and out of the system.

API and webhook documentation overview: The Bonfire application is built using its own APIs for Data Inflows and Data Outflows. These APIs are restricted to Bonfire use only, however they can be opened up for you to consume in order to enable an integration scenario. When scoping an integration we will determine what APIs need to be opened up to you as part of the SOW.

Webhooks are fixed events that Bonfire can trigger an integration to run. We support the following Events in Bonfire;

- *Project Published:* When a Project Draft is Published the listener will be notified.
- *Project Open:* When a Project Opens the listener will be notified.
- *Project Closed:* When a Project Closes the listener will be notified.
- *Project Completed:* When a User moves the project into the Project Completed State, the listener will be notified.
- *Project Archived:* When a User moves the project into the Project Archived State, the listener will be notified.
- *Contract Created:* When a User Creates a Contract, the listener will be notified.

If there are events not listed here that you'd need to trigger an integration from let us know, more can be added.

How to build an integration: In order to build an integration you will need to engage with the Bonfire Professional Services team. The team will work with you to understand your desired outcome, determine what interfaces should be used to achieve this, and provide a Statement of Work with pricing to be signed off on before we begin the work.

Integration Project Plan:

All integrations will be completed on an individual basis according to the plan outlined below:
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TASK DESCRIPTION	DESCRIPTION
Integration Item Identified/Validated	The proposed Integration item is identified and communicated by Client to Bonfire. Client & Bonfire identify applicable staff participants, stakeholders and SMEs
Client Integration Plan Staffing	Client assigns/acquires resources for the integration. Assigned/Required resource is given responsibility for Client Integration Documentation, Development & Test
Integration Phase 1: Initial Discovery Worksession	Initial Discovery Worksession held for integration. Outcome: Agreement on - Source/Target Systems - Result to be Achieved (the 'what') - Ideal trigger for integration - Desired Schedule - Potential Methods
Integration Phase 1: Complete Integration Plan	Bonfire and Client collaborate and complete Integration Plan Document
Integration Phase 1: Review & Approve Integration Plan	Bonfire and Client Stakeholders Review and Approve Integration Plan Document
Integration Phase 1: Integration Plan Approved	End of Phase 1 Milestone. Ready for Phase 2
Integration Phase 2: Development	Bonfire and Client staff develop & build interface per Integration Plan
Integration Phase 2: Create Test Plan	Bonfire and Client staff create Test Plan for Integration test, fix and acceptance
Integration Phase 2: Approve Test Plan	Bonfire and Client staff approve Test Plan
Integration Phase 2: Conduct Test. Fix Defects	Testing is conducted. Defects are documented, fixed, retested
Integration Phase 2: Client Acceptance	Integration is Accepted by Client. Ready for Implementation End of Phase 2 Milestone. Ready for Phase 3
Integration Phase 3: Determine Training Requirements	Determine Training Requirements for the Integration. This may include end user and/or ongoing support & troubleshooting
Integration Phase 3: Prepare Training Materials	Prepare Training Materials based upon the Training Requirements

Integration Phase 3: Conduct Training	Conduct Training (as required)
Integration Phase 3: Approval for Go-Live	Determine Integration Go-Live date and sign-off on approval
Integration Phase 3: Communication Sent for Go-Live	Communication sent for Integration Go-Live (as required)
Integration Phase 3: Go Live	Integration is Complete

Pricing: Integration pricing is dependent on the amount of work required by Bonfire and will be determined at the beginning of the Professional Services engagement. We understand that it can be hard to evaluate the total cost of Bonfire without detailed pricing. All of our integrations have a one-time fee for implementation according to the [Integration Project Plan](#) as well as an annual recurring fee for maintenance. We will provide an estimate with a fixed maximum cost outlined in our pricing proposal.

Recommendations: We recommend that you first complete the Onboarding and Implementation process with our Implementation Specialists prior to engaging with our Professional Services team, as we've found clients to be much more successful in determining how they want the integration to behave once they have a deeper understanding of how they're going to use Bonfire.

6. Organizational Change Management (OCM) Services

Bidders must provide OCM services that include, at a minimum:

- OCM Strategy development;
- Stakeholder Analysis/Assessment;
- Readiness Assessments, Organizational and Staff;
- Impact Assessment;
- Communications Plan development;
- Coaching Plan development;
- Resistance Assessment and Management Plan development; and
- Proposals must include a description of Bidders OCM Methodology and detailed descriptions of each of the above items.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the OCM Services objectives and requirements.

Bonfire Response:

During implementation and beyond, Bonfire's client experience team will work with the organization to ensure users feel prepared for the changes they will experience with Bonfire. Implementations will be tailored to client needs and key objectives they have set. Stakeholder Analysis is conducted. Implementation kick-off to gauge what types of stakeholders will be involved and their level of comfort with technology and change generally. Once assessed, Bonfire will tailor the training plan. With Bonfire's many learner resources, users have multiple avenues for training content delivery.

Readiness Assessments can be conducted, but may not be required based on the number of users involved. Bonfire's Readiness Assessment revolves around Pulse Surveys with the following questions:

1. Project Sponsor Vision
2. Project Sponsor has shown clear commitment to making change happen
3. Key Team members Support for the project
4. Alignment with Procurement Processes and Goals
5. Clarity on Success Criteria of the Project

Impact assessments are very standardized in Bonfire's implementation and focus on several stakeholder groups:

1. The Purchasing Teams (End Users) - The Purchasing Team's impact is the posting, management of the procurement process and award, thus these users' process and vehicle of solicitation will change.
2. Potential Evaluators - The mechanism for communication and submission of scores will change.
3. Vendor Community - Their submission process will change.

Bonfire's 360 Communication Plan will provide templates to organizations on who they should communicate with and when. These include but are not limited to:

- Vendor Communication for Pre-registration
- Internal Stakeholder internal memo (Evaluators and Observers)
- Benefits to Citizens Documentation
- Benefits to Vendors Documentation

Bonfire Implementation Plan and Enablement plan will ensure users feel supported through their entire lifetime with Bonfire. Coaching plans will vary from organization to organization, leveraging the Bonfire's many client experience resources including:

- 1) Dedicated Online Training
- 2) Webinar Based Training
- 3) Bonfire Academy
- 4) One-on-One Support

Bonfire's Resistance Assessment and Management takes a stakeholder first approach. Proactive communication and ensuring the rationale behind the change is critical. This communication should be spread over the multiple levels of your organization including Executive Leadership, Mid-Level managers and Communications to the End-Users the change impacts the most. In the event a risk is identified, Bonfire's Client Experience team will engage the stakeholder and attempt to address any concerns proactively following Engage & Listen methodologies. In many cases, Bonfire can resolve the difficulties without any other stakeholder involvement. In the event the resistance becomes disruptive the project's progression will

document the risk and present the risk to the steering committee or project sponsor to work through potential resolution steps. Our methodology generally takes the following approach:

1. Anticipate
2. Identify
3. Manage

7. Training Services

Bidders must provide user training on the use the eProcurement Solution. Proposals must include:

- A comprehensive training needs assessment.
- Development and implementation of a Training Plan which must be:
 - Approved by the Participating Entity;
 - Identify the method of training recommended for End Users, Train-the-Trainers, Suppliers, System Administrators and Participating Entity Help Desk staff;
 - Identify Bidder's staffing and skills levels that demonstrates the proposed training approach;
 - Staffing that would conduct the training and describe skills/experience;
 - Required Participating Entity staff and resources; and
 - Post-implementation transition plan to move training responsibilities to Participating Entity staff.
- Include an example Training Plan
- The following delivery methods:
 - On-site Instructor Lead, computer-based classroom training;
 - Web-based Instructor Lead training (e.g. Webinar session); and
 - Web-based self-service/on-demand training (e.g. web posted video).
- Training materials that
 - Include step-by-step procedures and directions.
 - Become property of the Participating Entity for use in future training and the state may download/copy/distribute these materials without restriction.
 - Include the right for the Participating Entity to publish/post the contractor's training materials on publicly accessible websites.
 - Include links to examples of training materials.

Response requirement:

- RTM: N/A
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Training Services objectives and requirements.

Bonfire Response:

Training Services:

Training Plan

Training plan is prescribed by the Implementation team and can be deconstructed into smaller sessions based on level of technical proficiency.

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BONFIRE IMPLEMENTATION PLAN

One of the core principles that Bonfire was designed around is simplicity and ease of use. As such, the Bonfire implementation process is focused on training the power users of the system, the buyers who will be managing procurement projects. Casual users such as evaluators are guided by Bonfire's user-centric design and require no formal training before accessing the procurement portal.

All Bonfire implementations are managed by an Implementation Lead who will guide the implementation project from inception to completion. The Implementation Lead acts as the main point of contact for all implementation activities and will personally be involved in every point of the implementation process.

The tasks involved in a Bonfire implementation typically fall into three main categories:

General Account Setup

- Customization of Portal Feature Set
- Determining and Configuring the Departments on the Portal
- Determining and Assigning User Roles
- Customizing Vendor Registration Form

Training

- General training session on the Listing / Evaluation platforms of Bonfire
- Specialized training on Bonfire's Advanced Evaluation Modules (Multi-Decision, Questionnaires, BidTables)
- Vendor Management & Insights Reports Training

Ramp-up

- Review of RFx templates and changes required
- Assistance with the creation of the first project at each Department
- Implementation Debrief to Management for each Department

Please note that many implementation activities will be completed concurrently to minimize the time required to complete onboarding.

1. General Account Setup

Every organization in Bonfire is set up with a site dedicated just for the organization along with a unique URL. From here, Departments are created on the site to separate each of the organization's groups into their own individual space. Bonfire is composed of multiple modules that cover Listing / Posting of procurement project, Digital Submissions and Evaluation, as well as Vendor Management.

The implementation of Bonfire depends on which modules the organization decides on implementing.

Completion of the General Account Setup tasks ensures that the setup of the organization's portal is as-intended before running procurement projects. However, if the organization's needs change at any point in the future these tasks can be revisited to further configure the setup of the portal.

1.1.Kick-Off Call

The implementation will typically begin with a kick-off call including all decision makers across the organization's different departments and an Implementation Lead assigned to the organization.

ACTION: Kickoff Call with Key Stakeholders - Estimated Time 1.5-2 hours

The agenda for the Kick-Off Call is as follows:

- Introduction and explanation of Bonfire project team roles
- Identify a representative who will act as the main point of contact for the organization
- Clarify the organization's intentions and goals for their use of Bonfire
- Discuss the organization's timelines for the launch of the first projects in the system
- Identify the individuals who will be using Bonfire and discuss user permissions
- Identify department structure at the organization
- Review the functionalities of the Bonfire platform
- Overview of Bonfire Feature Options
- Discuss vendor facing setup

By the end of the meeting, the Implementation Lead will better understand the organization's timelines and goals. Additionally, the Implementation Lead will have enough information to create a finalized implementation plan and provide it to the organization.

Bonfire Deliverables	Organization Deliverables
Final Implementation Plan: Including dates of implementation tasks and major milestones	Sign off on Final Implementation Plan

1.2.Finalize Feature Set, Custom Language, and Vendor Fields

The Implementation Lead will provide the attendees of the kick-off call with a document of all of the features available in Bonfire. Organization stakeholders will identify features that are applicable to their process and complete the form section of the document.

If applicable, the Implementation Lead will ask the organization to provide Bonfire with any custom Conflict of Interest, Non Disclosure Agreement, or Award Notice language that should be applied to the portal.

Lastly, based on the intended vendor facing setup of the portal, the Implementation Lead will ask the organization for a sample of the form typically collected from vendors during the registration process. This information will eventually be used to guide the Implementation Lead when the vendor facing registration fields are set up on the portal.

OPTIONAL ACTION: Meeting to clarify any questions about Bonfire features - Estimated Time 1 hour

Bonfire Deliverables	Organization Deliverables
Provide feature set document to	Review Bonfire features internally and

implementation stakeholders	complete feature set document to identify features to be implemented
-	Conflict of Interest, Non Disclosure Agreement, and/or Award Notice language
-	Sample of vendor registration information and documents collected

1.3. Customize Vendor Registration Page

The Implementation Lead will review the organization's vendor registration information and documents. Any opportunities to improve the registration process will be reviewed with the organization's stakeholders.

The desired features will be applied to the organization's portal by the implementation. Following the completion of the setup, the organization's stakeholders will test the vendor registration page to ensure that the setup is accurately capturing the required information.

ACTION: Implementation Lead applies custom vendor registration fields to the organization's portal – Estimated Time 2 hours

ACTION: Organization stakeholders test the vendor registration page, ensuring all required information is captured – Estimated Time 1 hour

1.4. Customize Account with Desired Feature Set and Custom Language

Based on the discussions so far and the completed feature preferences form, the Implementation lead will apply the desired feature set to the organization's portal. Any custom Conflict of Interest, Non Disclosure Agreement, or Award Notice language will also be applied to the portal.

ACTION: Implementation Lead Customizes Account Feature Set – Estimated Time 1 hour

1.5. User Invites and Setup

The Implementation Lead will create the appropriate Department structure on the portal and send out invites to buyers across the organization. For larger groups of buyers, it may be necessary to send the Implementation Lead a list of all buyers, as well as the desired user roles for each buyer.

ACTION: Implementation Lead Creates Department Structure, Invites Users – Estimated Time 1 hour

ACTION: Users Accept Bonfire Invitation and Create their Bonfire Account - Estimated Time 15 minutes

Bonfire Deliverables	Organization Deliverables
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Provide the organization's stakeholders with documentation describing the different user roles available in the system and their associated permissions	Compile a list of all buyers who will be using the system and the desired system permissions for each buyer
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1.6.Pre-Training Call

Prior to kicking-off training for the team, the attendees of the Kick-off Call are invited to attend a call to review General Account Setup with the Implementation Lead. The Implementation Lead will provide an overview of all of the tasks completed during the General Account Setup phase. A General Account Setup summary document will be provided to the organization outlining the features setup on the portal, any custom Conflict of Interest, Non Disclosure Agreement, or Award Notice language, and any custom Vendor Registration fields. Bonfire asks that the organization's stakeholders sign off on this document to confirm that the initial setup is as-intended.

If applicable, any outstanding tasks from the General Account Setup stage will be discussed during this call. Training can still proceed if there are outstanding tasks, but new completion dates for the outstanding items should be agreed upon before moving on.

ACTION: Pre-training call – Estimated Time 1 hour

Bonfire Deliverables	Organization Deliverables
General Account Setup summary document to be provided to organization stakeholders	Signoff on General Account Setup summary document
Proposed completion dates for outstanding General Account Setup tasks	Verbal agreement of proposed completion dates for outstanding General Account Setup tasks

2. Training Plan

Bonfire provides unlimited training to all Bonfire customers. However, through our experience with onboarding hundreds of organizations we found that following the training plan below will equip buyers with all the necessary information to start implementing the platform.

Since Bonfire is composed of several different modules, the training will be broken down to cover each module. The training is done on a sample set of projects that reflect actual procurement scenarios. The buyers at the organization are encouraged to provide the Implementation Lead with their own procurement projects. These projects can be used during training to help tailor the sessions to the organization's needs. During the training phase, the buyers at the organization will be able to start setting up draft procurement projects to get hands-on experience in Bonfire.

If all participants agree, training sessions will be recorded and the recording will be provided to the buyers at the organization.

2.1 General Training Session

The first training session will cover project (solicitation) creation, evaluation workflow, and project reporting. The Implementation Lead will also provide a thorough overview of project templates, project drafts, and common workflows such as issuing addenda and managing supplier Q&A. By the end of the training session, attendees will be able to create and manage a typical RFQ/RFP project and run a complete evaluation through to award.

ACTION: General Training Session – Estimated Time 1.5-2 hours

Bonfire Deliverables	Organization Deliverables
Recording of General Training Session	Documentation for a past or future RFP that can be used for training purposes

2.2 Advanced Module Training

The Advanced Module Training sessions build on the concepts covered during the first session, however the emphasis will be shifted to cover advanced evaluation modules such as BidTables, Questionnaires, and Multi-Category Projects. Due to the sophisticated functionality included in these modules, Advanced Module Training is usually broken into three separate training sessions.

2.3 BidTables Training Session

This session will cover the creation of BidTables, the vendor experience when responding to a BidTable, and the workflow used to evaluate pricing on a BidTable. By the end of this session, attendees will be able to set up projects that collect complex pricing information or multi-line item bids from vendors and easily compare all submitted prices using a structured process.

ACTION: BidTable Module Training Session – Estimated Time 1 hour

Bonfire Deliverable	Organization Deliverable
Recording of BidTables training session	Documentation for a project that involves a pricing sheet or multi-line item bids

2.4 Questionnaires Training Session

This session will cover the creation of Questionnaires, the vendor experience when responding to a Questionnaire, and the workflow used to evaluate the vendors' responses to the Questionnaire. By the end of this session, attendees will be able to set up complex solicitations that capture vendor responses to line by line requirements, such as responses to IT technical requirements.

ACTION: Questionnaire Module Training Session – Estimated Time 1 hour

Bonfire Deliverable	Organization Deliverable
Recording of Questionnaires training session	Documentation for an RFQ/RFP that requires vendors to respond to line by line requirements

2.5 Multi-Category Projects Training Session

This training session will introduce attendees to the concept of Multi-Category, Multi-Award projects in Bonfire. The session will cover the definition of multiple categories, the setup of categories and category items, and strategies to manage the evaluation process on projects of this complexity. By the end of this session, attendees will be able to recognize when to use a multi-category project, setup the appropriate categories, and run a multi-category evaluation process.

ACTION: Multi-Category Module Training Session – Estimated Time 1 hour

Bonfire Deliverable	Organization Deliverable
Recording of Multi-Category Projects training session	Documentation for a project involving multiple categories or decisions

2.6 Vendor Management and Insights Reporting Training

This training session is meant to expose attendees to the Vendor Management and Insights module. The Implementation Lead will cover vendor lists, vendor management, exports, among other key actions and workflows. The Implementation Lead will also cover the various reports and filter capabilities within the Insights reporting tool.

By the end of this training session, attendees will be able to navigate vendor records in Bonfire, and filter and search through specific reports offered within the Insights reporting tool.

ACTION: Vendor Management and Insights Reporting Training Session – Estimated Time 1.5 hours

3. Ramp-Up Phase

After the training is complete we recommend that the management team at the organization select 1-3 projects to be run through Bonfire. Through our experience, we found that the projects would be led by ‘Bonfire Champions’ who will become Bonfire experts at their respective department(s).

3.1 Review RFx Templates

Prior to kicking off the first projects, the Implementation Lead will schedule a call with management to go over their current RFx templates, and identify areas that need to be adjusted to accommodate the electronic listing and submission process.

ACTION: Review RFx Template Changes with Management – Estimated Time 1 hour

Bonfire Deliverables	Organization Deliverables
Provide sample submission instructions document to the organization’s stakeholders	A typical RFx template used by the organization.

3.2 Review First Project Setup

Once the templates are reviewed and the first project is selected, the buyer responsible for managing the project will set up the project in Bonfire. After the project setup has been taken as far as possible by the buyer, the Implementation Lead will lead a training session with the buyer running the project (others may attend) aimed at reviewing the project setup to ensure it is set up correctly.

Note, if the organization has multiple departments, this process can be repeated across each department, should their process be slightly different.

After the first project has been launched, this process can continue to be repeated until the buyers at the organization are comfortable creating their own projects in Bonfire.

ACTION: Review First Project Setup – Estimated Time 1 hour

Bonfire Deliverable	Organization Deliverable
-	Set up first project(s) in Bonfire

3.3 Evaluation of First Project(s)

Once the first project(s) in Bonfire has closed and is finished accepting submissions, it is time to focus on evaluating the submissions within Bonfire. The Implementation Lead will help the team of buyers through the evaluation process and review the evaluation functionality with the buyers on an as needed basis.

OPTIONAL ACTION: Meeting to Review Bonfire's Evaluation Functionality – Estimated Time 1 hour

Bonfire Deliverable	Organization Deliverable
-	Evaluate and fully complete at least one project in Bonfire

3.4 Implementation Review

Depending on the wishes of the management at the organization, other buyers will be encouraged to continue placing project into Bonfire. Once at least 2 projects have been fully completed, the Implementation Lead will setup a call to review implementation progress, and discuss any lessons learned prior to full ramp up.

ACTION: Review Implementation Progress – Estimated Time 1 hour

At this point, the Implementation Lead will pass on any recommendations to the organization based on the final assessment of the initial ramp up. An Implementation Summary Document will be provided to the organization's stakeholders to summarize project metrics, milestones reached, lessons learned, and vendor feedback from the Bonfire projects run so far.

The Implementation Lead will continue to monitor the account closely until all buyers have used Bonfire to run at least one project through the platform.

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Bonfire Deliverables	Organization Deliverables
Provide Implementation Summary Document to organization stakeholders	-

3.5 Implementation Survey

Once all buyers have run a project in Bonfire and the organization is feeling comfortable using the tool, it is time to bring the implementation period to an end. The Implementation Lead will revisit the initial implementation goals with the organization's stakeholders and determine whether they have been met. If the organization's goals have been met, the organization will sign off on the completion of the implementation.

Bonfire will send a survey to the organization to collect qualitative and quantitative information about the implementation process in order to keep improving the implementation program.

3.6 Transition to Customer Success Manager

With the implementation period officially over, the organization's stakeholders will be reintroduced to their Bonfire Customer Success Manager who they initially met during the implementation kickoff call. The Customer Success Manager is the organization's internal advocate within Bonfire, and is dedicated to ensuring that the client reaches their desired outcomes using Bonfire.

The Customer Success Manager acts as the organization's main point of contact within Bonfire and will be scheduling quarterly business review, relaying any product feedback to Bonfire's development team, and ensuring that any new users are trained on the software when needed.

Method of Training

End-users:

Receive approximately 7 hours of webinar based training

Train -the -trainers:

Receive approximately 7 hours of webinar based training and exploratory consultative training

Suppliers:

Trained with video recording that is embedded in the submission workflow

System Administrators and Participating Entity Help Desk Staff:

At request a session can be conducted to walk these personnel through account activation/deactivation

Staffing Skills/experience:

All implementation specialists have professional project management experience and a 4 year bachelor's degree or greater. All have experience implementing greater public sector implementations

Transition Plan:

Once the Organization has been trained on the Bonfire modules purchased and have successfully run their first projects, your organization will be transitioned to a Client Success Manager, who will be your main point of contact moving forward.

Communication:

Your Client Success Manager will be your main point of contact for any questions relating to your account. Questions and your concerns that your CSM can be utilized for are:

- Account Reviews
- Additional Training
- New Feature Training
- Workflow Discussions
- Account Changes
- Purchasing of new Modules or Seats

For issues and emergencies, your team will be able to contact our wonderful support team at support@gobonfire.com

Transition Schedule:

The strategy for the development of the transition schedule will be driven by the approach taken with the project's plan for the output delivery stages.

The preferred approach is to develop a detailed implementation schedule prior to the commencement of the implementation phase. ie in this document.

The following table is a high level overview of major milestones.

Milestone Plan

Key Milestones	Additional information
General Account Setup	• Customization of Portal Feature Set • Determining and Configuring the Departments on the Portal • Determining and Assigning User Roles
Customize Vendor Registration	• Customize Vendor registration fields and types.
Vendor Invitations	• Review preferred language • Review Vendor Lists
Proposal template updates	• Update Proposal documentation templates to direct to Bonfire including: a. Submission Instructions b. Q&A c. Updating Submission d. Award Notice and Freedom of Information requests

SSO integration (Ongoing or consecutive)	● Integrate Bonfire with Identification Provider using SAML 2.0
Product Training	● General training session on the Listing / Evaluation platforms of Bonfire ● Specialized training on Bonfire's Advanced Evaluation Modules (Multi-Decision, Questionnaires, BidTables) ● Contract Management Training ● Vendor Management Training
Project Templates	● Review of Bonfire templates including: a. Public Files b. Request Information c. Criteria d. Commodity Codes
Website update	● Update organization website with link to Bonfire
Transition	● Review account ● Re-introduce Client Success manager

Bonfire Training Materials

We have a variety of resources available for all users, whether you are brand new to Bonfire or a Bonfire expert.

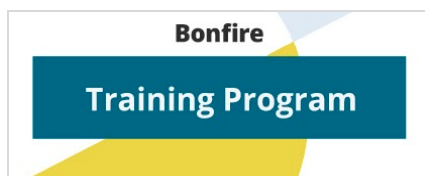


Bonfire Academy [INTERACTIVE COURSE-BASED TRAINING PLATFORM]

Bonfire offers a course-based training platform for all users, called Bonfire Academy. Courses in the platform are interactive, and include videos, slideshows, annotated screenshots, and quizzes. Users are able to learn at their own pace or use the courses to refresh their memory after the official training program has ended. Course progress is tracked enabling the user to jump in and out of courses based on their availability and learning needs.

The platform includes both generic courses aimed at learning all aspects of the platform, as well as courses and paths specific to an organization and related processes. Depending on your subscription package and needs, Bonfire can work with you to build content that is specific to your organization's roll-out. These courses would be designed to walk the user through the steps required in Bonfire in order to mimic the organization's business processes, policies, and procedures.

To learn more about how to **access Bonfire Academy**, Click [here](#).



Training Program [TRAINING WEBINARS]

Bonfire's training program is here to offer you additional product knowledge, support resources and helpful tips to enhance your Bonfire experience through online training webinars. These sessions will supplement your implementation training and be a useful resource for learning new features/processes and refreshing your Bonfire knowledge. It is highly recommended you attend these sessions periodically.

<https://gobonfire.com/training/>



Bonfire Knowledge Base [ONLINE REPOSITORY OF ARTICLES]

Bonfire's Client Experience team also curates an online Knowledge Base repository where, to date, more than 60% of customer requests are addressed with self-help guidance. This empowers users to find answers quickly, easily, and on their own time. These guides and walkthroughs will replace the need for an organization to create their own user manuals.

To access the Knowledge Base, you can click on the " ? " widget In-App or navigate to:

<https://support.gobonfire.com/hc/en-us>



Support Team [TECHNICAL SUPPORT AND TROUBLESHOOTING]

Upon joining Bonfire, your organization will have access to Technical support for anyone interacting with Bonfire (purchasers, evaluators, vendors, and (more) and is available in a variety of methods throughout your implementation and use of Bonfire over time. This includes via telephone (toll-free) and email from Monday-Friday from 8am-8pm ET, as well as website articles, Knowledge Base, and videos.

Bonfire's support team has an average first response time of under 20 minutes and an average resolution time of under 1 hour, both industry-leading times. Bonfire's Client Experience team was awarded a 2019 People's Choice Stevie Award for excellence in customer service and support. Our award-winning customer success team has supported Bonfire receiving a current

Net Promoter Score (NPS) of 78, which is within the top 99th percentile SaaS category. Support can be access via email at [**Support@GoBonfire.com**](mailto:Support@GoBonfire.com)

8. Help Desk Services

Bidders must provide services to support users and Suppliers in the use of the eProcurement solution. Proposals must describe in detail the available services, including but not limited to, the following:

Approach/methodology;

Bonfire Response:

- Providing friendly, efficient and effective support to all clients - use of knowledge base, videos/screenshots and providing proactive solutions to deter future tickets of the same nature
- Options for self service as well as agent support
- Primarily technical support, will pass off to CSM/Implementation team if request is better suited to be handled by their specific representative

Experience supporting eProcurement solutions;

Bonfire Response:

Bonfire has utilized a support help desk to assist our clients for 9 years.

Support/Management Plan that addresses:

Bonfire Response:

Help Desk Location and Staffing

The Bonfire Help Desk is staffed and located in Kitchener ON with team members throughout Southern Ontario.

Coverage

Staffing is provided from Monday-Friday, 8am EST - 8pm EST. No staffing on Christmas Day & New Years Day.

The Participating Entity is not responsible for staffing

Operating Procedures

As tickets are received, they form in a queue based on time requested. From there the Team triages oldest to newest new tickets - able to change priority on ticket (low, normal, high, urgent) depending on requester asks as well as time sensitivity

Service Targets

The Service Targets are first response within 1 hour, aim for end of day resolution if can be dealt with internally on the support team (resolution can take longer if other teams are required to be involved)

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Methodology

Our Help Desk team is an Email first support team. If required phone/zoom calls can be scheduled and are prioritized by;

- Buyers/organizations take first priority for phone/zoom calls. Vendors may have calls scheduled depending on severity/scope/time sensitivity of request

Knowledge Base

The support team utilizes Knowledge Base articles within ticket responses for further reading/troubleshooting as well as bringing further awareness to the Knowledge Base for self-serve resolutions. Currently there are 465 Help Center Articles available

The screenshot displays a Zendesk ticket interface. The main area shows a public reply for the ticket titled "Edit Supplier names?". The reply is currently empty, with a rich text editor at the bottom. To the right, a "Knowledge Capture" sidebar is visible, showing search results for the same query. The sidebar lists several articles, including "Anonymous Submissions", "How do I change the name used for my Bonfire Vendor account?", "How do I remove identifying information from documents?", and "How do I edit the headings in my BidTable?". The ticket interface also shows filters for "All" (18), "Public" (17), and "Internal" (1) conversations.

Issue Tracking

The support team records custom fields within tickets through Zendesk which assist with reporting/issue tracking and are only visible to agents. These include: Primary Reason, Secondary Reason, Client Organization and Ticket Category.

Priority

Normal

Optional Notes

Client Organization*

Ticket Category*

Buyer

Primary Reason*

Submissions

Secondary Reason(s)*

Internal Submissions

Resources Leveraged to Resolve*

2. Customer Portal [READ]

Call Length (inbound support calls)

-

Channel*

Help Center

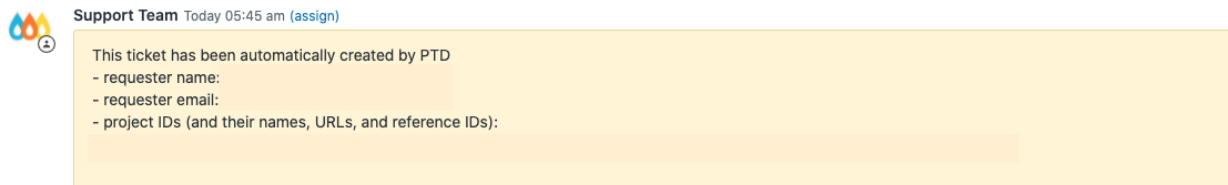
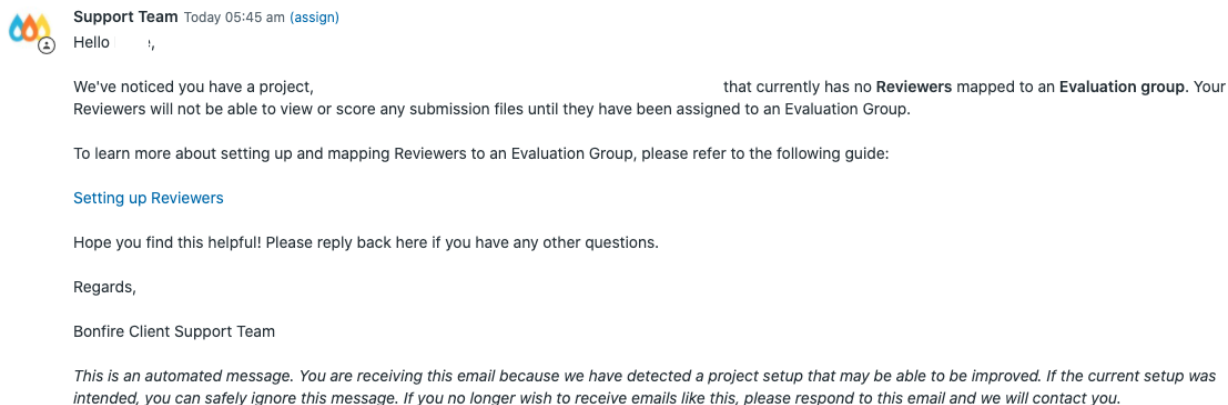
Systems and tools utilized to provide services including phone, chat and ticketing systems;

**Bonfire Response:
Tools and Systems**

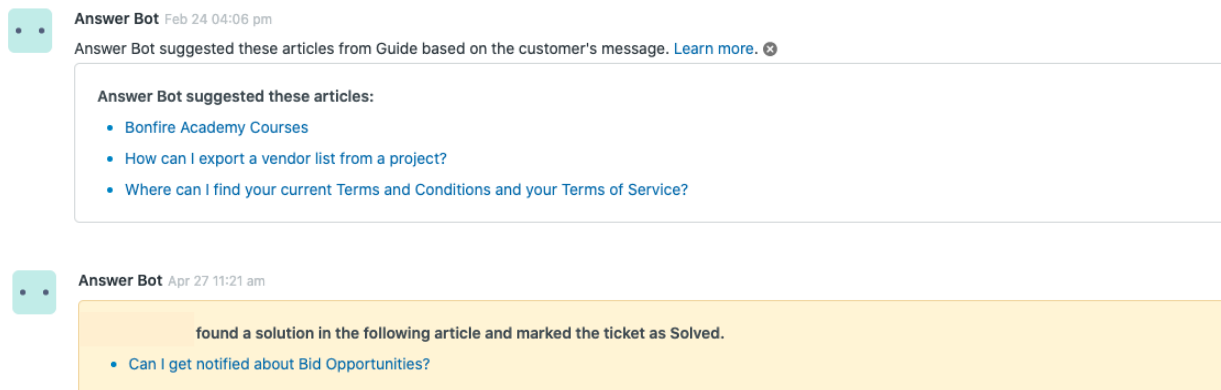
Bonfire support uses Zendesk for a ticketing system.

3CX is used for placing phone calls to clients. There is no option for a live call when calling in. Clients must leave a voicemail first, which is then automatically generated as a ticket within Zendesk. Bonfire support will respond to clients via ticket or phone call. Voicemails go into the queue same as an incoming ticket would and are triaged the same.

Proactive Ticket Deflection (PTD) is a tool that automates some of the daily, repeatable tasks done by Bonfire support. Its purpose is increasing the efficiency of Bonfire support by decreasing the number of tickets generated by vendors and buyers, and decreasing the number of issues that support has to deal with manually. PTD runs queries against an application database to detect projects which are likely to cause issues. When such issues are detected, Zendesk tickets are automatically created so that the client and support are aware.



AnswerBot is a Zendesk extension utilized by Bonfire support. Once a ticket is created, Answer Bot finds and automatically sends relevant knowledge base articles (this is dependent on whether the requester has entered enough information for the AnswerBot to pick up key terms). Support currently has 50 resolutions/month available.



A hard bounce indicates a permanent reason an email cannot be delivered. Emails may hard bounce because the recipient's email address doesn't exist or the recipient's email server has completely blocked delivery. Our Bounce Processor utilizes the daily report for the previous day's bounces and generates tickets in Zendesk so that the client and support are aware. The 3 types of emails these are generated for are:

- "You were made a reviewer/observer/advisor of ..."
- "An Organization has invited you to ..."
- "New Public Notices for ..."



Support Team Today 02:00 am (assign)

Hi,

I just wanted to give you a heads up that we noticed several "hard bounces" in the backend for Bonfire invites you recently sent out.

What this means is that the invited email addresses may have been misspelled, or inputted incorrectly by the vendors. The following emails were impacted:

To:

Subject:

Thanks,

Bonfire Support Team



Support Team Today 02:00 am (assign)

This ticket has been automatically created by the Bounce Processor for

Performance metrics tracking and reporting;

Bonfire Response:

Performance Metrics Tracking and Reporting

Bonfire support primarily utilizes Zendesk Explore for performance metrics tracking & reporting. Mode is also utilized for some metrics/dashboard creation with Zendesk integration.

Key performance metrics tracked: Total Created Tickets, Total Solved Tickets, First Reply Time (median), Full Resolution Time (median), Agent Reply Brackets, Good vs. Bad Satisfaction Tickets, Vendor Feedback, SLA breaches, Primary & Secondary Reasons (custom field on tickets to track reasons/common themes for incoming tickets)

The screenshot shows the Zendesk Support interface. At the top, there's a header with the Zendesk logo and the word "Support". Below this, there's a navigation bar with tabs: Tickets, Efficiency, Assignee activity, Agent updates, Unsolved tickets, Backlog, Satisfaction, and SLAs. The "Tickets" tab is currently selected. Below the navigation bar, there's a section for filters. It includes a "Time" filter with a dropdown arrow, showing "Currently viewing: 4/10/2021 — 5/9/2021". Below this, there are several filter buttons: "Ticket group", "Ticket brand", "Ticket channel", "Ticket form", "Submitter role", and "Requester organ...".

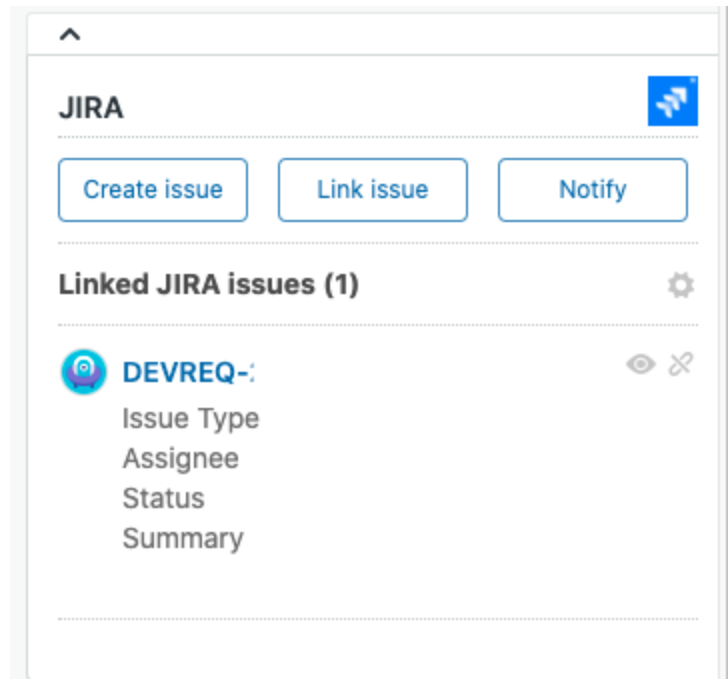
Issue analysis, tracking, and reporting;

Bonfire Response:

Bonfire support utilizes Zendesk to assist with issue analysis, tracking and reporting.

- Support agents have the ability to change Priority field on tickets
- Zendesk provides a Management Escalation view
- Use of Dynamic Content within Zendesk to integrate with JIRA (custom field "JIRAIID")
 - Linking issues to ticket ID through JIRA app within Zendesk
 - Ability to track & report JIRA custom field through Zendesk Explore

The screenshot shows a form field labeled "JiraID". The field is empty and has a light gray border. Below the field, there's a horizontal line.



Bonfire support utilizes JIRA for issue tracking. The general use of Jira is to track issues and bugs related to Bonfire and it is also used for project management. We utilize Jira to communicate and request assistance from other departments such as our product team or our development team to help solve our clients requests and improve our platform. We utilize Jira for many different reasons such as, a customer requesting a new feature, a client requesting activity of a vendor, or even communicating with other teams about a potential bug within Bonfire.

- Most common uses are bugs, data request or feature
- Creation of Support Dashboard within JIRA to track requests that Support has made

SUPPORT WATCH

Activity Stream	Support - Bugs	Support - Feature Requests
Activity Stream	T Key Summary	T Key Summary

Customer satisfaction tracking and reporting; and

Bonfire Response:

Bonfire support utilizes Wufoo for vendor submission feedback. An automatic feedback request is sent once vendors complete a submission. Once they complete their feedback, it automatically generates a ticket within the help desk queue for agents to review and reply to if contact is allowed.

Feedback can be further shared with the CSM and/or Implementation team to forward onto buyers. Product requests can be created in JIRA from Wufoo feedback.

Contact Allowed:

Buying Organization:

Vendor:

Email:

Project:

Comments

Ratings

Online submissions are easier to submit than paper submissions:

Bonfire's platform is easy to use: !

Bonfire gave me confidence my submission was received successfully:

I would recommend other organizations use Bonfire for the submission process:

Online communication is important to the bidding process:

Details

Top Benefit:

% of Digital Bids:

Dedicated Staff:

People in Org that could use Bonfire:

Bonfire support utilizes Zendesk to monitor CSAT. The Customer Satisfaction survey lets ticket requesters provide feedback about their support experience and the support team by rating their solved tickets. The survey has one simple question and two possible answers. 1 in 4 tickets are randomly surveyed.

Rating

Good, I'm satisfied

Prompt reply. Problem was resolved effectively. I liked that the person I was communicating with got back to me each time I emailed.

Option/approach to transition to a Participating Entity Help Desk operation including training of Participating Entities Help Desk resources.

Bonfire Response:

Bonfire does not provide this option.

Response requirement:

- RTM: Tab 6, IMPL-1 through IMPL-5
- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the Help Desk Services objectives and requirements.

9. On-Site System Stabilization Support

Response requirement:

- RTM: N/A

- Inline Narrative: Bidders must provide a detailed narrative response that describes meeting the On-Site System Stabilization Support objectives and requirements.

Bonfire Response:

At this time, Bonfire does not offer or require on-site support. This can be revisited on a case-by-case basis in the future with our professional services team.

Video Demonstration

Video Demonstration Link to downloadable MP4

<https://drive.google.com/file/d/179Pi-ZHI2XMxhvm62Wu6pKDyFjqCjmg/view?usp=sharing>

Link is available for download from proposals@maine.gov email address only. If Additional access is required please email iroberts@gobonfire.com or call 514-652-4889.