



## CITY OF CHARLOTTE PROCUREMENT PORTAL INSTRUCTIONS

**THE FOLLOWING PROJECT IS HOSTED ON THE CITY OF CHARLOTTE'S PROCUREMENT PORTAL**

**PROJECT #: 269-2026-007**

**PROJECT NAME: CITYWIDE VEHICLE CLEANING, DETAILING, AND DECONTAMINATION SERVICES**

**PROJECT LINK: <https://charlottenc.bonfirehub.com/opportunities/192977>**

### **CITY OF CHARLOTTE BONFIRE PORTAL**

The City of Charlotte is currently conducting a trial of a new electronic solicitation Procurement Portal (<https://charlottenc.bonfirehub.com>) to post solicitations, receive vendor submissions, and communicate with vendors interested in participating in solicitations being conducted with the use of the new Procurement Portal.

### **WHAT IS INCLUDED IN THE PILOT?**

Currently, the pilot includes a limited number of solicitations being conducted by City Procurement and Charlotte Water across the following categories: Architecture and Engineering Services, Commodities, Construction, Services, and Technology.

### **HOW TO REGISTER**

All vendors wishing to **view and participate** in solicitations on the Procurement Portal must register here – <https://charlottenc.bonfirehub.com/login>. Once you are registered, you may access solicitations, submit questions, and submit responses to solicitations (e.g. Bids, Proposals, Quotes, etc.)

### **QUESTIONS**

All solicitation questions must be submitted electronically to <https://charlottenc.bonfirehub.com> through the **Vendor Discussions** section under the respective Project.

### **SUBMISSION INSTRUCTIONS**

All submissions must be submitted electronically via the Procurement Portal <https://charlottenc.bonfirehub.com/opportunities>, under the respective Project.

Your submission must be uploaded, submitted, and finalized prior to the Project's posted due date. The City **strongly recommends** allowing sufficient time to complete this process (ideally a week prior to the deadline) to begin the uploading process and to finalize your submission. Uploading large documents may take time, depending on the size of the file(s) and your Internet connection speed.

### **BROWSERS**

The Bonfire portal can be accessed using Microsoft Edge, Google Chrome, or Mozilla Firefox. Javascript must be enabled. Browser cookies must be enabled.

### **SUPPORT**

For technical questions, visit Bonfire's help forum at <https://vendorsupport.gobonfire.com/hc/en-us>

Contact the Bonfire support team at [Support@GoBonfire.com](mailto:Support@GoBonfire.com) or by calling 1-800-354-8010.

To get started with Bonfire, watch this five-minute training video:

[Vendor Registration and Submission \[VIDEO\] – Bonfire Vendor Support \(gobonfire.com\)](#)