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How do I contact the Project Owner?



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5 months ago · Updated

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In the event you have questions concerning project specific details or need clarification on any details mentioned in the Supporting Documentation of a project, the best course of action is to reach out directly to the Project Owner. Bonfire Support isn't able to provide direct contact information, but there are a few steps you can take to contact them!

Step 1: Vendor Discussions

You can contact the Project Owner with questions regarding the project's specifications using **Vendor Discussions**. You'll want to first check if Vendor Discussions are available on the Project. To check, log into the organization's Bonfire Portal. From there, click the **View Opportunity** button next to the opportunity you have questions about. From the Project Details page, you can check if the Questions Due Date has passed or not.

If the Questions Due Date has not yet passed, click the **Ask A Question** button, which will automatically scroll to the **Messages** heading and select the **Vendor Discussions** tab:

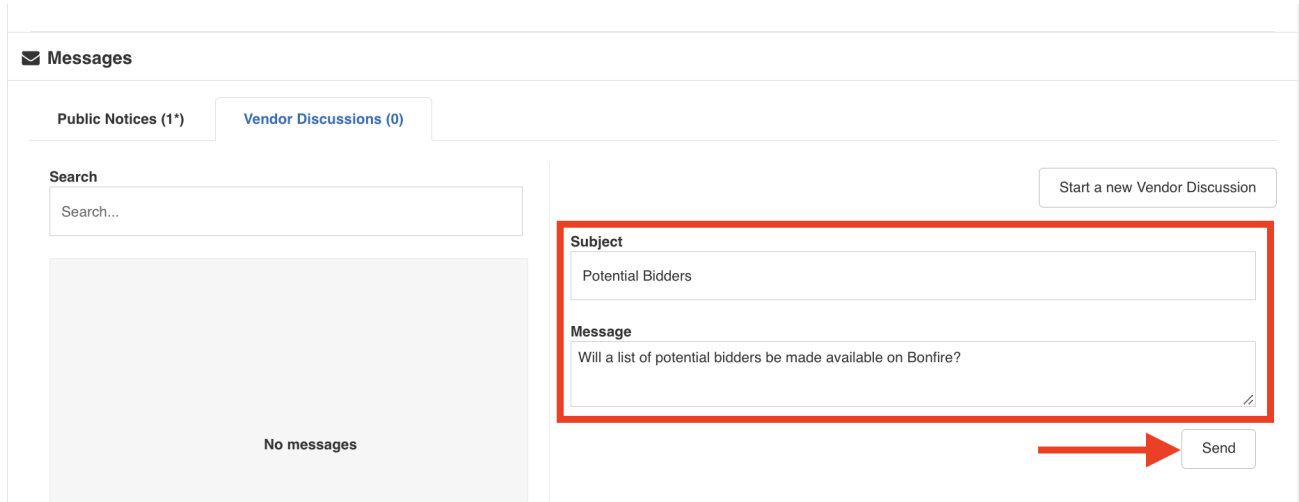
The screenshot shows the 'Project Details' page for 'Food Services'. The project reference number is BT/Q - 15544, and the type is RFQ. The status is 'OPEN'. The open date is Nov 2nd 2020, 1:00 PM EST. The questions due date is 'Never', and an 'Ask a question' button is highlighted with a red box and a red arrow pointing to it. The close date is Dec 1st 2020, 1:00 PM EST, and there are 29 days left. On the right, there is a calendar for November 2020 showing '1p OPEN' on the 2nd, 8th, 15th, 22nd, and 29th.

The screenshot shows the 'Messages' page. There are two tabs: 'Public Notices (1*)' and 'Vendor Discussions (0)'. The 'Vendor Discussions (0)' tab is highlighted with a red box. On the right, there is a 'Start a new Vendor Discussion' button highlighted with a red arrow. Below the button are fields for 'Subject' and 'Message' (with the placeholder text 'Type your Message here') and a 'Send' button. On the left, there is a search bar and a 'No messages' message.

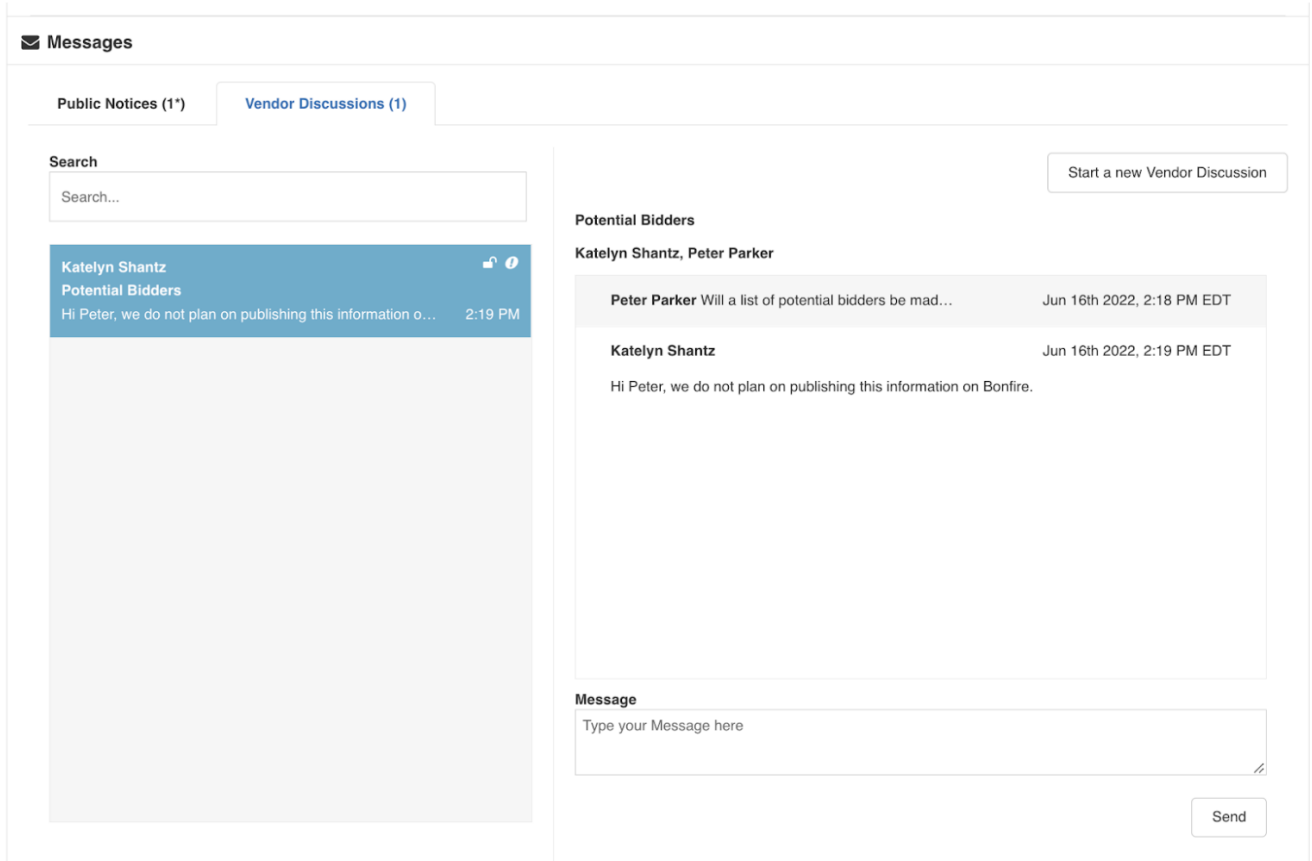
If you don't see the **Vendor Discussions** tab, or the due date for questions has passed, move to **Step 2**.

If **Vendor Discussions** are available, you can click **Start a New Discussion** to begin the process of submitting your questions:

On the right-hand side, be sure you fill out the Subject and type your questions into the Message field. Once finished, click **Send**.



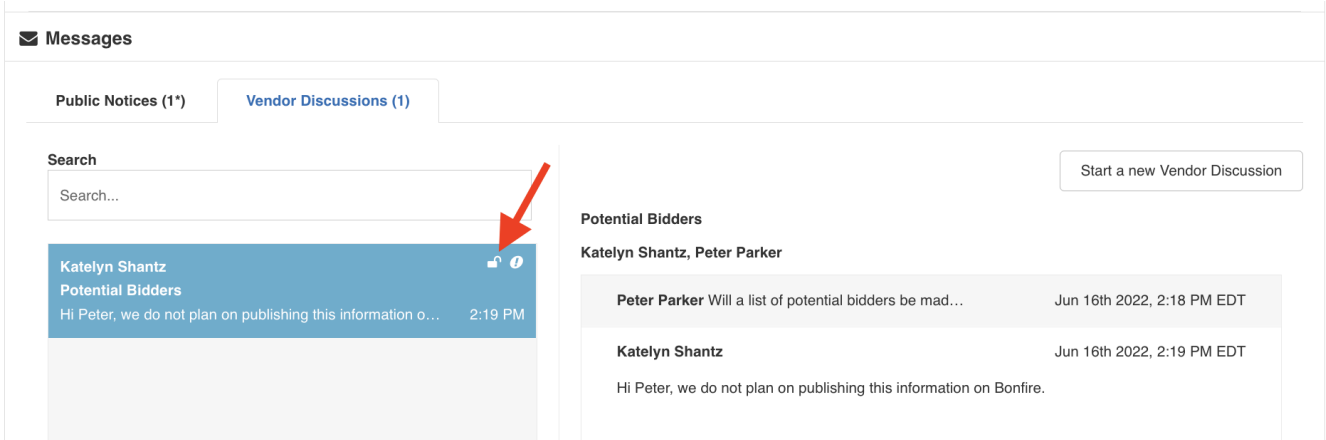
There are multiple ways you might receive a reply to your question. You may receive a direct (non-public) response to your question which will show up under the **Vendor Discussions** tab, in which case you'll receive a notification via email.



In some situations, the Project Owner will post a Public Notice or an addendum/Q&A file to answer multiple vendor questions at once, which can be viewable via the **Supporting Documentation** section on the project page.

What If the Discussion Period Is Closed?

In some cases, Project Owners and Vendors may need to communicate outside of the Discussion period, or in regards to bid details such as multiple stages, or Best and Final Offer scenarios. In these cases, Project Owners can selectively allow vendors to communicate or send documentation. You can check to see whether your conversation thread is still open (meaning you can still message the Buyer) by checking the lock icon. If it is unlocked, you can send a message. If it is locked, you can no longer send messages in that thread.



Step 2: Contact Information via Project Details

If the Discussion period is closed or unavailable, organizations may choose to provide additional contact information in the **Project Details** section.

RFP - 001 - Software Solution RFP

Katelyn Shantz [Back to list](#)

cloud DEMO

Project Details

Project: Software Solution RFP

Ref. #: RFP - 001

Department: Purchasing

Type: RFP

Status: OPEN

Open Date: Jan 18th 2021, 12:00 PM EST

Intent to Bid Due Date: May 12th 2022, 11:30 AM EDT

Questions Due Date: May 11th 2022, 11:30 AM EDT

Contact Information: Katelyn Shantz, example@gobonfire.com, 123-456-7890

Close Date: Oct 19th 2022, 1:00 PM EDT

Days Left: 125

June 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
OPEN						
5	6	7	8	9	10	11
OPEN						
12	13	14	15	16	17	18
OPEN						
19	20	21	22	23	24	25
OPEN						
26	27	28	29	30	1	2
OPEN						

Step 3: Supporting Documentation

If you do not see the **Vendor Discussions** tab, **Contact Information**, or the deadline to ask questions has passed, there may be contact information for the Project Owner available in the **Supporting Documentation** for the Project.

Step 4: Public Information

If you have confirmed that there is no **Vendor Discussion** on the project and you were also unable to find any means of contact information on Bonfire, the next step is to see if their information is posted externally (ex. the organization's website).

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