

Bonfirehub Frequently Asked Questions (FAQ)



The AESO is currently using the Bonfirehub platform to manage the Renewable Electricity Program (REP) Rounds 2 and 3 competitions. *Please note that registration for new users of Bonfirehub is now closed.*

This FAQ is intended to help parties interested in participating in one or both of the two rounds to access the AESO's Bonfirehub platform and navigate through it. A comprehensive list of questions related to how to use the platform is available at: <https://bonfirehub.zendesk.com/hc/en-us/categories/200053566-Respondent-Representatives-Support-Portal>.

Setting up a Bonfirehub Account

1. I just want to review the RFQ and Draft Renewable Electricity Support Agreement (RESA), not participate in the REP Round 2 and/or REP Round 3 procurement. Do I still need Bonfirehub?

No. The RFQ and Draft RESA will be posted on www.aeso.ca/rep on April 27, 2018. Bonfirehub registration is only required for those wanting to participate in the RFQ. Bonfirehub registration will commence April 18, 2018.

2. Is there anything I need to sign in order to be granted access to the REP Rounds 2 and 3 competitions in Bonfirehub?

Yes. Prior to accessing the REP Round 2 or 3 Bonfirehub platform and the SERV-U managed file transfer protocol site (collectively Bonfirehub Site) you will be required to review and sign the Bonfirehub Access and Participant Agreement (BAPA) for the applicable REP round.

The BAPA sets out important information about your use of the Bonfirehub Site. Parties executing the BAPA will need to provide information about the organization or individual executing the BAPA and agree to abide by the rules of the RFQ. Parties intending to participate in both REP Rounds 2 and 3 will be required to submit one executed BAPA for each round. Execution of the BAPA(s) is required in order to view and participate in the REP Rounds 2 and 3 competitions on Bonfirehub.

We encourage you to review these agreements with your legal counsel. Please be advised that the terms of the BAPA are not negotiable.

3. If I sign the BAPA, do I have to participate in the competition?

No. Signing the BAPA does not require you to participate further in the competition.

4. Does signing the BAPA prevent me from participating in the RFQ as part of a team?

No. The BAPA has no impact and places no restrictions on how you choose to form your team to respond to the RFQ.

5. How and when do I register to get access to the Bonfirehub platform?

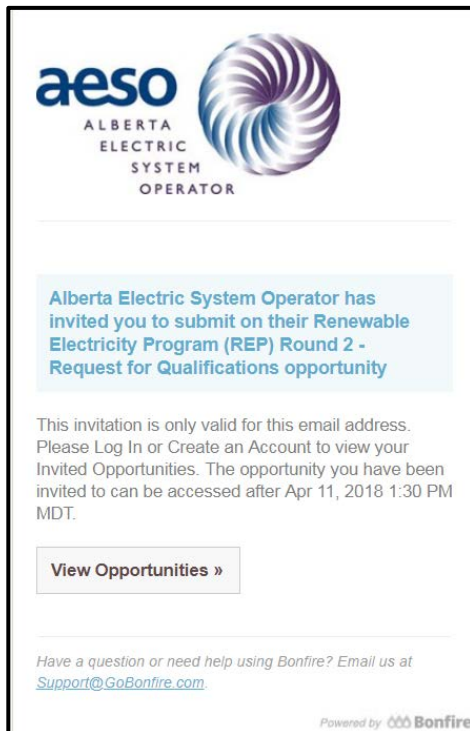
Please follow the simple steps below to submit the completed Bonfirehub Access and Participant Agreement (BAPA) to rep@aeso.ca and register for Bonfirehub.

1. Download the [Bonfirehub Access and Participant Agreement \(BAPA\)](#) from the AESO's website.
2. Execute and submit the completed BAPA(s) to rep@aeso.ca with the email subject line:
 - a) **“Bonfirehub Access Request for [Organization Name] – [REP Round 2]”** – if requesting access only for Round 2
 - b) **“Bonfirehub Access Request for [Organization Name] – [REP Round 3]”** – if requesting access only for Round 3
 - c) **“Bonfirehub Access Request for [Organization Name] – [REP Round 2 and 3]”** – if requesting access for both rounds*

**Please be advised that one BAPA is required for each round.*

3. The User's Representative identified in the BAPA will receive an email from rep@aeso.ca confirming receipt of the signed Bonfirehub Access and Participant Agreement (BAPA).

Following confirmation by the AESO of the executed BAPA(s), the User's Representative will receive an email from No-Reply@gobonfire.com with a message containing “Alberta Electric System Operator has invited you to submit on their Renewable Electricity Program (REP) - Round # [2 or 3] - Request for Qualifications opportunity” (please refer to the sample screenshot below). If the User has indicated that they intend to participate in both Rounds 2 and 3, they will receive two separate emails for the invitation, one per round.



The User's Representative will click “View Opportunities” from the email to be directed to the Bonfirehub registration webpage (if they are not already registered for a Bonfirehub user account). Once registration is completed, the User's Representative will be able to view the applicable competition once the RFQ stage starts on April 27, 2018.

For more information, please refer to the FAQ article here: <https://bonfirehub.zendesk.com/hc/en-us/articles/115009714887-Respondent-Representative-Registration>

6. How many people from my company can register?

A Bonfirehub user profile will be linked to the User executing the BAPA and can only contain one user email for login. If you have multiple individuals at your company who are interested in viewing the competitions, it is strongly recommended that a REP-specific organizational email be used for registration rather than having individuals register in their personal capacity.

For detailed step-by-step instructions for Bonfirehub registration, please refer to the FAQ article here: <https://bonfirehub.zendesk.com/hc/en-us/articles/115009714887-Respondent Representative-Registration>

7. I am not part of a company; can I sign up as an individual?

Yes. Individuals will need to complete the same steps outlined in this FAQ.

8. How can I update my account information?

The User may change the User's Representative information by providing notice of such change to the AESO pursuant to the BAPA. A User can thereafter utilize the Bonfirehub account management tool to update the User's Representative information.

For more information, please refer to the FAQ article here: <https://bonfirehub.zendesk.com/hc/en-us/articles/115012208088-Can-I-add-a-second-email-address-to-my-Respondent Representative-profile->

9. I am locked out of my account, what should I do?

An account will become locked after 50 failed login attempts. From that point on, you must reset your password in order to unlock your account and successfully log in.

For more information, please refer to the FAQ article here: <https://bonfirehub.zendesk.com/hc/en-us/articles/115014215447-Help-I-m-locked-out-of-my-account->

Use of the Bonfirehub platform

10. What will I use the Bonfirehub platform for?

The Bonfirehub platform will be used for RFQ and RFP submissions and communications through the "Messages" tab where you can submit questions to the AESO and also review the AESO's responses.

Please be advised that all questions that require exchanging of file attachments other than the RFQ or RFP submissions will be initiated from the "Opportunity Q&A" feature in Bonfirehub, and performed via a password-protected URL from a file attachment tool known as SERV-U.

11. Other than submitting the RFQ or RFP submissions via the Bonfirehub platform, how can I exchange file attachments with the AESO?

SERV-U Managed File Transfer tool is a server-based solution that provides secure FTP-based file transfer capability. The solution provides a web-based user interface, uses a unique temporary URL for file transfers and supports the use of user-defined passwords for added security.

The following major browsers are supported with the basic web client, for file management and for web administration purposes:

- Microsoft Internet Explorer 8.0+
- Mozilla Firefox: latest two versions
- Safari 5 and 7
- Google Chrome: latest version
- Mobile browser

For further information on the minimum system requirements, please refer to the link below:
<http://www.solarwinds.com/documentation/serv-u/default.htm#ServUMinimumRequirements.htm>

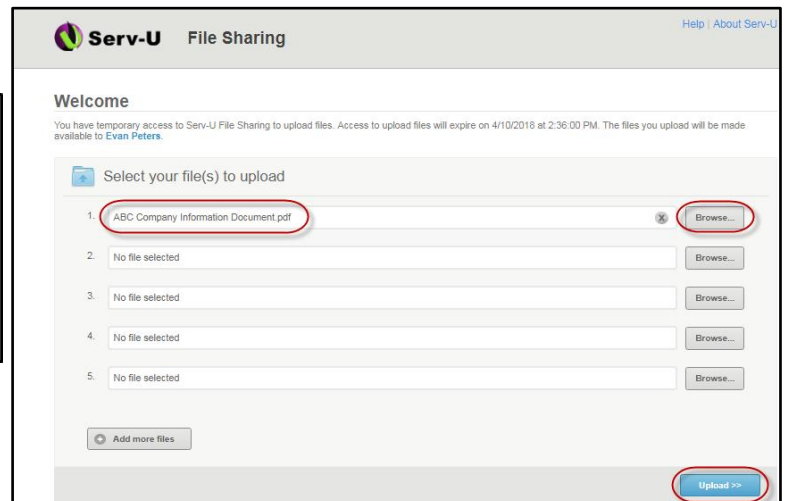
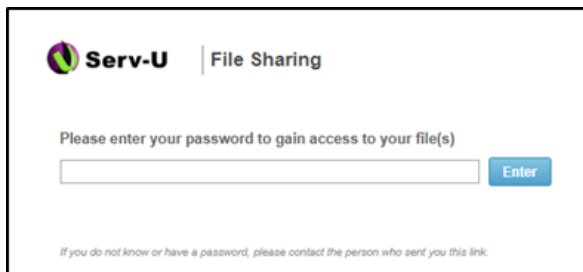
Please refer to and follow the AESO’s protocol below to upload and download files other than RFQ or RFP submissions.

A) User’s Representative uploading files other than RFQ or RFP submissions as part of a communication with attachment(s) in Bonfirehub

1. AESO requests file(s) from the User’s Representative OR the User’s Representative requests to the AESO Competition Project Owner that a file attachment needs to be sent as a part of a clarification. In both cases, the messages will happen via the Opportunity Q&A feature.
2. The User’s Representative provides a **unique password** to the AESO Competition Project Owner via the Opportunity Q&A feature.

The AESO recommends that the User’s Representative use the following standards when creating a password:

- Use a minimum of 8 characters
 - Use a combination of character types including upper and lower case letters
 - Use numbers or special characters
 - Do not use simple or easy to discern passwords
3. AESO uses this password identified by the User’s Representative to send a password-protected URL via the Opportunity Q&A feature to the User’s Representative to upload applicable file attachments.
 4. The User’s Representative enters the password that they requested to upload the file attachments (see sample screenshots below).



5. User's Representative notifies the AESO via the Opportunity Q&A feature that the **final** file upload in SERV-U is complete.
6. When AESO receives this message from the User's Representative, AESO will download the documents that have been uploaded by the vendor. After doing so, AESO will terminate the link and the User's Representative will no longer have access to upload files to the same link

B) User's Representative downloading file attachments as a part of a communication with attachment(s) in Bonfirehub

1. AESO requests the User's Representative to provide a unique password via the Opportunity Q&A feature to send file(s) for the User's Representative to download via SERV-U tool.
2. The User's Representative provides a unique password to the AESO via the Opportunity Q&A feature.
3. AESO uses this password identified by the User's Representative to send a password-protected URL via the Opportunity Q&A feature to the User's Representative to download applicable file(s) via SERV-U.
4. The User's Representative enters the password that they provided to download the file attachments.

Upload of Information/Security of Information

12. How secure is the information/documents that I've uploaded?

The AESO has completed a rigorous security and risk assessment of the Bonfirehub platform and the SERV-U tool and is satisfied that both the platform and the tool provide appropriate security measures for REP Round 2 and Round 3 Procurements.

For details on security of your submissions, please refer to the FAQ article here:

<https://bonfirehub.zendesk.com/hc/en-us/articles/200531186-How-do-I-know-my-submissions-will-be-secure->

13. Is Bonfirehub support available 24x7?

For details on Bonfire's technical support team availability/assistance, please refer to the FAQ article here: <https://bonfirehub.zendesk.com/hc/en-us/articles/115014938908-What-are-your-hours-of-operation-How-do-I-contact-you->

14. Who do I contact to troubleshoot the SERV-U tool?

Please send a message to the AESO via the Bonfirehub Opportunity Q&A feature. The AESO will respond during business hours.

15. Can a single Bonfirehub account have multiple sessions open at the same time?

To improve security, a single Bonfirehub account cannot have multiple sessions open at the same time. If you attempt to log into your account while another session is active on another device, the original session will end.

For more information, please refer to the following article here: <https://bonfirehub.zendesk.com/hc/en-us/articles/115015721368-Single-Session-and-Account-Lockout>

Use of Bonfirehub for REP Rounds 2 and/or 3 submissions

16. Will I need to upload my submissions to the Bonfirehub platform?

Yes. Submissions must be uploaded electronically via Bonfirehub to participate in Round 2 and/or Round 3. Please be advised that RFQ or RFP submission documents are different from the attachments that will be exchanged via the SERV-U tool.

17. If I subsequently decide to form a Respondent team, does the user account indicated in the BAPA need to match the Respondent team for the purposes of submissions?

No. A member of the Respondent team may utilize its user account to submit on behalf of the Respondent team.

18. If I have questions about my participation in the competition and/or the competition documents, what should I do?

Please log into Bonfirehub and click the applicable REP competition portal (REP Round 2 or 3). On the Details page, scroll down to the Messages heading and select the Opportunity Q&A tab to enter your question(s).

For more information, please refer to the following article here: <https://bonfirehub.zendesk.com/hc/en-us/articles/115015333227-How-do-I-contact-the-Buyer-Project-Owner->

19. What happens if I miss the deadline for uploading my RFQ or RFP submissions or asking questions?

The Bonfirehub Opportunity Q&A feature tracks information about who submits questions and submission documents and when they are submitted.

The AESO must **receive** all information before the deadlines stated in the competition documents.

20. Can I start my submission then resume it later?

Bonfirehub automatically saves your progress as you work, so you will not see a save button. For detailed step-by-step instructions with screenshots, please refer to the following article here: <https://bonfirehub.zendesk.com/hc/en-us/articles/215051718-Can-I-start-my-submission-then-resume-it-later-Work-In-Progress-submissions->

21. How do I know I have successfully uploaded all of my submissions? Will there be a confirmation email?

Once your upload completes, you will receive an automated email notification from Bonfirehub confirming that your content has been uploaded.

22. I finalized my submission but would like to change the files uploaded.

Bonfirehub provides for the ability to revise, withdraw, and re-submit as many times as needed as long as it is prior to the competition submission deadline.

For detailed step-by-step instructions with screenshots on how to withdraw and/or revise your submissions, please click here: <https://bonfirehub.zendesk.com/hc/en-us/articles/200531216-I-finalized-my-submission-but-would-like-to-change-the-files-uploaded>

23. How long does it typically take to upload a submission to Bonfirehub (from beginning to finish)?

Upload time is dependent on your internet connection speed and the size of file being uploaded. Most high speed internet connections will complete an upload in seconds.

24. Is access to Bonfirehub permitted even if I did not participate in the RFQ?

No. Access to Bonfirehub was available during the RFQ stage to those who requested it and completed the necessary steps. Registration for Bonfirehub is now closed.