

IMPORTANT NOTICE FROM THE HONOLULU BOARD OF WATER SUPPLY

Effective Monday, September 11, 2023, the Board of Water Supply (BWS) will be sending all contracts and contract Change Orders/ Amendments/ Modifications to Contractors, Consultants, and Vendors via email to be signed electronically using Adobe Sign.

Please email the BWS Procurement Office as soon as possible at FN_Procurement@hbws.org and provide the following information:

1. The email address that you would like the documents to be emailed to for your company.
2. The name, email address, and phone number of all authorized individuals who may be completing the electronic signing process.
3. The BWS Procurement Office will email the documents to a general email address such as “Info@”, **HOWEVER**, the document must then be delegated to the authorized individual who will electronically sign the document. The email address for the authorized individual must be a specific email account that matches the individual's signature (e.g., document is emailed to Info@contractor.com. The document is then delegated to Jdoe@contractor.com, and John Doe completes the electronic signing process).

An Adobe Sign User Overview is available and may be viewed/downloaded on the BWS Procurement website at:

<https://www.boardofwatersupply.com/procurement>

The following is the general process for the electronic signatures:

- The email sent by the BWS Procurement Office will be from “Adobe Sign on behalf of FN_Procurement.” It is not a spam or virus email.
- Please complete the electronic signing process within ten (10) business days from the day that the email is received by your company.
- The email will indicate what, if any, documents are required to be uploaded to complete the electronic signing process.
- A red asterisk * identifies mandatory fields that must be completed (signed or an attachment uploaded) to complete the electronic signing process.
- Once you have successfully completed the signing process, the individual who electronically signed the document will receive an email confirming that they have successfully signed the document however, **the document is not fully executed until a BWS representative signs the document.** If you don't receive an email confirming that you have successfully signed the document, please contact the BWS Procurement Office.
- A copy of the fully executed document will be provided to you for your files.
- Please note, if bonds are required, after attaching a copy to the Adobe Sign document, the original bonds need to still be mailed to the BWS Procurement Office at the address listed on the Transmittal Memorandum or Award Letter.

If you have other questions, please contact us via email at FN_Procurement@hbws.org, or phone: (808) 748-5071.