

NOTICE TO BIDDERS

SEALED BIDS for **SERVICE BID NO. 2026-17, FURNISHING CALL CENTER SERVICES (ON AN AS-NEEDED BASIS)** for the Department of Water Supply, County of Hawai'i, State of Hawai'i, for a contract period starting **September 1, 2026, to June 30, 2029**, will be received **ELECTRONICALLY** and recorded immediately via the Public Purchase System on **August 6, 2026, at 2:00 p.m.** All bids shall be submitted electronically via the Public Purchase System, otherwise the bids shall not be considered. Bids received after the time fixed for opening will not be considered.

This procurement consists of paying for all labor, telephony infrastructure, communication software, secure data systems, and applicable taxes necessary to provide comprehensive inbound call answering and message relay services to the Department of Water Supply, County of Hawai'i.

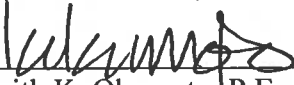
Upon registration, forms of specifications, instructions, terms and conditions, and proposal may be obtained from the Office of the Manager-Chief Engineer, through PUBLIC PURCHASE (www.publicpurchase.com), an e-procurement system.

The bidder's attention is directed to the following:

The Department of Water Supply reserves the right to reject any and/or all bids, and to waive informalities. All potential offerors are advised that the Department of Water Supply, County of Hawai'i reserves the right to reject any offer which does not follow these instructions.

Dated at Hilo, Hawai'i, this 14th day of July 2026.

BY AUTHORITY OF THE DEPARTMENT OF
WATER SUPPLY, COUNTY OF HAWAI'I



Keith K. Okamoto, P.E., Manager-Chief Engineer

The Department of Water Supply is an Equal Opportunity Provider and Employer

Posted on the Internet on July 14, 2026 at:

Public Purchase, Electronic Procurement System (www.publicpurchase.com)

State of Hawai'i, Hawai'i Awards & Notices Data System (HANDS): (<https://hands.ehawaii.gov/hands/>)

Department of Water Supply website (<http://www.hawaiidws.org>)