For technical support with eOffer and eMod, please contact the eOffer/eMod Help Desk at 1-866 472-9114 or eoffer@gsa.gov. Additionally, for more information about the signature process in eOffer, please visit the Signature Process Overview on the eOffer Help Center.
Background:

Starting **November 30, 2020**, DocuSign will replace Silanis as the method of digital signature in eOffer and eMod. This transition will only impact a few pages within the applications, and the overall functionality and user experience remains the same. This process overview document includes instructions for both eOffer and eMod.

Signing Process Instructions & Updates:

**Offeror Instructions for eOffer:**

Please use the provided directions to complete the Offeror signing process. *Please note that the directions documented in RED remain the same, with the DocuSign changes occurring at the end of the package signing process (steps 6 - 8). For more information about the signature process in eOffer, please visit the Signature Process Overview on the eOffer Help Center.*

1. Upon award of the contract, the Contracting Officer/Contract Specialist will create a contract package to be approved and signed by the Offeror. The eSignature notification will be sent to the Offeror in the form of an email with instructions to review and sign the proposal.

Users will receive an email notification to eSign the Contract Package.

2. After the login process is complete, the My eOFFERS page will be displayed.

   **Key Concept:** If your offer contains set-aside and non-set aside SINS, you will see two contract packages (one for each type of SIN).

3. The package created by the CO/CS will be displayed under Signed eOffers. You may ‘View Offer’, ‘View Package’, or ‘Sign Package’.
Users may view the offer, sign the package, or view the package.

4. To sign the package, click **Sign Package**. The **Sign Contract** screen will be displayed.
Click ‘Sign Package’.

5. Click the Review link for each document that needs to be reviewed. After the documents have been reviewed, click the checkbox to confirm and then click Continue.

![Image of reviewed documents]

Review the contract documents, confirm your review, and click ‘Continue’.

6. You will be directed to an E-Signature Consent page where upon clicking the Accept button, you will be directed to your SF-1449 form in DocuSign.

![Image of E-Signature Consent]

Click ‘Accept’ on the E-Signature Consent Page

7. When in DocuSign, click START and you will be directed to the signature block where you can click to fill in your name/signature.
Click ‘START’ to be brought to your signature block

Click the box to populate your signature.

8. After your signature appears, click **FINISH** at the top right of the screen and you will be directed to the *Sign Success* page. At this point, you may exit the application.

**NOTE:** If you decide to “decline to sign”, DocuSign will close and your offer will be sent back to the Contracting Officer for corrections. Your CO will be notified and the offer will have to go through the submission and signature process again.
9. If you return to the *My eOffers* page, the ‘Status’ of the contract package will change to *Vendor Signed*. The CO/CS will receive a notification that the contract is ready for signature.

The status will change to *Vendor Signed*.

10. Once the CO/CS has signed the package, the ‘Status’ will change to *Package Signed*. A notification email will be sent to the Offeror stating the award letter will be mailed. Also, adjacent to the ‘View Package’ you will see the ‘Download Package’ button.
Once the CO/CS has signed the package, you will be able to View and Download the package.

**Caution:** instances when there are multiple offers, where there exists both set-aside and non-set-aside contracts, the ‘Download Package’ button will not be displayed until the Offeror and CO/CS have signed BOTH the set-aside and non-set-aside contract packages.
Contractor Instructions for eMod:

Please use the provided directions to complete the Contractor signing process. Please note that the directions documented in RED remain the same, with the DocuSign changes occurring at the end of the modification signing process (steps 4 - 7):

After the modification(s) has been approved by the Contracting Officer, the mod will appear within the Signed Modifications category with the "Status" indicating Ready for Vendor eSign.

1. Choose the appropriate action based on whether the mod or the Package should be viewed or the Package should be signed.

2. If ready to sign, click **Sign Package**.

   ![eisgn_001.jpg](image)

   When the mod status shows it is ready to be signed, click the 'Sign Package' button.

3. Review the document(s) by clicking the **Review** buttons, check the box confirming that the contract has been reviewed and click **Continue**.

   ![eisgn_001.jpg](image)
Review the contract and confirm to continue

4. When presented with the *E-Signature Consent* dialogue, click **Accept** to continue.

![E-Signature Consent](esign_002.jpg)

Click ‘Accept’ to continue.

5. When in DocuSign, click **START** and you will be directed to the signature block where you can click to fill in your name/signature.

![DocuSign](docusign_emod_001.jpg)

Click ‘START’ to return to your signature block
Click the box to populate your signature.

6. After your signature appears, click **FINISH** at the top right of the screen and you will be directed to the **Sign Success** page. At this point, you may exit the application.

**NOTE:** If you decide to “decline to sign”, DocuSign will close and your modification will be sent back to the Contracting Officer for corrections. Your CO will be notified and the modification will have to go through the submission and signature process again.

**Sign Success Page**

7. If you return to the **Signed Modifications** section the status of the eMod will change to “Awaiting CO esign”. Once the CO signs, the contract package will be available for download.

**Signed Modifications** section.