NEIL ABERCROMBIE
GOVERNOR

SARAH ALLEN
ADMINISTRATOR

STATE OF HAWAII
STATE PROCUREMENT OFFICE

P.O. Box 119
Honolulu, Hawaii 96810-0119
Telephone: (808) 587-4700
e-mail: state.procurement.office@hawaii.gov
http://hawaii.gov/spo

February 26, 2014

TO:

Executive Department/Agencies
(Excludes Department of Education (DOE) and its Charter Schools)
Hawaii Health Systems Corporation (HHSC) (Excludes Regional System Boards and Hospitals)
Office of Hawaiian Affairs (OHA)
University of Hawaii (UH)
House of Representatives (House)
Senate
Judiciary

City and County of Honolulu
(C&C of Honolulu)
Honolulu City Council
Honolulu Board of Water Supply
Honolulu Authority for Rapid Transportation (HART)
County of Hawaii
Hawaii County Council
County of Hawaii-Department of Water Supply
County of Maui
Maui County Council
County of Maui-Department of Water Supply
County of Kauai
Kauai County Council
County of Kauai-Department of Water

FROM: Sarah Allen
Administrator

SUBJECT: **Change No. 5**
SPO Vendor List Contract No. 11-10
WSCA FACILITIES MAINTENANCE REPAIR & OPERATION (MRO)-STATEWIDE
Expires February 28, 2017
WSCA # 1862

The following changes are made to the subject vendor list contract:

- Extend contract term through February 28, 2017.
- Agency Instructions-Price Quotes and Consideration of Quotes replaces Minimum Number of Quotations and Consideration of Quotations. Refer to pages 3 and 4.
- The General Excise Tax (GET) shall not exceed 4.166% for Maui, Kauai and Hawaii. The GET is not applied to shipping or delivery charges.
- Add *Note: customer responsible for all fees associated with internet hardware installation and monthly service fees charged by internet service provider* to FAST Solutions (FVS) Rapid Deployment Process on page 14.
- Lisa Ishibashi and Scott Sato are the new point of contact for the Kauai County Council.

The current contract incorporating Change No. 5 is available on the SPO website: http://hawaii.gov/spo. Click on *Price List and Vendor List Contracts* at the main menu.

If you have any questions, please contact Stanton Mato at (808) 586-0566 or stanton.d.mato@hawaii.gov.

STATE OF HAWAII
STATE PROCUREMENT OFFICE

SPO Vendor List Contract No. 11-10
Replaces SPO Vendor List Contract No. 07-09
Includes Change No. 5
Revised 02/25/2014

WSCA-NASPO
FACILITIES MAINTENANCE REPAIR & OPERATION (MRO) - STATEWIDE
(WSCA #1862)
May 1, 2011 to February 28, 2017

INFORMATION ON WSCA-NASPO

The State of Hawaii is a member of the Western States Contracting Alliance (WSCA) – National Association of State Procurement Officials (NASPO), a multi-state contracting consortium of state governments including local governments. WSCA-NASPO seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Nevada is the current lead agency and contract administrator for the WSCA-NASPO Facilities Maintenance Repair & Operation (MRO) contract. A request for competitive sealed proposals was issued on behalf of the WSCA-NASPO Cooperative Purchasing Organization, LLC and contracts were awarded to eight (8) qualified Contractors. The State of Hawaii signed a Participating Addendum with three Contractors.

The purpose of this contract provides heating, ventilation, air condition/refrigeration (HVAC); lamps, ballasts and fixtures; material handling repair; motor and accessories; fasteners; outdoor garden supplies and equipment; plumbing; power tools and accessories; hand tools; air filters; cleaning; security; electrical repairs and equipment; batteries and flashlights; paint and accessories; pneumatic tools; safety; welding and soldering.

For additional information on this contract, visit the WSCA website at www.aboutwsca.org.

PARTICIPATING JURISDICTIONS listed below have signed a memorandum of agreement with the SPO and are authorized to utilize this vendor list contract.

Executive Departments/Agencies
(Excludes DOE and its Charter Schools)
HHSC
(Excludes Regional System Boards and Hospitals)
OHA
UH
House
Senate
Judiciary

C&C of Honolulu
Honolulu City Council
Honolulu Board of Water Supply
HART
County of Hawaii
Hawaii County Council
County of Hawaii-Department of Water Supply
County of Maui
Maui County Council
County of Maui-Department of Water Supply
County of Kauai
Kauai County Council
County of Kauai-Department of Water

The participating jurisdictions are not required but may purchase from this vendor list contract, and requests for exception from the contract is not required. Participating jurisdictions are allowed to purchase from other contractors; however, HRS chapter 103D, and the procurement rules apply to purchases using the applicable procurement method and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources is at the discretion of the participating jurisdiction.

POINT OF CONTACT. Questions regarding the products listed, ordering, pricing and status should be directed to the contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Telephone	Fax	E-mail
Executive (Excludes DOE and its Charter Schools)	Stanton Mato	586-0566	586-0570	stanton.d.mato@hawaii.gov
HHSC (Excludes Regional System Boards and Hospitals)	Joe Evanoff	733-4168	733-4460	jevanoff@hhsc.org
OHA	Emmit Ford	594-1815	594-1865	emmittf@oha.org
UH	Matthew Chow Karlee Hisashima	956-2765 956-8687	956-2096 956-2093	chowmatt@hawaii.edu karlee@hawaii.edu
House	Brian Takeshita	586-6423	586-6401	takeshita@captiol.hawaii.gov
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Newton Sakamoto	538-5805	538-5802	newton.t.sakamoto@courts.state.hi.us
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfpurchasing@honolulu.gov
Honolulu City Council	Clayton Wong	768-5084	768-5011	cwong@honolulu.gov
Honolulu Board of Water Supply	Vicki Kitajima	748-5151	550-9193	vkitajima@hbws.org
HART	Paula Youngling	768-6241	587-6080	pyoungling@honolulu.gov
County of Hawaii	Jeffrey Dansdill	961-8440	961-8248	jdansdill@co.hawaii.us
Hawaii County Council	Jeffrey Dansdill	961-8440	961-8248	jdansdill@co.hawaii.us

Jurisdiction	Name	Telephone	Fax	E-mail
County of Hawaii-Department of Water Supply	Ka'iulani L. Matsumoto	961-8050 x224	961-8657	kmatsumoto@hawaiidws.org
County of Maui	Greg King	270-7488	270-7138	greg.king@co.maui.hi.us
Maui County Council	Ross Izumigawa	270-7661	270-7686	ross.izumigawa@mauicounty.us
County of Maui-Department of Water Supply	Kenneth L. Bissen Holly Perdido	270-7684 270-7684	270-1736 270-1736	ken.bissen@co.maui.hi.us holly.perdido@co.maui.hi.us
County of Kauai	Florence Kakuda	241-4294	241-6297	fkakuda@kauai.gov
Kauai County Council	Lisa Ishibashi Scott Sato	241-4820 241-4810	241-6349 261-6349	lishibashi@kauai.gov ssato@kauai.gov
County of Kauai-Department of Water	Fay Tateishi	245-5423	245-5813	ftateishi@kauaiwater.org

USE OF PRICE LIST CONTRACT BY NONPROFIT ORGANIZATIONS. Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO vendor lists contracts.

A listing of these nonprofit organizations is available at the SPO website: http://hawaii.gov/spo. Click on *Doing Business with the State > SPO Programs Open to Qualifying Non-Profit Organizations.*

If interested, these nonprofits will contact the vendor to obtain concurrence on their participation.

If a nonprofit wishes to purchase from a SPO vendor list contract, the nonprofit must obtain approval from each vendor, i.e., participation must be mutually agreed upon. A vendor may choose to deny participation by a nonprofit. Provided, however, if a nonprofit and vendor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than a SPO vendor list contract vendor.

VENDORS. The vendors listed below are authorized to provide facilities maintenance repair & operation services. They have signed a Master Agreement with the State of Nevada and a Participating Addendum with the Hawaii State Procurement Office.

Company Name
Fastenal Company
MSC Industrial Supply Company
W.W. Grainger, Inc.

AGENCY INSTRUCTIONS – PRICE QUOTES

1. Agency shall obtain one (1) price quote for expenditures under $5.000.

2. For expenditures of $5,000 or more, agency shall obtain a minimum of two (2) price quotes from two different vendors.

3. Personnel conducting or participating in utilizing this Price/Vendor List Contract is responsible to complete for SPO-010, *Record of Procurement* when an award is for $5,000 or greater (based on a one-time purchase or annual spend). All non-responsive

vendor(s) and related pertinent information to this procurement shall be notated in Part C. The completed and properly signed (personnel with delegated authority) copy of the SPO-010 shall be kept in the procurement/contract file.

CONSIDERATION OF QUOTES: Agencies shall consider all responsive and responsible quotes received. An award shall be made to the vendor(s) offering the lowest price. If the lowest price does not meet the agencies specification requirement, the award may be made to the vendor(s) whose offer represents the best value to the agency. Best value means the most advantageous offer determined by evaluating and comparing all relevant criteria in addition to price so that the offer meeting the overall combination that best services the agency is selected. These criteria may include, in addition to others, the total cost of ownership, performance, history of the vendor, quality of goods, services, delivery and proposed technical performance.

LEASE AGREEMENTS are not authorized by this vendor list contract.

WSCA PRODUCT CATEGORIES

- Air Filters, Lamps, Ballasts and Fixtures, Cleaning Products, Material Handling (Shelves, Carts), Security, Motors and Accessories, Electrical Equipment, Fasteners, Batteries and Flashlights, Outdoor Garden Supplies and Equipment, Paint and Accessories, Plumbing, Pneumatic Tools, Power Tools and Accessories, Safety Equipment and Accessories, Hand Tools, Welding and Soldering Equipment, Heating, Ventilation, Air Conditioning/Refrigeration (HVAC).

VENDOR CODES for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

VENDOR COMPLIANCE. Prior to awarding a contract, the SPO verified compliance of the contractor with all laws governing entities doing business in the State pursuant to HRS §103D-310(c), and SPO will monitor compliance throughout the term of the contract via *Hawaii Compliance Express (HCE).* Therefore, purchasing agencies are not required to verify vendor compliance prior to issuing a purchase order or a pCard payment.

PURCHASING CARD (pCard). The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive departments/agencies, excluding HHSC, OHA and UH for orders totaling less than $2,500. For purchases $2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

PURCHASE ORDERS may be issued for purchases $2,500 or more, and for vendors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment, or charge its customers a transaction fee for the usage.

SPO VL Contract No. 11-10 and the **WSCA Contract No. 1862** shall be typed on purchase orders issued against this vendor list contract. For pCard purchases, the SPO VL Contract No. 11-10 and the WSCA Contract No. 1862 shall be notated on the appropriate transaction document.

GENERAL EXCISE TAX. The Hawaii General Excise Tax (GET) shall not exceed 4.712% for the island of Oahu and 4.166% for Maui, Kauai and Hawaii. The GET is not applied to shipping or delivery charges.

PAYMENTS are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. Payments may also be made via pCard.

VENDOR AND PRODUCT EVALUATION form SPO-012, for the purpose of addressing concerns on this vendor list contract is available to the agencies at the SPO website: http://hawaii.gov/spo. Click on *SPO Forms* under the Toolbox/QuickLinks menu.

VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: http://hawaii.gov/spo. Click on *Price List and Vendor List Contracts* at the main menu.

Sarah Allen
Administrator

W.W. Grainger, Inc.

Business Address	Remittance Address	Vendor Code#
W.W. Grainger, Inc.	Grainger	276597-08
2833 Paa Street	DEPT. C-PAY	
Honolulu, HI. 96819-4406	Palatine, IL. 60038-0001	

All Islands

Contact Person:	Kevin Vegas
Phone:	(808) 423-0028
Toll Free:	(877) 423-0028
Fax:	(808) 423-0031
Email:	kevin.vegas@grainger.com

Hilo, Kona & Hawaii County / Maui & Maui County

Contact Person:	Warren Aihara
Phone, Toll Free, Fax No.:	Same for "All Islands"
Email:	warren.aihara@grainger.com

Kauai & Kauai County

Contact Person:	Danny Matsuura
Phone, Toll Free, Fax No.:	Same for "All Islands"
Email:	danny.matsuura@grainger.com

City & County of Honolulu

Contact Person:	Nathan Higashida
Phone, Toll Free, Fax No.:	Same for "All Islands"
Email:	nathan.higashida@grainger.com

PLACING ORDERS WITH W.W. GRAINGER, INC. Agencies have the option of placing orders by phone, fax, mail, walk-in, will call/counter or online at www.grainger.com

- Phone, Fax or Mail: See vendor information above
- Walk In: Purchase may be made at 2833 Paa Street.
- Will Call/Counter: Purchase may be made at 2833 Paa Street

AGENCY REGISTRATION, LOG ON & ORDERING VIA ONLINE at www.grainger.com.

REGISTRATION INSTRUCTIONS FOR AGENCIES WITH ASSIGNED GRAINGER ACCOUNT NUMBER

Note: Fields with an asterisk (*) are required fields.

1. Go to www.grainger.com.
2. Click the Register link on grainger.com.
3. Click the radio button, *My organization already has an account, and I have the account number*. Type your agency account number and click *Begin Registration.*
4. Enter your agency Account Information, click the appropriate radio buttons and make your selection using the dropdown arrow. Click the *Continue to Step* 2 button.

5. Enter your agency Organization and Contact Information, click the appropriate radio buttons and make your selection using the dropdown arrow. Click the *Register* button.
6. The Thank You for Registering Online screen is displayed and the Registration procedure is complete. You may now place orders on www.grainger.com. See below for ordering instructions for agencies.
   Note: In some instances you may get a Security Notice that indicates extra time is needed to properly register your account. In this instance you may contact Grainger.com Customer Service at 888-361-8649 for assistance.

REGISTRATION INSTRUCTIONS FOR AGENCIES WITHOUT ASSIGNED GRAINGER ACCOUNT NUMBER (2 OPTIONS)

Note: Fields with an asterisk (*) are required fields.

Option 1:

1. Go to www.grainger.com.
2. Click the Register link on grainger.com.
3. Click the radio button, *I am a new customer*, and click *Begin Registration.*
4. Enter your agency Account Information & Contact data, click the appropriate radio buttons and make your selection using the dropdown arrow. Click the *Continue to Step* 2 button.
5. Enter your agency Organization and Contact Information, click the appropriate radio buttons and make your selection using the dropdown arrow. Click the *Register* button.
6. The Thank You for Registering Online screen is displayed and the Registration procedure is complete. You may now place orders on www.grainger.com. See below for ordering instructions for agencies.
   Note: As a first time registration, you may see a security message that indicates you must purchase via credit card until your account is properly aligned to your contract. This usually takes 24 to 48 hours. In this instance you can call Grainger.com Customer Service at 888-361-8649 for assistance**.**

Option 2:

1. Call Grainger Customer Service at (808) 423-0028 to create an Account Number for your agency.
2. Once you receive your Account Number, follow the instructions above for Agencies with Assigned Grainger Account Number.

INSTRUCTIONS FOR AGENCIES TO LOG ON TO GRAINGER.COM

1. Click the *Sign In* link on the grainger.com Home Page.
2. Type your User ID and Password and Click the *Sign In* button.

ORDERING INSTRUCTIONS FOR AGENCIES

When creating orders on Grainger.com you can use a variety of ways to locate products and add them to their order. During the order process, items can be easily added, altered, or removed before checking out. Once the order is created, the Order Form provides a descriptive breakdown of the items purchased.

1. Type the **name of the product** in the **Search** field and click the **Search** button.
2. Click the **Add to Order** button.
   Note: The item is already selected and the quantity defaults to 1.

Result: The **Order Form – Item Added** window is displayed. From here, you can go to the **Order Form** or continue shopping.

3. Use the following table to determine your **next step.**
   Result: The **Order Form** is displayed and provides an itemized list of the product(s) in the order. You can make changes to your order. You can also continue to shop if you want to add additional products to your purchase.
4. Click the **Checkout** button.
   Note: The area in the red box is optional for standard Grainger.com customers but may be required for your agency or department.
5. Click the dropdown arrow in the **Delivery Method** field and select a **delivery method.**
   Note: In this example **Ship** is selected.
   Result: The **Select Delivery Info** screen is displayed. You only have to select the shipping destination the first time you order. After that, the site will remember your default shipping information.
6. Click the **checkbox** to select your default setting.
7. Click the dropdown arrow in the **Final Shipping Destination** field and select the **shipping destination.**
   Note: The **My Contact Address** is the address used during registration. During registration, if you checked the checkbox to that reads "save this contact address as my default shipping address" this step will not be required unless you want to use another shipping address.
   The **Enter New Destination** selection allows you to enter new shipping addresses as needed. All addresses added are stored in this menu for future use.
8. Click the checkbox in the **Use this as my default final shipping destination** field. This saves the shipping address for future orders. Click the **Save** button.
   Important: Standard Shipping is prepaid via UPS Ground or equivalent. If your agency changes the shipping setting, W.W. Grainger, Inc. is not responsible for the freight charges.
9. Click the dropdown arrow in the **Payment Method** from the menu and select a **payment method.**
10. Click the **checkbox** in the **Use this as my default payment method** and click the **Save** button.
11. Review the order and click the **Continue** button.
12. Review the order and click the **Submit Order** button.
    Result: An **Acknowledgement** screen is displayed to confirm your order. Customers also receive a confirmation memo through an e-mail message. The procedure for entering an order is complete.

W.W. GRAINGER PRICING

- 12% to 45% off catalog pricing for WSCA Product Categories.
- Minimum 10% off catalog pricing for non WSCA Product Categories.

W.W. GRAINGER SHIPPING INFORMATION

- Shipping point is FOB Destination for standard delivery.
- W.W. Grainger, Inc. will notify agency of applicable shipping charges if the agency request shipment to be expedited or request special handling requirements.

W.W. GRAINGER DELIVERY TIME FRAME

- In-Stock Item: Within 1 to 2 business days after acceptance of purchase order.
- In-Stock Item (Bulky, Oversized or Hazmat Item): 3 to 5 business days after acceptance of purchase order.
- Non-Stock Item: 3 to 10 business days after acceptance of purchase order.
- For vendor direct orders, out of stock and special orders, W.W. Grainger, Inc. will quote delivery lead times to agency on a case-by-case basis.

W.W. GRAINGER PRICE LIST IS COMPRISED OF:

- All products included in the Grainger Current General Catalog Offering.
- All products included on Grainger.com.
- All product offered by Grainger Parts and Sourcing (Special Orders).
- All safety and security products related to Grainger's emergency preparedness program.
- Grainger KeepStock.
- Grainger Consulting Solutions.
- Grainger eCommerce Solutions, including EDI, Punchout, and ERP connection.
- Grainger's Green Program.
- Grainger's Custom Products Center.

MSC Industrial Supply Company

Business Address	Remittance Address	Vendor Code#
MSC Industrial Supply Company	MSC Industrial Supply Company	313781-00
75 Maxess Road	Dept. CHOO75	
Melville, NY. 11747	Palantine, IL. 60055-0075	

All Islands

Contact:	MSC Support Desk
Phone:	(888) 672-9722
Fax:	(800) 753-7937
Email:	wsca@mscdirect.com
Operational Hours:	Monday thru Friday, 8:00am to 10:00pm EST

AGENCY ACCOUNT SETUP, LOGIN & ORDERING VIA ONLINE at www.mscdirect.com.

HOW TO SETUP A MSC INDUSTRIAL SUPPLY COMPANY ACCOUNT NUMBER

1. Call (888) 672-9722. A MSC representative will assist to setup your account number.
2. Your agency must be registered to receive WSCA MSC Industrial Supply contract pricing.

AFTER ACCOUNT SETUP, AGENCIES NEED TO REGISTER ONLINE at www.mscdirect.com to obtain WSCA CONTRACT PRICING AND TO BE AUTHORIZED TO PLACE ORDER ONLINE.

1. Click on *Register* (upper right corner).
2. Click on *Locate my Account* – enter account number and bill to zip code, then click *Submit.*
3. Locate your name and click *Register/Log In.* If you are unable to locate your name, enter your name in the *New User* section and click *Register.*
4. Register your agency information (personal profile, create username and password, print catalog mailings, order notifications, and email format preference).
   Please make sure to answer the following line in the mailings section would you like to be contacted by third parties that are relevant to your business? Click *Yes* or *No* then *Submit.*
5. You will be on *My Account Page,* which gives options to manage your account, (you will also receive an email confirmation).
6. Click *Home* to see different product categories, search engine powered by Google, order pad and much more.
7. For further assistance contact the MSC Support Desk at (888) 672-9722.

MSC INDUSTRIAL SUPPLY COMPANY PRICING

- 12% - 28% off catalog pricing for WSCA Product Categories.
- Minimum of 12% off catalog pricing for non WSCA Product Categories (excluding machinery).

MSC INDUSTRIAL SUPPLY COMPANY SHIPPING INFORMATION

- Shipping point is FOB Destination if shipped by third party ground transportation.
- MSC Industrial Supply Company will notify agency of applicable shipping charges if the agency request shipment to be expedited or request special handling requirements.
- MSC Industrial Supply Company Four Central Warehouse Centers are located at (Elkhart, Indiana, Reno, Nevada, Atlanta, Georgia, Harrisburg, Pennsylvania).

MSC INDUSTRIAL SUPPLY COMPANY DELIVERY TIME FRAME

- In-Stock Item: Within 3 to 5 business days after acceptance of purchase order.
- Non-Stock Item: 5 to 10 business days after acceptance of purchase order.

Fastenal Company

Remittance Address
Fastenal Company
P.O. Box 1286
Winona, MN. 55987-1286

Vendor Code#
274254-00

State Specialist for the State of Hawaii:

Contact:	Nick Resta
Mobile:	(808) 673-1163
Fax:	(507) 494-3446
E-mail:	nresta@fastenal.com

District Manager:

Contact:	Samson Mokuohai
Mobile:	(808) 382-8334
Fax:	(507) 494-3898
Email:	smokuoha@fastenal.com

Fastenal Store Locations:
At Fastenal, you have a dedicated local representative to see that you are taken care of no matter what happens. Our local representatives can help with any issues you have with the order and can even help you register and set up order templates for frequently purchased items. You don't have to spend time searching for parts that we already know you buy. *NOBODY* else does this like we can.

FAST Vending Solutions(FVS)
Fastenal Automated Supply Technology offers you cost savings and convenience. To learn more, go to: www.fastenal.com and click on the FAST Solutions tile. Contact your Fastenal sales representative to schedule an appointment. The FAST Solutions Rapid Deployment Instructions is shown on page 14.

Store Locations - Oahu:

HONOLULU, HI
105 Pu'uhale Road
Honolulu, HI 96819
(808) 851-7083
Manager: Shellsea Pinera
HIHON@stores.fastenal.com

HALAWA, HI.
99-1312 Koaha Place, Bay 101
Aiea, HI. 96701
(808) 484-1148
Manager: Shea Jones
HIHO1@stores.fastenal.com

PEARL CITY, HI
96-1333 Waihona St Unit B
Pearl City, HI 96782
(808) 456-0871
Manager: Brent Cline
HIPEA@stores.fastenal.com

KANEOHE, HI
46-217 Kahuhipa St
Kaneohe, HI 96744
(808) 235-7700
Manager: Ka'ui Medeiros
HIKAN@stores.fastenal.com

KAPOLEI, HI
2108 Lauwiliwili St Unit 101C
Kapolei, HI 96707
(808) 682-1070
Manager: Billie Mara
HIKAP@stores.fastenal.com

Store Locations – Hawaii

HILO, HI.
15 Kukila St. Unit #1
Hilo, HI. 967200
(808) 961-3591
Manager: Casey Morris
HIHLO@stores.fastenal.com

KAILUA-KONA, HI.
73-5569 Maiau St. #105 & #106
Kailua-Kona, HI. 96740
(808) 329-7092
Manager: David MacFadden
HIKAU@stores.fastenal.com

Store Locations - Maui

WAILUKU, HI.
800 Eha St. Unit #22
Wailuku, HI. 96793
(808) 243-3278
Manager: Kent Smith
HIWAU@stores.fastenal.com

Agency Ordering Instructions:
There are three ordering methods:
1. Contact your local Fastenal store.
2. Buy online at www.fastenal.com.

Agency Account Set-Up:

How to open an account at a local Fastenal Store
1. Contact your local Fastenal store.
2. Identify yourself as a State agency.
3. Once you open an account, your local store will report the account number to Fastenal's Government Sales Support department for set-up under the SPO Price List Contract No. 11-10. (Please allow 3 to 5 days for processing.)

How to register my account on www.fastenal.com
1. Log onto fastenal.com
2. Go to "Register" located at the top of the page.
3. Enter your Fastenal store account number and choose "I am eligible to purchase off of a state contract".
4. Click "Continue" and fill out the information requested.

Once registered, take advantage of the many features of fastenal.com
1. View product categories.
2. View your contract pricing and custom market baskets online.
3. Edit and approve e-Quotes from your local Fastenal store.
4. Advanced account management options – order templates, workflow and admin rights, spending control, customer cross reference search, and more!
5. Searchable Green and Supplier Diversity product identifier for certified and non-certified products.

If you need assistance or want to place an order today, please contact Fastenal's State Contract help desk toll free at 877-507-7555, via fax at 866-664-1246, or email wscasupport@fastenal.com.

Fastenal Company Pricing:
- 23% - 55% off catalog pricing for WSCA Product Categories
- Minimum 23% off catalog pricing for all non WSCA Product Categories

Fastenal Company Shipping Information
- No shipping charges to agencies facility for stocked items at Fastenal Company store locations on Oahu, Maui and Hawaii.
- When products are purchased from another island or from Fastenal Company store locations on the continental US, shipping charges apply.
- When agency request expedited deliveries within the standard 48 hour delivery time frame, additional charges apply.
- Agencies placing orders from the island of Kauai, Molokai or Lanai shall be assessed shipping charges.
- Shipping charges are shown on Fastenal Company price quotation or through Fastenal Company order confirmation.

Fastenal Company Delivery Time Frame

- In-Stock Item: Within 1 to 2 business days after acceptance of purchase order.
- Non-Stock Item: 3 to 10 business days after acceptance of purchase order.

To learn more about the State of Hawaii contract, visit www.fastenal.com/web/wsca or contact wscasupport@fastenal.com

FAST Solutions (FVS) Rapid Deployment Process

How quickly do you want to start saving? With FAST Solutions, it's entirely up to you. To help you understand your role, we've laid out an easy-to-follow Rapid Deployment Process designed to take you from signed contract to installed machine within 30 days (although customers who are serious about saving have been able to achieve this in as little as 12 days). Keep in mind that our process is designed to minimize the tasks required by the customer, so the ones that are itemized (indicated in bold below) are critical to deployment and require immediate attention. One thing we've learned after thousands of installations: When the customer and the Fastenal sales rep work together, the process moves quickly and smoothly.

STEP 1
• Sign Agreement
• Product Template per machine (work w/Fastenal)
• Ship badges to Fastenal (unless access will be keypad only)

STEP 2
• Initial call to branch & end user
• Product testing
• Confirm110v&Cat5 (Note: customer responsible for all fees associated with internet hardware installation and monthly service fees charged by internet service provider)
• Employee Template

STEP 3
• Fastenal ships special order items for testing
• Receive Network Worksheet from site

STEP 4
• Testing completed
• Plan-O-Gram created

STEP 5
• Plan-O-Gram approved
• Site Network Test
• Machine sent for configuration

STEP 6
• Registration of the machine with Apex
• Installation date confirmed

INSTALL DAY
• Machine installed!
• Software training