

**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

P.O. Box 119
Honolulu, Hawaii 96810-0119
Tel: (808) 586-0554
email: state.procurement.office@hawaii.gov
<http://spo.hawaii.gov>

May 17, 2023

TO: Executive Departments/Agencies City and County of Honolulu
Department of Education Honolulu City Council
Hawaii Health Systems Corporation Honolulu Board of Water Supply
School Facilities Authority Honolulu Authority for Rapid Transportation
Office of Hawaiian Affairs County of Hawaii
University of Hawaii Hawaii County Council
Public Charter School Commission County of Hawaii-Department of Water Supply
and Schools County of Maui
House of Representatives Maui County Council
Senate County of Maui-Department of Water Supply
Judiciary County of Kauai
Kauai County Council
County of Kauai – Department of Water

FROM: Bonnie Kahakui, Acting Administrator *Bonnie A Kahakui*

SUBJECT: **Change No. 10**
SPO Vendor List Contract No. 19-02
**NASPO VALUEPOINT FACILITIES MAINTENANCE AND REPAIR & OPERATIONS
(MRO), INDUSTRIAL SUPPLIES - STATEWIDE**
DASPS-2183-17
Expires: June 30, 2024

The following changes are made to the vendor list contract.

1. A note is added under the Purchasing Card (pCard) provision and the Purchase Orders provision is revised on Page 4.
2. The contact information for W.W. Grainger, Inc. is updated on Page 9 and Grainger Pricing is added on Page 10.

The current vendor list contract incorporating Change No. 10 is available on the SPO website:
<http://spo.hawaii.gov>. Click on *Price & Vendor Lists Contracts* at the home page.

If you have any questions, please contact Carey Ann Sasaki at (808) 586-0575 or careyann.r.sasaki@hawaii.gov.

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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Vendor List Contract No. 19-02

Change No.10

Effective: 05/17/2023

THIS SPO VENDOR LIST CONTRACT IS FOR AUTHORIZED BUSINESS USE ONLY.

**NASPO VALUEPOINT
FACILITIES MAINTENANCE AND REPAIR & OPERATIONS
(MRO), INDUSTRIAL SUPPLIES
(NASPO ValuePoint Contract No. DASPS-2183-17)
July 1, 2018 to June 30, 2024**

INFORMATION ON NASPO VALUEPOINT

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. The NASPO ValuePoint Purchasing Organization 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 Oregon is the current lead agency and contract administrator for the NASPO ValuePoint Facilities Maintenance and Repair & Operations (MRO), Industrial Supplies contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization, LLC and contracts were awarded to thirteen (13) qualified Contractors. The State of Hawaii has signed a Participating Addendum with five (5) Contractors.

The product services and categories include janitorial equipment & supplies, sanitation cleaning chemicals & supplies, fasteners, material handling, plumbing, power sources, outdoor garden, lamps & lighting and ballasts, heating ventilation air conditioning (HVAC), hand tools, power tools (excluding automotive related tools and products), electrical, paint, security, and safety (does not include any Public Safety Equipment) products.

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/>.



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

Executive Department/Agencies	City & County of Honolulu (C&C of Honolulu)
Department of Education (DOE)	Honolulu City Council
School Facilities Authority	Honolulu Board of Water Supply
Hawaii Health Systems Corporation (HHSC)	Honolulu Authority for Rapid Transportation (HART)
University of Hawaii (UH)	County of Hawaii
Public Charter School Commission and Schools	Hawaii County Council
Office of Hawaiian Affairs (OHA)	County of Hawaii - Department of Water Supply
House of Representatives (House)	County of Maui
Senate	Maui County Council
Judiciary	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 are 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 will be at the discretion of the participating jurisdiction.

POINTS 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	Carey Ann Sasaki	586-0575	586-0570	careyann.r.sasaki@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	G-OFS-DOE-Procurement@k12.hi.us
School Facilities Authority	Gaudencia "Cindy" Watarida	430-5531	n/a	cindy.watarida@k12.hi.us
HHSC	Nancy Delima	359-0994		ndelima@hhsc.org
OHA	Christopher Stanley	594-1833	594-1865	chriss@oha.org
UH	Karlee Hisashima	956-8687	956-2093	karlee@hawaii.edu
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	danny.vasconcellos@spcsc.hawaii.gov
House	Brian Takeshita	586-6423	586-6401	takeshita@capitol.hawaii.gov

Jurisdiction	Name	Telephone	Fax	E-mail
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov
Judiciary	Tritia Cruz	538-5805	538-5802	tritia.l.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfspurchasing@honolulu.gov
Honolulu City Council	Kendall Amazaki Jr. Nanette Saito	768-5048 768-5085	768-5011	kamazaki@honolulu.gov nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	748-5071		fn_procurement@hbws.org
HART	Dean Matro	768-6246		dean.matro@honolulu.gov
County of Hawaii	Diane Nakagawa	961-8440		Diane.Nakagawa@hawaiicounty.gov
Hawaii County Council	Diane Nakagawa	961-8440		Diane.Nakagawa@hawaiicounty.gov
County of Hawaii- Department of Water Supply	Ka'iulani L. Matsumoto	961-8050 x224	961-8657	kmatsumoto@hawaii.dws.org
County of Maui	Jared Masuda	463-3816		jared.masuda@co.maui.hi.us
Maui County Council	Marlene Rebugio	270-7838		marlene.rebugio@mauicounty.us
County of Maui- Department of Water Supply	Kenneth L. Bissen	270-7684	270-7136	ken.bissen@co.maui.hi.us
County of Kauai	Ernest Barreira	241-4295	241-6297	ebarreira@kauai.gov
Kauai County Council	Codie Tabalba	241-4193	241-6349	ctabalba@kauai.gov
County of Kauai- Department of Water	Christine Errorita	245-5409	241-5813	cerorita@kauaiwater.org

USE OF THIS 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 price and vendor list contracts.

A listing of these nonprofit organizations is available at the SPO website: <https://spo.hawaii.gov/>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wishes to purchase from an SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor (participation must be mutually agreed upon, for example). A Contractor may choose to deny participation by a nonprofit. However, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than an SPO price list contract vendor(s).

AUTHORIZED VENDORS. The authorized vendors are listed hereafter. They have signed a Master Agreement with the State of Oregon and a Participating Addendum with the Hawaii State Procurement Office.

Company Name	Master Agreement No.
W.W. Grainger, Inc.	8496
Fastenal Company	8497
MSC Industrial Supply	8499
Hilti, Inc.	8495
Veritiv Operating Company	8500

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.

COMPLIANCE PURSUANT TO HRS §103D-310(c). Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Price List Contract No. 19-02. *No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.*

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

Note: Vendors may impose a transaction fee, not to exceed 4%, for pCard transactions.

PURCHASE ORDERS may be issued for purchases of \$2,500 or more and for vendors who either do not accept the pCard or set minimum order requirements before accepting the pCard.

SPO VL Contract No. 19-02 AND MASTER AGREEMENT NO. 8496 with W.W. Grainger, Inc., **MASTER AGREEMENT NO. 8497** with Fastenal Company, **MASTER AGREEMENT NO. 8499** with MSC Industrial Supply, **MASTER AGREEMENT NO. 8495** with Hilti, Inc., and **MASTER AGREEMENT NO. 8500** with Veritiv Operating Company will be typed on purchase orders issued against this vendor list contract. For pCard purchases, the SPO VL Contract No. 19-02 and Master Agreement No.8496, 8497, 8499, 8495, or 8500 shall be notated on the appropriate transaction document.

STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE shall not exceed the following rates if seller elects to pass on the charges to its customers.

COUNTY	COUNTY SURCHARGE TAX RATE	STATE GET	MAX PASS-ON TAX RATE	EXPIRATION DATE OF SURCHARGE TAX RATE
C&C OF HONOLULU	0.50%	4.0%	4.7120%	12/31/2030
HAWAII	0.50%	4.0%	4.7120%	12/31/2030
COUNTY OF MAUI (including Molokai and Lanai)	0.0%	4.0%	4.1666%	No county surcharge
KAUAI	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on state general excise (GE) tax or Use tax may be visibly passed on but is not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation’s website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

PAYMENTS are to be made to the remittance address of the Contractor(s). HRS §103-10, HRS, 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.

COMPLIANCE PURSUANT TO HRS §103-53. All state and county contracting officers or agents shall withhold final payment of a contract until the receipt of tax clearances from the director of taxation and the Internal Revenue Service. This section does not apply to contracts of less than \$25,000.

VENDOR AND PRODUCT EVALUATION. Form SPO-012, Evaluation: Vendor or Product, for the purpose of addressing concerns on this vendor list contract, is available to agencies at the SPO website: <https://spo.hawaii.gov/>. Click on *Forms* on the home page.

PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

W.W. GRAINGER, INC.
PERCENTAGE OFF LIST PER CATEGORY

<u>Category</u>	<u>Discount</u>
1. Janitorial Equipment & Supplies (Excludes sanitation cleaning chemicals)	17%
2. Sanitation Cleaning Chemicals (Excludes janitorial equipment & supplies)	22%
3. Fasteners	35%
4. Material Handling	11%
5. Plumbing	20%
6. Power Source	19%
7. Outdoor Garden	13%
8. Lamps, Lighting, Ballasts	22%
9. HVAC	17%
10. Hand Tools	14%
11. Power Tools (excluding automotive related tools and products)	11%
12. Electrical	23%
13. Paint	13%
14. Security	17%
15. Safety (does not include any public safety equipment)	19%

FASTENAL COMPANY
PERCENTAGE OFF LIST PER CATEGORY

<u>Category</u>	<u>Discount</u>
1. Janitorial Equipment & Supplies (Excludes sanitation cleaning chemicals)	30%
2. Sanitation Cleaning Chemicals (Excludes janitorial equipment & supplies)	25%
3. Fasteners	57%
4. Material Handling	25%
5. Plumbing	30%
6. Power Source	30%
7. Outdoor Garden	25%
8. Lamps, Lighting, Ballasts	30%
9. HVAC	30%
10. Hand Tools	25%
11. Power Tools (excluding automotive related tools and products)	25%
12. Electrical	30%
13. Paint	25%
14. Security	30%
15. Safety (does not include any public safety equipment)	30%

**MSC INDUSTRIAL SUPPLY CO. PERCENTAGE OFF LIST PER
CATEGORY**

<u>Category</u>	<u>Discount</u>
1. Janitorial Equipment & Supplies (Excludes sanitation cleaning chemicals)	20%
2. Sanitation Cleaning Chemicals (Excludes janitorial equipment & supplies)	20%
3. Fasteners	25%
4. Material Handling	20%
5. Plumbing	20%
6. Power Source	25%
7. Outdoor Garden	20%
8. Lamps, Lighting, Ballasts	20%
9. HVAC	20%
10. Hand Tools	25%
11. Power Tools (excluding automotive related tools and products)	18%
12. Electrical	20%
13. Paint	20%
14. Security	25%
15. Safety (does not include any public safety equipment)	25%

**HILTI, INC.
PERCENTAGE OFF LIST PER CATEGORY**

<u>Category</u>	<u>Discount</u>
10. Hand Tools	40%
Powder Actuated tools:	40% Minimum
Powder Actuated consumables (Nails and Boosters):	45% Minimum
Drills, Hammer-drills, Combi-Hammer, Demolition Breakers:	40% Minimum
Drill Bits and Chisels (drilling consumables):	45% Minimum
Diamond Coring and Sawing tools:	40% Minimum
Diamond Coring and Sawing consumables (blades and bits)	45% Minimum
Cordless Drivers, Drills, Wrenches, and Saws	40% Minimum
Cordless consumables (batteries and chargers)	45% Minimum
Drywall Screw Drivers and Tappers Tools:	40% Minimum
Drywall sharp and self-drilling screws:	45% Minimum
Reciprocating Saws and Circular Saws:	40% Minimum
Reciprocating and Circular Saw Blades:	45% Minimum
Grinders	40% Minimum
Grinder Blades, Cut-off wheels, Diamond	45% Minimum
Laser Range Meters; plumb, point, line lasers, rotating and consumables	40% Minimum
Anchors (Mechanical and chemical):	45% Minimum
Installation Systems (strut channel and connectors):	45% Minimum
Firestop and Construction Chemicals:	45% Minimum

**VERITIV OPERATING COMPANY PERCENTAGE OFF LIST PER
CATEGORY**

<u>Category</u>	<u>Discount</u>
1. Sanitation Cleaning Chemicals (Excludes janitorial equipment & supplies)	50%
15. Safety (does not include any public safety equipment)	50%

SHIPPING AND DELIVERY. Prices proposed will be the delivered price to any state agency or political subdivision. All deliveries will be F.O.B. destination with all transportation and handling charges paid by the Contractor. Responsibility and liability for loss or damage will remain with Contractor until final inspection and acceptance when responsibility will pass to the Buyer except as to latent defects, fraud, and Contractor’s warranty obligations. Any portion of a full order originally shipped without transportation charges (that failed to ship with the original order, thereby becoming back-ordered) will also be shipped without transportation charges.

AGENCY INSTRUCTIONS WHEN REQUESTING FOR PRICE QUOTES

1. Agency shall obtain a minimum of one (1) written price quote from an authorized vendor for expenditures under \$5,000.
2. For expenditures of \$5,000 or more, agency shall obtain a minimum of two (2) written price quotes from two (2) different authorized vendors.
3. Personnel conducting or participating in utilizing this Price/Vendor List Contract is responsible to complete form SPO-010, *Record of Procurement* when an award is for \$5,000 or greater. Form SPO-010 is optional if award is under \$5,000. 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.
4. Vendor Contact Information is listed on pages 9 to 19.

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.

VENDOR INFORMATION

W.W. Grainger, Inc.

Business Address

W.W. Grainger, Inc.
2833 Paa Street
Honolulu, HI 96819-4406

Remittance Address

Grainger
DEPT C Pay
Palatine, IL 60038-0001
Vendor Code# 276597-08

Phone: 808-423-0028 | Toll Free: 877-423-0028 | Fax 808-423-0031
Email: HawaiiOrders@grainger.com

Available 24/7 | Branch Hours: Mon-Fri 7 am-4 pm
24/7 Emergency Services available

Oahu

Keoni Soares | 808-349-4933
keoni.soares@grainger.com

Oahu- University of Hawaii, DOE

Michele Lau | 808-753-7221
Michele.Lau@grainger.com

Oahu- Hawaii State Hospital

Thomas Galaida | 808-585-1486
Thomas.Galaida@grainger.com

Hawaii County

Michael Harris | 808-209-1717
Michael.Harris1@grainger.com

Maui County

Warren Aihara | 808-312-8671
warren.aihara@grainger.com

Kauai

Kane Zalopany | 808-699-5207
Kane.Zalopany@grainger.com

Dedicated Team of Government Pros

Rely on our team of experienced government account managers to provide value-added solutions and help make your job easier. Contact your Grainger representative or local branch for support you can depend on.

Placing Orders

- Online: <https://www.grainger.com/>
- Call, Email, Fax, Walk in
- Download the Grainger Mobile App

Online Ordering

- Go to <https://www.grainger.com/>
- Enter your User ID and Password, or Register
- Order History, Personal Lists, Delivery status, and invoices can be viewed online.

Grainger Pricing

- 11% - 35% off catalog pricing for NASPO Product Categories
- Minimum 5% off catalog pricing for all non NASPO Product Categories

Shipping

- Shipping point is FOB Destination; no charge for standard delivery
- Shipping charges may apply for expedited or special handling

Delivery

- Same or next day, delivery for items in local stock.
- Shipped Orders: 1 to 10 business days after acceptance of purchase order.
- Delivery lead times will be quoted for supplier direct or special orders.

Price List Includes:

- All products in the current Grainger Catalog and online at Grainger.com
- Grainger Parts, Custom Products, and Special Orders
- Grainger KeepStock® Inventory Management Solutions
- All Safety, Security, Public Safety and Emergency Preparedness products
- Grainger Consulting Solutions
- Grainger eCommerce Solutions, including EDI Punchout and ERP connection
- Grainger's Sustainability and Green Products Program
- Grainger Lighting Solutions
- Grainger Triple Guard Repair and Replacement Coverage

Fastenal Company

Remittance Address

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

Vendor Code#

274254-00

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: <https://www.fastenal.com/> and click on Services & Solutions, and FASTVend. Contact your Fastenal sales representative to schedule an appointment. The FAST Solutions Rapid Deployment Instructions is shown on page 14.

Store Locations - Oahu:

Oahu Government Store

96-1333 Waihona St
Pearl City, HI 96782
(808) 456-0759

HIGOV@stores.fastenal.com

Store Locations – Hawaii

HILO, HI

15 Kukila St. Unit #1
Hilo, HI 967200
(808) 961-3591

HIHLO@stores.fastenal.com

KAILUA-KONA, HI

73-5569 Maiiau St. #105 & #106
Kailua-Kona, HI 96740
(808) 329-7092

HIKAU@stores.fastenal.com

Store Locations - Maui

WAILUKU, HI

800 Eha St. Unit #22
Wailuku, H. 96793
(808) 243-3278

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 govsales@fastenal.com.

Fastenal Company Pricing:

- 25% - 57% off catalog pricing for NASPO Product Categories
- Minimum 23% off catalog pricing for all non NASPO 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

<https://www.fastenal.com/fast/services-and-solutions/government-contracts-and-resources> or contact govsales@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
- Confirm 110v & 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

MSC Industrial Supply Company

Business Address

MSC Industrial Supply Company
525 Harbour Place Drive
Davidson, NC 28036

Remittance Address

MSC Industrial Supply Company
P.O. Box 953635
St. Louis, MO 63195-3635

Vendor Code#

313781-00

All Islands

Contact: MSC Support Desk
Phone: (800) 645-7270 (Mon–Fri 5:00am to 8:00pm PST)
Fax: (800) 255-5067
Email: naspo@mscdirect.com
Operational Hours: Monday thru Friday, 8:00am to 10:00pm EST

AGENCY ACCOUNT SETUP, LOGIN & ORDERING VIA ONLINE at <https://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 NASPO MSC Industrial Supply contract pricing.

AFTER ACCOUNT SETUP, AGENCIES NEED TO REGISTER ONLINE at <https://www.mscdirect.com/> to obtain NASPO 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 NASPO Product Categories.

- Minimum of 12% off catalog pricing for non NASPO 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.

Hilti, Inc.

Business Address

Hilti, Inc. – Operation Center
5400 South 122nd East Ave.
Tulsa, OK 74146

Remittance Address

Hilti, Inc.
P.O. Box 650756
Dallas, TX 75265-0756

Vendor Code#

317978-01

Price Quote or Order by Phone

Name: Joshua Hoelker
Government Specialist
Phone: (800) 950-6119
Fax: (800) 950-6610
Email: E-government@hilti.com
Available Mon-Fri: 6:00am to 7:00pm CST

Price Quote or Order Walk Hilti Store

Hilti Store – Walk in Location
1505 Dillingham Blvd
Honolulu, HI 96817
Store Hours: Mon-Fri: 7:00am to 4:00pm

Price Quote or Order Local Acct Mgr.

Name: JD Groves
Local Account Manager
Phone: (808) 354-1489
Email: jonathan.groves@hilti.com

Price Quote or Order Local Acct Mgr.

Name: Conrad Vargas, Jr.
Local Account Manager
Phone: (808) 285-2482
Email: conrad.vargasjr@hilti.com

Email Ordering

If you prefer ordering via email, we can also speed up your order by converting your email into an automated order using Intelligent Quote Conversion (IQC):

- Allows you to easily and quickly convert a quote into an order from within the quote email
- Only 2 clicks to convert your quote, order placed within minutes, Intelligent Order Form (IOF)
- Hilti-built Excel ordering form with your custom data (items, pricing, ship-to, etc.)
- Submit order with a simple click of a button, order placed automatically Punchout/OCI link to Hilti Website. If you'd like to buy directly from Hilti Online, we can link to your system with Punchout/OCI. This transfers your Hilti shopping cart directly into your procurement system, helping to simplify your purchasing. eCatalog You can also get a customized electronic product catalog with your net pricing in the most popular formats like MS Excel, BMEcat, XML etc.

Hilti Online

Agency Account Registration

- How to open an account online: Go to <https://www.hilti.com/>
- Click on “Log in or Register” In in the navigation bar



- For new account click on “Register Now” (red box to the right).
- Fill out the registration form.
- You will receive an activation email, open email and click on “Activate Account and Proceed”
- Then complete your personal profile (contact information page).
- Your account will be created and a conformation email will be sent as soon as the setup is done.
- Once you receive the conformation email log out and log back in to active your account.
- For help with registration please go to www.hilti.com, Hilti Website Help Center, Video Tutorials “How to register as a new customer” <https://www.hilti.com/content/hilti/W1/US/en/products/utilities-bar/help.html#nav/close>
- Online Ordering 24/7 at www.hilti.com computer, or tablet.
- Find out what’s in stock, [track-and-trace your delivery](#) or [order online and pick up your products](#) at the local [Hilti Store](#) (some limitations apply - contact Hilti for details).
- We’ve packed www.hilti.com with an abundance of [technical advice](#), from technical documents about our products to an extensive [technical library](#) including [BIM/CAD](#) objects.
- Technical Library includes online access 24/7 to MSDS Sheets and Hilti Technical and ICC Testing Publications, FM Certifications, UL Approval Documents/Drawings.
- There are [technical tips and videos](#) to show you how to get the best out of our Hilti products to get your work done faster and safer. Subscribe to Hilti’s YouTube Channel <https://www.youtube.com/user/HiltiNorthAmerica>
- We’re here to help if you can’t find something. Just [chat online](#) with our customer service team, or [ask for a call back](#) during office hours
- Quick Access to documents and video library at <https://www.hilti.com/downloads>

TOOL REPAIR

- When your tools break down, your project breaks down. That’s why we make it simple to request tool repair through your Hilti Online account.
- Enjoy full access to your company's tool history whenever you need it—keeping service requests simple, and your project running smoothly.
- [Request a tool repair https://www.hilti.com/#overlay/login](https://www.hilti.com/#overlay/login)
- Don't have a login yet? Chat now, and we can link your email address to your Hilti account for simplified tool management.

One feature of Hilti Connect is the ability to process a tool repair.

- Submit tools for repair with the touch of a button right from your smart phone.
- Receive the shipping label by email, box up the tool, and send it to Hilti for professional repair. Take advantage of our 1 day turn around on repairs in our first-class repair centers. Eliminate the tool repair hassle and streamline it by:

DOWNLOAD the Hilti Connect App NOW to get instant digital access to your Hilti tools

- [Download for free from the App Store](#)

[Download for free from Google Play](#)







With the Hilti Connect App, you can view the following information about your tools:

- Purchase date
- Invoice number
- Warranty or Fleet Management expiration dates
- Repair history such as the number of repairs, last repair date, and total dollar amount spent for repair on that tool. This helps you decide whether to repair or replace the tool.
- Access relevant documents like operator's manuals and OSHA Silica Documents
- Find the best accessories, related products, and how to videos

B2B Electronic Ordering Systems and Services

- Direct EDI Connection
- Electronic Data Interchange (EDI) is a direct link between your system and Hilti. It's particularly useful if you're a frequent customer.
- EDI supports several transactions including Order, OrderResp, ShipNote and Invoice. It's also available in a range of formats, such as SNSI, X12, cXML and iDoc.

Hilti No Cost Services go to <https://www.hilti.com/register/email#nav/nav-services>

Account Services	Contractor Services	Hilti Services	Power Tools	Fasteners / Firestop / Strut	Buying from Hilti
					
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	Project Management Office >	Hilti Connect >	OSHA Silica Dust Standards >		Delivery Services >
	Tool Repair >	Internet of Things >	Cordless Power Tools >		B2B eProcurement >
		Tools On Demand >	Fastening Systems >		In Store Pickup >

Veritiv Operating Company

Business Address

Veritiv Operating Company
91-150 Hanua St.
Kapolei, HI 96707

Remittance Address

Veritiv Operating Company
P.O. Box 57006
Los Angeles, CA 90074-7006

Contact Information:

Customer Service

Phone: (855) 850-2532

Email: facsolcswest@veritivcorp.com

Fax: (800) 251-9721

Dustin Alford

Phone: (808) 223-9580

Email: dustin.alford@veritivcorp.com

Fax: (800) 251-9721

- **Please contact Customer Service via email, phone or fax to place an order or learn how to order online.**
- **Please contact Dustin Alford for Quotes.**