HANDS - Requester User Guide

Post a Solicitation Notice

If you 'Save as Draft' you can find the draft in 'My Records', then continue with the information and post when ready.

1. Go to: hands.ehawaii.gov
2. Login
3. Click 'Post a Solicitation Notice'
4. Enter all the required information:
    a. Department Solicitation Number
    b. Department - your department will auto-fill
    c. Jurisdiction - your jurisdiction will auto-fill
    d. Division - select from drop down
    e. Category - select from drop down
    f. Type of Notice - select from drop down
    g. Solicitation Title - note: this will be public
    h. Solicitation Description
    i. Release Date - this must be a present or future date
    j. Offer Due Date & Time (HST)
    k. Pre-Offer Conference - indicate whether you will have a pre-offer conference
        i. If yes, fill in the following fields:
            1. Pre-Offer Conference Date & Time (HST)
            2. Address, City, & Zip
            3. Comments
    l. Include Interested Vendor List - indicate whether you want to include an interested vendors list (this is normally used for construction)
    m. Buyer Information - your information will auto-fill
    n. Specifications Contact Information - indicate whether this person is the same as the buyer
        i. If no, fill in the following fields:
            1. Contact Name
            2. Contact Phone
            3. Contact Email
    o. Islands - indicate which island(s) this is for. If it is for all islands select 'Statewide'
    p. Comments
    q. Upload files - upload all files associated with this posting
        i. Add a title (optional)
        ii. Click 'Browse'
        iii. Select the document from your computer
        iv. Click 'Open'
            1. You have the option to remove the document if needed
    r. Add Commodity Code(s):
        i. Enter a keyword associated with your posting
        ii. Click 'Search'
        iii. Select all the codes/descriptions that apply
        iv. Click 'Add Selected Codes'
            1. If you need help with commodity codes go to: https://www.census.gov/eos/www/naics/
5. Click 'Post' - the solicitation notice will be posted on the 'Release Date'
6. Logout

Amend a Solicitation Notice

1. Go to: hands.ehawaii.gov
2. Login
3. Click 'Search'
4. Enter the solicitation number
5. Click the solicitation notice in the results
6. Click 'Amend'
7. Enter a 'Reason for Addendum'
8. Update all the fields that need to be edited
9. Click 'Post Amendment'
10. Click 'Return to Dashboard'
11. Logout

Cancel a Solicitation Notice

1. Go to: hands.ehawaii.gov
2. Login
3. Click 'Search'
4. Enter the solicitation number
5. Click the solicitation notice in the results
6. Click 'Cancel'
7. Enter the cancellation reason
8. Click 'Submit'
9. Logout

Post an Award Notice

If you 'Save as Draft' you can find the draft in 'My Records', then continue with the information and post when ready.

1. Go to: hands.ehawaii.gov
2. Login
3. Click 'Post an Award Notice'
4. Select a notice to award. Note: you can use the filters to find the notice you want to award:
    a. My Notices - this is a list of notices that you posted in HANDS
    b. Department Notices - this is a list of notices posted by users within your department
    c. Other Notices - If you posted a notice that was not within the HANDS then you will need to enter the information about the notice to post the award
    d. CPO Approval - this is a list of cpo requests that have been approved within your department
    e. No Notice - This is for an award that did not require a solicitation notice (i.e. pre-approved sole source, or pre-approved exemptions, or SPO-010 over $2,500, but less than $15,000)
5. Confirm the category and click 'Continue'
6. Enter all the required information:
    a. Method of Payment
    b. Method of Procurement - select from drop down
    c. Jurisdiction - your jurisdiction will auto-fill
    d. Department - your department will auto-fill
    e. Division - select from drop down
    f. Branch/Office
    g. Awardee Information
        i. Click 'Add Awardee'
        ii. Enter the vendor's business name
        iii. Click 'Search'
        iv. Click 'Select' for the vendor you want to award to
        v. Click 'Add'
    h. Title - note: this will be public

i. Description/Services
j. Geographic Area - indicate which island(s) this is for. If it is for all islands select 'Statewide'
k. Notice/Contract Award Date
l. Base Period of Performance:
    i. Start Date
    ii. End Date/Delivery Date
    iii. Value
    iv. Optional - click 'Option Dates' to add additional dates and values
        1. Note: You will NOT be able to add more option dates after you have posted the award so be sure to add all option dates now.
m. Specifications Contact Information - indicate whether this person is the same as the buyer
    i. If no, fill in the following fields:
        1. Contact Name
        2. Contact Phone
        3. Contact Email
n. Upload files - upload all files associated with this posting
    i. Add a title (optional)
    ii. Click 'Browse'
    iii. Select the document from your computer
    iv. Click 'Open'
        1. You have the option to remove the document if needed.
o. Comments

7. Click 'Post'
8. Click 'Return to Dashboard'
9. Logout

Edit an Award Notice

1. Go to: hands.ehawaii.gov
2. Login
3. Click 'Search'
4. Search for the award (ex. use a keyword, title, solicitation number)
5. Click on the award to open it
6. Click 'Edit'
7. Update all the fields that need to be edited
8. Click 'Post'
9. Click 'Return to Dashboard'
10. Logout

Cancel an Award Notice

1. Go to: hands.ehawaii.gov
2. Login
3. Click 'Search'
4. Search for the award (ex. use a keyword, title, solicitation number)
5. Click on the award to open it
6. Click 'Cancel Award'
7. Enter the cancellation reason
8. Click 'Submit'
9. Logout

Create a HIePRO Request

1. Go to: hands.ehawaii.gov
2. Login
3. Click 'Create a HIePRO Request'
4. Enter all the required information:
    a. Department Solicitation Number
    b. Division - select from drop down
    c. Procurement Method
    d. Solicitation Type
    e. Solicitation Title - note: this will be public
    f. Solicitation Description
    g. Release Date
    h. Offer Due Date & Time
    i. Pre-Offer Conference - indicate whether you will have a pre-offer conference
        i. If yes, fill in the following fields:
            1. Pre-Offer Conference Date & Time
            2. Address, City, State, & Zip Code
            3. Pre-Offer Conference Comments
    j. Specifications Contact - indicate whether this person is the same as the buyer
        i. If no, fill in the following fields:
            1. Department/Division
            2. Contact Name
            3. Contact Email
            4. Address, City, State, & Zip Code
    k. Contract Start Date
    l. Contract End Date/Delivery Date
    m. Islands - indicate which island(s) this is for. If it is for all islands select 'Statewide'
    n. Allow for submission of Questions?
        i. If yes, enter the following fields:
            1. Question Due Date & Time
            2. Answer Publish Date & Time
    o. Allow for Interested Vendors List? - indicate whether you want to include an interested vendors list (this is normally used for construction)
    p. Add New Delivery Point - you can add multiple delivery points if needed
        i. Fill out the following fields for each delivery point:
            1. Contact Name
            2. Email
            3. Address, City, State, & Zip Code
            4. Phone
        ii. Click 'Submit'
    q. There are various unknown delivery points - indicate 'Yes' or 'No'
    r. Billing Information
        i. Department/Division
        ii. Contact Name
        iii. Email
        iv. Address, City, State, & Zip Code
    s. General Comments
    t. Procurement Officer
    u. Upload files - upload all files associated with this solicitation
        i. Add a title (optional)
        ii. Click 'Browse'
        iii. Select the document from your computer
        iv. Click 'Open'
            1. You have the option to remove the document if needed
    v. Add New Line Item - you can add multiple line items if needed
        i. Fill out the following fields for each line item:
            1. Add Commodity Code(s)

                a. Enter a keyword associated with your posting
                b. Click 'Search'
                c. Select all the codes/descriptions that apply
                d. Click 'Add Selected Codes'
            2. Enter the quantity, unit of measure, and estimated unit price
            3. Enter a title, description, and select all options that apply
            4. Upload files - upload all files associated with this line item
                a. Add a title (optional)
                b. Click 'Browse'
                c. Select the document from your computer
                d. Click 'Open'
                    i. You have the option to remove the document if needed
            5. Click 'Save Line Item'
    w. Vendors are allowed to submit by line item? - indicate 'Yes' or 'No'
    x. Instructions - you have the ability to add an optional instruction or add a new instruction
    y. Vendor Notification - you can add a vendor's name and they will be notified of this solicitation when it is released
5. Click 'Send Request'
6. Click 'Yes'
7. Click 'Return to Dashboard'
8. Logout

My Records

My records will display all solicitation notices, award notices, and CPO requests that you have created.

HANDS Notices

- By default, notices that fit the following criteria will display:
    - Notices that have been saved as a draft
    - Notices that are not closed (the offer due date has not passed yet)
    - Notices that have not been cancelled
- To view a notices that has closed check the box 'Show Closed Notices'
- To view a notices that has been cancelled check the box 'Show Cancelled Notices'

HIePRO Requests

- By default, solicitation requests that fit the following criteria will display:
    - Requests that have been saved as a draft
    - Solicitations that are not closed (the offer due date has not passed yet)
    - Solicitations that have not been cancelled
- To view a solicitation that has closed check the box 'Show Closed Solicitations'
- To view a solicitation that has been cancelled check the box 'Show Cancelled Solicitations'

Awards

- By default, HANDS and HIePRO awards that fit the following criteria will display:
    - Awards that have been saved as a draft
    - Awards that are not archived (awards are archived 1 year after the last contract end date)
    - Awards that are not closed (HIePRO awards that are in the closed status)
    - Awards that have not been cancelled
- To view an award that has closed check the box 'Show Closed Awards'
- To view an award that has been cancelled check the box 'Show Cancelled Awards'
- To view an award that has been archived check the box 'Show Archived Awards'
- You have the ability to filter the awards listing to show only HANDS or HIePRO awards

CPO Requests

CPO Requests are for the executive departments/agencies only.

- All CPO requests that you have submitted will display in 'My Records' unless it was archived by SPO
- If you have not submitted any CPO requests then you will not see the 'CPO Requests' tab in 'My Records'

PANS Records

Records that were transferred from the old databases will be available to edit by any department user. Users will have to go to the search menu and search by department to find the notice that needs to be amended/edited. Once selected use the amend/edit button to make the appropriate changes.

Notifications

Both HANDS and HIePRO notifications will display in the 'Notifications' list. (ex. HIePRO solicitation closed, HANDS announcement, etc)

CPO Requests

Submit a CPO Request

CPO requests are the executive branch departments/agencies only.

1. Go to: hands.ehawaii.gov
2. Login
3. Click 'CPO Requests'
4. Click 'New Request'
5. Enter all the required fields:
    a. Type of Request - select from drop down
    b. Vendor/Provider
    c. Total Contract Amount
    d. Start Date
    e. End Date
        i. You will need to figure out what date to input for BEFORE the Fact Emergency requests
    f. Optional - Prior Request Number
    g. Division - select from drop down
    h. Point of Contact Information - enter the POC's information
        i. Note: Only POCs will receive email notifications about the request, not the submitter.
    i. Optional - Click 'Add Another Contact' for all POCs you want to add
    j. Optional - Comments
6. Upload the PDF of the SPO request form (ex. SPO-003, SPO-007) and any other supporting documents (ex. training records and delegation)
    a. Add a title (optional)
    b. Click 'Browse'
    c. Select the document from your computer
    d. Click 'Open'
        i. You have the option to remove the document if needed.
7. Click 'Submit'
    a. You will see a confirmation page after the CPO Request is successfully submitted.
    b. After a CPO Request is submitted it will display in 'My Records'
8. Logout

Hawaii Compliance Express

Search for Vendors in HCE

1. Go to: hands.ehawaii.gov
2. Login
3. Click 'Compliance'
4. Click 'Search'
5. Click 'Ok'
6. Search for the vendor in HCE as you normally would in HCE

Search Functionality

1. Go to: hands.ehawaii.gov
2. Login
3. Click 'Search'
4. Enter a keyword (ex. solicitation number, department, title, etc)
    a. You can narrow your search by selecting one of the filters (ex. Solicitation, Award, Vendor, etc)
5. Select the item in the results to view more details
    a. Note: if the item exists on another procurement platform the system will link you to the appropriate site.
6. Logout