

HANDS - Contractor Performance User Guide

Introduction

The Contractor Performance Database was established, pursuant to Act 188, SLH 2021, to routinely capture a contractor's performance information in a structured and uniform way that is accessible and utilized when future procurements need to determine a contractor's responsibility. The purpose of the database is to assist agencies in conducting meaningful and consistent performance evaluations that can be used during the evaluation of offers for future projects.

Departments' and Jurisdictions' Procurement Officers (POs) are required to log into HANDS to complete and submit a contractor's performance form for procurements conducted under:

- Competitive Sealed Bidding (HRS §103D-302);
- Competitive Sealed Proposals (HRS §103D-303); and
- Sole Source (HRS §103D-306).

Contractor Performance Workflow

Below is a high-level overview of the contractor performance workflow. Each part of the process will be broken down in more detail later in this guide. This will give you a general idea of the process.

1. Agency user logs in and completes the performance form.
2. The contractor is notified, by email, that the performance form is ready for review and has up to 20 working days to take action.
3. Contractor logs in with the eHawaii.gov account to find the performance form.
4. Contractor writes comments (optional) and/or adds attachments (optional) as applicable.
5. Contractor submits the form back to the agency within 20 working days of receipt.
6. The agency user is notified, by email, 20 working days after the form is submitted.
7. Agency user logs in, reviews the contractor comments and/or attachments, and submits the form to the procurement officer.
8. The procurement officer is notified, by email, that their final review is required, and has 20 working days to review the performance form and submit the final form.
9. The procurement officer logs in to find and review the form, then posts the final form within 20 days of receipt.

10. Once the final form is posted, both the agency user and the contractor will receive an email.
11. The final form is now searchable/viewable in the Contractor Performance Search for all agency users.

Note: "Working days" will exclude Saturday and Sunday AND Hawaii State holidays, and will count the date only, not the time. For example, if the agency submits the form on 1/10/24, then that counts as day 1 regardless of the time it was submitted. Both the procurement officer and the contractor will have until midnight on the last day to submit a response.

Contractor Performance Form

Submit a Contractor Performance Form to the Contractor

An agency user must have eHawaii.gov account and be assigned the CP Access, buyer or department admin role to submit a contractor performance form.

Note: Users have the ability to 'Save as Draft' and come back later to complete the form.

1. Go to: <https://hands.ehawaii.gov/hands/>
2. Login
3. Click 'Contractor Performance'
4. Click 'Add Contractor Performance'
5. Enter all the 'General Information' required fields:
 1. Procuring Agency Department
 2. Procuring Agency Division
 3. Procuring Agency Jurisdiction
 4. Procuring Agency Contact Name
 5. Procuring Agency Contact Title
 6. Procuring Agency Postal Address
 7. Procuring Agency Contact Phone
 8. Procuring Agency Contact Email (Will receive email notifications)
 9. Procuring Agency Contact Fax (optional)
 10. Procurement Officer Name
 11. Procurement Officer Email (Will receive email notifications)
 12. Contractor/Business Name
 13. Contractor Contact Name
 14. Contractor Contact Phone
 15. Contractor Contact Email (Will receive email notifications)
 16. Business Address
 17. License Requirement(s), if applicable (e.g., A, B, C13, etc.)
 18. Name(s) of Responsible Managing Employees for Project

19. Solicitation Title
20. Term of Contract/Project Date(s), including all supplemental periods, if applicable
21. Method of Procurement
22. Solicitation/Contract #
23. Original Awarded Amount (Size of the Project)
24. Brief Description of the Project
25. Contract Start Date
26. Actual Start Date
27. Contract Completion Date (to include approved change orders)
28. Actual Completion Date
29. Reason(s) for Difference Between Contract and Actual Dates, if applicable
30. Project's Authorized Budget
31. Project's Final Cost
32. Positive or Negative Difference, if applicable
33. Reason(s) for Change in Cost, if applicable
34. Upload files (optional) - *Maximum file size: 100MB, File Types Allowed: PDF, TXT, RTF, DOC, DOCX, XLS, XLSX, GIF, JPG, MPP, TIFF, ZIP.* There is no limit to the number of files that may be attached.
 1. Add a file title (optional)
 2. Click 'Choose File'
 3. Select the document from your computer
 4. Click 'Open'
6. Click 'Submit'
7. Logout

Contractor Review and Response

A contractor must have an eHawaii.gov account and their email must match the contractor's email on the form to review and respond to the performance form.

Note: The contractor has the ability to 'Save as Draft' and come back later to complete the form.

The contractor will follow these steps:

1. Go to: <https://hands.ehawaii.gov/hands/>
2. Login
3. Click 'Contractor Performance'
4. Use the search to find the applicable form
5. Click 'Respond'
6. Review the form
7. Enter comments (optional)

8. Add attachments (optional) - *Maximum file size: 100MB, File Types Allowed: PDF, TXT, RTF, DOC, DOCX, XLS, XLSX, GIF, JPG, MPP, TIFF, ZIP.* There is no limit to the number of files that may be attached.
9. Click 'Submit'

The contractor has 20 working days to submit comments and/or attachments on the performance form. The contractor may edit their comments and attachments anytime up to 20 working days from when the notification was received.

Submit a Contractor Performance Form to the Procurement Officer

No later than twenty (20) working days after the form is submitted to the contractor, the 'Procuring Agency Contact Email' will receive this email notification: Contractor Performance Form Review Required

Note: You will have the ability to 'Save as Draft' and come back later to complete the form.

1. Go to: <https://hands.ehawaii.gov/hands/>
2. Login
3. Click 'Contractor Performance'
4. Use the search feature to find the appropriate form
5. Click 'Respond'
6. Review the Contractor's comments (if any)
7. Review the Contractor's attachments (if any)
 - Note: the agency does NOT have the ability to edit the contractor comments or attachments
8. Click 'Submit to PO'
9. Logout

Procurement Officer Completes the Final Review

The procurement officer (PO) must have an eHawaii.gov account, be assigned as CP Access, buyer, or department admin, and their eHawaii.gov email must match the 'Procurement Officer Email' on the form.

When the agency submits the contractor performance form to the PO, the 'Procurement Officer Email' will receive this email notification: Contractor Performance – Final Review Required. The PO has 20 working days to submit their final review. If the PO does not submit it within 20 working days, a daily email reminder will be generated until it is completed: Contractor Performance - Final Review Past Due.

Note: You will have the ability to 'Save as Draft' and come back later to complete the form.

1. Go to: <https://hands.ehawaii.gov/hands/>
2. Login
3. Click 'Contractor Performance'
4. Use the search feature to find the appropriate form
5. Click 'Respond'
6. Review the form
7. Check the confirmation box
8. Click 'Post'
9. Click 'Yes, continue'
10. Logout

Edit a Contractor Performance Form

Only the agency user that submitted the form and the procurement officer on the form can edit the contractor performance form.

1. Go to: <https://hands.ehawaii.gov/hands/>
2. Login
3. Click 'Contractor Performance'
4. Locate the contractor performance form
5. Select the form
6. On the details page, click 'Edit'
7. Make the necessary edits.
8. No edits may be made to contractor's comments and/or attachments.
9. Click 'Save'
10. Logout

Change the Visibility of a Contractor Performance Form

When the PO completes the final review the contractor performance form will be visible to all agencies and the contractor. If the visibility of the form needs to be limited to only your department for a justifiable reason (ex. protest, lawsuit, etc) the Department Admin or the Procurement Officer (on the form) can change the form's visibility status.

Steps to make the form viewable only to your agency and the contractor:

1. Go to: <https://hands.ehawaii.gov/hands/>
2. Login
3. Click 'Contractor Performance'
4. Locate the contractor performance form
5. Select the form
6. Click 'Change Visibility'

7. Enter the reason you are changing the visibility
8. Click 'Submit'
9. Logout

Once the reason for limiting visibility has passed, the PO or Dept Admin must change the visibility so the form is visible to all agencies.

Steps to make the form viewable to all agencies and the contractor

1. Go to: <https://hands.ehawaii.gov/hands/>
2. Login
3. Click 'Contractor Performance'
4. Locate the contractor performance form
5. Select the form
6. Click 'Change Visibility'
7. Enter the reason you are changing the visibility
8. Click 'Submit'
9. Logout

Contractor Performance Search

To access the database search, a user must have an eHawaii.gov account and be assigned an applicable user role in the Hawaii Awards and Notices Database System (HANDS).

Contractor Performance Search

1. Go to: <https://hands.ehawaii.gov/hands/>
2. Login
3. Click 'Contractor Performance'
4. Enter a keyword in the search (ex. contractor's name, solicitation title, solicitation/contract #)
5. Select the contractor performance form(s) in the results to view more details

Contractor Performance Access by User Role

- Department Admin
 - Can view all completed and posted performance forms
 - Can view all performance forms within their department (regardless of the status)

- Can view forms they created
- Procurement Officer
 - Can view forms that require their final review (eHawaii.gov email must match the PO email on the form)
 - Can view all performance forms completed by the procurement officer
 - Can view all forms within their department (regardless of the status)
- Buyer
 - Can view all completed and posted performance forms
 - Can view forms they created
- CP Access
 - Can view all completed and posted performance forms
 - Can view forms they created
 - Can view forms they are listed as the PO for
- Requester and Poster
 - Can view all completed and posted performance forms
- No Role - HCE Access Only
 - Cannot view any performance forms
 - Can only see what the public sees
- Contractors
 - Can only view performance forms where their eHawaii.gov email matches the 'Contractor Contact Email' field in the form