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GOVERNOR OF HAWAII



STATE OF HAWAII
DEPARTMENT OF LAND AND NATURAL RESOURCES

ENGINEERING DIVISION
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SUZANNE D. CASE
CHAIRPERSON
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COMMISSION ON WATER RESOURCE MANAGEMENT

KEKOA KALUHIWA
FIRST DEPUTY

W. ROY HARDY
ACTING DEPUTY DIRECTOR - WATER

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BOATING AND OCEAN RECREATION
BUREAU OF CONVEYANCES
COMMISSION ON WATER RESOURCE MANAGEMENT
CONSERVATION AND COASTAL LANDS
CONSERVATION AND RESOURCES ENFORCEMENT

ENGINEERING
FORESTRY AND WILDLIFE
HISTORIC PRESERVATION
KAHOOLAWE ISLAND RESERVE COMMISSION
LAND
STATE PARKS

To: Chairperson Todd Nacapuy and Access Hawaii Committee Members

From: Edwin Matsuda, Flood Control and Dam Safety Section Head *EM*
DLNR, Engineering Division

Hawaii Information Consortium Letter of Recommendation

On behalf of the Hawaii Department of Land and Natural Resources, Engineering Division, it is a pleasure to submit this letter of reference for the outstanding work and level of service provided to us by Hawaii Information Consortium (HIC).

We began working with HIC in July 2012 and have maintained a great working relationship since. HIC was tasked with helping the Engineering Division redesign our website in to the official state template, provide staff training and provide ongoing hosting and maintenance support. The primary contact for our account was Nathan Hutchinson and he has stayed with us from that time. From the initial project discussions through development, testing, implementation and subsequent support, HIC staff has consistently demonstrated willingness and ability to learn about our programs, which has results in the delivery of a website that fully meet our needs.

Our initial goals were to develop a modern looking web page that would be easily maintainable by our staff. HIC helped transition our webpage into the current accepted state template and worked in helping us to customize the content to meet our varied program needs. Nathan even helped develop several unique modules to make our work easier and more efficient, such as developing our quarterly newsletter distribution list generator and broadcast feature.

We now have several different programs actively managing and updating our website. The pages have a consistent look and feel to other state websites and are function across a vast assortment of mobile devices. Should we face an issue, we appreciate Nathan's willingness to see how he can assist us and accommodate our particular needs, which have included even providing additional training for newly hired staff at no additional costs.

I encourage you to take into consideration the successful, long standing partnership that HIC has with our Division as you secure a new contract for the State of Hawaii. Should you desire any further information regarding my experience with HIC, please do not hesitate to contact me at Ph. (808) 587-0268.