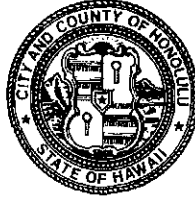


DEPARTMENT OF COMMUNITY SERVICES
CITY AND COUNTY OF HONOLULU

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KIRK CALDWELL
MAYOR

GARY K. NAKATA
DIRECTOR DESIGNATE

BARBARA YAMASHITA
DEPUTY DIRECTOR

Aloha,

It is with pleasure that I offer this letter of recommendation on behalf of Hawaii Information Consortium, LLC (HIC). Since 2000, HIC has provided critical eGovernment services to the state and counties. They have also been critical partners in the standardization and responsive design of all executive agency websites and the state web portal hawaii.gov.

Our relationship began in early 2014 - HIC worked with my staff and I to collaboratively design our very first website for the YouthBuild Honolulu program. Adding time saving features such as the ability to submit an application online and a mobile friendly interface, the website offers a wealth of information about the program including application and eligibility requirements, a photo gallery to showcase the efforts of the students in the program and featured student success stories.

Most importantly, at a time when dollars are stretched thinner each year, HIC has provided all of this value to us at zero cost – to Hawaii taxpayers or to the Department of Community Services WorkHawaii Division. Also, HIC continues to provide technical assistance to maintain and update our YouthBuild website at no cost. Our dollars can continue to serve the Honolulu young people our program is intended for – and they can keep striving to transform their own communities.

From the top of the organization down, staff from HIC has consistently been personable, professional, knowledgeable, and dependable. Whether acting individually or in a team mode, HIC staff display an impressive work ethic and never hesitate to go "above and beyond" in order to exceed customer needs.

If the state were to contract with another vendor to provide the services that HIC currently provides in relation to eGov Services, significant progress would be compromised, and transitioning to a new vendor would prove problematic for all involved. Simply stated, reinventing the wheel is unnecessary. Given HIC's investment in and success in Hawaii, it is my sincere hope that the Access Hawaii Committee will extend its long-term relationship with HIC and renew the existing portal contract.

Should you desire any further information regarding my experience with HIC, please do not hesitate to contact me at 768-5788.

Sincerely,

A handwritten signature in black ink, appearing to read "Leina'ala H. Nakamura".

Leina'ala H. Nakamura
WorkHawaii Assistant Administrator