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STATE OF HAWAII
PROFESSIONAL AND VOCATIONAL LICENSING DIVISION
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
P.O. BOX 3469
HONOLULU, HAWAII 96801
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May 21, 2015

To the Access Hawaii Committee:

I respectfully offer this letter of recommendation on behalf of Hawaii Information Consortium, LLC (HIC) to extend the existing portal contract. The eHawaii.gov program and portal contracts have been an integral part and driving force for the Department of Commerce and Consumer Affairs (DCCA), Professional and Vocational Licensing Division's (PVL) operations and efficiencies over the past 14 years.

HIC has become an extension of the division as we share a common goal to best serve our licensees and the general public by providing user friendly and intuitive online services and utilizing technology to improve the efficiency and transparency of the division.

HIC has always provided PVL with exceptional service, expertise, and direct support for the staff and the general public. We have a very professional and productive business relationship with HIC. Russell Castagnaro and his staff are highly responsive and understanding to the needs of the division. The enthusiasm and selflessness of HIC staff is additionally reflected through the more than ten thousand plus inquiries from the consuming public that they take upon themselves to provide support for on behalf of PVL annually.


Here are some of the successes in 2014 under the eHawaii.gov program with HIC:

- Launched "MyPVL", a home for all PVL licenses to access multiple services (licensee information, renewal/restoration and continuing education information) in a single integrated dashboard;
- Launched a newly overhauled mobile user friendly version of the PVL List Builder and PVL Licensing Search Services;
- Maintained and continued to improve PVL's online renewal system, that services more than 85 license types in 48 licensing areas with a 90% overall online user rate, which equated to more than 55,000 licenses renewed online in FY 14;
- Added restoration/late renewal capabilities via "MyPVL" online renewal service;
- Added pre-licensing education options in the Continuing Education System; and
- Redeveloped and launched Surety insurance certificates submittal system, thereby reducing staff data entry and paper submissions.

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HIC has provided cost effective solutions that have proven to be highly successful for PVL, and it is my sincere hope that the Access Hawaii Committee will extend HIC's long-term relationship with the State of Hawaii by extending the existing portal contract. We look forward to the opportunity to continue working with HIC in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Celia Suzuki". The signature is fluid and cursive, with a prominent initial "C" and a long, sweeping underline.

Celia Suzuki
Licensing Administrator

c: Catherine Awakuni Colón, Director
Department of Commerce and Consumer Affairs