



May 20, 2025

State of Hawaii
Department of Land and Natural Resources
Division of Boating and Ocean Recreation
4 Sand Island Access Road
Honolulu, HI 96819

Re: Testimony in Support of Concession Contract – Automated Ice Machine at Kahului Boat Ramp TMK: (2) 3-7-001-023 (por.)

Aloha,

On behalf of Island Ice & Water Company, I would like to submit this letter of testimony in support of securing a ten-year concession contract for the continued operation and maintenance of our automated ice machine located at the Kahului Boat Ramp **without an open bid process.**

Island Ice & Water Company has proudly served the local Maui community for over a decade by providing clean, affordable, and accessible ice and water products. Our mission is to offer convenient, self-service solutions that support the needs of fishermen, boaters, and local families who utilize the Kahului Harbor facilities. Our automated ice machine at this location since 2011 has proven to be an asset to the Maui community, offering 24/7 availability and reducing the need for longer trips to purchase ice elsewhere.

As a small, local business, we have made significant financial investments in purchasing, installing, and maintaining the automated ice machine at the Kahului Boat Ramp. These costs include not only the acquisition of reliable, energy-efficient equipment but also ongoing expenses for routine servicing, sanitation, part replacement, and remote monitoring technology to ensure up time. Considering this commitment, we would like to respectfully express concern regarding the uncertainty of a closed-bid contracting process. Without the opportunity to renew or compete with transparent criteria, there is a genuine risk that our business could lose the contract despite our proven track record and contributions to the harbor community.

Furthermore, if the contract were to be awarded to another vendor, we would incur substantial additional costs to dismantle, remove, and potentially relocate the equipment—an effort that not only disrupts our business operations but also results in financial loss on already committed investments. Awarding this concession contract to Island Ice & Water Company will ensure continuity, quality service, and alignment with the Division's goals to enhance user amenities at Hawaii's small boat harbors. We are committed to supporting local economic activity while respecting environmental and operational regulations set forth by the DLNR.

We respectfully request your favorable consideration of our application for a ten-year concession contract at this important community hub **without an open bid process**. Mahalo for your time and consideration.

Warm regards,

A handwritten signature in black ink, appearing to read 'Seth Cravalho', with a stylized, cursive script.

Seth Cravalho
Business Owner