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ezGSA  
Attn: Scott Orbach, President  
CC: Fran Cowell, Contracts Manager  
PO Box 30406  
Bethesda, MD 20824-04-06

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Mr. Orbach:

I hope this letter finds you well. Over the past year our organization has utilized the services of ezGSA on various projects concerning our GSA Language Schedule. Some projects were more complex than others and we are currently in the final stages of an EPA modification. Although I have personally worked with several points of contact at ezGSA over the years, one particular employee has stood out above the rest in regards to exceptional service. This is not to take away from the excellent service we have received from other ezGSA employees; however, I felt that Fran Cowell should be formally recognized.

Over the past year, Mrs. Cowell has been proactively assisting our organization with a fairly complex and unique EPA modification. She has been a delight to work with and has been a great source of knowledge during this particular modification process. Mrs. Cowell has gone above and beyond in her dealings with our GSA Contracting Officer, in her keeping me up to date and in the loop on critical developments, and in offering logical solutions to seemingly complex GSA compliance issues. Mrs. Cowell has consistently maintained a positive attitude and sense of humor during, what seemed at times, stressful situations. She has provided great customer service to our particular organization and Acclaim Technical Services will definitely make ezGSA it's GSA consultant of choice going forward.

Should ezGSA have an established employee recognition program, I would personally like to endorse Mrs. Cowell as a front running candidate. Thank you for having employees such as this available to assist customers such as us.

Sincerely,

Adam Van Scoy  
Senior Contracts Administrator  
Acclaim Technical Services, Inc.