

Scott Orbach  
President  
EZGSA, Inc.  
Post Office Box 30406  
Bethesda, MD 20824-0406

30 March 2011

Dear Mr. Orbach,

I am writing to you in hopes to be able to express somehow in words the appreciation I feel towards Jack Eisenstein — who in all this GSA craziness kept me somewhat sane. I was put in contact with Jack via Paul Kim the beginning of 2009. Yes, 2009. Needless to say, Jack stuck with me, pushed me, guided me, assisted me, lead me and most of all supported me through this entire GSA submission process. I could not have done this without him! Being a designer I am not the most business-oriented person and can be somewhat of a challenge — just ask my business partner. Jack's way of explaining things brought everything to my level of understanding and really helped me think through things in a different light. I believe his thoroughness made this process, which I know at times is quite painful, almost bearable. AND because of his efforts, not only did we not have any questions during the clarification process, but he negotiated what we feel is quite a deal on our behalf.

Since hiring EZGSA I have been asked by a few vendors and clients about this process and if I recommended you all. My answer, "without a doubt, and make sure to ask for Jack and Paul," and then I proceed to give them Paul's contact information.

While I'm extremely glad the GSA submission process is ALMOST over, I will miss Jack's check-up calls, calming voice and father-like guidance. I just wanted you to know that you have quite a keeper on your team.

Yours sincerely,  
HDN Studio, Incorporated



**Stacey Hudson Padova**  
Principal