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Dear Scott,

I hope all is well since we last spoke. We have just completed our EPA with the excellent help and guidance of Fran Cowell. The EPA process is certainly a long and arduous one that could have been much more difficult had we not had Fran working so closely with us to assure that everything was completed and submitted properly to GSA and our contract specialist. Her dedication to always being there for us, and her commitment to ILS's future really took most of the pain out of this process and for that, we want to make sure her hard work is brought to your attention. Fran was always easy to deal with and was always right there when we needed her, especially within the tight timeframes we were dealing with. Thank you for assigning Fran to our account.

Regards,

Michael Gross
Project Manager
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