



Maryland Department of Budget & Management

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*Office of Personnel Services and Benefits
Employee Benefits Division*

*ROBERT L. EHRLICH, JR.
Governor*

*MICHAEL S. STEELE
Lieutenant Governor*

*JAMES C. DIPAULA
Secretary*

February 5, 2003

Jack Cheng
Vice President
MS Technologies Corporation
18504 Office Park Drive
Montgomery Village, MD 20886

Dear Mr. Cheng:

This letter serves to confirm the excellent service provided to the State of Maryland Department of Budget and Management, Office of Personnel Services and Benefits by MS Technologies Corporation since the initiation of our first contract with your organization in October 1998, and has continued with our subsequent contracts.

Your organization has consistently provided the department with outstanding service in the development and maintenance of the Benefits Administration System (BAS) and Interactive Voice Response (IVR) system, which is used for the enrollment of our approximately 260,000 State employees, retirees, and their dependents. Your organization's work has consistently been of a high quality and delivered in a timely manner. Your organization has always responded quickly and responsibly to any issue of the department. This quick response has been of critical importance to this department in the operations of the BAS and IVR systems.

Sincerely,

Gladys Gaskins
Director of Employee Benefits

EMPLOYEE BENEFITS DIVISION

301 West Preston Street • Room 510 • Baltimore, MD 21201-2365

Tel: (410) 767-4775 • Fax: (410) 333-7104 • Toll Free: 1 (800) 307-8283 • TTY Users: 1 (800) 735-2258

<http://www.dbm.state.md.us>