



S T A T E O F M A R Y L A N D

DEPARTMENT OF INFORMATION TECHNOLOGY

MARTIN O'MALLEY  
Governor

ANTHONY BROWN  
Lieutenant Governor

ELLIOT SCHLANGER  
Secretary

July 15, 2012

Jack Cheng  
CEO  
MS Technologies Corporation  
1011 Molecular Drive, Suite 305  
Rockville, Maryland 20850

Dear Mr. Cheng:

This letter serves to confirm the excellent service provided to the State of Maryland, Department of Information Technology by MS Technologies since the Department has taken over the handling of the Benefits Administration System.

Your organization consistently provides the needed support and maintenance for the Benefits Administration System as well as the Interactive Voice Response (IVR) system, which is used for the enrollment of State employees, retirees and their dependents in the State of Maryland Health Benefits Plans. Your company has continually delivered high quality of service in a timely manner which is extremely appreciated during the Open Enrollment period which is always a time sensitive period.

Sincerely,

A handwritten signature in black ink that reads "Anne M. Seek". The signature is fluid and cursive, with a long horizontal stroke at the end.

Anne M. Seek  
IT Programmer Analyst Manager  
Applications Systems Management