



U.S. General Services Administration  
GSA Public Buildings Service

18 July 2013

Joan Yang  
Rand & Jones  
18 Tracey Street  
Buffalo, NY 14201

Re: Performance Letter

Project: U.S. Bankruptcy Clerk  
Kenneth B. Keating, Rochester, NY

Dear Joan:

On behalf of the project team, we are expressing our sincere thanks and gratitude for the exemplary performance performed on the U.S. Bankruptcy Clerk Space. Even with tight project schedule constraints and close coordination requirements with another project involving tenant relocation, your organization was able to effectively communicate, coordinate and execute the project requirements within the required schedule.

Additionally, when technical issues arose during the project, your team was able to contribute to recommendations on the best options for constructability while maintaining effective pricing and adherence to the project schedule without delay.

As a result, we have a significantly important tenant that is extremely pleased with the final outcome and use of their space. The project space receives positive feedback from other agencies and those that tour the space.

Your efforts are indicative of your companies performance and capabilities not only this project; but, as you demonstrated on many other projects that you have performed for our group in the past.

As always, we look forward to the potential opportunity to work with your company again.

Sincerely,

A handwritten signature in black ink that reads "John E. Palmer".

John E. Palmer  
Engineering Services Branch Chief  
GSA, 2PSE  
Syracuse, NY 13261

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