



U.S. Department
of Transportation
**Federal Aviation
Administration**

March 4, 2010

Richard Gordon, Jr.
President/CEO
RICHMAR and Associates
4551 Stratfield Lane, Suite 4304
Alexandria, VA 22311

Dear Mr. Gordon:

I am writing to thank you for the enterprise document and case management products you have delivered and the services you have provided to the Federal Aviation Administration (FAA) since 2003. I am referring specifically to the Memorandum of Agreement (MOA) Database and Grievance Electronic Tracking System (GETS), which proved to be valuable tools in bringing FAA's labor management relations program into the information age.

RICHMAR designed and developed the MOA Database in record time after the Inspector General's office and United States Congress required FAA to create a repository to begin tracking and reporting on labor-management agreements. RICHMAR also worked with FAA personnel to develop GETS for strategically managing a dramatically increased grievance workload. Both the MOA Database and GETS led to more effective decision-making in addition to management and reporting of critical labor-management issues.

You did far more than just write programs to FAA's specifications. You consulted with our internal workgroups as they developed requirements and you were often able to figure out what we needed when we couldn't really describe it ourselves. Your team's extraordinary commitment to excellence in customer service and support drove them to always go the extra mile. As a result, we have been able to significantly strengthen our analytical abilities and vastly improve our management knowledge in the area of labor-management relations.

In closing, I again want to thank you and the RICHMAR team for exceeding the expectations of the FAA on the MOA and GETS projects.

Sincerely,

A handwritten signature in black ink, appearing to read "Melvin Harris".

Melvin Harris
Executive Director
Office of Labor Management and Employee Relations