



DEPARTMENT OF THE NAVY
NORTHERN DIVISION
NAVAL FACILITIES ENGINEERING COMMAND
OFFICER IN CHARGE OF CONTRACTS
RESIDENT OFFICER IN CHARGE OF CONSTRUCTION
NAVAL ACTIVITIES HARRAGANSETT BAY AREA
ONE SIMONPIETRI DRIVE NETC
NEWPORT RI 02841-1712

IN REPLY REFER TO:

RO-3:MRW
N62472-93-C-0340

Eastern General Contractor's Inc.
52-60 Berkshire Avenue
Springfield, MA 01109-1709

CONTRACT N62472-93-C-0340, WHOLEHOUSE IMPROVEMENTS AND REPAIRS,
GREENE LANE, NETC, NEWPORT, RI

Gentlemen:

As this contract draws to a close, as well as the N62472-93-0341 contract, I would like to take this opportunity to express appreciation for the efforts you have put forth in performing these contracts. As you are aware, contracts of this size take a great deal of coordination and have many facets that require attention. In carrying out these contractual requirements, there are several areas in which I feel you have stood out in comparison with many other contracts and contractors.

First, the desire to please the customer seems to be a practice from top to bottom in your organization. At the times when we, as the Government, were concerned about something on the job, you were quick to step in and make changes as necessary. This was particularly evident in the conduct of the Company President and Project Manager.

Second, these contracts have undergone numerous modifications throughout their performance. Most of these arose from unforeseen conditions and customer requested changes. In negotiating and implementing these modifications, you have been reasonable and fair in your approach. Problems that could have resulted in large delays or cost overruns were handled in a spirit of cooperation and compromise that resulted in minimizing their impact to the overall completion of the contract.

Third, the on-site personnel were competent and qualified. If there were problems with personnel, your organization had the foresight to make the necessary adjustments.

Overall, the spirit of cooperation has been a benefit to the Government and hopefully it has been to you as well. I would not hesitate to work with your organization in the future.

Sincerely,

A handwritten signature in cursive script that reads "Michael R. Withers".

MICHAEL R. WITHERS
LTJG, CEC, USNR
PROJECT MANAGER