



10047 Grand River, Detroit, Michigan 48204-2039 Phone: 313-933-0300 Fax: 313-491-6865

Matrix - Central Office  
RECEIVED

April 19, 2011

APR 21 2011

Matrix Human Services  
120 Parson St.  
Detroit, MI 48201  
Attn: Dr. Marcella Wilson, CEO

By: SK

RE: Expetec Technology Services

Dear Dr. Wilson,

The Order of the Fishermen Ministry Head Start Program is in the process of reviewing responses to a "Request for Proposal" for IT Network/Server Maintenance and Support Services. Expetec Technology Services listed you as a company reference. We are requesting your opinion on this organization and the quality of services they provide. We would greatly appreciate your take a few minutes to answer the following questions. As we are on a timeline for awarding this contract would you please fax your responses to us at 313-491-6865 within the next five (5) business days?

- How would you rate Expetec Technology Services overall quality of service?  
Poor  Fair  Good  Excellent
- How would you rate Expetec Technology Services response time to your IT/ Network issues?  
Poor  Fair  Good  Excellent
- How would you rate the technical skills of Expetec Technology Services' staff?  
Poor  Fair  Good  Excellent
- What is the likelihood Expetec Technology Services will work with your organization in the future?  
Poor  Fair  Good  Excellent
- If "Poor" why not?

Additional comments:

Excellent partner for Matrix &  
United Negroes Head Start

TOFM Head Start... Reaching Children and Helping Families with Excellence and Love

This information can be faxed or mailed to the Attention of: Devara Kay Hodges or emailed to :  
[Devara.Hodges@tofmhs.org](mailto:Devara.Hodges@tofmhs.org) .

If you have any questions or concerns about the information requested; please contact Ms. Hodges at 313-933-0300 x20 or [Devara.Hodges@tofmhs.org](mailto:Devara.Hodges@tofmhs.org).

Thank you in advance for your prompt response and assistance in this matter.

Sincerely,



Rita Gaines-Elliott  
Program Director

copy: Ceola Johnson                      Mary Gould                      Devara Hodges                      File