



United States Department of State

Washington, D.C. 20520

23 August 2006

As a Contracting Officer for the United States Department of State, I have experienced the high quality of services provided by Quality Support Incorporated (QSI) for over eight years. During this time I have always been impressed and satisfied with their performance. I have worked in procurement since the early seventies and without reservation I rate Quality Support Incorporated as one of the best contractors I have ever worked with. Their professionalism, attention to detail, can do attitude, and timely completion of work has and continues to impress me on every award they receive. Also, I constantly receive favorable comments for our various program offices on how well Quality Support Incorporated has performed and completed their projects.

My experiences with Quality Support begin in 1997. Below I have provided some of my experiences working with Quality Support. I believe this information to be of importance concerning Quality Support's achievements over the years.

The first near impossible mission assigned to Quality Support was in support of an International Conference for the Iraqi National Congress (INC). The conference took place in New York City during the same time the baseball World Series was taking place. Quality Support was tasked with coordinating the travel, arrival, meals, and lodging of over three hundred exiled Iraqi nationals from locations all over the world. Due to the status of many of these individuals, extreme secrecy and security was required to prevent any retribution from the repressive Iraqi government in power at that time. Despite several changes in the conference schedule, Quality Support was able to coordinate the conference, lodge all participants in the same hotel, and coordinate security with the New York Police Department, Diplomatic Security, and numerous private security agencies employed by members of the INC. Quality Support never missed a beat. They seemed to anticipate problems in advance and have solutions at hand. As the Contracting Officer, my primary participation with the project was look on with amazement and let Quality Support do the task at hand. Without the expertise, flexibility, and professionalism of Quality Support, the conference could have easily become a disaster and embarrassment to the U. S. Government and Administration.

In addition to providing outstanding services over the years, they have provided it at a very reasonable price. One of their current contracts for Ambassadorial Conferences was awarded to them as an 8(a) award. Two other contracts were awarded to support this effort for a total of three contracts. The other two awards were conducted by full and open competition procedures. These two awards went to two of the incumbents who had support the requirement for over fifteen years. Quality Support's pricing was less than the other two contractors and their performance has also been equal or superior.

The Quality Support staff has not rested on their laurels. During their contract support to the Department they have made many beneficial suggestions and worked with the Program Offices to improve their services. I constantly receive comments about how they work with the program offices to improve services and/or save the Government money. Last year they were nominated by one of our Program Offices as the Department of State's Small Business of the Year.

I highly recommend Quality Support Incorporated as Maryland's Top Minority Business Enterprise.

Respectfully submitted,

Harold L. Powell  
Contracting/Grant Officer  
United States Department of State  
International Programs Office