



January 21, 2005

Mr. Wayne M. Gatewood  
President, CEO  
Quality Support, Inc.  
8201 Corporate Drive  
Suite 220  
Landover, MD 20785

Dear Mr. Gatewood:

The U.S. General Services Administration-National Capital Region would like to recognize the commitment, dedication, and professionalism demonstrated by Quality Support Inc., in the planning and execution of our *Opening Doors for America's Heroes* conference. The conference was held on May 27, 2004 at the Ronald Reagan Building and International Trade Center and was an overwhelming success, due to your company's tireless efforts. Congratulations to your fine company on its stupendous events planning abilities.

We received numerous congratulatory phone calls and e-mails from those that attended the event, confirming that our collaborative efforts resulted in a conference that was par excellence. You and your staff played an integral role in helping us to overcome challenges both expected and un-expected and you were readily available to go above the call of duty to ensure our success. For that, we are very grateful.

QSI demonstrated that small businesses provide quality deliverables to the Federal Government with exceptional customer service. This solidifies our mantra that doing business with small businesses is a very good business decision.

Continued success in your business endeavors.

Sincerely,

A handwritten signature in cursive script that reads "Alonzo J. Tyler".

Alonzo J. Tyler  
Program Support Director