

# **UNITED STATES TRANSPORTATION COMMAND (USTRANSCOM)**

**MISCELLANEOUS DOCUMENTATION  
CONTRACT ADMINISTRATIVE FILE  
HTC711-10-C-S002**

**AIR TERMINAL & GROUND HANDLING SERVICES  
AL MUBARAK AIR BASE KUWAIT**

## Schuetzte, Tamara CIV USTRANSCOM AQ

From: William [lulusostrich@grandecom.net]  
Sent: Thursday, July 01, 2010 9:43 AM  
To: Schuetzte, Tamara CIV USTRANSCOM AQ; Pavlak, Joyce CIV USTRANSCOM AQ  
Cc: andre.thomas@nodycegloballlc.com  
Subject: Received Time and date, Correction debriefing of Award, HTC711-09-R-0041, ATGHS Kuwait.

Lulus Ostrich Ranch (LOR)

William R. Hayward

609 Oak Meadows

San Marcos, TX 78666

Ph: 512-353-2220

Texas Cell: 512- (b)(6)

Kuwaiti Phone: 965-6- (b)(6)

Email: lulusostrich@grandecom.net <mailto:lulusostrich@grandecom.net>

Duns Number: 16-724-8546

US Government Cage Code: 31LW3

Web Site: www.sanmarcos.net/lulusostrich <http://www.sanmarcos.net/lulusostrich>

Tamara Schuetzte and Joyce Pavlak

Directorate of Acquisition

USTRANSCOM/TCAQ-S

508 Scott Drive

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618-220-7143 Phone

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<mailto:Tamara.Schuetzte@ustranscom.mil> Tamara.Schuetzte@ustranscom.mil

Pavlak, Joyce CIV USTRANSCOM AQ <Joyce.Pavlak@ustranscom.mil>

Tamara and Joyce:

Good Morning from Kuwait!!

Thank you for info and phone call shedual.

I will be looking foward to your call on Wensday the 7th of July 2010 8AM your time and 4 PM our time in Kuwait. At Cell: 011-965- (b)(6)

So that you know, I do plan to protest this award officially (33.103 Protests to the agency.)

as soon as I can finish my research.

My remedy will be asking you all to send this out for rebid.

There is just no way this company could have gotten a Top PPR rating with all the safety issues that I have been told about and write-ups they got. This alone is enough to push this all the way to push this to the US 5th District Court in Austin, TX and if proven would be Fraud!! Please talk to the Employees yourselves!!!

Correction of the facts on what I have so far: CAV claim that they were 49% owned by Agility which I was told before I started bidding, CAV International was bought out by Ranger Aerospace who Joined US Logistics, Inc. which also bought out also Texas Aviation Services, Inc., a rotorcraft services company in Fort Worth, Texas. It may be that Agility is setting on the board of one of these companies. Still searching.

Weather you met it or not meet it, I was lead to believe I was getting this contract. What a surprise to us all!!

I pray we can resolve this issue!!

God Bless!!

William R. Hayward

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----- Original Message -----

From: Schuette, Tamara CIV USTRANSCOM AQ <mailto:Tamara.Schuette@ustranscom.mil>  
To: William <mailto:lulusostrich@grandecom.net>  
Cc: Pavlak, Joyce CIV USTRANSCOM AQ <mailto:Joyce.Pavlak@ustranscom.mil>  
Sent: Thursday, July 01, 2010 6:49 AM  
Subject: RE: Received debriefing of Award, HTC711-09-R-0041, ATGHS Kuwait.

Mr. Hayward

In regards to your questions for the debriefing. Postaward debriefings are done in accordance with FAR 15.506. Per 15.506(d)(2), we can provide the overall evaluated price and technical rating of the successful offeror and your offer, and past performance information for you. We cannot provide information on any other offerors.

We will call you at the number you provided.

A written copy of the debriefing will be provided as requested.

Tamara

----- Original Message -----

From: William <mailto:lulusostrich@grandecom.net>  
To: Schuette, Tamara CIV USTRANSCOM AQ <mailto:Tamara.Schuette@ustranscom.mil> ;  
Pavlak, Joyce CIV USTRANSCOM AQ <mailto:Joyce.Pavlak@ustranscom.mil>  
Cc: andre.thomas@nodycegloballlc.com  
Sent: Wednesday, June 30, 2010 10:34 PM  
Subject: Received debriefing of Award, HTC711-09-R-0041, ATGHS Kuwait.

Lulus Ostrich Ranch (LOR)

William R. Hayward

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Pavlak, Joyce CIV USTRANSCOM AQ <[Joyce.Pavlak@ustranscom.mil](mailto:Joyce.Pavlak@ustranscom.mil)>

Tamara and Joyce:

Good Evening from Kuwait!!

I have received debriefing of Award notice, HTC711-09-R-0041, ATGHS Kuwait. for Wednesday the 7 July 2010 at 8:00 AM Texas time and 4 PM Kuwait Time. For now this is acceptable.

My Contact phone number is 011- (b)(6)

Please have list of all those who sent in acceptable bids with there ratings that you stated in the award letter.

We understand you will address the issues we presented in our notice for a Debriefing.

Will you be calling me for the Debriefing?

Can I have a copy of the Debriefing also in writing?

God Bless!!

William R. Hayward

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----- Original Message -----

From: Schuette, Tamara CIV USTRANSCOM AQ <<mailto:Tamara.Schuette@ustranscom.mil>>

To: William <mailto:geoline@grandecom.net> ; William  
<mailto:lulusostrich@grandecom.net> ; andre.thomas@nodycegloballlc.com  
Cc: Pavlak, Joyce CIV USTRANSCOM AQ <mailto:Joyce.Pavlak@ustranscom.mil>  
Sent: Wednesday, June 30, 2010 2:31 PM  
Subject: Notice to protest award - Contract HTC711-10-C-S002

<<...>>

Tamara Schuette

Directorate of Acquisition

USTRANSOM/TCAQ-S

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Tamara.Schuette@ustranscom.mil <mailto:Tamara.Schuette@ustranscom.mil>

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----- Original Message -----

From: William <mailto:lulusostrich@grandecom.net>  
To: Schuette, Tamara CIV USTRANSCOM AQ <mailto:Tamara.Schuette@ustranscom.mil> ;  
Pavlak, Joyce CIV USTRANSCOM AQ <mailto:Joyce.Pavlak@ustranscom.mil>  
Cc: andre.thomas@nodycegloballlc.com  
Sent: Wednesday, June 30, 2010 10:58 AM  
Subject: Udated Notice to protest this award,, HTC711-09-R-0041, ATGHS Kuwait.

Lulus Ostrich Ranch (LOR)

William R. Hayward

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Email: lulusostrich@grandecom.net <mailto:lulusostrich@grandecom.net>

Duns Number: 16-724-8546

US Government Cage Code: 31LW3

Web Site: [www.sanmarcos.net/lulusostrich](http://www.sanmarcos.net/lulusostrich) <<http://www.sanmarcos.net/lulusostrich>>

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<<mailto:Tamara.Schuette@ustranscom.mil>> Tamara.Schuette@ustranscom.mil

Pavlak, Joyce CIV USTRANSCOM AQ <[Joyce.Pavlak@ustranscom.mil](mailto:Joyce.Pavlak@ustranscom.mil)>

Tamara and Joyce:

Good Morning from Kuwait!!

Notice to protest this award,, HTC711-09-R-0041, ATGHS Kuwait (as defined in FAR 33.101 and FAR 33.102(d)). and request for debriefing of Award post award debriefing pursuant to FAR 15.506,

Attached is my signed Notice of award to Final Award to CAV!!

I have received your award letter but I must admit that we are shocked!!

1. This is a company that is owned by Rogers which is owned and/or is a partner to Agility. Agility is back listed here in Kuwait and by US Army. The US Government has and is in the process of removing all Agility contracts here in Kuwait and Iraq. Our understanding is that no Agility contracts are allowed or to be given to any company that is affiliated or owned by Agility.

2. CAV had at least one fatal death and one employee who had his legs crushed with equipment that was never Red carded/tagged and malfunctioned due to bad maintenance. Using equipment that should have been put down which caused injuries.

3. Our understanding is that they have received also bad write-ups also.

4. Damage was caused to Aircraft due to low moral.

5. We were the only bidder that was replacing all the equipment with new equipment and new management.

6. Best of all we were 2 million Dollars under CAV's bid with new equipment (see Final Bid Letter attached). There is too much difference to overlook us. We had best Value with low price and new equipment. Not to mention my high rating on my Ice contract at Fort Sam Houston in San Antonio, TX.

7. CAV is undermanned and overworking their Employees.

Please explain how you were to overlook these problems in your debriefing.

God Bless!!

William R. Hayward



## Schuetzte, Tamara CIV USTRANSCOM AQ

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From: William [geoline@grandecom.net]  
Sent: Saturday, December 12, 2009 1:22 AM  
To: Schuetzte, Tamara CIV USTRANSCOM AQ; Pavlak, Joyce CIV USTRANSCOM AQ  
Subject: Problems at Air Terminal and Ground Handling Services at Kuwait International Airport/Abdullah Al Mubarak Airbase, Kuwait-- Request for Proposal: HTC711-09-R-0041

Lulus Ostrich Ranch (LOR)  
William R. Hayward  
609 Oak Meadows  
San Marcos, TX 78666  
Ph: 512-353-2220  
Cell: 512- (b)(6)  
Kuwaiti Phone: 965-6 (b)(6)  
Email: [lulusostrich@grandecom.net](mailto:lulusostrich@grandecom.net) <<mailto:lulusostrich@grandecom.net>>  
Duns Number: 16-724-8546  
US Government Cage Code: 31LW3  
Web Site: [www.sanmarcos.net/lulusostrich](http://www.sanmarcos.net/lulusostrich) <<http://www.sanmarcos.net/lulusostrich>>

Air Terminal and Ground Handling Services at Kuwait International  
Airport/Abdullah Al Mubarak Airbase, Kuwait-- Request for Proposal:  
HTC711-09-R-0041. Due date 30 Dec 2009.

Tamara and Joyce:

Hello and Merry Christmas!!

Thank you for your answer on CAV teaming up with Ranger Aerospace who are Logistics.

FYI: We are aware of the Chain of command issues, maintenance issues, safety issues, low moral, and that there has been two deaths and one major injury cased by CAV internationals improper handling of this contract for the US Government. We will address these issues in our bid.

Due to the above mentioned disparities, it is suspected that Logistics is not allowed to bid or service any new contracts in Kuwait and now are being asked to leave the area.

God Bless!!

William R. Hayward

----- Original Message -----

From: Schuetzte, Tamara CIV USTRANSCOM AQ <<mailto:Tamara.Schuetzte@ustranscom.mil>>  
To: William <<mailto:geoline@grandecom.net>> ; Pavlak, Joyce CIV USTRANSCOM AQ  
<<mailto:Joyce.Pavlak@ustranscom.mil>>  
Sent: Friday, December 11, 2009 8:08 AM  
Subject: RE: Air Terminal and Ground Handling Services at Kuwait International  
Airport/Abdullah Al Mubarak Airbase, Kuwait-- Request for Proposal: HTC711-09-R-0041

Mr. Hayward

We have no information that CAV International has been black listed. We currently have no contracts with U.S. Logistics. In accordance with the Federal Acquisition Regulations, all offerors who submit a proposal under this solicitation will be checked out to ensure they are qualified and eligible to receive an award under applicable laws and regulations prior to

award of any contract.

Tamara Schuette

-----Original Message-----

From: William [mailto:geoline@grandecom.net]

Sent: Friday, December 11, 2009 6:36 AM

To: Schuette, Tamara CIV USTRANSCOM AQ; Pavlak, Joyce CIV USTRANSCOM AQ

Subject: Air Terminal and Ground Handling Services at Kuwait International Airport/Abdullah Al Mubarak Airbase, Kuwait-- Request for Proposal:

HTC711-09-R-0041

Lulus Ostrich Ranch (LOR)

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Email: [lulusostrich@grandecom.net](mailto:lulusostrich@grandecom.net)

Duns Number: 16-724-8546

US Government Cage Code: 31LW3

Web Site: [www.sanmarcos.net/lulusostrich](http://www.sanmarcos.net/lulusostrich)

Air Terminal and Ground Handling Services at Kuwait International Airport/Abdullah Al Mubarak Airbase, Kuwait-- Request for Proposal: HTC711-09-R-0041. Due date 30 Dec 2009.

Tamara and Joyce:

Hello!! How are you doing today!!

If CAV International??(the perform of this contract) and US Logistics are black listed here in Kuwait from bidding or performing any work, how can they combine with Ranger Aerospace owned by Steve Townes be allowed to bid on this contract? Are they not the same company being black listed?

Info below!!!

CAB International who is now performing this contract is planning to recognized under a new company Called Ranger Aerospace/Range Aerospace out of Texas/N.C and part of Logistics is planning to bid on this contract. Info Below.

FAYETTEVILLE, N.C. -- US Logistics, Inc., a US government outsourcing contractor specialized in aircraft technical services, tactical vehicle overhauls and repairs, technical staffing, and base logistics, has combined with Ranger Aerospace and CAV International for additional capital strength and management resources to support its continuing growth. Ranger's newest private equity investment platform is called Ranger International Services Group, Inc., which acquired a majority stake in US Logistics in August of 2009.

Newspaper article from: Defense & Aerospace Week ...expansion. Ranger Aerospace is a private...International (another Ranger International subsidiary...holding company, Ranger International. Steve Townes, founder of Ranger Aerospace and CEO of Ranger International, stated...

God Bless!!

William R. Hayward

## Schuetzte, Tamara CIV USTRANSCOM AQ

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From: William [geoline@grandecom.net]  
Sent: Monday, February 08, 2010 2:38 AM  
To: Schuetzte, Tamara CIV USTRANSCOM AQ; Pavlak, Joyce CIV USTRANSCOM AQ  
Cc: andre.thomas@nodycegloballlc.com  
Subject: Bid Process and Accident on site, Solicitation Number: HTC711-09-R-0041

Lulus Ostrich Ranch (LOR)  
William R. Hayward  
609 Oak Meadows  
San Marcos, TX 78666  
Ph: 512-353-2220  
Cell: 512- (b)(6)  
Use Kuwaiti Phone: 965-9-721-4653  
Back up Cell phone: 965-6- (b)(6)  
Email: [lulusostrich@grandecom.net](mailto:lulusostrich@grandecom.net) <<mailto:lulusostrich@grandecom.net>>  
Duns Number: 16-724-8546  
US Government Cage Code: 311W3  
Web Site: [www.sanmarcos.net/lulusostrich](http://www.sanmarcos.net/lulusostrich) <<http://www.sanmarcos.net/lulusostrich>>

Air Terminal and Ground Handling Services at Kuwait International Airport/Abdullah Al Mubarak  
Airbase, Kuwait-- Request for Proposal: HTC711-09-R-0041

Solicitation Number: HTC711-09-R-0041

Tamara and Joyce:

Good Morning from Kuwait!!

How are you all doing today?

It is very Cold here in Kuwait today!!

How is the bidding process going?

FYI: CAV had an other Accident where some one hit an aircraft!! These people are so stress  
out that they are getting hurt and damaging government property.

Please, if there is anything we can do to help, please let us know!!

God Bless!!

William R. Hayward

**Pavlak, Joyce CIV USTRANSCOM AQ**

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**From:** Andre Thomas [bishop505\_99@yahoo.com]  
**Sent:** Tuesday, July 21, 2009 2:39 PM  
**To:** Pavlak, Joyce CIV USTRANSCOM AQ  
**Subject:** MARKET RESEARCH QUESTIONS FOR RFP HTC711-09-R-0041  
**Attachments:** NODYCE GLOBALS ANSWER TO MARKET RESEARCH QUESTIONS FOR RFP  
HTC711-09-R-0041.doc

How are you doing. My name is Andre Thomas. Owner of NODYCE GLOBAL LLC. We are very interested in working this contract. Attached are my answers to the market research questionnaire. Please respond at your earliest convenience and notify me that you've received the attachment with no problems. Thanks for your time.

Andre' L. Thomas,  
Owner,  
NODYCE GLOBAL LLC.

## NODYCE GLOBAL LLC

1. IF YOU WERE AWARDED A CONTRACT FOR THE ABOVE SERVICES ON 1 APRIL 10, COULD YOU TRANSITION EMPLOYEES AND BE FULLY OPERATIONAL BY 1 OCT 10? IF NOT, WHAT WOULD PRECLUDE THIS FROM HAPPENING?

YES. WE HAVE CONDUCTED MARKETING RESEARCH OF OUR OWN AND WE ARE POSITIVE THAT A HIGH PERCENTAGE IF NOT ALL OF CAV INTERNATIONAL EMPLOYEES WILL HAVE NO PROBLEM TRANSITIONING OVER TO NODYCE GLOBAL LLC. WE HAVE BEEN WAITING FOR THIS CONTRACT TO BECOME AVAILABLE SINCE SEPTEMBER 2008. SINCE THEN WE HAVE GATHERED RESUMES FROM QUALIFIED PEOPLE TO FILL EVERY POSITION IF NEEDED.

2. DO YOU CURRENTLY HAVE EMPLOYEES QUALIFIED AND CERTIFIED IN THE FOLLOWING FUNCTIONAL AREAS: COMMAND AND CONTROL, HAZARDOUS MATERIALS INSPECTION, AIRCRAFT LOAD PLANNING, JOINT INSPECTION, VEHICLE AND EQUIPMENT MAINTENANCE, 60K LOADER (TUNNER) MAINTENANCE, AND AEROSPACE GROUND EQUIPMENT MAINTENANCE?

YES. OVER HALF OF OUR CURRENT EMPLOYEES ARE C2 QUALIFIED AND A HIGH PERCENTAGE OF ALL THE RESUMES GATHERED ARE QUALIFIED C2 PERSONELL. WE HAVE EMPLOYEES THAT ARE HAZARDOUS MATERIALS INSPECTION QUALIFIED IAW AFJMAN 24-204 AND ARE FAMILIAR WITH GATES AND RFID TRACKING. ALL OF THESE PERSONELL ARE ALSO JOINT INSPECTION QUALIFIED AS WELL AS A NUMBER OF CANDIDATES ON FILE FOR THE POSITION. WE HAVE EMPLOYEES WHO ARE AIRCRAFT LOAD PLANNING QUALIFIED AND THEY ALL MEET THE TRAINING REQUIRMENTS OF AMCI 24-101, VOL 22 AND POSSES EXTENSIVE JOB KNOWLEDGE AND ARE TOTALLY FAMILIAR WITH THE EQUIPMENT AND PROCEDURES EMPLOYED WITHIN THE AIRLIFT SYSTEM. WE ARE AWARE THAT CURRENT KNOWLEDGE OF AIRCRAFT DESIGN, CONFIGURATION AND LIMITATIONS ARE ESSENTIAL AND WE WILL STAY UPDATED ON ALL UPGRADES TO AIRCRAFT AND RETRAIN OUR EMPLOYEES AS NEEDED. ADDITIONALLY, ALL OF OUR CURRENT AIRCRAFT LOAD PLANNERS HAVE ATLEAST SIX MONTHS OF RAMP EXPERIENCE AND OUR CANDIDATES FOR THE FUTURE WILL CARRY THE SAME QUALIFICATIONS. WE HAVE QUALIFIED VEHICLE AND EQUIPMENT MAINTENANCE, 60K LOADER (TUNNER) MAINTENANCE, AND AEROSPACE GROUND EQUIPMENT MAINTENANCE PERSONELL COMITTED TO HELPING US TAKE OVER THE CONTRACT IF NEEDED AS WELL AS THE CURRENT MECHANICS WILLING TO STAY AND TRANSITION WITH US.

ANDRE THOMAS  
900 WICKLOW RD  
410 (b)(6)  
Bishop505\_99@yahoo.com

3. IF YOU WERE AWARDED A CONTRACT FOR THE ABOVE SERVICES ON 1 APR 10, COULD YOU TRANSITION REQUIRED EQUIPMENT AND BE FULLY OPERATIONAL BY 1 OCT 10? IF NOT, WHAT WOULD PRECLUDE THIS FROM HAPPENING?

NOTE: THE GOVERNMENT WILL PROVIDE NINE (9) TUNNERS AND TWO (2) HALVERSON K-LOADERS.

YES. WE WILL HAVE ALL OF THE REQUIRED 10K FORKLIFTS, TUGS, STEP TRUCKS, BAGGAGE LOADERS, VANS FOR PERSONELL WHO WILL NEED TRANSPORTATION TO AND FROM THE FLIGHTLINE (RAMP, PAX, CARGO, SPECIAL HANDLING, ATOC2 ETC) AND A TRANSIENT ALERT TRUCK IF NONE PROVIDED. WITH OUR EXTENSIVE AND RELIABLE CONNECTIONS IN KUWAIT, DUBAI AND AMERICA WE WILL BE ABLE TO ACCUIRE ANY EQUIPMENT NEEDED FOR THIS CONTRACT. I.E. GROUND POWER UNITS AND A PUSHBACK VEHICLE IF NONE WILL BE PROVIDED BY THE GOVERNMENT.

4. PLEASE PROVIDE ANY QUESTIONS, COMMENTS OR CONCERNS YOU FEEL RELEVANT CONCERNING THIS PROPOSED ACQUISITION THAT WOULD ASSIST YOU IN SUBMITTING A PROPOSAL.

1. WILL THE 60KS AND 25KS CURRENTLY ON STATION BE REPLACED WITH DIFFERENT EQUIPMENT? THE ONES THERE ARE NOT IN GOOD SHAPE.
2. WILL THIS BE A FIXED PRICE CONTRACT?
3. DURING THE TRANSITION MONTH OF OCTOBER 2010, WILL CAV INTERNATIONAL HAVE TO PAY THERE EMPLOYEES FOR THAT MONTH SINCE THEY WORKED THE MONTH OF SEPTEMBER FOR CAV?
4. WILL WE BE RESPONSIBLE FOR THE EMPLOYEES TRAINING PER DIEM AND HOUSING AND WILL THEY RECEIVE TRAING PAY?
5. WILL WE BE RESPONSIBLE FOR THE PAYMENT OF THE NACI CHECK FOR EMPLOYEES?
6. WHEN WILL THE FIRST PAYMENT TO THE CONTRACTOR BE MADE?
7. WILL THERE BE AWAY FOR THE EMPLOYEES TO BE ALLOWED TO EAT IN THE CHOW HALL ON THE AL MUBARAK AIR BASE?



8. AROUND WHAT TIME WILL THE SOLICITATION BE POSTED?
9. AS FAR AS ADDITIONAL MEDICAL CHECKS THAT'S REQUIRED BY THE KUWAITI GOVERNMENT, WHO WILL BE RESPONSIBLE FOR THAT PAYMENT?
10. WILL A COMPANY SECURITY CLEARANCE BE NEEDED FOR THIS CONTRACT AND IF SO WILL AMC OR ANY GOVERNMENT AGENCY INVOLVED WITH THIS CONTRACT SPONSOR THE COMPANY IN NEED? WILL IT BE POSSIBLE TO HAVE EMPLOYEES ATTENDING THE TRAINING IN CHARLESTON TO BECOME CERTIFIED THE 60K AND 25K BEFORE DEPLOYING TO KUWAIT?

WE WILL DEVELOP A BETTER WORKING RELATIONSHIP WITH THE OTHER COMPANIES SUCH AS EVERGREEN, ATLAS, NATIONAL AIR CARGO, UPS, FEDEX, MIDEX, DHL, SKYLINK ARABIA, AND DFS MIDDLE EAST TO NAME A FEW. AT THIS TIME, EMPLOYEES WORKING THIS CONTRACT ARE NOT RECEIVING PER DIEM OR ANY KIND OF UPLIFT PAY. THIS OPERATION IS ONE OF IF NOT THE BUSIEST AERIAL PORT IN THE WORLD. THE EMPLOYEES SUFFER FROM SEVERE MORALE ISSUES DUE TO THE AMOUNT OF WORK BEING DONE AND NOT ENOUGH COMPENSATION FOR THAT HARD WORK. THERE ARE ONLY SIX SPOTS ON THE AIR BASE FOR AIRCRAFT AND SEVERAL TIMES A DAY ALL SIX SPOTS ARE TAKEN WITH AIRCRAFT WAITING TO COME IN. THE MORALE WOULD BE A LOT HIGHER IF THE WORKERS AT LEAST RECEIVED PER DIEM. THE KUWAITI ECONOMY IS VERY HARD TO LIVE OFF OF DUE TO THE FACT THAT THE KUWAITI DINAR IS MORE THAN THREE TIMES THE AMERICAN DOLLAR. A VERY HIGH PERCENTAGE OF THE EMPLOYEES WORKING THE CURRENT CONTRACT ARE IN THE \$50,000 A YEAR RANGE BUT DUE TO THE AMOUNT WON BY THE CURRENT CONTRACT HOLDER THAT'S A REASONABLE AMOUNT IN ORDER FOR THE COMPANY TO STAY ABOVE WATER BUT NOWHERE NEAR A REASONABLE AMOUNT FOR THE AMOUNT OF WORK BEING DONE. THIS CURRENT SITUATION IS DUE TO THE UNDER BIDDING OF THE LAST TWO CONTRACT HOLDERS (MAYTAG AND CAV INTERNATIONAL) AS THEY CONTINUE TO COMPETE WITH ONE ANOTHER DUE TO THEIR PAST HISTORY. DURING THIS COMPETITION, THE EMPLOYEES ARE THE ONES THAT SUFFER.

CAV International, Inc.  
Solicitation HTC711-09-R-0041  
Air Terminal & Ground Handling Services - Kuwait

Part II - Past Performance Information



EVERGREEN INTERNATIONAL AIRLINES, INC.

1850 Three Mile Lane • McMinnville, Oregon 97128 • USA  
Phone (503) 472-0011 • Fax (503) 434-4215 • SITA: HDQGGZ

October 19, 2009

To Whom This May Concern:

Although this may be an overlooked task, I feel that I must bring to your attention the outstanding customer service we receive by your representatives at CAV.

I am, of course, very delighted to have the pleasure of working with CAV and its personnel overseeing our operations in Kuwait. Their professional and courteous attitude, expert knowledge, and patience in handling our ground operations are very important to my complete customer satisfaction.

I am the Station Manager for Evergreen International Airlines based at Kuwait City Abdullah Al-Mubarak Airbase. CAV ensures a swift and efficient operation without the sacrifice of safety. This is one less concern for me and I am deeply appreciative of their assistance and support. While I know that CAV is renowned for the customer service it provides, I feel like its personnel treated my affairs with the utmost importance.

In the past, I felt that previous GSA's were not sensitive to our needs and provided the quickest and most convenient solution to our problems from their perspective. But not in this case, CAV personnel have handled many issues as if they were their own, and I am completely satisfied. It is my hope that CAV will continue service at Kuwait City Abdullah Al-Mubarak Airbase and look forward to patronizing your organization.

Sincerely,

(b)(6)

Station Manager  
Evergreen Int'l Airlines

10-99  
HCH