

Date: April 10, 2009

Subject: **NORTHCON, INC**
10615 N Government Way
Hayden, Id 83835

To: Evaluation Team Members / Contract Specialists

I have had the pleasure and satisfaction of working with Northcon, Inc. for many years on projects for the Idaho Panhandle National Forests and wish to recommend them highly. I have personally worked with owner Randy Smith and general manager, Jack Daniels on numerous projects on the Forest and can attest to their consistent honesty, ethics and willingness to meet the needs of the specific customer for the project, the agency and the taxpayer. My initial experience was for award of an open competitive modified design-build contract for upgrade, repair and remodel of a District warehouse. Since then, the firm obtained 8(a) status and awards have been made to them under open competitive as well as 8(a) sole source solicitations by myself and other IPNF COs.

Projects have ranged from modified design-build facility maintenance contracts to HVAC to boat launch upgrade and paving. In all projects, Northcon has conducted their business above reproach and maintained excellent communication with the COs, CORs, and Inspectors, providing timely responses to any issues and concerns to ensure that the project would remain on schedule and within budgets. The company has repeatedly stood by its obligation to warrant work and responded to any concerns with a "customer is always (or usually) right" attitude. Normally this has not been needed because where there concerns regarding design or expectation, Randy Smith or Jack Daniels would call attention to the issue and recommend an alternative approach for better results, always with a positive result for the taxpayers.

In all aspects, they have managed their subcontractors in a manner to ensure that Northcon's reputation was carried to the project by any subs. Any issues that may have developed (responsiveness, quality, etc.) were addressed immediately by Jack Daniels; however, I cannot recall any major issues at all with subcontractors.

The company has managed their funding and expenses to ensure that they met their obligations to employees, suppliers and subcontractors as well as keeping the COR and CO apprised of when and how possible problems in the project could impact FS funding for the project. This is to say that at any time, the Contractor could detail what has been paid by the Government, what has been completed and not paid (accrual accounting) and what remains to be spent to meet the project objectives.

In summary, I would not hesitate to recommend this firm and its principle employees for any projects for which they may propose. It is my experience that Randy Smith will not propose on any project for which he does not have complete confidence that Northcon can complete within budget, within time and of high quality as required by the agency.

Please feel free to call if you have any specific questions.



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