

MESA STEEL INC.

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To whom it may concern:

Simply put, IDS is the finest detailing company I have ever had the pleasure of dealing with. When we started using IDS, our projects became more profitable, mistakes in the shop became fewer, we were able to recover more easily on change orders, and customer satisfaction has never been higher. I do not believe this was a mere coincidence.

From an owner's perspective what make IDS superior begins with the estimating process. They always provide pricing and a detailed outline of the scope to make sure we always start on the same page. When the detailing begins, IDS issues clear and comprehensive RFIs. This may seem obvious, but more than a few detailers simply assume they know best – and you know what they say about assumptions. Re-submittals are dealt with professionally. I cannot count the number of times a detailer has complained about the changes noted in the returns (even if they were caused by the detailer's mistake.) *Drawings are prepared accurately, completely and on-time.* Once the fabrication begins, there are rarely mistakes. However, IDS is always patient, but timely, in answering questions that may arise from the shop or in the field. Finally, at the end of the project, there are no surprise change orders, back charges or price negotiation. IDS is the epitome of professionalism.

Sometimes I think a project is too small for IDS, but the small projects are treated just the same as the large ones. It does not matter if I need a security grate for a conduit opening, a three-riser stair, a new house, a retrofit in an existing building, the platform for a high-tech solar device, or a new state-of-the-art federal building that requires connection calculations and solutions, the quality of their work never changes.

Always demonstrating the highest degree of professionalism and attention to service, I highly recommend IDS to any company seeking the best overall and all inclusive detailing and design.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Mittle". The signature is written in a cursive, somewhat stylized font.

David E. Mittle, president