



# PRO-OPS, INC.

Professional Operations, Inc.

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4325 Belmont Avenue  
Dallas, Texas 75204  
214-821-7393  
972-612-4776 Fax

February 4, 2004

Mr. Bernie Siben, CPSM  
The Siben Consult, LLC  
9908 Brockbank Drive  
Dallas, Texas 75220

Dear Mr. Siben:

PRO-OPS, Inc. would like to express its sincere appreciation for all of your assistance on development of marketing materials, as well as proposal writing for a major project in 2004. I am pleased to report that we did win the project and are embarking upon a long term (very lucrative) effort for this new client. I believe that this win was made possible by TSC's strong effort and guidance through the proposal process.

I am certainly looking forward to continued association and assistance from TSC for future marketing efforts. Your professionalism and strong interpersonal skills are very evident to me, and I would be pleased to make a recommendation for your firm at any time.

I look forward to working with you in the future.

Sincerely,

**PROFESSIONAL OPERATIONS, INC.**

Rhonda E. Harris, P.E.  
Principal