



Harvest Bible Chapel of North Indianapolis, Inc.  
14550 River Road  
Carmel, Indiana 46033

October 6, 2017

T&W Corporation  
3841 West Morris Street  
Indianapolis, Indiana 46241

To the Entire T&W Family,

I wanted to express my appreciation and thanks for the tremendous project you completed for Harvest. Over the past few years, your team has been more than our General Contractor, you have become partners in our ministry, valued advisors, and friends.

The mission at Harvest is to glorify God by making disciples of all nations. Several years ago, we were faced with a growing congregation and diminishing opportunity to meet in leased spaces. At that time, we began to explore our options for building our first facilities. During this period God provided us with some clarity on how to move forward, with what can be a difficult, challenge filled process. We first made it clear that we wanted to go forward only as He would direct and we would not move forward without Him. We also affirmed our commitment to some guiding principles we have had in the life our church. We committed to walking forward in faith, to steward faithfully and rightly what He provides, and to not presume upon the Lord.

As we began to explore the next steps for Harvest, it became necessary to seek counsel and help with outside experts. We started to interview, research, and check references on many possible contractors, consultants, and other service providers. As we got to know more about your business we found a team that was committed first to helping our Church, not just building a structure. We found a team that was interested in doing what was best for our ministry and was committed to delivering value. You did not have the goal of constructing something you previously built for another client, being the lowest price per square foot regardless of our goals, creating a project that would win design awards, or forcing us to do it your way. Further, we found out from our discussions with your past clients that you were a team filled with character and a history of fair, open and transparent relationships.

Your team helped us through site selection, budgeting, design, and municipal approvals. As we moved through the process, you were there each step to provide insight and counsel. You listened and sought to understand what would best serve our unique needs. Throughout the entire process and each step of design, you helped us to understand the project costs and how we could manage those or reduce them. You worked with us to develop an unusual site and overcome the construction challenges it presented. Your team worked hard not to have us be surprised at any time during the process and was diligent to move the project forward even when circumstances beyond your control presented themselves.



More specifically your process was designed to meet our budget. We were not surprised by significant cost overruns or items that "we should have known about." Unlike many general contractors you were transparent throughout the bidding process and shared with us the items that were driving cost. We benefited from your marketplace reputation of fair dealing with subcontractors and vendors, which afforded us the opportunity to choose from multiple competitive estimates submitted by qualified sub-contractors. Your process not only allowed us to value engineer our project, but encouraged us to do so. You worked with us to understand and participate in the subcontractor selection process. You educated and advised us on certain trades to accept the low bid and on others to choose a slightly higher number which would deliver better quality or service. In a few areas, we had an existing relationship with a properly qualified contractor and you encouraged us to introduce you to them. You were willing to evaluate those existing relationships with us and together we determined if they would be a fit for the project. Value engineering with T&W was not just about lowering costs, rather you helped us use our resources in the areas that would have the most meaningful impact to our ministry and in ways that would reduce our long term operational cost.

During our contract, we worked with many members of your team, including Bryan, Rick, Chuck, Steve, Gary, Kurt, Erin, Marla, Meghan, Gerry, Kristy, and Dennis. Each person has worked as if this was their only project and it was their church. Your individual and team contributions have made a difference in our organization, and many lives have been impacted because of you. There was never a request that was too small or outside of your abilities.

In my experience, there are two times or days when an individual or organization is happiest during a building project. The first time is at the beginning of the process and the second is the day they move in. We have been in our Carmel facilities over two years, and I am thankful that when reflecting on our building process it is not filled with memories that make me sigh or wince. Our facilities are performing well and as intended. Your team helped Harvest to make good decisions that were in line with our guiding principles. You helped us to walk forward in faith, to steward rightly what God provided and to not operate with presumption.

At Harvest, we have had many times we can look back on and see God's provision and grace to our church family. We are thankful that working with your organization has been one of those times. You have lived up to your reputation and commitments to operating with character, delivering value, guiding us through the process, and becoming a wise, trusted partner.

If there is anything we can do to serve you, please let us know.

For the Kingdom,

Steven Horn  
Board Member, Site Selection and Building Chairman