

September 16, 2021

Chris Kumsher  
Chief Financial Officer  
3500 American Boulevard, Suite 300  
Bloomington, MN 55431

RE: State of Indiana Request for Proposal 22-68650

Dear Mr. Kumsher,

This letter is confirmation of Bucher + Christian Consulting, Inc., D/B/A *BCforward* (*BCforward*) intent to participate with Avtex on the State of Indiana, RFP 22-68650. This RFP is for Contact Center as a Service released by the Indiana Department of Administration and Indiana Office of Technology

*BCforward* is pleased to have this opportunity to participate with Avtex on this RFP. This letter is also our commitment to abide by all State procurement regulations which include:

- Drug free workplace
- Non-collusion
- Equal Opportunity Employer
- Confidentiality

*BCforward* understands there is no commitment for work by Avtex, unless the RFP activity results in a contract/award with the State of Indiana. Should Avtex sign a contract with the State of Indiana, *BCforward* will participate in the contract by providing Project Management and Professional Staffing Services. *BCforward* will be paid an estimated amount of \$368,907 (8%) for the two-year contract.

*BCforward* is an Indiana formed and a certified Minority Business Enterprise with the State of Indiana.

*BCforward* further certifies that Justin Christian, as signatory to this letter, is authorized to make such commitments on behalf of Bucher + Christian Consulting, Inc.

Sincerely,



Justin Christian  
President and CEO