January 7, 2022

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 BC*forward* (BC*forward*) 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

BC*forward* 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:

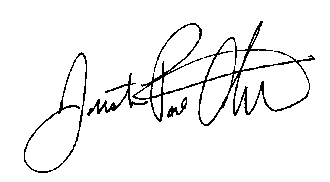
* Drug free workplace
* Non-collusion
* Equal Opportunity Employer
* Confidentiality

BC*forward* 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, BC*forward* will participate in the contract by providing Project Management and Professional Staffing Services. BC*forward* will be paid an estimated amount of $540,000 (1.5%) for the four-year contract.

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

BC*forward* 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