



## Diversified Services Network, Inc. (DSN)

2760 Forgue Drive, Suite 100  
Naperville, IL 60564  
[www.dsnworldwide.com](http://www.dsnworldwide.com)

(P) 630-983-9819  
(F) 630-983-3041  
[nrefai@dsnworldwide.com](mailto:nrefai@dsnworldwide.com)

October 25, 2023

Mr. Andrew Hoff  
General Manager  
Indiana Interactive, LLC dba Tyler Indiana  
151 W Ohio Street,  
Suite 100  
Indianapolis, IN 46204

RE: State of Indiana Office of Administration Request for Proposal 23-74658

Dear Mr. Hoff:

Diversified Services Network, Inc. (DSN). is pleased to be selected by Indiana Interactive, LLC dba Tyler Indiana to perform as a Woman Owned Business Enterprise partner for the above referenced Request for Proposal (RFP). Our company is formed as a corporation and is listed on the IDOA Directory of Certified Firms. We are willing and eager to carry out the responsibilities described in this letter.

DSN commits to providing IT consulting and staffing services as requested by Tyler Indiana throughout the term of the prime contract resulting from the RFP. DSN agrees to comply with all the State statutes and will be subject to the provisions thereof as they relate to the scope of work required by the RFP.

DSN anticipates performing work related to this RFP from the start of the contract, which is estimated to begin in Q1 2024 for a period of four years. This time period may be extended should Tyler Indiana be granted a contract extension. DSN anticipates that the overall value of the services provided to Tyler Indiana during these contract periods will be 3% or \$681,475.50 of Tyler Indiana's total proposed cost based on the current scope of our teaming agreement and the RFP. The overall value of services may increase should Tyler Indiana be granted contract extensions. In the event this occurs an updated commitment letter will be submitted.

We look forward to partnering with Tyler Indiana and the State of Indiana in support of the IN.gov Web Portal agreement.

Sincerely,

*Nabil Refai*

Nabil Refai, PhD, PMP  
Vice President  
(P) 630-983-9819  
(M) 630-248-7523  
[nrefai@dsnworldwide.com](mailto:nrefai@dsnworldwide.com)