



June 12, 2012

To The Metropolitan Council Management Committee

First and foremost, on behalf of the Marco, I want to thank you for the past three years of business. We appreciate the opportunity we had to work with the Metropolitan Council. We also want to thank the Evaluation Committee who was responsible for this evaluation and decision. We understand this was a big decision and are sure there was lot of detail and understanding of both vendors in order to make your decision.

Since the intent to award and the financial information is public on your web site, Marco would like to take this opportunity to explain how we based our pricing since there was such a difference between ours and Integra. Our intent for this information is so the committee understands that we felt we were offering a fair price based on the RFP specifications and for what we know you will expect. Our contract price for the previous RFP based on three years was \$517,292 or \$172,430 annually. We also reviewed Integra's proposal from three years ago and they were \$615,719 or \$205,239 annually. The current RFP almost doubled the amount of onsite Technician time (from 32 hours to 56 hours, 16 of those are to be a highly skilled engineer for your contact center) and the product that is supported has increased substantially as well. When we looked at all what would be required so we could continue to offer the same level of service we do today, we arrived at our \$330,630, which coincides with the RFP asking for the increase in services, which almost doubled.

Marco truly understands what service level you expect. We certainly were hoping our knowledge of the service level requirement would keep our bid competitive, so that the committee could justify the value in Marco based on our past performance. We also feel it is hard to put a value on the "project based" business that the vendor will be responsible for outside the scope of this RFP. Marco has always provided competitive labor for these projects and has a successful track record of the past three years.

I want you to know that in my 30 years in the industry and providing proposals and bids to public entities, I have only written a letter to a committee on their decision one other time. I felt this was a time that warranted an explanation.

We want you to know we will respect your decision and again, thank you for the past three years of business. We hope to be able to provide our services in the future and want to wish you well.

Respectively,

A handwritten signature in black ink that reads "Randy Lindstedt". The signature is written in a cursive, flowing style.

Randy Lindstedt  
Marco Enterprise Account Manager