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September 14, 2011

Mr. Victor Bolden
Corporation Counsel
City of New Haven
200 Orange Street
New Haven, CT

Dear Mr. Bolden,

In March of 2011, IKON responded to a certain RFP titled "Print Management Program - #2011-03-773".

It has come to our attention that this RFP is being presented to the Board of Aldermen for approval as a five year contract. This is a material and significant change to the terms in the RFP which are attached.

Although this may not seem significant or anything different from what was originally requested by the City's Purchasing Agent, IKON's proposal was based on a pricing structure specific to the original request. The original request as advertised by the City's Purchasing Agent clearly indicated that IKON was required to submit a proposal based on a one year agreement with additional one year agreements to be approved at the sole discretion of the City. Had IKON known that the Purchasing Agent would be submitting to the Board of Aldermen a communication different than what he requested; IKON would have submitted a pricing structure based on such terms.

I hope you can review the City Purchasing Agent's communication and confirm it is different from what was originally requested and that the City Purchasing Agent must afford not only IKON, but all of the vendors, an opportunity to provide pricing based on the multiple year term that is being submitted to the Board of Aldermen.

Sincerely,

Anthony J Maturo
Acting Area Vice President
IKON Office Solutions, A Ricoh Company