

State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street

Concord, New Hampshire 03301

(603) 271-3201 | Office@das.nh.gov

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

August 28, 2026

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services (DAS) to enter into an amendment to an existing contract (Contract #8003166) with Canon U.S.A., Inc. (VC# 230331), Melville, NY, for multifunction devices and managed print services by extending the completion date from September 30, 2026, to September 30, 2027, and increasing the price limitation by \$100,000.00 from \$1,000,000.00 to \$1,100,000.00, effective upon Governor and Executive Council approval. The original contract was approved by Governor and Executive Council on December 21, 2022, item #133 and the first amendment was approved by Governor and Executive Council on September 17, 2025, item #5K.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

EXPLANATION

The Department of Information Technology (DoIT), in collaboration with DAS, respectfully requests approval to exercise the final one-year extension option for the multifunction device and managed print services contracts with Canon U.S.A., Inc. (8003166), Connected Office Technologies, LLC (8003153), and Toshiba America Business Solutions, Inc. (8003148). Extending these contracts will ensure agencies continue to receive essential printing, copying, and scanning services, as well as maintenance and supply fulfillment of paper and ink, while providing DoIT the time needed to review and edit the technical and operational requirements for the next Request for Bid (RFB).

After determining a comprehensive rescoping is required, DoIT requested DAS to exercise the final year extension provision. This extension period will provide sufficient time for DoIT to complete the technical analysis and make any necessary scope of work adjustments while ensuring uninterrupted service to agencies. Technical and scope of work requirements will be revised based on extensive feedback from technical stakeholders and agency end users. This work is expected to be completed and a new RFB issued in late fall 2026.

Approval of this extension will ensure continued delivery of critical services at established competitive contract pricing. During the extension period, DoIT and DAS will finalize the long-term contracting approach—whether through an updated RFB or an amended NASPO contract. Both paths will incorporate the updated technical specifications and improved service expectations.

Based on the foregoing, I am respectfully recommending approval of the contract amendment with Canon U.S.A., Inc.

Respectfully submitted,

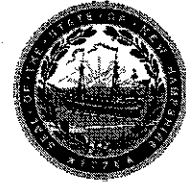
A handwritten signature in black ink, appearing to read 'Ch Arlinghaus', written in a cursive style.

Charles M. Arlinghaus
Commissioner



**STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY**

27 Hazen Drive | Concord, NH | 03301
Fax: (603) 271-1516 | TDD: (800) 753-2964
doit.nh.gov



Denis Goulet, *Commissioner*

July 30, 2026

Charles M. Arlinghaus, Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street – Room 100
Concord, NH 03301

Justification for Extending Multi-Function Devices Contracts

Dear Commissioner Arlinghaus:

The Department of Information Technology (DoIT) is requesting the Department of Administrative Services (DAS) extend multifunction devices and managed print services contracts 8003166 (Canon), 8003153 (COT), and 8003148 (Toshiba) for an additional year. These contracts are set to expire 09/30/2026 however each are eligible to be extended one additional year retaining the same terms conditions and pricing. Approval of this extension will provide the time necessary to update requirements and suggest other improvements to align with current market trends.

DoIT's experience with contractors for multi-function devices over the last ten years gives us important insight into service, support, and delivery processes. We and agency customers have identified areas of opportunity for improvement with all three categories. DoIT would like to update, clarify, and strengthen contract language to facilitate the deployment of devices with minimal disruption to agency customers. Network connected devices must be properly prepared by the contractors to secure them and to ensure eligible features will work on the network. This requires contractors to coordinate closely with customers and DoIT to schedule device deliveries and to validate DoIT technicians can remotely administer devices so agency staff can print and scan documents. Without effective communication, collaboration, and clear requirements, device deliveries are delayed or print, and scan services are disrupted for days.

Furthermore, analysis is actively being performed to weigh the value proposition and controls afforded by partnering through a larger Groupe Procurement Organization (GPO) such as The National Association of State Procurement Officials (NASPO). NASPO contracts permit manufacture direct contractors to use authorized dealers within the state who have can respond timely deploying in state resources to manage the contract requirements. This sub-contractor relationship is not free of challenges and DoIT in partnership with DAS aims to restructure the framework to ensure best service delivery without compromising the competitive cost advantage of leveraging the economies of scale afforded by GPO relationships.

Should the state seek to contract through NASPO or another GPO we will enhance the language that requires the contractors to provide up-to-date, unified, electronic, pricing and feature specifications using standard spreadsheet formats. This is needed so that agency customers can align their printing and scanning needs with available inventory and remains the industry standard best practice.

Finally, we would like to review the quantity of approved contractors. The contract requires devices to be monitored for consumables usage and system health alerting. This has meant the State has had to deploy virtually hosted platforms for each contractor. Each of these platforms costs the State about \$5-10,000 per year plus support costs to manage them. The more contractors there are, the greater the cost.

A one-year extension will allow DoIT time to sure up specific requirements to contribute to the next contracts, with an RFP anticipated to post in the fall of 2026.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Denis Goulet", with a horizontal line extending from the end of the signature.

Denis Goulet
CIO / DOIT Commissioner

DG/RA
DoIT# 2027-014A



**SECOND AMENDMENT TO THE CONTRACT BETWEEN
CANON U.S.A., INC.
AND
THE STATE OF NEW HAMPSHIRE,
DEPARTMENT OF ADMINISTRATIVE SERVICES,
FOR MULTIFUNCTION DEVICES AND MANAGED PRINT SERVICES
CONTRACT # 8003166**

This Second Amendment (hereinafter referred to as the "Amendment") is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as "the State") and Canon U.S.A., Inc. (successor by merger to Canon Solutions America, Inc.), (hereinafter referred to as "the Contractor") for Multifunction Devices and Managed Print Services.

WHEREAS, pursuant to an agreement effective December 21, 2022, amended by the First Amendment on September 17, 2025, and set to expire September 30, 2026, (hereinafter referred to as "the Agreement"), the Contractor agreed to perform certain supply and maintenance of multifunction devices and managed print services for the State in consideration of payment by the State of certain sums as specified therein; and

WHEREAS, pursuant to Section 17 of the Agreement, the Agreement may be amended by an instrument in writing executed by both parties;

NOW, THEREFORE, for and in consideration of the mutual promises set forth in this Amendment and the underlying Agreement, the parties do mutually agree as follows:

1. Delete in its entirety Form Number P-37, item 1.7 Completion Date and substitute the following:
September 30, 2027
2. Delete in its entirety Form Number P-37, item 1.8 Price Limitation and substitute the following:
\$1,100,000.00
3. Amend Exhibit C, 1. Contract Price: Change to the following: \$1,100,000.00
4. All other provisions of the Agreement, approved by the Governor and Executive Council on December 21, 2022, Item #133, amended on September 17, 2025, item #5K shall remain in full force and effect.

CANON U.S.A., INC.

By: Docusigned by:
Mason Olds

Mason Olds
(Print Name)

Title: EVP

Date: 8/6/2026

STATE OF NEW HAMPSHIRE

By: 

Charles M. Arlinghaus
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 8-28-28

OFFICE OF THE ATTORNEY GENERAL

By: Christen Lavers

Christen Lavers
(Print Name)

Title: Sr. Assistant Attorney General

Date: 8/28/26

The foregoing contract was approved by the
Governor and Council of New Hampshire on

Signed: _____

(Print Name)

Title: _____

Contractor Initials: 

Date: 8/6/2026

State of New Hampshire

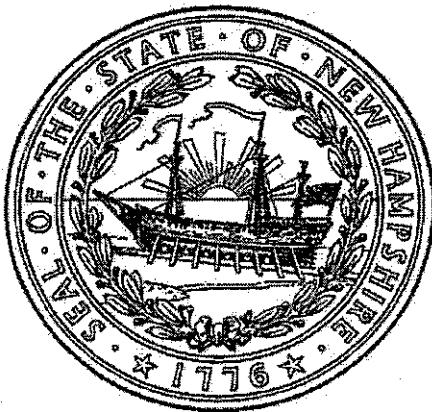
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that CANON U.S.A., INC. is a New York Profit Corporation registered to transact business in New Hampshire on June 01, 2010. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 631498

Certificate Number: 0007997176



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 12th day of August A.D. 2026.

A handwritten signature in black ink, appearing to read "David M. Scanlan", is written over a circular stamp.

David M. Scanlan
Secretary of State

CANON U.S.A., INC.
Secretary's Certificate

The undersigned, Seymour Liebman, Secretary of Canon U.S.A., Inc. (the "Company") does hereby certify that:

The individuals named below have been and are duly authorized to execute contracts, bids and request(s)-for-proposal on behalf of the Company business units listed below for the sale of equipment, supplies, software, maintenance and other services by the Company.

WTS Division

Isao Kobayashi
Mason Olds
Hideyuki (Harry) Shibata
Stephen Frank
Brenda Stines
Richard Ranft
William Lowe

Large Format

Isao Kobayashi
Peter Kowalczuk
Hideyuki (Harry) Shibata
Daniel Verley
Stephen Frank
William Lowe

Production Division

Isao Kobayashi
Peter Kowalczuk
Robert Reddy
Hideyuki (Harry) Shibata
Stephen Frank
William Lowe

BCTV Division

Isao Kobayashi
Mason Olds

Federal Division

Isao Kobayashi
Peter Kowalczuk
Hideyuki (Harry) Shibata
Daniel Verley
Stephen Frank
William Lowe


Seymour Liebman
Secretary

2/14/26
Date

From: Brian Clodgo <brclodgo@cusa.canon.com>
Sent: Wednesday, August 12, 2026 11:18 AM
To: Lahey, Devin <Devin.M.Lahey@das.nh.gov>
Cc: brclodgo@cusa.canon.com; Fuller, Christopher <Christopher.R.Fuller@das.nh.gov>; Brennan Phillip Fusco <bfusco@cusa.canon.com>; Stanton, Mathew <Mathew.T.Stanton@das.nh.gov>
Subject: Re: Contract 8003166 Extension Request

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Hi Devin, Please See the response below from CUSA Document Review dept. (and Attachment)

Regarding the Secretary Cert (in place of COA), please share the following: The Secretary's Certificate issues from Canon U.S.A., Inc.'s Board of Directors every 2 to 3 years and confirms the authority of the listed signatories to bind our company. This is how Canon USA has done business with our tens of thousands of customers for decades. We do not have the signatory availability nor office infrastructure to generate transaction-specific signatory authorizations for the dozens of contracts we process daily. Nonetheless, Canon U.S.A., Inc. can confirm the full power and authority of our signatory to bind our company to the commitments we have made.



Brian Clodgo
Sales Manager
WTS Sls NE Bdfrd/Willston/Prtd
Canon U.S.A., Inc.
31 Cottonwood Drive, Suite 103, Williston, VT, 05495, US
www.usa.canon.com
brclodgo@cusa.canon.com
T 802/488-3283 C 802/288-0845





CERTIFICATE OF LIABILITY INSURANCE

Page 1 of 1

DATE (MM/DD/YYYY)
11/03/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis Towers Watson Northeast, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 37205191 USA	CONTACT NAME: WTW Certificate Center	
	PHONE (A/C, No, Ext): 1-877-945-7378	FAX (A/C, No): 1-888-467-2378
	E-MAIL ADDRESS: certificates@wtwco.com	
INSURED Canon U.S.A., Inc. One Canon Park Melville, NY 11747	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Tokio Marine America Insurance Company	
	INSURER B: Sompo America Fire & Marine Insurance Comp	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES

CERTIFICATE NUMBER: W41633661

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY			GLD6404741-15	11/01/2025	11/01/2026	EACH OCCURRENCE \$ 1,000,000
	☐ CLAIMS-MADE ☒ OCCUR		DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000				
			MED EXP (Any one person) \$ 5,000				
			PERSONAL & ADV INJURY \$ 1,000,000				
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE \$ 2,000,000
	☐ POLICY ☐ PRO-JECT ☒ LOC						PRODUCTS - COMP/OP AGG \$ 1,000,000
	OTHER:						\$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident) \$
	☐ ANY AUTO		BODILY INJURY (Per person) \$				
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS NON-OWNED AUTOS ONLY		BODILY INJURY (Per accident) \$				
	☐ HIRED AUTOS ONLY		PROPERTY DAMAGE (Per accident) \$				
A	☒ UMBRELLA LIAB ☒ EXCESS LIAB			CU6404740-15	11/01/2025	11/01/2026	EACH OCCURRENCE \$ 5,000,000
	☐ CLAIMS-MADE ☒ RETENTION \$ 10,000						AGGREGATE \$ 5,000,000
							\$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			AWL30101375700	11/01/2025	11/01/2026	☒ PER STATUTE ☐ OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	☐ Y ☒ N	N/A				E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

State of New Hampshire, Department of Administrative Services, 25 Capitol Street, Concord, NH 03301 is included as additional insured where required by written contract with respect to General Liability.

CERTIFICATE HOLDER

State of New Hampshire
Department of Administrative Services
25 Capitol Street
Concord, NH 03301

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Patricia A. Fry

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