



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street

Concord, New Hampshire 03301

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

121 - 9/16/26

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

August 31, 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 #8003148) with Toshiba America Business Solutions, Inc. (VC# 280905), Lake Forest, CA, for multifunction devices and managed print services by extending the completion date from September 30, 2026, to September 30, 2027, with no change to the price limitation of \$1,000,000.00, effective upon Governor and Executive Council approval. The original contract was approved by the Commissioner of the Department of Administrative Services on October 12, 2022 and the first amendment was approved by Governor and Executive Council on October 15, 2025, item #87.

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 Toshiba America Business Solutions, Inc.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Charles M. 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 require 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 stylized flourish at the end.

Denis Goulet
CIO / DOIT Commissioner

DG/RA
DoIT# 2027-014A



**SECOND AMENDMENT TO THE CONTRACT BETWEEN
TOSHIBA AMERICA BUSINESS SOLUTIONS, INC.
AND
THE STATE OF NEW HAMPSHIRE,
DEPARTMENT OF ADMINISTRATIVE SERVICES,
FOR MULTI FUNCTION DEVICES AND MANGED PRINT SERVICES
CONTRACT # 8003148**

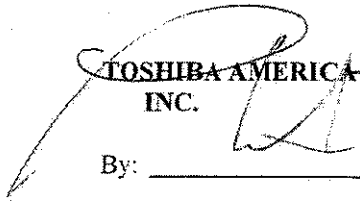
This Second Amendment (hereinafter referred to as the "Amendment") is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as "the State") and Toshiba America Business Solutions, Inc. (hereinafter referred to as "the Contractor") for Multifunction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

WHEREAS, pursuant to an agreement effective October 12, 2022, amended by the First Amendment on October 15, 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. All other provisions of the Agreement, approved by the Commissioner of the Department of Administrative Services on October 12, 2022, amended by Governor and Executive Council on October 15, 2025, item #87; shall remain in full force and effect.


**TOSHIBA AMERICA BUSINESS SOLUTIONS,
INC.**

By: _____

Larry White

(Print Name)

Title: President and CEO

Date: August 26, 2026

STATE OF NEW HAMPSHIRE

By:  _____

Charles M. Arlinghaus

(Print Name)

Title: Commissioner

Department of Administrative Services

Date: 8-28-26

OFFICE OF THE ATTORNEY GENERAL

By: Christen Lavers

Christen Lavers

(Print Name)

Title: Sr. Assistant Attorney General

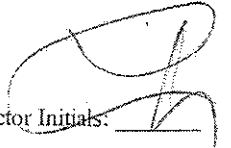
Date: 8/28/26

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

Signed: _____

(Print Name)

Title: _____


Contractor Initials: _____

Date: 8/26/26

State of New Hampshire

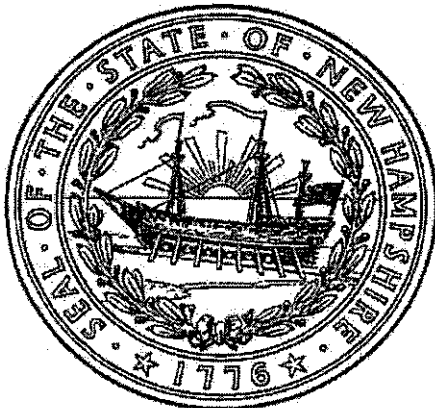
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that TOSHIBA AMERICA BUSINESS SOLUTIONS, INC. is a California Profit Corporation registered to transact business in New Hampshire on January 06, 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: **624282**

Certificate Number: **0008002937**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 21st day of August A.D. 2026.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

CERTIFICATE OF INCUMBENCY AND CORPORATE AUTHORITY

The undersigned T. Jason White, an officer of Toshiba America Business Solutions, Inc., a California corporation, (hereinafter "Corporation"), hereby certifies as follows:

1. That he is the duly elected qualified and Secretary of the Corporation and is charged with maintaining the records, minutes and seal of the Corporation.
2. That pursuant to the Corporation's By-Laws, as amended, the following named person has been properly designated and appointed to the office indicated below, that said person continues to hold such office at this time, and the signature set forth opposite the name is a genuine signature.

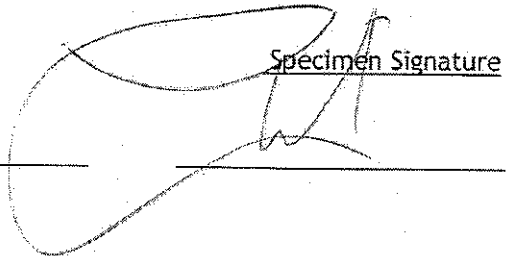
Name

Title

Specimen Signature

Larry White

CEO



3. That pursuant to the Corporation's By-Laws, as amended, and certain resolutions adopted by the Corporation's Board of Directors, the officer described above has been given sufficient authority to act on behalf of and to bind the Corporation and that upon execution of the State of New Hampshire Extension Request to Contract 8003148, will constitute a legally binding and enforceable obligation of the Corporation.

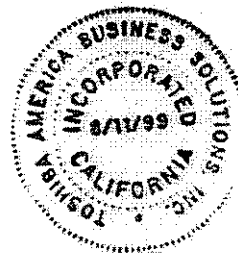
4. That pursuant to the Corporation's By-Laws, as amended, the undersigned has the power and authority to execute this certificate on behalf of the Corporation and that he/she has so executed this certificate and set the seal of the Corporation this 25thth day of August, 2026.

For: Toshiba America Business Solutions, Inc.

By: T. J. White

Name: T. Jason White

Title: CAO, General Counsel and Secretary



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/19/2026

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 Southeast, Inc. 4031 Aspen Grove Drive, 4th Floor, Suite 450 Franklin, TN 37067 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 Toshiba America Business Solutions, Inc 25530 Commercentre Drive Lake Forest, CA 92630	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A: Sampo America Insurance Company</td><td>11126</td></tr><tr><td>INSURER B: Endurance Assurance Corporation</td><td>11551</td></tr><tr><td>INSURER C:</td><td></td></tr><tr><td>INSURER D:</td><td></td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Sampo America Insurance Company	11126	INSURER B: Endurance Assurance Corporation	11551	INSURER C:		INSURER D:		INSURER E:		INSURER F:	
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INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															

COVERAGES

CERTIFICATE NUMBER: W47691150

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. LIMITS SHOWN ARE INCLUSIVE OF AMOUNTS REQUESTED BY THE CERTIFICATE HOLDER AND MAY NOT REFLECT POLICY LIMIT AMOUNTS IN EXCESS OF THOSE REQUESTED. *Not Applicable in WY

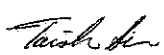
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☒ PRO-JECT ☒ LOC OTHER:	Y		TGL30034960803	04/01/2026	04/01/2027	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$
A	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO OWNED AUTOS ONLY ☐ SCHEDULED AUTOS HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY			TAL30112229600	04/01/2026	04/01/2027	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	☒ UMBRELLA LIAB ☒ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$ 10,000			AUL30112646000	04/01/2026	04/01/2027	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
A	☒ WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N No	N/A	FWL30083602501	04/01/2026	04/01/2027	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 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 and NH Department of Safety are included as Additional Insured in accordance with the policy provisions of the General Liability policy.

CERTIFICATE HOLDER

CANCELLATION

State of New Hampshire Department of Administrative Services Division of Procurement and Support Services 25 Capitol Street Concord, NH 03301	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 
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