



RICHARD J. LAVERS, COMMISSIONER
HEATHER A. CHERNISKE, DEPUTY COMMISSIONER

August 14, 2026

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

REQUESTED ACTION

To authorize New Hampshire Employment Security ("NHES") to enter into an agreement with Symquest Group, Inc., South Burlington, VT, in the amount not to exceed \$124,821.60 for the acquisition, on a lease-to-own basis, of a production black and white photocopier/printer/scanner device and color multifunction printer, along with five (5) years of maintenance and repair service for both machines from the date of Governor and Council approval through August 31, 2031. 100% Federal funds.

Funds are available in the following account for Fiscal Year 2027 and are anticipated to be available in Fiscal Year 2028 forward, upon the availability and continued appropriation of funds in the future operating budget, with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

02-27-27-270010 DEPT OF EMPLOYMENT SECURITY		SFY		
		<u>2027</u>	<u>2028</u>	<u>2029</u>
8040-022-500255	Rents, Office Equipment	20,470.27	24,964.32	24,964.32
		<u>2030</u>	<u>2031</u>	<u>2032</u>
		24,964.32	24,964.32	4,494.05

EXPLANATION

NHES is requesting approval of the attached agreement for the acquisition, on a lease-to-own basis, of a production black and white photocopier/printer/scanner device and color multifunction printer. Included in this agreement is five years (5) of maintenance and repair services for both devices.

A competitive bid process was undertaken for the acquisition of a production black and white photocopier/printer/scanner device and color multifunction printer. NHES issued two separate Requests for Proposal ("RFP"); one RFP sought proposals to acquire these machines on a purchase basis and the second RFP sought proposals to acquire these machines on a lease-to-own

basis. These RFP were posted to the Department of Administrative Services website with a link from the NHES website. Five (5) vendors submitted responsive proposals to each proposal. After reviewing all the responsive bids, NHES determined that it was cost prohibitive to purchase the machines outright and the Department was best served by a lease-to-own option. The lease-to-own proposals enable NHES to meet its long-term needs within the current budgetary restraints. A review of the submitted lease-to-own proposals resulted in the selection of the highest scoring bidder for the proposed acquisition and maintenance and repair services. A scoring summary is attached.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'HAC', with a horizontal line extending to the right.

Heather A. Cherniske
Deputy Commissioner

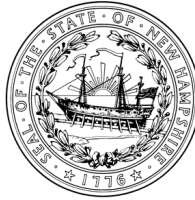
STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
PROPOSAL EVALUATION FORM

RFP # **NHES 2026-04**

COUNT	Proposer Name	TECHNICAL PROPOSAL		PRICE PROPOSAL		TOTAL
		Relevant Experience/ Overall Qualifications	Ability to Provide Service During Regular Service Hours	Price Proposal	Price Proposal Score (see RFP § 6F)	
		MAXIMUM POINTS				
		30	30		40	
1	Budget Document Technology	POINTS				
		30	30	\$143,985.00	33.5	93.5
		NOTES				
2	Formax	POINTS				
		30	30	\$197,191.20	23.9	83.9
		NOTES				
3	Konica Minolta	POINTS				
		25	30	\$122,976.60	38.1	93.1
		NOTES				
4	Ricoh	POINTS				
		30	30	\$161,170.20	31.7	91.7
		NOTES				
5	SymQuest	POINTS				
		30	28	\$124,821.60	38.3	96.3
		NOTES				

Evaluators: Rich Lavers, Heather Cherniske, Mark Robinson, Erik Bal

Monica I. Mezzapelle
STATE TREASURER



**THE STATE OF NEW HAMPSHIRE
STATE TREASURY**

25 CAPITOL STREET, ROOM 121
CONCORD, NH 03301
(603) 271-2621
FAX (603) 271-3922
TDD Access: Relay NH 1-800-735-2964

August 13, 2026

Commissioner Richard J. Lavers
State of New Hampshire
Department of Employment Security
45 South Fruit Street
Concord, NH 03301

Dear Commissioner Lavers,

Pursuant to RSA 6:35, the State Treasurer is authorized to establish financing criteria to be met by any State agency or department before entering into leases for equipment. As part of this process, the State Treasury can assess whether the financing arrangement is reasonable, meets the requirements prescribed in RSA 6:35, and, if applicable, facilitates the filing with the United States Internal Revenue Service of information return for tax-exempt governmental obligations resulting from the lease transaction (RSA 6:36). The State Treasury, however, cannot opine on the financing terms or any contractual provisions under consideration.

We were asked to review the Lease-to-Own arrangement for two printers to be utilized by the Department of Employment Security. The State Treasury reviewed the information provided describing the terms and conditions of the lease arrangement, and based on that information, the Lease-to Own transaction does not appear to be a tax-exempt arrangement. Therefore, the filing of an information return for tax-exempt governmental obligations with the United States Internal Revenue Service is not necessary. Your department also confirmed that there is enough funding available in the budget to cover the payments related to this transaction.

Please contact me if you have any questions.

Sincerely,

/s/ Monica I. Mezzapelle
State Treasurer

Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS**1. IDENTIFICATION.**

1.1 State Agency Name New Hampshire Employment Security		1.2 State Agency Address 45 South Fruit Street Concord, NH 03301	
1.3 Contractor Name Symquest Group, Inc.		1.4 Contractor Address 530 Community Drive, Suite 5 South Burlington, VT 05403	
1.5 Contractor Phone Number 800-374-9900	1.6 Account Unit and Class	1.7 Completion Date 8/31/2031	1.8 Price Limitation \$124,821.60
1.9 Contracting Officer for State Agency Richard J. Lavers, Commissioner		1.10 State Agency Telephone Number 603-228-4000	
1.11 Contractor Signature Margret Brescia Date: Jul 22, 2026		1.12 Name and Title of Contractor Signatory	
1.13 State Agency Signature Richard Lavers Date: Jul 27, 2026		1.14 Name and Title of State Agency Signatory Richard J. Lavers, Commissioner	
1.15 Approval by the N.H. Department of Administration, Division of Personnel <i>(if applicable)</i> By: Director, On:			
1.16 Approval by the Attorney General (Form, Substance and Execution) <i>(if applicable)</i> By:  On: August 26, 2026			
1.17 Approval by the Governor and Executive Council <i>(if applicable)</i> G&C Item number: G&C Meeting Date:			

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed.

3.3 Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8. The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance

hereof, and shall be the only and the complete compensation to the Contractor for the Services.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

6.3 No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

6.4. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with this Agreement and all rules, regulations and orders pertaining to the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) calendar days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) calendar days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) calendar days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) calendar days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

10.1 As used in this Agreement, the word "Property" shall mean all data, information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any Property which has been received from the State, or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure requires prior written approval of the State.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 Contractor shall provide the State written notice at least fifteen (15) calendar days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the State.

12.2 For purposes of paragraph 12, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.3 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State.

12.4 The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement directly or indirectly arising from death, personal injury, property damage, intellectual property infringement, or other claims asserted against the State, its officers, or employees caused by the acts or omissions of negligence, reckless or willful misconduct, or fraud by the Contractor, its employees, agents, or subcontractors. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the State's sovereign immunity, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all Property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the Property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or any successor, a certificate(s) of insurance for all insurance required under this Agreement. At the request of the Contracting Officer, or any successor, the Contractor shall provide certificate(s) of insurance for all renewal(s) of insurance required under this Agreement. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or any successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. A State's failure to enforce its rights with respect to any single or continuing breach of this Agreement shall not act as a waiver of the right of the State to later enforce any such rights or to enforce any other or any subsequent breach.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

19. CHOICE OF LAW AND FORUM.

19.1 This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire except where the Federal supremacy clause requires otherwise. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

19.2 Any actions arising out of this Agreement, including the breach or alleged breach thereof, may not be submitted to binding arbitration, but must, instead, be brought and maintained in the Merrimack County Superior Court of New Hampshire which shall have exclusive jurisdiction thereof.

20. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and any other portion of this Agreement including any attachments thereto, the terms of the P-37 (as modified in EXHIBIT A) shall control.

21. THIRD PARTIES. This Agreement is being entered into for the sole benefit of the parties hereto, and nothing herein, express or implied, is intended to or will confer any legal or equitable right, benefit, or remedy of any nature upon any other person.

22. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

23. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

24. FURTHER ASSURANCES. The Contractor, along with its agents and affiliates, shall, at its own cost and expense, execute any additional documents and take such further actions as may be reasonably required to carry out the provisions of this Agreement and give effect to the transactions contemplated hereby.

25. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

26. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

NEW HAMPSHIRE EMPLOYMENT SECURITY

CONTRACT 2026-04

PRODUCTION BLACK AND WHITE PHOTOCOPIER/PRINTER/SCANNER DEVICE AND COLOR MULTIFUNCTION PRINTER – LEASE-TO-OWN WITH 5 YEAR MAINTENANCE AND SERVICE

EXHIBIT A SPECIAL PROVISIONS

1. Additional Provisions

1.1 Termination

Either party may terminate this agreement at any time. The party requesting termination must give the other party written notice, by certified mail, to so terminate at least sixty (60) days prior to effective date of termination.

1.2 Confidentiality and Criminal Record

Vendor and each of its employees working on NHES property will be required to sign and submit **STATEMENT OF CONFIDENTIALITY OF RECORDS FORM** and a **CRIMINAL RECORD AUTHORIZATION FORM** prior to the start of any work. There is a fee for each background check required, which must be paid by the Vendor.

1.3 Vendor Applications/Alternate W-9

In connection with this Contract, the Vendor shall have completed and filed a Vendor Application and Alternate W-9 Form with the New Hampshire Bureau of Purchase and Property.

1.4 NH Certificate of Good Standing

Vendor must provide a **CERTIFICATE OF GOOD STANDING** from the NH Secretary of State.

1.5 Certification Regarding Debarment, Suspension, and Other Responsibility Matters in Primary Covered Transactions

Vendor certifies that the primary participant, and its principals, to the best of its knowledge and belief, are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or State agency. Vendor will inform NH Employment Security of any changes in the status regarding this statement.

1.6 Americans with Disabilities Act

Contractor Initials MB
Date JUL 22, 2026

NEW HAMPSHIRE EMPLOYMENT SECURITY

CONTRACT 2026-04

PRODUCTION BLACK AND WHITE PHOTOCOPIER/PRINTER/SCANNER DEVICE AND COLOR MULTIFUNCTION PRINTER – LEASE-TO-OWN WITH 5 YEAR MAINTENANCE AND SERVICE

The undersigned Vendor agrees to comply with all Federal, State and Local ADA rules and regulations.

1.7 Non-Discrimination

In connection with the furnishing of services under the Contract, the Vendor agrees to comply with all laws, regulations, and orders of federal, state, county or municipal authority which impose any obligations or duties upon the Vendor, including but not limited to civil rights laws, non-discrimination laws and equal opportunity laws. During the term of the Contract, Vendor shall not discriminate against any employee or applicant for employment because of race, color, religion, creed, age, sex, sexual orientation, disability, national origin, marital status or veteran status, and will take appropriate steps to prevent such discrimination.

1.8 Never Contract with the Enemy

Pursuant to 2 CFR 183.300, none of the funds received under contract with NHES shall be provided directly or indirectly to a person or entity who is actively opposing the United States or coalition forces involved in a contingency operation in which members of the Armed Forces are actively engaged in hostilities.

1.9 Prohibition on Certain Telecommunications and Video Surveillance Services and Equipment

Pursuant to 2 CFR 200.216, none of the funds received under contract with NHES shall be used to procure or obtain equipment, services, or systems that use(s) covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Public Law 115-232, section 889, covered telecommunications equipment is telecommunication equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).

1.10 Stevens Amendment

This contract with NHES may be supported in part or in whole by the Employment and Training Administration (ETA) of the United States Department of Labor (USDOL) as part of awards received.

1.11 Davis-Bacon Act (if applicable)

Contractor Initials MB
Date Jul 22, 2026

NEW HAMPSHIRE EMPLOYMENT SECURITY

CONTRACT 2026-04

PRODUCTION BLACK AND WHITE PHOTOCOPIER/PRINTER/SCANNER DEVICE AND COLOR MULTIFUNCTION PRINTER – LEASE-TO-OWN WITH 5 YEAR MAINTENANCE AND SERVICE

Davis-Bacon Act and Related Acts, apply to Vendors and subVendors performing on federally funded/assisted contracts in excess of \$2,000 for construction, alteration, or repair (including painting and decorating) of public buildings or public works. Under these Acts, Vendors and sub-Vendors must pay laborers and mechanics prevailing wages and fringe benefits for corresponding work on similar projects in the area as determined by the Department of Labor. When there is no Davis-Bacon assignation, applicable Wage Determination is realized by using the lowest skilled craft above laborer, excluding power equipment rate.

1.12 Damage (if applicable)

Vendor will agree that any damage to building(s), materials, equipment and/or other property during the performance of service will be repaired at Vendor's expense. Vendor agrees to return all building(s), materials, equipment and/or property to its original or better condition and with acceptance by a representative of NHES. Vendor agrees to obtain approval of NHES representative assigned to project for any sub-Vendor performing such repair work.

1.13 Payment Bond/Miller Act (if applicable)

Vendor agrees to comply with The Miller Act bond requirement and NH RSA 447:16. A payment bond, with surety satisfactory for protection of all persons supplying labor and materials in carrying out construction, alteration, or repair work provided for in the contract may be required. Amount of payment bond will equal total amount payable by terms of contract unless officer awarding contract determines, in writing, that a payment bond in that amount is impractical, in which case contracting officer will set amount of payment bond. Amount of bond will not be less than total amount of contract. A Payment Bond is required for contracts \$30,000 or greater. A Performance Bond is required for contracts totaling \$100,000 or greater.

1.14 Contract Work Hours and Safety Standards Act (if applicable)

For contracts in excess of \$100,000 that involve the employment of mechanics or laborers, the Vendor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, the Vendor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous.

Contractor Initials MB
Date Jul 22, 2026

NEW HAMPSHIRE EMPLOYMENT SECURITY

CONTRACT 2026-04

PRODUCTION BLACK AND WHITE PHOTOCOPIER/PRINTER/SCANNER DEVICE AND COLOR MULTIFUNCTION PRINTER – LEASE-TO-OWN WITH 5 YEAR MAINTENANCE AND SERVICE

1.15 Rights to Inventions Made Under a Contract or Agreement (if applicable)

Vendor agrees to comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.

1.16 Clean Air Act and the Federal Water Pollution Control Act (if applicable)

For contracts in excess of \$150,000, the Vendor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

1.17 Byrd Anti-Lobbying Amendment (if applicable)

For contracts in excess of \$100,000, the Vendor certifies it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Vendor must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award/contract.

Contractor Initials MB
Date Jul 22, 2026

NEW HAMPSHIRE EMPLOYMENT SECURITY

CONTRACT 2026-04

PRODUCTION BLACK AND WHITE PHOTOCOPIER/PRINTER/SCANNER DEVICE AND COLOR MULTIFUNCTION PRINTER – LEASE-TO-OWN WITH 5 YEAR MAINTENANCE AND SERVICE

EXHIBIT B **SCOPE OF SERVICES**

- A. Vendor shall provide a production black & white photocopier/printer/scanner device consistent with the following specifications:
1. Vendor shall provide a device in full compliance with the following specifications:
 - a. Device shall include, but not be limited to, all parts, boards, and Multifunction Device internal software to enable all photocopier, print, and scan function;
 - b. Device shall not be a discontinued Multifunction Device model or a Multifunction Device model no longer in production at the time of bid opening;
 - c. Device shall be a Digital Monochrome Multifunction Device only;
 - d. Device shall have a touch screen control panel interface;
 - e. Device shall have a minimum monthly duty cycle of 1,000,000;
 - f. Device shall include a minimum of five (5) adjustable paper drawers (not including bypass) handling a range of 8-1/2" x 11" to 12" x 18" paper sizes;
 - i. Three (3) paper drawers must have vacuum feed;
 - ii. All drawers must be online at the same time;
 - iii. Minimum total capacity of 7,500 sheets 20 lb. bond;
 - g. Device shall accept and output paper weight ranges of 70-300 gsm (20 lb. bond to 100 lb. cover);
 - h. Device shall include 100 sheet capacity for RADF, ERDH or Duplex Single Pass Feeder with 1:2, 2:1 and 2:2 features to copy and scan a minimum range of 5-1/2" x 8-1/2" to 12" x 18" paper sizes;
 - i. Device shall provide the ability to designate default tray access and automatically detect correct paper size of output;
 - j. Device shall allow the restriction of pc desktop access to Device based on network authentication; user name and password;
 - i. Passwords must allow for a minimum of 10 characters in length to contain a combination of upper and lowercase characters and at least one number or special character not defined as letters or numerals such as @, &, !;
 - k. Device shall allow the option to restrict "walk-up" access (End User is physically at the Device) to authenticated End Users via username, password, or user code or a combination of such;
 - l. Device must have ability to be shared amongst End Users through a network environment as a peripheral device;

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- m. Device shall run on a 220 volt, 25 amps maximum electrical supply. Device shall be Energy Star complaint and feature automatic power saving modes to conserve power when printer has not been active for maximum of ten (10) minutes;
 - n. Device shall be able to print without difficulty on recycled paper having 30% postconsumer waste content. New Hampshire state law requires the use of recycled paper whenever possible.
2. Photocopier
- a. Monochrome Digital imaging systems only;
 - b. Device shall provide a minimum of 600 x 600 dpi imaging;
 - c. Device shall produce 8-1/2" x 11" 20 lb. bond simplex copies at a minimum speed of 105 pages per minute;
 - d. Device shall produce 8-1/2" x 11" 20 lb. bond duplex copies at a minimum speed of 52.5 pages per minute;
 - i. Device shall provide exact duplex registration and image shifting capabilities;
 - e. Minimum Halftone: 125 lines per inch;
 - f. Device shall copy a minimum range of 5-1/2" x 8-1/2" to 12" x 18" paper sizes;
 - g. Device shall include a minimum of five (5) adjustable paper drawers (not including bypass) handling a range of 8-1/2" x 11" to 12" x 18" paper sizes;
 - i. Three (3) paper drawers must have vacuum feed;
 - ii. All drawers must be online at the same time;
 - iii. Minimum total capacity of 7,500 sheets 20 lb. bond;
 - h. Device shall accept and output paper weight ranges of 70-300 gsm (20 lb. bond to 100 lb. cover).
3. Printer
- a. Print Controller RIP
 - i. Device shall support a minimum of TIFF, PDF, PCL6, Adobe Postscript Level 3 CSII, VIPP/Postscript, PPML and AFP;
 - ii. Device shall not convert to proprietary language. Open architecture and true PDF;
 - iii. Device shall have a minimum 10 GB hard drive;
 - iv. Device shall have a minimum 1.5 GB RAM;
 - v. Print drivers must be upgradable and included as a normal function of FSMA preventive maintenance;
 - b. Monochrome print systems only;
 - c. Device shall produce 8-1/2" x 11" 20 lb. bond simplex copies at a minimum speed of 105 pages per minute;

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- d. Device shall produce 8-1/2" x 11" 20 lb. bond duplex copies at a minimum speed of 52.5 pages per minute;
 - i. Device shall provide exact duplex registration and image shifting capabilities;
 - e. Device shall provide a minimum of 1200 x 1200 dpi print resolution;
 - f. Minimum Halftone: 125 lines per inch;
 - g. Device shall include a minimum of five (5) adjustable paper drawers (not including bypass) handling a range of 8-1/2" x 11" to 12" x 18" paper sizes;
 - i. Three (3) paper drawers must have vacuum feed;
 - ii. All drawers must be online at the same time;
 - iii. Minimum total capacity of 7,500 sheets 20 lb. bond;
 - h. Device shall accept and output paper weight ranges of 70-300 gsm (20 lb. bond to 100 lb. cover);
 - i. Device shall provide both secure and on-demand printing described as follows:
 - i. Secure printing: Holds the print job and shall not print unless the End User chooses to print;
 - ii. On-demand printing: Allows for immediate print directly from the End Users pc desktop;
 - j. Device shall allow End User the option to print simplex or duplex from pc desktop;
 - k. Device shall allow End User the ability to view and alter other print features including, but not limited to, paper size, paper tray selection, paper orientation and any other user generated feature made available through the Device;
 - l. Device shall allow the End User the ability to view print status via pc desktop;
 - m. Device shall allow the End User the option to cancel print job(s) from pc desktop as well as directly from Device;
4. Scanner
- a. Scans shall not be recorded as a meter click from allotted volume. Meter clicks shall be restricted to printed material only which includes copies made and print output materials only;
 - b. Color functionality (color image for scanned document);
 - c. Minimum 600 x 600 dpi imaging with 8 bit grey;
 - d. Device shall produce 8- 1/2" x 11" 20 lb. bond simplex scans at a minimum speed of 60 IPM 200 DPI;
 - e. Device shall provide End User options for scan to print, scan to FTP, scan to email; scan to pc desktop, scan to network share using Active Directory authentication;

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- i. Device shall allow NH DoIT staff the ability to remotely test configurations for scan to network;
 - f. Device shall permit scanning from platen as well as through ERDH, RADF, or Duplex Single Pass system(s);
 - g. Device shall provide automatic scanning of two sided originals;
 - h. Device shall provide automatic creation of multiple paper scanned documents to PDF with setups for automatic file compressions;
 - i. Device shall provide the ability for user to save scans to PDF, TIFF, or JPEG formats;
 - j. Device shall provide the following image editing capabilities:
 - i. Cropping;
 - ii. Skew Adjustments;
 - iii. Edge Erasing;
 - iv. Document Rotation;
 - v. Image Shifting;
 - vi. Page Numbering;
 - vii. Watermarks;
 - viii. Date Stamps;
 - k. Device shall allow End User the option to cancel scan job(s) direct from Device.
- 5. Finishing
 - a. Layouts:
 - i. 2 up to 16 up;
 - ii. Booklet;
 - iii. Perfect Booklet;
 - iv. Custom Layouts;
 - v. Zoom reduction/enlargement: variable minimum range 50-400%
 - b. Device shall include a 100 sheet inline stapler/finisher allowing the option of 1 or 2 staples corner or flat;
 - c. 2 and 3 hole punch capable online and offline;
 - d. Offset collator;
 - e. Post sheet inserter;
 - f. Booklet Maker: Able to produce fifty (50) 11" x 17" sheets (200 page) 20 lb. bond, folded, saddle stapled, and face trimmed;
 - g. Online and offline folder that can letterfold and fold in half 8-1/2" x 11", double parallel fold 8-1/2" x 14" and fold in half 11" x 17".

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6. Technology

- a. Device must allow network connectivity through LDAP authentication with Active Directory domain credentials;
- b. Device must use only one network connection for network printing and scanning;
- c. Device must allow RJ 45 interface
- d. Device must include 500 MB memory with upgrade ability;
- e. Minimum protocol support: TCP/IP, HTTP, and SMTP;
- f. Minimum Operating System Compliance: Windows XP, Windows Vista, Windows 7, future Windows operating system, Windows Server 2003, Windows Server 2008, future Windows Server operating systems MAC (PPD File) 9.x to 10.7 and future MAC operating systems;
- g. Device shall allow designated and authorized End User Network Administrators the ability to view all job queues for Device across the network to include all authenticated users;
- h. Any hard drive device used to store documents within the Device or accessory option(s) shall have overwrite capabilities to prevent unauthorized access to stored documents;
- i. Any memory device used to store documents with the Device or accessory option(s) shall have a manual and automatic clear feature to prevent unauthorized access to stored documents.

7. Delivery

- a. Vendor shall deliver, install, and maintain the Device at:
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New Hampshire Employment Security
45 South Fruit Street
Concord, NH 03301
- b. Delivery shall be made within twenty (20) working days after receipt of order;
- c. Device and any accessories shall be shipped or delivered to the installation site securely and properly packaged, skidded, tied, etc., according to responsible and accepted commercial practices without extra charge for same. Packages shall be clearly marked with purchase order number, delivery address and any other pertinent information;
- d. All goods thus delivered shall be in brand new condition and if found to be otherwise, shall be promptly replaced by Vendor.

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8. Installation

- a. Before installation is undertaken, Vendor shall notify New Hampshire Department of Information Technology (“DoIT”) of the proposed installation and set a date and time for them to be present for Device activation and network integration;
- b. After deliver of the print engine and all related parts and accessories, Vendor will unpack all pieces, and assemble them into a fully operation Device;
- c. When installed, the Device and all its subsystems and parts shall be in perfect working condition. Any part or system not meeting this standard shall be brought into compliance with all possible speed;
- d. Vendor shall coordinate with NH DoIT to make sure a DoIT staff person is present at the time of system activation to perform network integration.

9. Training

- a. Within three (3) working days after the Device has been established as fully operational, Vendor shall provide on-site training in the operation of the machine for up to three (3) operators;
- b. Training session(s) shall be of sufficient number, duration, and content to impart proficiency of operation to the end users at NHES, to their complete satisfaction. Training shall be expected to take no more than one full business day;
- c. Upon completion of the trainings, NHES shall accept the installation of the Device as being complete and will sign off on it. Vendor shall consider the date of sign-off to be the date of commencement of the 60-month contract period;
- d. If needed, Vendor shall provide additional spot training upon request any time within the term of the contract at no additional charge.

10. Vendor Cooperation with NH DoIT Staff

- a. Vendor shall work cooperatively with the State’s designated Information Technology personnel and shall coordinate installation of the Device with them before the equipment is installed;
- b. Vendor shall contact DoIT staff via a help desk request called in to (603) 271-7555 or emailed to helpdest@nh.gov. When doing so, Vendor will reference a work order ticket number that will be provided on the contracting purchase order;
- c. Vendor shall consult with DoIT regarding the IT aspects of installation at least ten (10) working days prior to the intended date of Device activation;
- d. Over the life of the contract, Vendor shall confer with DoIT personnel in advance regarding any contemplated technical repairs or maintenance to the Device that might affect network function, security, or any other technology infrastructure.

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Vendor will not undertake any such work without first receiving explicit DoIT approval;

- e. Vendor shall provide DoIT with step-by-step training and documentation for the operation, configuration, and all enabled functionality of the Device, and any attachments or accessories;
 - f. Vendor shall notify DoIT's authorized contact person(s) before the Device is to be removed from its location for any reason;
 - g. At the time of removal of the Device for any reason, Vendor shall either:
 - i. Remove the hard drive from the machine and leave it with NHES to destroy, or;
 - ii. Sanitize all data on the hard drive in accordance with NIST SP 800-88r1, using either the Purge or the Destroy method as specified in Section 5 of NIST SP 800-88r1, and subject to verification by a designated DoIT employee;
 - h. Vendor shall set the default condition of all USB ports on the device as disabled. USB function will only be enabled by the end-user when needed;
 - i. Vendor shall update the device firmware to the latest version and disable automatic firmware updates;
 - j. Vendor shall disable all unnecessary protocols not required to perform functions as needed, such as FTP, Telnet, and WiFi;
 - k. Vendor shall disable or change default SNMPv1 and SNMPv2 community strings;
 - l. Vendor shall disable all management protocols except HTTPS and SNMPv3;
 - m. Vendor shall remove all unnecessary application from the device. Vendor shall review all application that allow connectivity to a cloud platform with NHES before removal;
 - n. Vendor shall enable audit logging;
 - o. Vendor shall enable DoIT personnel to change and set their own administrative passwords;
 - p. If possible, Vendor shall set device to encrypt print files written to the device hard drive and automatically clear those files from the disk after the files have been uploaded;
 - q. Vendor shall ensure that, upon reboot or power on/off, system does not go back to defaults.
- B. Vendor shall provide a color multifunction printer consistent with the following specifications:
- 1. Vendor shall provide a device in full compliance with the following specifications:

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- a. Device shall be sheetfed and shall form images on paper by toner-based electrophotography;
 - b. Device shall be able to digitally scan, copy, and print and will include all parts, boards and internal software necessary to do so;
 - c. Device shall be able to print and photocopy at a speed of 60 pages per minute or faster at 8-1/2" x 11" page size;
 - d. Device shall have a rated duty cycle of at least 500,000 pages per month;
 - e. Device shall be able to print without difficulty on recycled paper having 30% postconsumer waste content. New Hampshire state law requires the use of recycled paper whenever possible;
 - f. Device and all its subsystems and parts shall be brand new. No demos, refurbished, remanufactured or used equipment will be included;
 - g. Device shall not be a discontinued model or a model no longer in production at the time of bid submission;
 - h. Device shall run on a 220 volt, 25 amps maximum electrical supply;
 - i. Device shall be Energy Star or Rohs complaint and feature automatic power saving modes to conserve power when printer has not been active for a period of time;
 - j. Device shall have or be provided with sufficient dedicated surge protection to protect against substantial power surges or shall be able to adequately protected by NHES's own two ESP Power Managers.
2. Technology Requirements
- a. Device shall have a minimum of 12 GB of RAM;
 - b. Device shall have a hard disk drive with minimum 1 TB capacity;
 - c. Device shall require only one network connection in order to perform workgroup printing and scanning through the network environment;
 - d. Device shall accommodate Ethernet 1000-Base-T, 100-BaseTX, 10-Base-T and USB connections;
 - e. Device shall offer operating system compliance to Windows 8.1, Windows 10, Windows Server 2008, Windows Service 2012, Windows 11 Enterprise, and any other future Windows operating systems.
 - f. Device shall support the following page description languages: Adobe Postscript 3, PDF 1.7, TIFF, PPML, PCL5c, PCL XL;
 - g. Device shall support the following data formats: PDF, TIFF, JPEG, XPS;
 - h. Device shall be able to print Postscript and IPDS;
 - i. Printer drivers shall be upgradeable and such upgrades shall be routinely included as a normal part of Full-Service Maintenance;

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- j. Device makeready software shall offer a rich set of control features including the following: combine originals, paper select, copy density control, post inserting, re-size, image centering, frame center erase, non-image-area erase, adjust page margin, proof, interrupt copying, job list, reserve job, page rotation, simplex, duplex, stamp, paginate, insert tab.
3. Scanner Requirements
- a. Device shall have an integral black and white/color scanner that permits manual scanning from a platen as well as automatic duplex scanning through a duplexing automatic document feeder (“DADF”) or a reversing automatic document feeder (“RADF”);
 - b. Device automatic document feeder shall be able to handle originals with standard sizes of 5-1/2” x 8-1/2”, 8-1/2” x 11”, 8-1/2” x 14” and 11” x 17”;
 - c. Device automatic document feeder shall have a capacity of 100 sheets or more;
 - d. Device shall be able to scan at a resolution of at least 600 x 600 dpi with other resolution settings also available;
 - e. Device shall be able to handle 1:2, 2:1, and 2:2 page imposition formats;
 - f. Device shall not count scans as chargeable “clicks” on the impression count.
4. Photocopier Requirements
- a. Device shall be able to reproduce from hard copy originals;
 - b. Paten shall be able to handle originals up to at least 11” x 17” size;
 - c. Device shall have Auto Paper Sensing to detect size of standard-sized originals and output on like-sized paper;
 - d. Device shall be able to copy at a minimum print resolution of 600 x 600 dpi;
 - e. Device shall be able to reduce and enlarge over a range of 25%-400% or better.
5. Printer Requirements
- a. Device shall allow on-demand printing from a networked PC desktop;
 - b. End-users printing to the Device from a desktop computer shall be able to: choose simplex or duplex, choose paper size, choose paper drawer, choose paper orientation, choose finishing options, view print status, and cancel print jobs.
6. Access Requirements
- a. Device shall have a touch screen control panel interface;
 - b. Controls shall allow restriction of walkup access through user authentication by means such as a user name, password, code, card reader or a combination of these;

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- c. Device shall have the ability to be shared among NHES as a workgroup printer through a network environment.

7. Paper Feed Requirements

- a. Device shall have at least 5 feed trays/drawers offering a total feeder capacity of at least 6,000 sheets of 20 lb. bond paper. At least 3 of these shall have vacuum/air feed capability;
- b. Device shall be able to handle paper sizes up to 13" x 19";
- c. Device shall be able to handle paper weights ranging from 62-360 gsm;
- d. Device shall be able to automatically detect the size of paper placed in feed drawers;
- e. Device shall be able to feed, handle, and deliver recycled paper having 30% postconsumer waste content;
- f. Device shall allow the operator to designate the default drawer access;
- g. Device shall allow "on the fly" refilling of empty paper drawers.

8. Finishing Requirements

- a. Device shall have a post-inserter;
- b. Device shall have an output tray with capacity to hold at least 1,000 sheets of 20 lb. bond;
- c. Device shall have a stapler finisher that can staple up to 100 sheets of 20 lb. bond paper, either one in the corner or two in the side;
- d. Device shall be able to do 2-hole and 3-hole punching;
- e. Device shall have a saddlestich unit.

9. Delivery

- a. Vendor shall deliver, install, and maintain the Device at:
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New Hampshire Employment Security
45 South Fruit Street
Concord, NH 03301
- b. Delivery shall be made within twenty (20) working days after receipt of order;
- c. Device and any accessories shall be shipped or delivered to the installation site securely and properly packaged, skidded, tied, etc., according to responsible and accepted commercial practices without extra charge for same. Packages shall be clearly marked with purchase order number, delivery address and any other pertinent information;
- d. All good thus delivered shall be in brand new condition and if found to be otherwise, shall be promptly replaced by Vendor.

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10. Installation

- a. Before installation is undertaken, Vendor shall notify New Hampshire Department of Information Technology (“DoIT”) of the proposed installation and set a date and time for them to be present for Device activation and network integration;
- b. After deliver of the print engine and all related parts and accessories, Vendor will unpack all pieces, and assemble them into a fully operation Device;
- c. When installed, the Device and all its subsystems and parts shall be in perfect working condition. Any part or system not meeting this standard shall be brought into compliance with all possible speed;
- d. Vendor shall coordinate with NH DoIT to make sure a DoIT staff person is present at the time of system activation to perform network integration.

11. Training

- a. Within three (3) working days after the Device has been established as fully operational, Vendor shall provide on-site training in the operation of the machine for up to three (3) operators;
- b. Training session(s) shall be of sufficient number, duration, and content to impart proficiency of operation to the end users at NHES, to their complete satisfaction. Training shall be expected to take no more than one full business day;
- c. Upon completion of the trainings, NHES shall accept the installation of the Device as being complete and will sign off on it. Vendor shall consider the date of sign-off to be the date of commencement of the 60-month contract period;
- d. If needed, Vendor shall provide additional spot training upon request any time within the term of the contract at no additional charge.

12. Vendor Cooperation with NH DoIT Staff

- a. Vendor shall work cooperatively with the State’s designated Information Technology personnel and shall coordinate installation of the Device with them before the equipment is installed;
- b. Vendor shall contact DoIT staff via a help desk request called in to (603) 271-7555 or emailed to helpdest@nh.gov. When doing so, Vendor will reference a work order ticket number that will be provided on the contracting purchase order;
- c. Vendor shall consult with DoIT regarding the IT aspects of installation at least ten (10) working days prior to the intended date of Device activation;
- d. Over the life of the contract, Vendor shall confer with DoIT personnel in advance regarding any contemplated technical repairs or maintenance to the Device that might affect network function, security, or any other technology infrastructure.

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Vendor will not undertake any such work without first receiving explicit DoIT approval;

- e. Vendor shall provide DoIT with step-by-step training and documentation for the operation, configuration, and all enabled functionality of the Device, and any attachments or accessories;
- f. Vendor shall notify DoIT's authorized contact person(s) before the Device is to be removed from its location for any reason;
- g. At the time of removal of the Device for any reason, Vendor shall either:
 - i. Remove the hard drive from the machine and leave it with NHES to destroy, or;
 - ii. Sanitize all data on the hard drive in accordance with NIST SP 800-88r1, using either the Purge or the Destroy method as specified in Section 5 of NIST SP 800-88r1, and subject to verification by a designated DoIT employee;
- h. Vendor shall set the default condition of all USB ports on the device as disabled. USB function will only be enabled by the end-user when needed;
- i. Vendor shall update the device firmware to the latest version and disable automatic firmware updates;
- j. Vendor shall disable all unnecessary protocols not required to perform functions as needed, such as FTP, Telnet, and WiFi;
- k. Vendor shall disable or change default SNMPv1 and SNMPv2 community strings;
- l. Vendor shall disable all management protocols except HTTPS and SNMPv3;
- m. Vendor shall remove all unnecessary application from the device. Vendor shall review all application that allow connectivity to a cloud platform with NHES before removal;
- n. Vendor shall enable audit logging;
- o. Vendor shall enable DoIT personnel to change and set their own administrative passwords;
- p. If possible, Vendor shall set device to encrypt print files written to the device hard drive and automatically clear those files from the disk after the files have been uploaded;
- q. Vendor shall ensure that , upon reboot or power on/off, system does not go back to defaults.

C. MAINTENANCE AND REPAIR SERVICE

- 1. Vendor shall provide qualified Full-Service Maintenance and operating supplies for the Device.

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2. Vendor shall have qualified technicians routinely available to provide onsite repair services and preventative maintenance during the hours of 8:00 a.m. to 5:00 p.m. Eastern Time, five (5) days a week, Monday – Friday (hereafter referred to as “Regular Service Hours”).
3. Upon receipt of a service request from the NHES Print Shop during Regular Service Hours, the Vendor shall respond by telephone within three (3) hours to schedule a service visit. In the event that a service request is made after 2:00 p.m. Eastern time on a Regular Service Hours day, the Vendor will respond to NH Employment Security Print Shop by e-mail or telephone call no later than 9:00 a.m. the next day of Regular Service Hours.
4. Unless jointly agreed otherwise between the NHES Print Shop and the Vendor, the Vendor shall have a qualified technician on-site to address the problem within four (4) hours of the Vendor’s response call. In the event a service request is made after 2:00 p.m., the Vendor shall have a qualified technician on-site no later than 9:00 a.m. the following day of Regular Service Hours following this request.
5. The operating supplies to be supplied under this contract shall include toner, developer, fuser, photoreceptive drums or belts and any other consumables needed for the day-to-day operation of the Device except paper and staples.
6. All replacement parts and consumable operating supplies shall be OEM brand.
7. All supplies and parts shall be delivered or shipped to NHES on an FOB Destination basis, prepaid by Vendor and included in the rates set forth in Vendor’s bid.
8. During the 60 months of paid maintenance and repair cost,, the labor, travel and parts costs associated with providing maintenance and repairs shall be covered through the monthly base charge and click charges as shown in Exhibit C, Section D and shall not be billed as “extra”. The State of New Hampshire shall not be responsible to pay additional for any mileage or travel time for any service requested or performed in the normal execution of this agreement.

D. TONER

1. During the 60 months of paid maintenance and repair cost, the Vendor shall supply OEM toner for the device as needed and recover the cost of the toner and any shipping and delivery of it through the quoted quarterly base charge and/or click charges.

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E. PERFORMANCE

1. If the Device should suffer a malfunction where it is completely “down” and non-productive for three or more consecutive whole working days, then unless jointly agreed otherwise between NHES Print Shop and the Vendor, the Vendor shall immediately provide a “loaner” device of similar or better capability at no charge. Vendor must have this replacement device on-site, installed under DoIT supervision as done for the original device, and made fully operational as quickly as possible, not more than six (6) working days after the initial device failure. This loaner device shall remain in place and be utilized, maintained, and repaired in the same manner and rates as, and in place of, the original device until such time as the original device has been restored to normal operating condition.
2. If the Device should suffer excessive malfunctions involving four or more instances within a three (3) month period where it is “down” for two or more consecutive whole working days each time, then the Vendor shall provide a “loaner” as described above. The loaner shall remain in place and be utilized, maintained, and repaired in the same manner and rates as, and in place of, the original device until such time as the Vendor has effectively cured the problem causing excessive malfunctions and demonstrated to the NHES’s satisfaction that the loaner can be safely removed without risking more excessive losses of productivity.
3. Any loaner installation or removal as described above shall be communicated to DoIT prior to the installation or removal and shall be supervised by DoIT.

F. REPLACEMENT PARTS

1. All replacement or repair parts and their transport shall be included in the rates of charge offered in this bid and shall not incur any additional charges. There will be no charge for any part delivered, neither for the part itself nor for its shipping or delivery to the End User’s location. All supplies and parts shall be delivered or shipped to the End User on an FOB Destination basis, prepaid by Vendor.
2. All replacement parts provided shall be OEM brand, unless agreed otherwise on a case-by-case basis with NH Employment Security Print Shop management.

Contractor Initials MB
Date Jul 22, 2026

NEW HAMPSHIRE EMPLOYMENT SECURITY

CONTRACT 2026-04

PRODUCTION BLACK AND WHITE PHOTOCOPIER/PRINTER/SCANNER DEVICE AND COLOR MULTIFUNCTION PRINTER – LEASE-TO-OWN WITH 5 YEAR MAINTENANCE AND SERVICE

G. END USER RESPONSIBILITY

1. If the Device should become physically damaged through the fault of the End User, then the End User shall be responsible for the cost of the repairs at the Vendor's regular hourly labor rate for repair service. All supplies and parts necessary for such repair will be reimbursed to the Vendor by the End User at cost. All supplies and parts must be OEM and delivered FOB Destination.
2. Unless the End User demonstrates otherwise, the following types of damage are typically attributable to misuse and shall, unless attributed otherwise by agreement of the parties, be paid for by the End User as provided above:
 - a. Broken doors that appear to be physically torn from the machine.
 - b. Large dents that cause the Device to fail in its capacity as specified.
 - c. Damages to the Device caused by moving it without Vendor participation.
 - d. Electrical damages (boards, wiring, chips, etc.) to the Device caused by failing to use the provided electrical surge protection.

Contractor Initials MB
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PRODUCTION BLACK AND WHITE PHOTOCOPIER/PRINTER/SCANNER DEVICE AND COLOR MULTIFUNCTION PRINTER – LEASE-TO-OWN WITH 5 YEAR MAINTENANCE AND SERVICE

EXHIBIT C METHOD OF PAYMENT

Vendor agrees to provide NHES with services as indicated in **Exhibit B** of this Agreement at prices shown below. The Contract is for a term beginning upon necessary approvals by the Governor and Council and continuing through August 31, 2031. Any request for service through the end of that term is covered in accordance with the terms set forth herein.

A. Invoicing

1. Upon NHES acceptance of the Device installation, quarterly billing for service and supplies may commence.
2. The Quarterly invoice for Full-Service Maintenance and Supplies shall indicate the actual meter reads of Color and Black and White impressions for the quarter, and shall itemize the base rate and click charges as computed from the meter reads.
3. All invoices for Full-Service Maintenance and Supplies shall be processed through the manufacturer's local dealer who services the account. NHES shall be able to resolve any problems, including invoicing, through communications with the local dealer.
4. Vendor shall be responsible for keeping its accounts receivable information up to date with the State by means of timely changes made to its Authorized Vendor Application at the State's online Vendor Resource Center.
5. Vendor may offer a discount for payment within 15 days of receipt of invoice.
6. Vendor shall notify NHES of any billing payments not received within 60 days or more.

B. Production Black & White Photocopier/Printer/Scanner Device Lease-to-Own

Payment Frequency	Payment Term	Periodic Payment Amount	Total Yearly Cost	Total Purchase Price
Monthly	60 Months	\$1039.72	\$12,476.64	\$62,383.20

C. Color Multifunction Printer Lease-to-Own

Payment Frequency	Payment Term	Periodic Payment Amount	Total Yearly Cost	Total Purchase Price
Monthly	60 Months	\$524.64	\$6,295.68	\$31,478.40

Contractor Initials MB
Date Jul 22, 2026

NEW HAMPSHIRE EMPLOYMENT SECURITY

CONTRACT 2026-04

**PRODUCTION BLACK AND WHITE PHOTOCOPIER/PRINTER/SCANNER DEVICE
AND COLOR MULTIFUNCTION PRINTER – LEASE-TO-OWN WITH 5 YEAR
MAINTENANCE AND SERVICE**

D. Full-Service Maintenance

Black & White Photocopier/Printer/Scanner Device

	Dollar Amount	Click Rate Cost
Quarterly Base Charge 150,000 Clicks	\$510.00	(Base Rate) \$ 0.0034
Overage Click Charge Rate over 150,000 <i>*Cannot be greater than base rate</i>		(*Overages) \$ 0.0034

Contractor Initials MB
Date Jul 22, 2026

NEW HAMPSHIRE EMPLOYMENT SECURITY

CONTRACT 2026-04

PRODUCTION BLACK AND WHITE PHOTOCOPIER/PRINTER/SCANNER DEVICE AND COLOR MULTIFUNCTION PRINTER – LEASE-TO-OWN WITH 5 YEAR MAINTENANCE AND SERVICE

Color Multifunction Printer

	Dollar Amount	Click Rate Cost
Quarterly Base Charge 30,000 Color Clicks	\$1,008.00	(Base Rate) \$0.0336
Quarterly Base Charge 5,000 B/W Clicks	\$30.00	\$0.006
Overage Click Charge Rate over 30,000 Color Clicks <i>*Cannot be greater than base rate</i>		(*Overages) \$0.0336
Overage Click Charge Rate over 5,000 B/W Clicks <i>*Cannot be greater than base rate</i>		\$0.006

E. Total Contract Price

Production Black and White Photocopier/Printer/Scanner Device and Color Multifunction Printer, Lease-to-Own Basis	\$93,861.60
Full-Service Maintenance, Quarterly (X20)	\$30,960.00
Total Contract Price	\$124,821.60

Signature: Margret Brescia
Margret Brescia (Jul 22, 2026 10:33:42 EDT)

Email: grivard@symquest.com

Contractor Initials MB
Date Jul 22, 2026

State of New Hampshire

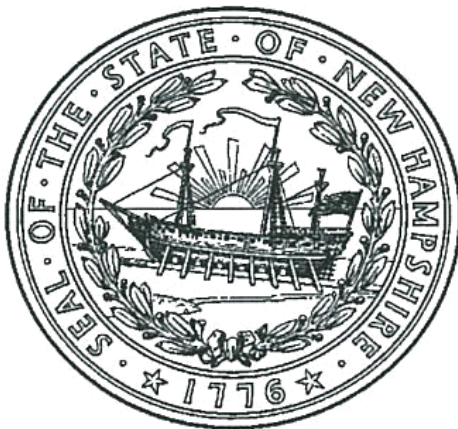
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that SYMQUEST GROUP, INC. is a Vermont Profit Corporation registered to transact business in New Hampshire on February 22, 1996. 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: **242878**

Certificate Number: **0007985251**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 22nd day of July A.D. 2026.

A handwritten signature in black ink, appearing to read "David M. Scanlan", written over a horizontal line.

David M. Scanlan
Secretary of State

Certificate of Authority # 2

(Corporation, Non-Profit Corporation)

Corporate Bylaws

I, Ken Godzik, **hereby certify** that I am duly elected Officer of
(Name)
SymQuest Group, Inc.. I hereby certify the following is a true copy of the
(Name of Corporation)

current Bylaws or Articles of Incorporation of the Corporation and that the Bylaws or

Articles of Incorporation authorize the following officers or positions to bind the

Corporation for contractual obligations: President, Senior Director of Finance and
Administration, Vice President of Customer Experience, Vice President of Service and
Operations.

(list officer titles or position)

I further certify that the following individuals currently hold the office or positions
authorized: Ken Godzik, Margret Brescia, Kevin Davis, Brad McElveen.

(list individuals holding positions authorized)

I further certify that it is understood that the State of New Hampshire will rely on this
certificate as evidence that the person listed above currently occupies the position indicated
and that they have full authority to bind the corporation. This authority **shall remain valid**
for thirty (30) days from the date of this certificate.

DATED: 07/22/2026

ATTEST: Ken Godzik President
(Name & Title)



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
08/21/2026

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 Aon Risk Services Northeast, Inc. New York NY Office One Liberty Plaza 165 Broadway, Suite 3201 New York NY 10006 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105 E-MAIL ADDRESS:														
INSURED Konica Minolta Business Solutions U.S.A., Inc. Attn: Lynne Ransom 100 Williams Drive Ramsey NJ 07446 USA	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A: Sompo America Insurance Company</td><td>11126</td></tr><tr><td>INSURER B:</td><td></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: Sompo America Insurance Company	11126	INSURER B:		INSURER C:		INSURER D:		INSURER E:		INSURER F:	
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INSURER B:															
INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															

COVERAGES **CERTIFICATE NUMBER:** 570122464958 **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 as requested**

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		TGL30045222702	10/01/2025	10/01/2026	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$500,000 MED EXP (Any one person) \$15,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
A	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$10,000	Y		CPU40539N0	10/01/2025	10/01/2026	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000
	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 ☐	N/A				PER STATUTE E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT

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

SymQuest Group, Inc. is included as a Named Insured. NEW HAMPSHIRE EMPLOYMENT SECURITY is included as Additional Insured in accordance with the policy provisions of the Excess Liability and General Liability policies with respect to Konica Minolta's work and/or operations.

CERTIFICATE HOLDER NEW HAMPSHIRE EMPLOYMENT SECURITY 45 S FRUIT STREET Concord NH 03301 USA	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 <i>Aon Risk Services Northeast, Inc.</i>
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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/21/2026

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
MARSH USA, LLC.
1166 Avenue of the Americas
New York, NY 10036

CONTACT

NAME:

PHONE
(A/C, No, Ext):FAX
(A/C, No):E-MAIL
ADDRESS:**INSURER(S) AFFORDING COVERAGE**

NAIC #

INSURER A: Sompo America Insurance Company

11126

INSURER B: Arch Insurance Company

11150

INSURER C: N/A

N/A

INSURER D: Sompo America Fire & Marine Insurance Company

38997

INSURER E:

INSURER F:

INSURED
Konica Minolta Business
Solutions U.S.A., Inc.
100 Williams Drive
Ramsey, NJ 07446

COVERAGES**CERTIFICATE NUMBER:**

NYC-012700384-02

REVISION NUMBER: 2

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
B	COMMERCIAL GENERAL LIABILITY	X		NPL0067432-04	10/01/2025	10/01/2026	EACH OCCURRENCE \$
	☒ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence) \$
	☒ TECH E&O						MED EXP (Any one person) \$
	☒ Deductible: \$2,500,000						PERSONAL & ADV INJURY \$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE \$
	☒ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG \$
	OTHER:						LIMIT: \$ 10,000,000
A	AUTOMOBILE LIABILITY	X		AAL30011364804 (AOS)	10/01/2025	10/01/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
A	☒ ANY AUTO			AAL30098533300 (MA, TX)	10/01/2025	10/01/2026	BODILY INJURY (Per person) \$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS			Comprehensive Ded: \$5,000			BODILY INJURY (Per accident) \$
	☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY			Collision Ded: \$5,000			PROPERTY DAMAGE (Per accident) \$
							\$
	UMBRELLA LIAB						EACH OCCURRENCE \$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE \$
	DED RETENTION \$						\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			AWL30098558800 (WI)	10/01/2025	10/01/2026	☒ PER STATUTE ☐ OTH-ER
D	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y / N		AWL30098549700 (AOS)	10/01/2025	10/01/2026	E.L. EACH ACCIDENT \$ 1,000,000
A	If yes, describe under DESCRIPTION OF OPERATIONS below	N	N / A	AWL30098862700 (NY)	10/01/2025	10/01/2026	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)

SymQuest Group, Inc. is included as a Named Insured. NEW HAMPSHIRE EMPLOYMENT SECURITY is included as additional insured (excluding workers' compensation) where required by written contract.

CERTIFICATE HOLDER

NEW HAMPSHIRE EMPLOYMENT SECURITY
45 S FRUIT 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
of Marsh USA LLC

Marsh USA LLC

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