

January 26, 2026

To: All Interested Proposers

Subject: Request for Proposal RFP #26-002 "Print Management Services" Addendum I

This addendum includes responses to all questions submitted as of January 23, 2026 and a reminder that vendor submissions are due February 9, 2026.

Except as otherwise stated above and by any previous and subsequent Addenda, the above referenced Request for Proposal (RFP), remains unchanged. Furthermore, this Addendum is hereby made part of the request for proposal document.

Any questions or additional information required by interested vendors must be emailed to bidquestions@ehnel Paso.org . RFP number and title must be on the "Subject Line" of the email. Attempts to circumvent these requirements may result in rejection of the proposal.

Print Management Services RFP #26-002 Addendum I
Response to questions raised by potential proposers

Question 1: Could you please elaborate on how the specific requirement for Canon (MFPs) best achieves the long-term cost management goals compared to potentially considering other manufacturers? Mixed manufacturer solutions outside of these standards will not be accepted.

Response 1: EHN's requirement for Canon manufactured multifunction copiers supports a standardized, leased enterprise copier environment. While leased solutions from multiple manufacturers can provide fixed monthly costs, EHN's standard is based on minimizing operational risk and maintaining continuity within an established fleet. Based on EHN's experience operating Canon multifunction copiers, this platform has proven reliable and well suited to EHN's operational needs. Maintaining the existing standard avoids disruption associated with transitioning to a new manufacturer, including changes to device behavior, user experience, and fleet management processes.

Question 2: Could you please provide additional clarification on the rationale for this firm prohibition against any mixed-manufacturer proposals? For example, is this restriction primarily to preserve uniformity in the existing fleet for reasons such as driver compatibility, centralized management software, security patching consistency, parts inventory simplification, or to avoid potential integration risks that could impact operational reliability and long-term costs? Understanding the core reasons behind this non-negotiable standard would help us ensure our proposal fully demonstrates compliance while highlighting how a Canon only solution best supports EHN's enterprise print environment and objectives.

Response 2: EHN's prohibition against mixed manufacturer copier proposals is intended to preserve uniformity across the enterprise copier environment by maintaining the organization's established standard. Uniformity includes consistent device behavior, standardized configurations, familiar workflows, and a consistent service and support experience across all locations.

While a single manufacturer environment can theoretically be achieved with different vendors, changing the established standard would introduce operational disruption and transition risk without providing sufficient benefit. To preserve uniformity and continuity within the existing environment, EHN requires adherence to its current Canon standard and does not permit deviations.

Question 3 : As a Texas HUB certified and Federally HUBZone certified El Paso vendor offering compliant HP single function/workgroup printers and Sharp MFP's that meet or exceed all RFP technical specs (speed, features, Active directory integration, security, etc.), could EHN clarify if any flexibility exists- via the Deviation form or otherwise- for proposing Sharp MFPs in lieu of Canon, given the strict no-substitution rule (pages, 4, 6, 15) deems alternates non-responsive? This would help assess feasibility for a value-driven, HUB compliant proposal from a local-woman owned provider.

Response 3: EHN values participation from local, HUB, and HUBZone certified vendors and appreciates value driven proposals. EHN's enterprise copier environment is structured around a standardized, leased Canon multifunction copier model that balances cost predictability with operational consistency, supportability, and continuity across the organization.

While alternate manufacturers may offer competitive pricing and comparable lease structures, introducing a different multifunction copier platform would require a change to EHN's established enterprise standard and introduce transition risk and operational disruption. For this reason, substitutions or deviations from the Canon multifunction copier requirement are not permitted, and proposals including alternate manufacturers will be deemed non-responsive in accordance with the RFP requirements.