



Date: November 6, 2017

To: Jim Winham, Interim CEO

Through/CC: Angela Lehman, CRO and Compliance Officer  
Kent Torrence, CFO

From: Frank Gresh, CIO

Re: Sierra Wireless Gateway RFP Recommendation RFP# IT2017-0001

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RFP# IT2017-0001 was released on October 2, 2017. The purpose of the RFP was to solicit proposal from qualified vendors to replace our seven-year-old wireless gateways in our ambulance fleet. There were four responses received. The proposers are: DH Wireless Solutions of Battle Creek, Michigan; Island Tech Services of Ronkonkoma, New York; PCS Mobile of Denver, Colorado; and Brite Computers of Victor, New York.

After reviewing all the proposals, staff finds that Island Tech Services (ITS) is the Lowest Secure Bidder with a compliant proposal that meets or exceeds all our specifications. Staff recommends we purchase the Sierra Wireless Gateways from ITS. The reasons for this recommendation are as follows:

- ITS has the background, ability, capacity, skill, and experience needed to perform under the requirements of this RFP.
- ITS provides a manufacturer certified helpdesk support that will provide faster response to problems than our present experience with Sierra Wireless (the manufacturer). This service offering from ITS will significantly improve maintenance, support, and service for EMSA
- ITS provided the most comprehensive response and solution to eliminating Wi-Fi dead spots inside the vehicle.
- ITS has the most demonstrated history of working with EMS customers in their proposal.
- ITS' price is under the FY2018 budgeted amount for this project.

Should you have any additional questions, please feel free to ask.

