



Date: May 22, 2022

To: EMSA Board of Trustees

CC: Johna Easley, Interim President and CEO
Lora Conger, CFO

From: Frank Gresh, Interim Chief Operating Officer

Re: Toughbook RFP# IT2022-0001

EMSA RFP# IT2022-0001 was released on April 4, 2022. The purpose of the RFP was to solicit proposals from qualified vendors to replace our fleet of Mobile Data Terminals (MDTs). We acquired the existing fleet of MDTs in 2018 and while we expected to get another year or two out of them, the vendor of those devices is no longer responding to our requests for support nor are they responding to a letter sent to them from our attorneys. The issues with them started during the pandemic when they completely shuttered their manufacturing and support facility.

We received two responses, the proposers are Turn-Key Mobile and Public Safety Solutions MO, LLC. After reviewing all the proposals, staff finds that Turn-Key Mobile (TKM) is the Lowest Secure Bidder with a compliant proposal that meets or exceeds all our specifications. Staff recommends we purchase the MDTs from TKM. The reasons for this recommendation are as follows:

- EMSA had a very positive experience with them for IT RFP 2018-002 when we acquired over 100 new Panasonic Toughbooks for a field crews to use for documentation.
- EMSA has had another very positive experience from TKM when purchasing similar devices to this RFP for administrators and supervisors.
- TKM has the background, ability, capacity, skill, and experience needed to perform under the requirements of this RFP.
- TKM has 18 years of experience in providing mobile data solutions for the public safety market.
- I have spoken with the entities that TKM provided as references. They all provided an unqualified recommendation of TKM's services.

Attached to this memorandum you will find a review document that covers all our criteria and does a side-by-side cost comparison. You will note that TKM is the lowest secure bidder.

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



Evaluation of responses

| Item # | Requirement | Public Safety Solutions | Turn-Key Mobile |
|---|---|--|--|
| 1) Process Overview and Procedures | | | |
| 1.3 | Schedule – were proposals received on time? | Yes | Yes |
| 1.5 | Proposals provided in response to the RFP should be valid for a minimum of 180 days | Yes | No – Prices good for 15 days according to addendum B “Proposal” |
| 1.7 | All proposals must be typewritten on 8-1/2 x 11 paper and contain a table of contents delineating responses to each section. Proposals must be organized and indexed in the format identified herein in Sections 2 and 3. Proposals shall contain all requirements and consist of the following submission documentation: | Yes | Yes |
| | An electronic copy of the response sent via email (above) by the due date will also be required. The subject line of the email should clearly state that it is a vendor’s proposal and reference this RFP. | Yes | Yes |
| 2) Proposer Information | | | |
| 2.0 | The proposer must provide a history for their company . Information to be included in this section is tax identification number, age of company, number of employees, experience with comparable accounts, and a brief description of the existing relationship with EMSA if there is one , including past purchases in excess of \$25,000. | Yes | Yes |
| 2.1 | The proposer should outline all sales, operational, customer service and technical contacts within your organization to be included in the execution of the proposed solution. | Yes | Yes |
| 2.2 | All proposals should outline the proposer’s and/or manufacturer’s customer support methodologies as well as examples of how the customer support is provided. Further information about warranties and support should be outlined in section 3.2. | Outlined Panasonic’s top tier support as requested. PSS offered “a best effort commitment to assist in resolving any issues germane to this solution during its lifecycle. This can include being a liaison between EMSA | Outlined Panasonic’s process. Pointed us to Mobile Mounts for issues with the dock or the install. |



| Item # | Requirement | Public Safety Solutions | Turn-Key Mobile |
|--|--|---|---|
| | | and Panasonic, opening tickets and/ or warranty claims- an optional complimentary IT staff augmentation from PSS for EMSA.” | |
| 2.3 | References provided Acceptable | Yes | Yes |
| 2.5 | Each proposer must provide financial background of their organization for evaluation of the stability of the company. | Yes | Yes |
| 2.6 | The proposer must stipulate that payment is due thirty (30) days after the delivery and acceptance of the equipment . The proposer must stipulate that it will accept payment via electronic methods. The proposer agrees to invoice all items on a single invoice. | Yes | Yes – requesting two Pos due to concerns about volatile production environment, supply chain issues, component shortages etc. that will cause some items to be delayed and ship later than others |
| 2.7 | Provide all pertinent information related to the proposer(s) insurance carriers and levels of coverage, including liability, worker's compensation, malpractice, etc. | Yes | Yes |
| 2.8 | Non-Collusion | Yes | Yes |
| 2.9 | Non-Exclusion from Medicare/Medicaid | Yes | Yes |
| 2.10 | Proposer attested to no deal registration | Yes | Yes |
| 2.11 | Included all shipping, handling, and freight costs | Yes - waived | Yes – proposal indicates shipping is included |
| 2.12 | Agreed to acceptance testing as needed | Yes | Yes – five days after acceptance of ToughBooks and five days after install complete. |
| 3) Solution Overview and Requirements | | | |
| 3.1 | Hardware – Proposed correct SKUs | Yes | Yes |
| | Provided pricing for all SKUs requested | Yes | Yes |
| | Provided other dock or install options? | Yes | No |
| 3.2 | Warranties/Support | | |



| Item # | Requirement | Public Safety Solutions | Turn-Key Mobile |
|--------|--------------------------------------|-------------------------|---|
| | Parts replacement guarantee provided | Yes | Panasonic standard practice is there are 5-7 years of spare parts available after End-of-Life |
| | Other warranty options provided? | No | No |
| | | | |
| | | | |
| | | | |
| | | | |



Pricing Evaluation

| Item | Quantity | Public Safety Solutions | | Turn-Key Mobile | |
|--|----------|-------------------------|---------------|-----------------|---------------|
| | | Each | Price | Each | Price |
| Hardware | | | | | |
| CF-33RZ-0DVM - Panasonic Toughbook 33 - 12" - Core i5 10310U - vPro - 16 GB RAM - 512 GB SSD | 115 | \$ 4,699.45 | \$ 540,436.75 | \$ 3,867.00 | \$ 444,705.00 |
| FZ-SVCTPUCNF5Y - Ultimate Care Protection - Tablet PC (Years 1,2,3,4 & 5) Models supported: CF-33 | 115 | \$ 628.25 | \$ 72,248.75 | \$ 715.00 | \$ 82,225.00 |
| ST-DEPINPHLEMS01 - CF-33 Dock Kit - Package includes one 33 dual-pass laptop dock with screen support and rugged power supplies and brackets for dock. All product is kitted into a single solution and ground shipping is included. | 111 | \$ 2,605.98 | \$ 289,263.78 | \$ 2,073.00 | \$ 230,103.00 |
| ST-DEPINLBRBAS01 - Basic Onsite Install | 111 | \$ 512.52 | \$ 56,889.72 | \$ 406.00 | \$ 45,066.00 |
| Options | | | | | |
| PSS Option 2 - CF-33 Trimline Dock and ST-DEPINLBRBAS01 (Basic Onsite Install) | | | \$ 813,764.22 | | |
| PSS Option 3 - CF-33 Trimline Dock and PSS Install | | | \$ 794,947.50 | | |
| Turn-Key Mobile offered no options | | | | | --- |
| | | | | | |
| Total Proposal | | | \$ 958,839.00 | | \$ 802,099.00 |
| ToughBook and Ultimate Care alone | | | \$ 612,685.50 | | \$ 526,930.00 |