



Date: September 23, 2019

To: EMSA Board of Trustees

CC: Jim Winham, President & CEO
Lora Conger, CFO
Angela McLain, CRO and Compliance Officer

From: Frank Gresh, CIO

Re: Toughbook RFP# IT2019-0002

RFP# IT2019-0002 was released on July 29, 2019. The purpose of the RFP was to solicit proposals from qualified vendors to replace our eight-year-old Panasonic Toughbooks used by administrative personnel (AMR Supervisors and Managers, EMSA administrative personnel, Office of the Medical Director, etc.). There were four responses received. The proposers are: CDW-G, Turn-Key Mobile, RCN Technologies, and Southern Computer Warehouse.

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 Panasonic Toughbooks 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.
- TKM has the background, ability, capacity, skill, and experience needed to perform under the requirements of this RFP.
- TKM has 14 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 and was the lowest bidder when looking at the required equipment on all of the proposals.

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



Evaluation of responses

Item #	Requirement	CDW-G	Turn-Key Mobile	RCN Technologies	SCW
1) Process Overview and Procedures					
1.3	Schedule – were proposals received on time?	Yes	Yes	Yes	Yes
1.5	Proposals provided in response to the RFP should be valid for a minimum of 180 days	No	No	No	Yes
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	Yes	Yes
	One (1) copy of the response in the format outlined above and bound in such a way that it can easily be taken apart to make copies.	Yes	Yes	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	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.	No real disclosure of CDW-G relationship with EMSA included. To my knowledge, no transaction over \$25k though (FG)	Provided – April 2019 \$424, 505 deal for unit Toughbooks	Info provided, no existing relationship	Info provided, no existing relationship
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	Yes	Yes



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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.	Provided information on CDW-G Customer and Technical Support	Yes	Yes	Yes
2.3	References provided Acceptable	Yes	Yes	Yes	None provided
2.5	Each proposer must provide financial background of their organization for evaluation of the stability of the company.	Public Company – Yes	Yes	Yes	Not provided
2.6	The proposer must stipulate that payment is due forty-five (45) 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.	Will negotiate payment terms upon award	Stipulated previously	Stipulated	Stipulated
2.7	Provide all pertinent information related to the proposer(s) insurance carriers and levels of coverage, including liability, worker's compensation, malpractice, etc.	Certificate of Liability provided	Yes	Certificate of Liability provided	Certificate of Liability provided
2.8	Non-Collusion	Yes	Stipulated previously	Yes	Yes
2.9	Non-Exclusion from Medicare/Medicaid	Yes	Stipulated previously	Yes	Yes
2.10	Proposer attested to no deal registration	Yes	Stipulated previously	Yes	Yes
3) Solution Overview and Requirements					
3.1	Hardware – Proposed correct SKU (CF-33LE-08VM Panasonic Public Sector Specific – Elite 1)	Yes	Yes	Yes	Yes
	F-VEK331LMP Panasonic Premium Keyboard with Emissive red backlight	Yes	Yes	Yes	Yes
	Gamber Johnson GJ-33-LVDO laptop vehicle dock	Yes	Yes	Yes	Yes
	Panasonic CF-VEB331U desktop dock	Yes	Yes	Yes	Yes
	Software – Correct OS	Yes	Yes	Yes	Yes



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	Comments/Other	Offered services including imaging and asset management			
3.2	Warranties/Support		Priced out 4 th and 5 th year public safety service bundle and Ultimate Care Protection	Priced out 4 th and 5 th year public safety service bundle – no warranty though	Priced out 4 th and 5 th year public safety service bundle – no warranty though
	Parts replacement guarantee	Within what Panasonic can provide	Within what Panasonic can provide	Within what Panasonic can provide	Within what Panasonic can provide



Pricing Evaluation

	Item	Quantity	CDW-G		Turn-Key Mobile		RCN Technologies		SCW	
	Hardware		Each	Price	Each	Price	Each	Price	Each	Price
*	CF-33LE-08VM Panasonic Public Sector Specific – Elite 1	18	\$ 3,435.00	\$ 61,830.00	\$ 3,238.00	\$ 58,284.00	\$ 3,469.57	\$ 62,452.26	\$ 3,438.32	\$ 61,889.76
*	F-VEK331LMP Panasonic Premium Keyboard	18	\$ 521.70	\$ 9,390.60	\$ 557.00	\$ 10,026.00	\$ 533.72	\$ 9,606.96	\$ 523.63	\$ 9,425.34
*	Gamber Johnson GJ-33-LVDO laptop vehicle dock	16	\$ 675.69	\$ 10,811.04	\$ 762.00	\$ 12,192.00	\$ 699.62	\$ 11,193.92	\$ 736.85	\$ 11,789.60
	Panasonic CF-VEB331U desktop dock	18	\$ 275.99	\$ 4,967.82	\$ 315.00	\$ 5,670.00	\$ 387.23	\$ 6,970.14	\$ 285.68	\$ 5,142.24
	Lind 120 Watt Vehcile Power	16		\$ -	\$ 125.00	\$ 2,000.00		\$ -		\$ -
				\$ -		\$ -		\$ -		\$ -
				\$ -		\$ -		\$ -		\$ -
				\$ -		\$ -		\$ -		\$ -
*	Shipping		\$ -	\$ -		\$ -		\$ -		\$ -
	Imaging			\$ -		\$ -		\$ -		\$ -
				\$ -		\$ -		\$ -		\$ -
	Warranty									
	Panasonic Public Sector Service Package - 2 Yr	18	\$ 521.71	\$ 9,390.78		\$ -		\$ -		\$ -
	4th and 5th Year Panasonic Service Bundle	18		\$ -	\$ 598.00	\$ 10,764.00	\$ 536.88	\$ 9,663.84	\$ 537.59	\$ 9,676.62
	Ultimate Care Protection	18			\$ 745.00	\$ 13,410.00				
				\$ -		\$ -		\$ -		\$ -
	Total Proposal			\$ 96,390.24		\$ 112,346.00		\$ 99,887.12		\$ 97,923.56
*	Vendor Comparison for highlighted items									
	CDW-G	\$	82,031.64							
	Turn-Key Mobile	\$	80,502.00							
	RCN Technologies	\$	83,253.14							
	SCW	\$	83,104.70							
	Vendor comparison for computer only									
	CDW-G	\$	61,830.00							
	Turn-Key Mobile	\$	58,284.00							
	RCN Technologies	\$	62,452.26							
	SCW	\$	61,889.76							