



Date: January 18, 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# IT2018-0002

RFP# IT2018-0002 was released on November 9, 2018. The purpose of the RFP was to solicit proposal from qualified vendors to replace our Microsoft Surface Pro tablets used for documenting patient care. There were four responses received. The proposers are: PCM, Island Tech Services, Turn-Key Mobile, and PCS Mobile.

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:

- 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 all the proposals.

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



Evaluation of responses

Item #	Requirement	PCM	Island Tech Services	PCS Mobile	Turnkey Mobile
1) Process Overview and Procedures					
1.3	Schedule – were proposals received on time?	Printed – Yes Soft copy – Yes	Printed – Yes Soft copy – Yes	Printed – Yes Soft copy – Yes	Printed – Yes Soft copy – Yes
1.5	Proposals provided in response to the RFP should be valid for a minimum of 180 days	Not specifically stated			
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.	Yes (No tax ID number – company is public)	Yes	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	Yes	Yes



Item #	Requirement	PCM	Island Tech Services	PCS Mobile	Turnkey Mobile
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.	Yes	Yes	Yes	Yes
2.3	References provided Acceptable	Yes – Non EMS	Yes – All Public Safety	Yes – All Public Safety/EMS	Yes – All Public Safety, two local to EMSA
2.5	Each proposer must provide financial background of their organization for evaluation of the stability of the company.	Yes	Yes	Yes	Yes
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.	Yes	Yes	Yes	Yes
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	Yes	Yes
2.8	Non-Collusion	Yes	Yes	Yes	Yes
2.9	Non-Exclusion from Medicare/Medicaid	Yes	Yes	Yes	Yes
2.10	Proposer attested to no deal registration	Yes	Yes	Yes	Yes
3) Solution Overview and Requirements					
3.1	Hardware – Proposed correct SKU (CF-20G1165VM)	Yes	Yes	Yes	Yes Discussed proactive ordering in advance to make the imaging process go faster
	Spare Battery	Yes	Yes	Yes	Yes
	Spare Stylus/Tether	Yes/Yes	Yes	Yes	Yes

Item #	Requirement	PCM	Island Tech Services	PCS Mobile	Turnkey Mobile
	Pricing and Options for in vehicle charging	Yes	Yes – 90W vs 120W	Yes	Yes
	Software – Correct OS	Windows 10 Pro	Yes	Yes	Yes
	Assistance in developing base image	Yes - Panasonic	Yes – ITS and Panasonic	Yes – Panasonic and PCS (for fee)	Yes – both Panasonic and TKM involvement
3.2	Warranties/Support				
	Parts replacement guarantee	7-year parts commitment after product end of life	Yes	Yes	Yes
	Provided five year option	Yes	Yes	Yes	Yes – and provided a Panasonic SLA on the devices (but the SLA is only for 200 units or more)
	Unlimited repairs		Through Ultimate Care	Not discussed, directed to Panasonic brochure	Not discussed
	Inclusive of accidental damage	Yes	Yes	Not discussed, directed to Panasonic brochure	Not discussed
	Process for returns/repairs/prompt turnaround time	Yes	Yes	Mentioned, directed to Panasonic brochure	Yes

Request For Proposal: Panasonic Toughbooks: Proposal Review and Pricing Evaluation
December 20, 2018



Pricing Evaluation

	Item	Quantity	PCM		Island Tech Services		PCS Mobile		Turnkey Mobile	
			Each	Price	Each	Price	Each	Price	Each	Price
	Hardware									
*	Panasonic CF-20 Toughbook CF-20G1165VM	123	\$ 2,506.15	\$ 308,256.45	\$ 2,624.59	\$ 322,824.57	\$ 2,502.12	\$ 307,760.76	\$ 2,309.00	\$ 284,007.00
*	Spare Battery - CF-VZSU0QW	123	\$ 113.12	\$ 13,913.76	\$ 114.89	\$ 14,131.47	\$ 116.43	\$ 14,320.89	\$ 122.00	\$ 15,006.00
	Spare Stylus - CF-VNPO25U	123	\$ 21.18	\$ 2,605.14	\$ 22.00	\$ 2,706.00	\$ 21.80	\$ 2,681.40		\$ -
	Spare Stylus (Digitizer) - CF-VNPO23U	123		\$ -	\$ 45.00	\$ 5,535.00	\$ 44.80	\$ 5,510.40	\$ 47.00	\$ 5,781.00
	Spare Tether - CF-VNT002U	123	\$ 8.04	\$ 988.92	\$ 8.50	\$ 1,045.50	\$ 8.27	\$ 1,017.21	\$ 10.00	\$ 1,230.00
*	In Vehicle Charger - CF-LNDDC120 (120W)	106	\$ 108.82	\$ 11,534.92		\$ -	\$ 112.00	\$ 11,872.00	\$ 117.50	\$ 12,455.00
	AC Adaptor - CFAA6413CM	106	\$ 58.43	\$ 6,193.58	\$ 60.00	\$ 6,360.00		\$ -		\$ -
	In Vehicle Charger - (Lind 90W)	106		\$ -	\$ 99.00	\$ 10,494.00		\$ -		\$ -
*	Shipping			\$ 1,002.14		\$ -		\$ -		\$ -
	Imaging									
*	Premier Deployment - CF-SVCPDEP5Y	123	\$ 178.42	\$ 21,945.66	\$ 180.00	\$ 22,140.00	\$ 183.83	\$ 22,611.09	\$ 186.00	\$ 22,878.00
	Generic Professional Services from Proposer			\$ -		\$ 960.00		\$ -		\$ -
	Warranty									
*	Protection Plus 5 Year - CF-SVCLTNF5Y	123	\$ 618.51	\$ 76,076.73	\$ 617.69	\$ 75,975.87	\$ 637.27	\$ 78,384.21	\$ 619.00	\$ 76,137.00
	Ultimate Care 5 Year - CF-SVCLTUCNF5Y	123		\$ -	\$ 710.59	\$ 87,402.57	\$ 719.25	\$ 88,467.75		\$ -
	Hot Swap 5 Year - CFSVCLTHSP5YR	123		\$ -	\$ 265.59	\$ 32,667.57		\$ -		\$ -
*	Vendor Comparison for highlighted items									
		PCM	\$	432,729.66						
		Island Tech Services	\$	445,565.91						
		PCS Mobile	\$	434,948.95						
		Turnkey Mobile	\$	410,483.00						