



Washington Police Department

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Chief of Police

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TO: Honorable Mayor Manier and City Council
FROM: Chief Michael D. McCoy and Deputy Chief Jeff Stevens
RE: Replacement of 10 In-Car Laptop Computers
DATE: February 1, 2018

Aldermen,

During FY 16-17, the Department budgeted for and expected to replace squad car laptop computers. The computers used there are performing well beyond their reasonably expected service life and contain components and software that are not compliant with current federal security standards. The Department did not complete this project, although we did purchase and test two machines that showed non-ruggedized devices could perform in the mobile environment. Likely firmware issues occurred with those machines that made them an untenable day-to-day choice for the cars. As such, we sought quotes for replacement of 10 laptops capable of meeting federal CJIS security requirements and expected to meet our needs for 4-5 years.

The Tazewell County ETSB, in conformance with federal requirements, will decertify our current in-car laptop computers, potentially within the month. Our patrol officers are more efficient with in-car information systems, so timely replacement of these machines is on our interest.

We received quotes from three vendors that were able to quote customized machines. Each answered a series of specifications with machines they felt were appropriate for the application:

PCM, Inc., of El Segundo, CA:

Lenovo Yoga 260 12" - \$13,765.10 including 5-year depot service (we ship a damaged machine for service), Does not include screen protectors (approximately \$250)

Dell:

Latitude 5480 14" - \$12,432.50 (does not include long-term damage protection warranty and Dell did not answer requests to revise the quote)

PTC:

HP EliteBook 840 G4 14" - \$13,280.00, without damage protection. With PTC- provided next day onsite service for 4 years, \$15,704.40 (ADP cost is \$2,424.40)

I have dismissed the Dell quote, as it does not include accidental damage protection, which is a safeguard in a demanding mobile environment.

The PCM quote is \$1,939.30 less than the PTC package, or \$1,689.30 when adjusted for the screen protectors that were a part of the specifications. This difference is \$168.93 per machine with an expected life of 4-5 years. Lenovo as a manufacturer enjoys a reputation for durable machines. This reputation is a large part of why we chose Lenovo for test machines last fiscal year. This test revealed likely firmware issues (as diagnosed by ETSB) which made the machines unusable at times, with our reporting, dispatch, and records management software. Given that the diagnosis was probabilistic and not determinative of a specific hardware or firmware cause, we cannot be reasonably sure the Lenovo machines will function for our purposes.

Depot service means that for any repair, a machine is likely to be out of service for more than a week at a time. While we hope this is a rare event, the out of service time is considerable.

The machine quoted by PTC is a durable machine, chosen over other HP machines for this application based on its build. In terms of each manufacturer's line of laptop computers, the EliteBook 840 is considered a higher-end product as compared to the Yoga 260. PTC is a long-time City vendor and provides local service (based in Peoria) that has been both timely and accurate. Their quote includes completely set-up computers on delivery, which will save time versus a factory-shipped machine that will normally require additional update time.

Finally, the larger form of the HP model is preferred by the officers who must work with the machines. Overwhelmingly, officers chose 14" or 15" screen sizes over the 12" screens.

For these reasons, we find the best value in the quote from PTC.

The Department can make this purchase by re-arranging priorities in our capital purchase line item, which will keep the purchase within the current FY budget. We request approval of the PTC quote of \$15,704.40.