



CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
Information Technology Division

and

HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Hamilton Paramedic Service

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	September 24, 2018
SUBJECT/REPORT NO:	Standardization of Hardware and Software for Corporate Information Technology – Ruggedized Computing Devices (FCS18085 / HSC18048) (City Wide)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY:	Brian McMullen Acting General Manager Finance and Corporate Services Department
SIGNATURE:	
SUBMITTED BY:	Mike Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION

- (a) That Panasonic Toughbook, with Gamber-Johnson mounts for vehicle installations, be approved as the Corporate Standard for Ruggedized Computing Devices;
- (b) That ruggedized computing devices and mounts, as required, be acquired pursuant to the provisions of Procurement Policy By-law No. 17-064, and that the General Manager of Finance and Corporate Services or their designate be authorized and directed to enter into and sign, on behalf of the City of Hamilton, all negotiated agreements and all necessary associated documents with vendors in a form satisfactory to the City Solicitor.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

EXECUTIVE SUMMARY

Panasonic Toughbook Computers were previously approved on December 9, 2009 (Report FCS09119) as the Corporate Standard for ruggedized computing devices to be obtained from the manufacturer on a single-source basis.

Following an evaluation of alternatives, staff are recommending that Panasonic Toughbook Ruggedized Computing Devices, with Gamber-Johnson mounts for vehicle installations, be approved as the Corporate Standard pursuant to the Corporate Procurement Policy, Section 4.14, Policy for Standardization, with devices and mounts to be acquired through competitive procurement pursuant to Procurement By-law No. 17-064.

The Information Technology Division is responsible for setting Corporate Technology Standards to ensure the City has a computing environment that provides consistent, reliable and secure technology services to staff which are efficiently and effectively supported. Council approved a number of Corporate Standards through Report FCS17030.

Similar to the items approved in that report, the major benefits of standardizing are:

- Simpler administration and operations;
- Lower support and testing costs;
- Investment to date in hardware, monitoring tools and staff training;
- Improved support to business units; and,
- Fewer contracts to prepare and administer.

Each product will be reviewed annually and changes will be reported to Council.

Alternatives for Consideration – See Page 5

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Funding for ruggedized computing devices and the associated accessories is included in the annual Departmental capital and / or operating budgets.

Staffing: There are no staffing implications associated with Report FCS18085 / HSC18048.

Legal: There are no staffing implications associated with Report FCS18085 / HSC18048.

HISTORICAL BACKGROUND

Panasonic ruggedized computing devices have been used by City departments since at least 2005, and have been designated as the Corporate Standard since 2009. The Hamilton Paramedic Service and the Hamilton Police Service are currently the only City department / divisions to use fully ruggedized devices, with other users having adopted semi-ruggedized or other mobile computing devices suited to their operational needs.

Most of the ruggedized devices used by the Hamilton Paramedic Service are Panasonic Toughbook model CF-19, which are no longer produced and are due for life-cycle replacement. The Hamilton Paramedic Service also uses several newer Panasonic Toughbook model CF-31 devices, which will be due for replacement in two to three years. The Hamilton Police Service uses several models of Panasonic Toughbooks and Toughpads.

To inform recommendations for life-cycle replacement of the current Panasonic Toughbooks, the Hamilton Paramedic Service recently concluded a comparative evaluation of most common ruggedized devices used by Ontario Emergency Services, these ruggedized devices include the Dell Latitude 7214, the Getac V110V3 and the Panasonic Toughbook CF-20. The devices were trialled over a period of several months, and evaluated by front-line staff in the following areas:

- Screen size and function
- Keyboard
- Ruggedness
- Tablet / flip-screen use
- Touch Screen
- Mount – computer and vehicle control access, passenger operation, driving; and,
- Overall performance

A Gamber-Johnson computer mount was installed in a common in-cab configuration and used with each of the ruggedized devices. The Gamber-Johnson computer mount is standard equipment on fleet ambulances and conforms to the Ontario Provincial Land Ambulance & Emergency Response Vehicle Standard.

The Dell Latitude and the Panasonic Toughbook CF-20 were the clear favourites in the evaluation, with the less expensive Panasonic device being preferred by the majority of users. The Hamilton Paramedic Service's Health and Safety Committee were consulted throughout the evaluation of the ruggedized devices, and support the selection of the Panasonic Toughbook. Accordingly, it is recommended that Panasonic Toughbook Ruggedized Computing Devices, with Gamber-Johnson mounts for vehicle installations, continue to be approved as the Corporate Standard.

As ruggedized computers have an expected service life of five years, it is proposed that this designation be reviewed when necessary as with other Corporate Standards established as a result of Council approval to Report FCS17030. As the manufacturer produces several different models of Toughbook, with CF-19, CF-20 and CF-31 models as well as Toughpads currently being used in the City, the Corporate Standard designation is proposed for Panasonic Toughbook Ruggedized Computing Devices in general, and not a specific model.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Pursuant to the Corporate Procurement Policy, Section 4.14, "Policy for Standardization" this Report seeks to establish a Standard for hardware and ruggedized computing devices. If approved, ruggedized devices and associated accessories will be added to the consolidated list of standardized Hardware, Software and Support Services maintained by the Information Technology Division.

Vehicle installations of ruggedized computing devices in Hamilton Paramedic Service vehicles are subject to the provisions of the current version of the Ontario Provincial Land Ambulance & Emergency Response Vehicle Standard.

RELEVANT CONSULTATION

Corporate Services Department, Procurement Division / Section – Procurement staff regarding the interpretation and application of the Procurement Policy.

Corporate Services Department, Legal Services Division – Legal Services was consulted on this report regarding legal implications.

Hamilton Police Service Division, Information Services – As the other principal user of ruggedized devices, the Hamilton Police Service Division has reviewed this report and supports the recommendations.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The existing IT Standards previously approved by Council are up for review and renewal with a report being required for Council approval to extend these Standards. Based on a comparative evaluation of alternatives, this Report recommends that Council approve Panasonic Toughbook Ruggedized Computing Devices, with Gamber-Johnson mounts for vehicle installations, as the Corporate Standard for ruggedized computing devices.

ALTERNATIVES FOR CONSIDERATION

Without a Corporate Standard being established, a competitive bid process would be required. This process could result in a mixed environment with IT staff having to support multiple device types and front-line staff having to become familiar with multiple device types.

Financial Implications: This alternative could well have a negative impact on the Total Cost of Ownership and infrastructure reliability, as additional training would be needed for staff to become familiar with the new manufacturers equipment, and costs could increase as the City would be paying software maintenance on multiple software solutions providing a similar service. This alternative is not recommended as it would require a significant financial investment to integrate additional manufacturers into our environment as well as add administrative overhead. It would also increase the burden on the Legal Services, Information Technology and Procurement Divisions by having to create and administer multiple contracts for similar services.

Staffing Implications: If Panasonic equipment is not selected front line Paramedics would have to become familiar with two different technologies to perform a single function.

Legal Implications: There are no legal implications associated with this alternative.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

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Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

None