



TO: Chair and Members of the Board of Health

FROM: Christopher Mackie, Medical Officer of Health /CEO

DATE: 2018 December 12

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## INFORMATION TECHNOLOGY CAPITAL SPENDING AND CONTRACT AWARD

### ***Recommendation***

*It is recommended that the Board of Health:*

- 1. Receive Report No. 074-18BOH re: “IT Capital Computer Spending and Contract Award” for information; and*
- 2. Recommend that the Board of Health approve the strategy and purchases as outlined; and*
- 3. Recommend that the Board of Health approve entering into contract with Stronghold Services for the purchase of Information Technology equipment*

### **Key Points**

- Computer Equipment (Hardware) replacement should align with strategic projects such as Electronic Client Records and Enterprise Resource Planning implementation.
- A replacement plan which considers strategic projects will ensure staff has little to no technology barrier while learning new systems and processes.
- Following receipt of quotations from the Vendor of Record Program (VOR) and the Ontario Education Cooperative Marketplace (OECM) preferred suppliers, Stronghold Services provided the lowest acceptable quote for approximately 50 workstations

### **Background**

The next year will bring about many technology changes and improvements throughout MLHU. With our rollout and planning of Electronic Client Records and extensive changes to our Human Resource and Finance operations, the technology demands on end users, the IT Department and operations in general will be considerable. More technology requires a well-planned replacement and strategic plan that aligns with end user requirements and organizational improvements. End user requirements for technology are also changing and demanding to be more flexible in usage and mobility/convenience.

MLHU has not made a significant capital expenditure on end user devices since 2016. [Appendix A](#) outlines our current end user computer breakdown, based on the release or ‘generation’ of central processing. This is a useful indicator in determining the overall capabilities of devices as far as battery life (for mobile devices), screen size, memory and storage space.

This data suggests that the majority of end user devices currently in use are due for replacement in the next calendar year assuming a 4- year cycle. The current warranty period of end user devices is three years and the majority of end user devices will enter a non-warranty period in the next year. This requires investment in parts and repairs on older devices and is not a strategic use of budget dollars.

Another identified issue with the current fleet of end user laptops was the purchase and standardization of a proprietary docking station. The manufacturer has ceased manufacturing this type of dock and we have been locked to a single manufacturer due to the capital cost of the docking stations.

## Identified Needs

The requirements for end users have shifted from a permanent desktop system to a mobile arrangement. The ABW initiative and end user demand has clearly moved towards a trend of laptop preference. There is still a need for desktop systems in clinics, for certain administrative jobs and fixed office preferences but a trend towards mobility has been identified.

Mobile technology has advanced dramatically in the past couple of years. A common type of laptop is called a '2 in 1' and are also called Ultrabooks (an industry standard). These laptops can be used as a laptop configuration and can convert to a tablet configuration by folding the screen. Some '2 in 1' configurations are also considered a '3 in 1' as the third mode is a tent shape where the screen can be used to present materials. These laptops are also commonly touch screen, preferably with pens built in (that do not require battery changes frequently). This would enable field workers the ability to collect signatures digitally from clients and will enhance capabilities of ECR usage. The Ultrabook standard also defines long battery life and can operate over 8 hours without charging.

Another defining feature of new mobile devices purchased will be to a new industry standard that is called USB-C. A USB-C connection includes power, video and sound. This single connector can be used with multiple vendors and docking stations and minimizes cabling required to set up a workspace.

Desktop technology has similarly changed in the past few years. Desktops are a much smaller form factor and can be mounted directly to monitors. This saves space, power consumption and cable management issues.

## Budget

The existing 2018 IT hardware budget includes approximately \$120,000 for computer and related equipment. Replacements were estimated to cost \$2000 per setup, this includes a laptop, monitor, dock, UPS, keyboard/mouse and laptop stand. As a result, the plan is to purchase of over 50 devices. These devices will be apportioned based on the Capital Replacement Strategy identified in [Appendix B](#).

## Quotes

Due to limited timing, MLHU staff worked with provincially approved co-operative purchasing vendors from the Vendor of Record (VOR) program as well as the Ontario Educational Cooperative Marketplace (OECM) to secure quotations. Three vendors were approached through these programs to provide quotations on the specifications identified in [Appendix C](#). Our current IT Managed Service Provider, Stronghold Services was also contacted for quotation purposes. Following review of the quotations, Stronghold Services provided the lowest acceptable quote. Their low quote of \$1797.83 per laptop bundle was provided due to promotions provided by the hardware supplier which surpassed the discounts provided by the cooperative purchasing contracts.

## Next Steps

A recommendation is requested from the Board of Health to proceed with the Q4 Computer Capital Purchase with Stronghold Services

This report was prepared by the Healthy Organization Division.



Christopher Mackie, MD, MHSc, CCFP, FRCPC  
Medical Officer of Health / CEO