



COLLIN COUNTY

Information Services
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To: Judge Keith Self
Commissioner Duncan Webb
Commissioner John Thomas
Commissioner Cheryl Williams
Commissioner Susan Fletcher

From: Caren Skipworth, CIO

Date: 07/30/2018

Re: "FY2018 – Hardware Refresh - Laptop and Tablet Award"

The Collin County Information Technology department requests approval for award to GTS (Dell – Lines 1, 3, 5, 7 and 8) and Zones (Lines 9), please see attached bid for line reference. Below is justification for selection of the Dell systems.

Justification:

- (1). Dell, Lenovo and Microsoft are the only systems that we have certified to be on our standards list that approved by Commissioners Court.

- (2). The Information Technology Department has been a IBM/Lenovo shop for a long time and started working with Dell in June 2017 to research their portfolio of computer systems and open the communication between us and them. Our IT Team attended an executive briefing last June where we were able to learn about their systems and processes when testing and designing. We were also able to review and test in their in-house lab. Note: By purchasing Dell the County will have cost savings of \$54,000.00 compared to last year's hardware refresh purchase.

- (3). The IT Department recommends selecting Dell 5290 Tablet over the Microsoft Surface Pro because of the current issues we are having with the swelling of the batteries that can lead to system failure. Our IT Department has experienced in the past six months approximately ten systems that has had system failure due to swelling of batteries. When the batteries swell the monitor separates from the tablet deeming it unusable. It take approximately two to three weeks to receive replacement system from Microsoft.