



January 26, 2023

Attn: Collin County Purchasing Department,

GTS Technology Solutions responded to Collin County RFP 2022-1161-10-24 which requested the ELO 2703LM, which is a medical grade monitor. GTS was awarded and promptly placed the order, however we were notified by ELO that all medical grade monitors were on unprecedented long lead times. On Dec. 15th, GTS was notified by ELO that the estimated date of arrival for the 28 monitors ordered by Collin County would be August 2023.

GTS immediately began exploring other options, but found all medical grade monitors to be on similar, if not longer lead times. On January 15th, 2023 GTS was informed by Dell that they had 28 of the 2703LM monitors in stock. Collin County approved the purchase to be made from Dell at no price change. However, while doing due diligence (once again) with Dell, GTS discovered that the information Dell had given was misinformed, and the monitors they had in stock were non-medical grade.

At this time, after exploring all options with Elo and multiple distributors, GTS has determined that we cannot guarantee medical grade monitor delivers before Q3 2023. However, GTS is able to offer the ELO 2702L monitor at a reduced cost of \$896 to Collin County. These are in stock and ready to ship.

On behalf of GTS, we sincerely apologize for the inconvenience this has caused. We strive to do what is best for our customers and genuinely appreciate your patience as well as your business.

Thank you,
Kelli Petty
Account Executive
214-930-8452

GTS Technology Solutions, Inc.
9211 Waterford Centre Blvd., Suite 275
Austin, Texas 78758
Telephone (512) 452-0651
Fax (512) 452-0691
www.gts-ts.com