

Huerfano County
Department of Human Services
121 W. 6th Street, Walsenburg, CO 81089



Heather Wellman, PhD
Director

Dear Commissioners,

Please find attached to this letter a quote from Gobins Business Solutions to provide a Verticomm phone system for the Huerfano County Department of Human Services. We sent quote requests to six different companies and have only received nominal interest and no returned quotes at this point in time.

The attached quote details that the equipment is being included as part of a promotional offering. The quote has a one-time set up charge of \$2,196.30 and a monthly charge of \$634 assuming we have 30 phone lines. As we move through an installation, we would determine the exact number of phone lines that are needed for our entire department.

Because the quote for this installation and service is so much lower than we can expect from others and because Gobins is a local to Southern Colorado Company and because the county and HCDHS already have an established and successful relationship with Gobins, I suggest that we accept this quote and move forward with adopting this VOIP phone system.

As you know, our phone system at DHS is very outdated, and we have not had consistent voicemail service for several months and possibly longer. Because of the high volume of calls the DHS office receives and because of the nature of the calls we receive, having voicemail service is paramount. This phone system also allows our case managers to have access to their phone line from their mobile phone which will aid in case management. Finally, the phone system keeps a detailed phone log which will help us in our customer service efforts.

We had originally planned to adopt a system for a July launch, but given the volatility of our current phone system, I think it is prudent to move forward on an expedited timeline. Thank you for your consideration, and if you have any other questions, please reach out to me.

Thank you,

A handwritten signature in blue ink, appearing to read "H Wellman", written over a light blue horizontal line.

Heather Wellman, PhD
Director, HCDHS