

Information Technology

☎ 402-562-4242

@ it@columbusne.us



City of Columbus

City Hall

2500 14th St., Suite 3

P. O. Box 1677

Columbus, NE 68602

MEMORANDUM

DATE: 9/14/2026
TO: City Administrator
FROM: Matt Soukup, Computer Network Technician
RE: Community Building A/V Equipment Service Contract

RECOMMENDATION:

Renewal of FORTÉ PRO Support for audio/video equipment in the Community Building for the cost of \$26,112.

DISCUSSION:

The Community Building includes a large amount of audio/video equipment throughout the building. This equipment requires specialty training in the audio/video industry to support and maintain the hardware and software. Contract includes: remote support, onsite support, advanced hardware replacement, software updates, training, and system health checks.

FISCAL IMPACT:

This is a yearly contract and would need to be renewed as needed.

Funds for this purchase will come from the budgeted \$120,000 for GL 100-100-53400.

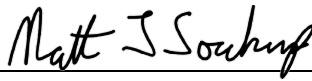
CONCURRENCE:

None at this time.

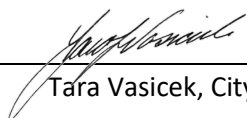
ALTERNATIVES:

Staff makes no alternative recommendation.

SIGNATURE:

By: 
Matt Soukup, Computer Network Technician

Approved By: 
Betsy Eckhardt, Director of General Services

Approved By: 
Tara Vasicek, City Administrator

City of Columbus, Nebraska Purchase Request Form

This form must be fully completed before any purchase, contract, or expenditure of City funds.

****When sending to Finance: Subject line on email should read- "Purchase Request Form"**

	AMOUNT: 26,112				
PROCESS:	\$999 or less	\$1,000 - \$4,999	\$5,000 - \$24,999	\$25,000 - \$74,999	\$75,000
Purchase Request Form		X	X	X	X
2 Quotes		X			
Dept Head Approval		X	X	X	X
3 Quotes			X	X	
City Administrator Approval			X	X	X
Verification of Funds, Finance Director			X	X	X
Form Bidding Required					X
City Council Approval				X	X

1. Requesters Information

Department / Division: General Admin

Requesting Employee: Matt Soukup

Supervisor: _____

Department Head: Betsy Eckhardt

Date: 9/14/2026

2. Type of Purchase

☒ Goods / Supplies / Equipment

☐ Contractual Services

☐ Professional Services (QBS)

☐ Construction / Capital Improvement

☐ Emergency Purchase

3. Purchase Description:

Fully describe the goods or services and their purpose.

Renewal of FORTÉ PRO Support for audio/video equipment in the Community Building for the cost of \$26,112.

4. Selected Vendor Information:

Vendor Name: Forte Contact Name: Guy Sauer
Phone: (402)384-4569 Email: guy.sauer@ourforte.com
Cooperative Purchasing (State Contract, Sourcewell, etc.): ☐ Yes ☒ No

5. Cost & Budget:

Total Cost: 26,112
Account Number(s): Computer Support/Maint (53400)
Funds Available: ☒ Yes ☐ No

6. Number of Quotes obtained: 1

If this is a sole source quote please explain:

Support services for hardware and software installed by Forte.

7. Approvals

Supervisor / Designee: Matt J Soukup Date: 9/14/2026
Department Head: Betsy Eckhardt Date: 09/14/2026
City Administrator (if \$5,000+): [Signature] Date: 9/23/26
City Council Approval (if \$25,000+): _____
Verification of Funds:
Finance Director (if \$5,000+): Christopher A. Nguyen Date: 09/30/26

AS NEEDED: Description of Emergency Purchases

An "emergency" shall be defined as any event that interrupts the normal administration of municipal services, thereby jeopardizing the life, health of citizens.

Describe emergency circumstances and justification.

Retail Sales Agreement



Reference Number: 1481515
Date: September 14, 2026

Columbus, City of - NE 2026-2027 Renewal

Prepared By: Guy Sauer
Phone: (402)384-4569
Email: guy.sauer@ourforte.com

FORTÉ
5055 S 111th St, Omaha, NE 68137-2339
Phone: (402)593-6500
Fax: (402)593-8500

COMPANY

Columbus, City of - NE
2500 14 Street
Columbus, NE 68601-4988

Contact:
Phone: (402)563-4231
Email:
Account Number: 4194

PROJECT SITE

Columbus, City of - NE
2500 14 Street
Columbus, NE 68601-4988

Contact: Patty Laska
Phone: (402)563-4231
Email:
Account Number: 4194

INVOICE TO

Columbus, City of - NE
2500 14 Street
Columbus, NE 68601-4988

Contact: Accounts Payable
Phone: (402)563-4231
Email: AccountsPayable@columbusne.us
Account Number: 4194

COMMENTS

System Support Agreement Covered Dates: (12/19/26-12/18/27)

2 System Health Checks

Areas Covered:

A1119487	101 - Lobby
A1119486	103 - 1x2 Portrait Signage Wall
A1119488	103 - Library West Near Stair A
A1119493	207 - Conference Room
A1119494	208 - Gaming Nook
A1119495	210 - Study Room
A1119496	211 - Craft Room
A1119497	212 - Teen Area
A1119498	214 - Creative Incubator
A1119499	223 - Medium Conference Room
A1119500	230 - Heritage Room
A1119502	232 - Conference Room
A1119503	233 - Conference Room
A1119507	304 - Fitness Room
A1119508	307 - Chambers
A1119509	308/309 - Community Room
A1119510	312 - Teaching Kitchen
A1119511	314 - Control Room / Rack
A1119513	322 - IT Work Room
A1119514	323 - Conference Room
A1119515	324 - Conference Room
A1119518	329 - Conference Room
A1119519	330 - City Admin - Office
A1119522	337 - Public Works Office
A1119523	338 - Community Development Office
A1119524	339 - Public Property Director Office
A1119525	340 - City Engineer Office
A1119526	343 - Large War Room
A1119527	344 - Medium War Room
A1139343	Columbus Job Pile
A1119530	Community BLDG - Sound Masking
A1145859	Office AV Addition
A1119529	Paging

PRODUCTS AND SERVICES SUMMARY

Equipment	\$0.00
Integration	\$0.00
PRO Support	\$26,112.00
Shipping & Handling	
Tax	\$0.00
Grand Total	\$26,112.00

Unless otherwise specified. The prices quoted reflect a discount for a cash payment (i.e., check, wire transfer) made by Customer in full within the time stated for payment on each invoice. Discount only applies to new items included on the invoice, and only applies if the balance on the invoice is paid in full.

All returned equipment is subject to a restocking charge. The prices are valid for 15 days and may be locked in by signing this Retail Sales Agreement.

FORTÉ's prices/rates provided in this quote and/or agreement do not reflect any applicable tariffs imposed by foreign or domestic governmental authorities. FORTÉ's prices are subject to change should applicable tariffs result in any price increase to the equipment purchased under this agreement.

Overdue balances are subject to a finance charge of 1.5% per month, or interest at the highest rate permitted by applicable law. In the event FORTÉ must pursue collection of unpaid invoices, Customer agrees to pay all of FORTÉ's costs of collection, including its attorneys' fees.

INVOICING AND PAYMENT TERMS

Customer and FORTÉ have agreed on the payment method of CHECK. Payment must be remitted by stated method. To the extent Customer seeks the use of any payment methods other than stated, and that payment method results in an increased transaction cost to FORTÉ, the new payment must be approved in writing. The Customer shall be responsible for paying the increased transaction cost to FORTÉ associated with the change in payment method. Payments shall be made 30 days from invoice date. So long as the invoice has been sent and the Customer's payment is made within the terms work will continue.

FORTÉ and Customer have agreed to an initial 50% invoice, invoiced upon contract execution and due, according to customer terms. Subsequent invoicing will be progress billed and will include equipment and services allocated to the contract within the month. Monthly invoices may include applicable out of pocket expenses (permits, licenses, shipping, etc.).

Customer is to make payments to the following "Remit to" address:

FORTÉ
PO Box 842607
Kansas City, MO 64184-2607

If Payment Method is ACH: Customer must make all payments in the form of bank wire transfers or electronic funds transfers through an automated clearinghouse with electronic remittance detail, in accordance with the payment instructions FORTÉ provides on its invoice to Customer.

A monthly summary of detailed equipment received is available upon request. Equipment received may be different than equipment billed based on agreed billing method.

TAXES AND DELIVERY

Unless stated otherwise in the Products and Services Summary above, FORTÉ will add and include all applicable taxes, permit fees, license fees, and delivery charges to the amount of each invoice. Taxes will be calculated according to the state law(s) in which the product(s) and/or service(s) are provided. Unless Customer provides a valid tax exemption certificate for any tax exemption(s) claimed, FORTÉ shall invoice for and collect all applicable taxes in accordance with state law(s), and Customer will be responsible for seeking a tax credit/refund from the applicable taxing authority.

AGREEMENT TO QUOTE AND DOCUMENTS CONSTITUTING YOUR CONTRACT WITH FORTÉ

Customer hereby accepts the above quote for goods and/or services from FORTÉ. When duly executed and returned to FORTÉ, FORTÉ's Credit Department will check Customer's credit and approve the terms. After approval by FORTÉ's Credit Department and signature by FORTÉ, this Retail Sales Agreement will, together with the FORTÉ General Terms & Conditions (which can be found at <https://www.ourforte.com/terms-and-conditions>) form a binding agreement between Customer and FORTÉ. This Retail Sales Agreement and the FORTÉ General Terms & Conditions of Sale (the T&Cs) are referred to collectively as the Agreement. If not defined in this Agreement, all capitalized terms shall have the meaning given to them in the T&Cs. Should FORTÉ's Credit Department determine at any point prior to FORTÉ commencing work that Customer's credit is not adequate, or should it otherwise disapprove of the commercial terms, FORTÉ reserves the right to terminate the Agreement without cause and without penalty to FORTÉ.

AGREED AND ACCEPTED BY

	FORTÉ
Company	Company
Signature	Signature
Printed Name	Printed Name
Date	Date

CONFIDENTIAL INFORMATION

The company listed in the "Prepared For" line has requested this confidential price quotation, and shall be deemed "Confidential Information" as that term is defined in the T&Cs. This information and document is confidential and is intended solely for the private use of the customer identified above. Customer agrees it will not disseminate copies of this quote to any third party without the prior written consent of FORTÉ. Sharing a copy of this quote, or any portion of the Agreement with any competitor of FORTÉ is a violation of this confidentiality provision. If you are not the intended recipient of this quote (i.e., the customer), you are not properly in possession of this document and you should immediately destroy all copies of it.

PRODUCTS AND SERVICES DETAIL

PRO SUPPORT:

<u>Model #</u>	<u>Mfg</u>	<u>Description</u>	<u>Qty</u>	<u>Price</u>	<u>Extended</u>
SSACUSTOM	FORTE	System Support Agreement (12/19/26-12/18/27)-2 SHC/yr	1	\$26,112.00	\$26,112.00

Refer to Page 1 for the Grand Total that includes Taxes, and Shipping & Handling.

SERVICES TO BE PROVIDED

SYSTEM SUPPORT AGREEMENT (SSA) – RENEWAL

Coverage Dates:

(12/19/26-12/18/27)

Customer:

City of Columbus

Recertification Contact:

Matt Soukup

Site:

City of Columbus
2500 14 Street
Columbus, NE 68601

Systems:

<u>System ID</u>	<u>Description</u>
A1119487	101 - Lobby
A1119486	103 - 1x2 Portrait Signage Wall
A1119488	103 - Library West Near Stair A
A1119493	207 - Conference Room
A1119494	208 - Gaming Nook
A1119495	210 - Study Room
A1119496	211 - Craft Room
A1119497	212 - Teen Area
A1119498	214 - Creative Incubator
A1119499	223 - Medium Conference Room
A1119500	230 - Heritage Room
A1119502	232 - Conference Room
A1119503	233 - Conference Room
A1119507	304 - Fitness Room
A1119508	307 - Chambers
A1119509	308/309 - Community Room
A1119510	312 - Teaching Kitchen
A1119511	314 - Control Room / Rack
A1119513	322 - IT Work Room
A1119514	323 - Conference Room
A1119515	324 - Conference Room
A1119518	329 - Conference Room
A1119519	330 - City Admin - Office
A1119522	337 - Public Works Office
A1119523	338 - Community Development Office
A1119524	339 - Public Property Director Office
A1119525	340 - City Engineer Office
A1119526	343 - Large War Room
A1119527	344 - Medium War Room
A1139343	Columbus Job Pile
A1119530	Community BLDG - Sound Masking
A1145859	Office AV Addition
A1119529	Paging

CUSTOMER CARE SERVICES TO BE PROVIDED**System Support**

System Support is FORTÉ's fully entitled service and support package that focuses on keeping your Unified Collaboration (UC), Digital Media (DM) and Audiovisual (AV) systems working at their peak performance. Because FORTÉ focuses on the human impact of these systems, we not only support the equipment, but also the end users of your systems.

Customer Care is the most comprehensive and flexible of all our managed service packages. We can apply our expertise and our proven support processes to support your UC, DM, and AV ecosystems. FORTÉ will deliver our entitlements offered in a tiered workflow model that provides support cases at an entry level for initiated incidents. From there, FORTÉ will follow an ITIL based model for remote remediation and on-site dispatch, as necessary. Specific resolver groups and subject matter experts (SMEs) will be alerted for any issue that cannot be easily remedied with Tier 1 or Tier 2 support staff.

SYSTEM SUPPORT AGREEMENT COVERAGE

FORTÉ will perform the services below for the systems covered:

Entitlement Coverage		
Entitlement	Definition	Included
Incident Management	FORTÉ provides support to troubleshoot, remediate, and escalate all Incidents through to resolution.	Yes
Remote Support	FORTÉ provides remote Priority Support for supported systems to	Yes

	diagnose and address and attempt to resolve incidents.	
Onsite Support	FORTÉ provides Priority Support for technician dispatch to the customer location to diagnose and address and attempt to resolve an Incident within 8 Business hours or as available and/or scheduled.	Yes
Advanced Parts Replacement	FORTÉ provides advanced replacement of failed hardware components under warranty as available.	Yes
Software Update Assistance	FORTÉ provides labor to implement updates of existing software to correct software errors and/or resolve incidents as scheduled.	Yes
System Training	FORTÉ conducts user training to cover general operation of the system and how to contact FORTÉ for support as scheduled.	Yes
System Health Checks	FORTÉ personnel perform a complete health check and diagnostic on the installed system. Includes cleaning, adjustments, functional tests, and replacement of parts to keep the system equipment in efficient operating condition.	Biannually

FORTÉ has a standard three level severity protocol and a single level for requests. Our severity levels are Critical (P1), Standard (P3), and Request (P4). Service Levels and response targets are based on Priority. Any needed information, feature enhancements, administrative inquiries are all classified as a request. The following is a severity summary and standard target percentages are listed in the table below.

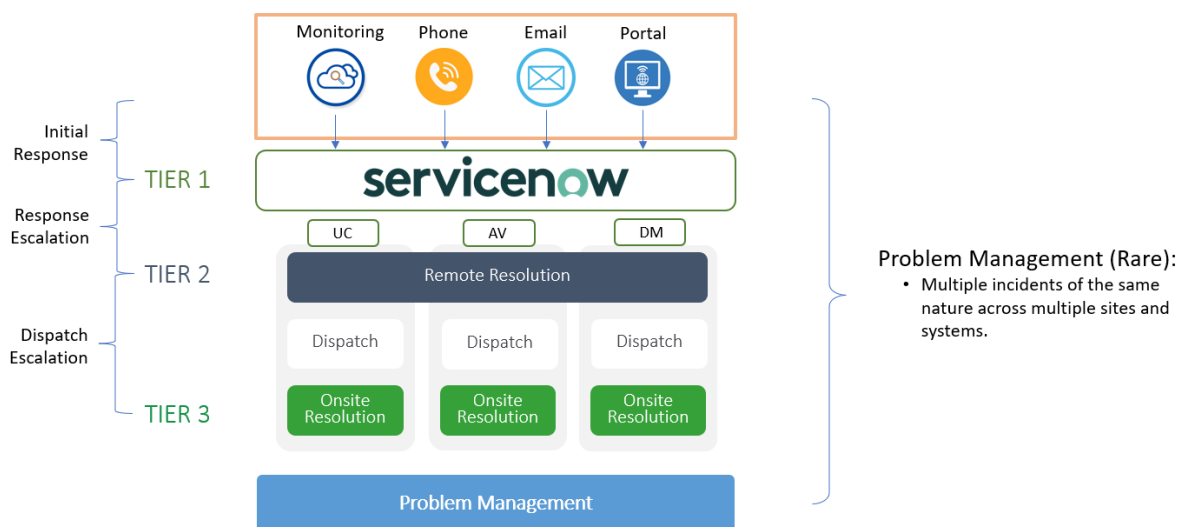
Target Percentage for Standard Level Agreements (SLO)					
Priority	Details	Incident Management Response	Remote Support Response	Onsite Dispatch (if included)	Target (%)
Critical (P1)	Multiple devices are down, unable to serve data, in a state of frequent or repeating "panic" or "hang," or is in a state of degraded performance sufficient to prevent normal business operations. At this severity, both FORTÉ and client must commit the appropriate personnel to restore the system to a functional state or until a mutually agreeable workaround is provided. NOTE: Email support initiation does not apply – Urgent incidents should be coordinated and requested via phone. Email initiation is logged as Standard (P3).	Calls: 60 Seconds for calls answered Voicemail: 2 business hours Email: N/A	4 business hours	8 business hours	90
Standard (P3)	Device is experiencing and issue, anomaly, or cosmetic defect that inflicts little or no business impact. FORTÉ will provide a viable and mutually agreeable workaround until a more permanent hardware/software upgrade exists to mitigate the incident.	Calls: 60 Seconds for calls answered Voicemail: 2 business hours	8 business hours	8 business hours	90

		Email: 4 business hours			
Request (P4)	Normal requests for information regarding the installation, configuration, use and maintenance of systems under management. This includes administrative inquiries. There is no impact to your production systems or business operations.	Calls: 60 Seconds for calls answered Voicemail: 4 business hours Email: 4 business hours	16 business hours	Best Effort / Scheduled	90

SYSTEM SUPPORT WORKFLOW

FORTÉ follows an Information Technology Infrastructure Library (ITIL) framework with our approach to technology services. Generally, our tiered workflow approach will follow this structure:

1. Incident is reported via monitoring (when purchased), phone, email, or portal (when available)
2. Incident is logged in ServiceNow and triaged (Tier 1)
3. UC / AV / DM Troubleshooting and Remote Resolution (Tier 2)
 - a. Tier 2 remediation (and SLA) begins after Tier 1 triage has been completed.
4. Dispatch Escalation and Resolution (Tier 3)
 - a. Tier 3 Escalation (and SLA) begins after Tier 2 remediation has been attempted.



SERVICE COVERAGE TIME & TIER LEVELS DESCRIPTION

Coverage hours for the ProSupport department are defined as:

8 x 5	FORTÉ will provide 8 x 5 coverage across the time zone locations of the systems under coverage (North America only)
-------	---

FORTÉ ProSupport department is the initial contact point for any incoming incident. Upon identification of an issue, the ProSupport team will attempt to restore the technology service back to normal operations. Remediation activities will take place at different tiers of service, but all following a specific workflow. A general description of what happens at each tier level is as follows:

TIER 1 SERVICES:

Tier 1 services are the initial point of contact for any issue and are primarily made up of Incident Management responsibilities. Typical responsibilities for Tier 1 include:

- Taking ownership of incidents in our ServiceNow ITSM system for all issues reported or alerted on. Each incident request will have a unique reference number which is used to allow the support staff to quickly locate, add to or communicate the status of the user's issue or request.
- Assign a severity or update the severity of each incident (Critical, Standard, or Request)
- Provide electronic receipt notification for each incident.
- Provide rapid response and initial triage and technical support.
- Perform remote trouble isolation, resolution, or escalation to a Tier 2 Technician if needed.
- Ongoing status updates and case management through incident resolution.

TIER 2 SERVICES:

Tier 2 services are made up of various remote resolver groups. Escalations will take place at this level. FORTÉ will engage with a remote resolver that specializes in the incident in question. Typical responsibilities for Tier 2 include:

- Specific fault isolation down to the component level.
- Perform specific hardware configuration changes.
- Perform overall system configuration changes.
- In-depth analysis, log analysis, fault tracking and tracing.
- In-depth understanding of the core technologies utilized for corrective action.
- Promote the incident to Tier 3 escalation as needed.

TIER 3 SERVICES (available as SSA master number - if included):

Tier 3 services are made up of onsite resources that are available for dispatch. The ProSupport team will take the learnings from Tier 1 and Tier 2 teams and dispatch a site technician with the correct repair or replacement technology to fully resolve the incident. Typical responsibilities for Tier 3 include:

- Room repair and configuration changes.
- Control and audio system programming.
- Hardware swaps of on-hand critical components.
- Coordination of replacement parts.
- RMA or equipment returns to the manufacturer.
- Advanced diagnostic troubleshooting of cable paths and component level devices.
- Software and firmware updates, as well as identification of incompatible revisions.
- Acceptance testing of the resolved system.
- System health checks (preventative maintenance).
- System reimaging to correct OS/BIOS failures or to generally reconstruct a system back to functionality.

PROBLEM MANAGEMENT:

FORTÉ has a proven problem management process aimed at resolving the root causes of any Tier 3 incidents that are unresolved. Unfortunately, there are occasions where multiple issues happen across multiple platforms. These issues are escalated into an ITIL "Problem". A "problem" in this context is the unknown underlying cause of one or more incidents, and a 'known error' is a problem that is successfully diagnosed and for which either a work-around or a permanent resolution has been identified. Problems can also be identified from a single significant incident, indicative of a single error, for which the cause is unknown, but for which the impact is significant.

A known error is a condition identified by successful diagnosis of the root cause of a problem, and the subsequent development of a work-around. Problem management differs from incident management in that Problem Management aims primarily to find and resolve the root cause of a problem and thus prevent further incidents while the purpose of Incident Management is to return the service to normal level as soon as possible, with the shortest possible business impact.

CONTACTS

FORTÉ Service team can be reached by:

- National Support Phone: 800-488-4954
- Email: support@ourforte.com
- Portal: Contact your local FORTÉ representative for instructions.

SYSTEM SUPPORT DEFINITIONS

System – Defined as the items listed in the Products and Services Detail section of this Agreement or listed on an attached Equipment List with the exception of Consumables, Owner Furnished Equipment, and Obsolete Equipment.

Remote Support – Means a service whereby remote calls made to communications and terminal equipment via Customer provided IP connection to determine failures and remedies. Only available where equipment is capable and configured by FORTÉ to provide same.

Onsite Support - Service level response assumes customer location is within 60 miles of an FORTÉ Service Center. Additional travel costs may apply if the customer location is beyond 60 miles of an FORTÉ Service Center.

Consumables – Means parts such as recording media, batteries, projection lamps and bulbs, etc. Consumables are parts that are not included under this Agreement.

Obsolete Equipment – Defined as items (though possibly still in use) that are outdated with no manufacturer support or parts availability, or products with formal end of life as defined by their manufacturer. Obsolete Equipment are parts that are not included under this Agreement.

Software Update Assistance – Defined as revisions of existing software which provide maintenance to correct software errors. Assumes software is provided at no charge by the manufacturer or covered under a valid manufacturer maintenance contract. Cascading software dependencies may impact ability to issue updates. Software and features which require additional licensing are not included under this Agreement. Changes to custom templates or scripts after initial deployment are available separate from this agreement.

SYSTEM SUPPORT TERMS

Coverage Dates – Unless otherwise stated, the service coverage date will be effective as of substantial completion or System Support Agreement invoice date; whichever is applicable. Coverage will extend for the duration specified by the corresponding line-item description found in the Product and Services Detail section of this Agreement. FORTÉ reserves the right to withhold services until the invoice is paid in full.

Exclusions – For situations where FORTÉ is providing service or support under this Agreement, no cost service, maintenance or repair shall not apply to the Equipment if any person other than an FORTÉ technician or other person authorized by FORTÉ, without FORTÉ prior written consent, improperly wires, integrates, repairs, modifies or adjusts the Equipment or performs any maintenance service on it during the term of this Agreement. Furthermore, any Equipment service, maintenance or repair shall not apply if FORTÉ determines, in its sole discretion, that the problems with the Equipment were caused by (a) Customer's negligence; or (b) theft, abuse, fire, flood, wind, lighting, unreasonable power line surges or brownouts, or acts of God or public enemy; or (c) use of any equipment for other than the ordinary use for which such equipment was designed or the purpose for which such equipment was intended, or (d) operation of equipment within an unsuitable operating environment, or (e) failure to provide a suitable operating environment as prescribed by equipment manufacturer specifications, including, without limitation, with respect to electrical power, air conditioning and humidity control.

Systems Support Terms are in addition to FORTÉ' General Terms and Conditions of Sale.