

Canyon County Administration Meeting Space



Reference Number: 1445656
Date: June 10, 2026

Canyon County Administration Building - System Upgrade

Prepared By: Greg Nettles
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FORTÉ
12586 W Bridger St, Suite 100, Boise, ID 83713
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Fax:

COMPANY	PROJECT SITE	INVOICE TO
Canyon County 1115 Albany Caldwell, ID 83605	Canyon County Administration Building 111 North 11th Avenue Caldwell, ID 83605	Canyon County 1115 Albany Caldwell, ID 83605
Contact: Curtis Long Phone: (208) 454-6604 Email: curtis.long@canyoncounty.id.gov Account Number: CAC0039	Contact: Curtis Long Phone: (208) 455-5913 Email: curtis.long@canyoncounty.id.gov Account Number: CAC0039	Contact: Quotes Invoicing Phone: (208) 454-7300 Email: itadmin@canyoncounty.id.gov Account Number: CAC0039

COMMENTS

This proposal reflects the price increases that will be taking effect on May 30th, 2026

PRODUCTS AND SERVICES SUMMARY

Equipment	\$59,992.23
Integration	\$30,096.96
System Support Agreement	\$6,268.00
Shipping & Handling	\$2,443.00
Tax	
Grand Total	\$98,800.19

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 uses progress billing, and invoices for equipment and services allocated to the contract on a monthly basis. Unless otherwise specified, all items quoted (goods and services) as well as applicable out of pocket expenses (permits, licenses, shipping, etc.) are invoiced in summary (including applicable sales taxes due for each category of invoiced items).

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

Company

See Signature Page

Signature

Printed Name

Date

FORTÉ

Company

Tyler S. Brandt

Tyler S. Brandt (Jun 10, 2026 10:48:37 MDT)

Signature

Tyler S. Brandt

Printed Name

Jun 10, 2026

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

PRODUCTS:

<u>Model #</u>	<u>Mfg</u>	<u>Description</u>	<u>Qty</u>
MISC MATERIALS	FORTE	Integration Materials	1
OFE	OWNER	Remove Owner Furnished Equipment: Sharp LC-60LE650 & Articulating Mount (South Display)	1
OFE	OWNER	Remove Owner Furnished Equipment: Sharp LC-70LE650 & Articulating Mount (North Displays)	2
OFE	OWNER	Remove Owner Furnished Equipment: Denon DBT-1713UD (Rack)	1
OFE	OWNER	Remove Owner Furnished Equipment: Extron TLI PRO 101 (Rack)	1
OFE	OWNER	Remove Owner Furnished Equipment: Extron HDMI + 3.5mm, VGA + 3.5mm 2G Wall Plate (North Wall)	1
OFE	OWNER	Remove Owner Furnished Equipment: Sharp Touch Panel (West Wall)	1
OFE	OWNER	Remove Owner Furnished Equipment: Logitech C930e (South Display)	1
OFE	OWNER	Remove Owner Furnished Equipment: Existing Extron System (By other integrator)	1
OFE	OWNER	Remove Owner Furnished Equipment: Extron DTP HDMI 230 RX (North West Display)	1
OFE	OWNER	Remove Owner Furnished Equipment: Extron DTP HDMI 230 RX (South West Display)	1
OFE	OWNER	Remove Owner Furnished Equipment: Extron DA 2 (North West Display)	1
OFE	OWNER	Remove Owner Furnished Equipment: Extron DTP Crosspoint 84 Series (Rack)	1
OFE	OWNER	Remove Owner Furnished Equipment: NEC Multisync Monitor (Rack)	1
OFE	OWNER	Remove Owner Furnished Equipment: Trend Micro USB Extender (Rack)	1
OFE	OWNER	Remove Owner Furnished Equipment: HDMI over CAT Extender (Rack)	1
OFE	OWNER	Remove Owner Furnished Equipment: Denon DN-700R (Rack)	1
OFE	OWNER	Remove Owner Furnished Equipment: Shure UA844 (Rack)	2
OFE	OWNER	Remove Owner Furnished Equipment: Shure SLX (Rack)	8
OFE	OWNER	Remove Owner Furnished Equipment: Crown 28M (Rack)	1
OFE	OWNER	Remove Owner Furnished Equipment: Extron XPA 2002-70V (Rack)	1
OFE	OWNER	Remove Owner Furnished Equipment: Existing HDMI Cabling and infrastructure to be used as the new HDMI input	1
OFE	OWNER	Remove Owner Furnished Equipment: PC, Keyboard, Mouse (Rack)	1
OFE	OWNER	Owner Furnished Equipment: 15A 120VAC Duplex @ Each Display	1
OFE	OWNER	Owner Furnished Equipment: XLR "Press Box" Wall Plate (Below South Display)	1
OFE	OWNER	Owner Furnished Equipment: Rapco PB-8 (Rack)	1
OFE	OWNER	Owner Furnished Equipment: Listen Technologies LT-800 System (Rack)	1
OFE	OWNER	Owner Furnished Equipment: Bose Speakers (In-Ceiling)	15
OFE	OWNER	Owner Furnished Equipment: TrippLite Rack PDU (Rack)	2
OFE	OWNER	Owner Furnished Equipment: HP JG348A Network Switch (Rack)	1
OFE	OWNER	Owner Furnished Equipment: 42RU Rolling Rack	1

STV-9824-PLUS	NEWLINE	98" STV+ Smart TV, UHD 4K, Built in Wifi, Digital Signage Capable, Commercial Display	2
XTM1U	CHIEF	Micro-Adjust Tilt Wall Mount, X-Large	2
STV-7524-PLUS	NEWLINE	75" STV+ Smart TV, UHD 4K, Built in Wifi, Digital Signage Capable, Commercial Display	1
PNRUB	CHIEF	LFP FOUR ARM DUAL UNIVERSAL	1
CP4N	CRESTRON	4-Series Control System	1
CEN-SWPOE-30	CRESTRON	30 Port PoE+ Managed Switch	1
TSW-1070-B-S	CRESTRON	10.1 in. Wall Mount Touch Screen, Black Smooth	1
DM-NVX-E20-2G-W-T	CRESTRON	DM NVX 4K60 4:2:0 Network AV Encoder, Wall Plate, White Textured	1
DM-NVX-E30	CRESTRON	DM NVX 4K60 4:4:4 HDR Network AV Encoder	1
DM-NVX-D30	CRESTRON	DM NVX 4K60 4:4:4 HDR Network AV Decoder	3
DM-NAX-AMP-X300	CRESTRON	DM NAX X-Series Flexible Output Amplifier, 300 W	1
SAROS IC6T-W-T-	CRESTRON	Saros 6.5 in. 2-Way In-Ceiling Speaker, White Textured,	12
TESIRAFORTE X 1600	BIAMP	Meeting Room DSP with 4 integrated PoE+ ports. AVB & Dante, 2x2 analog I/O, Stereo USB	1
TESIRA EX-USB	BIAMP	PoE AVB/USB expander	1
MXWAPX8=-Z10	SHURE	Access Point - 8 Ch.	2
MXW8X=-Z10	SHURE	Microphone - Gooseneck Base	11
MX415/S	SHURE	15" Shock-Mounted Gooseneck, Supercardioid, includes surface mount Preamplifier	11
MXW2X/SM58=-Z10	SHURE	Microphone - Handheld - SM58 Cartridge	1
MXWNDX8G	SHURE	Networked Dock - 8 Bay - Gooseneck	1
MXWNDX4G	SHURE	Networked Dock - 4 Bay - Gooseneck	1
MXWNDX2	SHURE	Networked Dock - 2 Bay	1
SBC10-USB	SHURE	Wall-mount USB-C charger to charge GLX-D+ Dual Band handheld and bodypack transmitters on the go.	1
IF-DA2	TASCAM	DANTE AUDIO OPTION FOR SS-R250N/CDR250N	1
SS-R250N	TASCAM	SOLID STATE RECORDER WITH NETWORKING AND DUAL SD CARD	1
U1V-4	MIDDLE ATLANTI	1SP VENTED SHELF, 4PK	1
LBP-1A	MIDDLE ATLANTI	10 PACK L LACER BAR	1
EB1-CP12	MIDDLE ATLANTI	12PC. EB1 CONTRACT PACK	1
EB2-CP12	MIDDLE ATLANTI	12PC. EB2 CONTRACT PACK	1
1LRS-FOR-001	COVID	1Ru-F, Bk, Forte Rack Service	1
CG27152	C2G	7FT CAT6 SNAGLESS UTP CABLE-BLK	11
CG27153	C2G	10FT CAT6 SNAGLESS UTP CABLE-BLK	5
97-0131006	KRAMER	C-MHM/MHM-6-Flexible High Speed HDMI Cable with Ethernet-6'	3
97-0131010	KRAMER	C-MHM/MHM-10-Flexible High Speed HDMI Cable with Ethernet-10'	3
95-0200006	KRAMER	C-D9M/D9F-6-RS-232, D9(M) to D9(F) cable-6ft	3
CAT6P-WHT	WINDY CITY	23-4P UNS SOL CMP C6 Wht Jkt	1

Sub-Total: Canyon County Administration Building

\$59,992.23

Integration

Engineering and Drawings
Project Management
In Shop Fabrication
On Site Integration
Testing and Acceptance
Training
Programming

Sub-Total: Integration**\$30,096.96****Total:****\$90,089.19****PRO SUPPORT:**

<u>Model #</u>	<u>Mfg</u>	<u>Description</u>	<u>Qty</u>	
SSA1YR	FORTE	1 Year System Support Agreement – To Be Synchronized with current Support Agreement for Date Alignments	1	\$6,268.00

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

SERVICES TO BE PROVIDED

INTEGRATION SERVICES

In developing a comprehensive proposal for equipment and integration services FORTÉ's Sales Representatives and Engineering teams must make some assumptions regarding the physical construction of your facility, the availability of technical infrastructure and site conditions for installation. If any of the conditions we have indicated in the summary below are incorrect or have changed for your project or project site, please let your Sales representative know as soon as possible. Conditions of the site found during integration effort which are different from those documented may influence the price of the system solution, integration, or services. To ensure that you have an accurate proposal based on your facility and specific to the conditions of your project, please review all project documentation carefully.

INTEGRATION SCOPE OF WORK

A. SUMMARY:

This is a revisit to a proposal submitted to Canyon County in 2024. This specific proposal is an update to the products and design done then. Additionally, after speaking with Canyon County's team, it was discovered that the orientation of the room would stay as it was originally intended, with additional seating for commissioners, support staff and on occasion a large public audience. It is with that knowledge that FORTÉ is providing this updated proposal. Addition of microphones, presenter tracking camera (see quote 1452708), additional ceiling installed speakers, larger presenter wall displays and an infrastructure that can provide live streaming to viewers at a future time (see quote 1452708).

B. OWNER PROJECT PREREQUISITES:

- Requirement 1 Power
 - Power must be provided at all display locations.
 - Power must be provided at the equipment rack.
- Requirement 2 Network
 - Owner network must be active and FORTÉ programmer/technician must have access.
 - Minimum of 1 network connections must be provided at the equipment rack.
- Requirement 3 Cable Path
 - FORTÉ assumes that there are clear, open cable pathways available for equipment housing location and all peripheral device locations to include, projectors/screens, video displays, microphones, loudspeakers, inputs at tables or wall plates, and control interfaces.
 - If cable pathways are not clear open and available a change order may be necessary for additional labor/materials or to provide an alternative option.
 - Cable path must be provided from the podium/equipment housing to:
 - Each encoder location.
 - Each decoder location.
 - Each speaker location.
- Requirement 4 Wall reinforcement
 - Owner to provide wall reinforcement at the display locations.
- Requirement 5 OFE
- *NOTE* All owner furnished equipment will be handled with care while any equipment intended for reuse will have basic testing performed.
 - Basic testing does not guarantee full functionality, should devices prove faulty after integration replacements will be needed via change order process.
 - Any owner furnished equipment not intended for reuse will be turned over to owner for their discretion and FORTÉ will have no liability for its future functionality.
 - Any equipment that is to be decommissioned will not be tested prior to its removal.

C. SYSTEM DESCRIPTION:

- Canyon County Administration Meeting Room
 - Functionality Description: The Canyon County Administration Building meeting room will be upgraded to a modern, fully networked AV-over-IP (AVoIP) system consistent with the County's BOCC standard, while reflecting the revised bill of materials and removal of camera functionality. All existing owner-furnished AV equipment—including Sharp LC-series displays, Extron switching and transport systems (including DTP CrossPoint and DTP receivers), legacy touch panels, Shure SLX wireless microphone systems, Crown and Extron amplifiers, and associated rack equipment—will be removed in their entirety. Existing HDMI infrastructure identified for reuse will be repurposed as needed for localized input connectivity. Owner-furnished elements including the 42RU rolling rack, TrippLite rack PDUs, Bose in-ceiling speakers (unused in final design), HP JG348A network switch (not utilized for AV traffic), Listen Technologies LT-800 system, Rapco PB-8 press interface, and XLR press wall plate will remain and be integrated where appropriate.
 - The upgraded visual system will consist of two 98-inch STV-9824-PLUS commercial 4K UHD flat panel displays mounted at the front of the room using Chief XTM1U extra-large micro-adjust tilt mounts. These primary displays will support agenda presentation, public viewing, and source content distribution. A 75-inch STV-7524-PLUS 4K UHD display will be installed on the rear wall as a confidence monitor using a Chief PNRUB articulating mount, allowing presenters and commissioners to view active content without turning away from the audience. Each display will be

driven by a dedicated Crestron DM-NVX-D30 4K60 4:4:4 HDR decoder, allowing any source on the AV network to be routed dynamically to any display with minimal latency and lossless visual quality.

Video sources will be introduced into the system via two Crestron NVX encoders. A rack-mounted DM-NVX-E30 encoder will support fixed sources such as a house PC or recording output, while a DM-NVX-E20-2G-W-T wall plate encoder will provide a user-accessible HDMI connection for guest devices at the meeting room. These encoders will distribute content over the AV network using standard IP infrastructure. A dedicated Crestron CEN-SWPOE-30 managed PoE+ network switch will support all NVX endpoints and other PoE-powered AV devices, ensuring proper multicast configuration and system reliability.

Control of the system will be handled by a Crestron CP4N 4-Series control processor, providing centralized management of video routing, audio levels, microphone control, system presets, and power sequencing. A Crestron TSW-1070-B-S 10.1-inch touch panel will serve as the primary user interface and will be located at either the commissioners' dais or staff table pending final confirmation. The control interface will be designed for consistency with other County spaces, enabling intuitive operation and minimal user training.

Audio processing will be performed by a Biamp TesiraFORTÉ X 1600 DSP, which will manage all microphone inputs, program audio, acoustic echo cancellation, and system routing. A Tesira EX-USB expander will provide USB audio connectivity for soft codec conferencing or recording applications as needed. The DSP will distribute audio over AVB and Dante protocols, ensuring interoperability across the system and enabling clean integration with recording and amplification components.

The audio reinforcement system will consist of twelve Crestron Saros IC6T 6.5-inch in-ceiling loudspeakers installed in a distributed layout for even coverage throughout the space. These speakers will be powered by a Crestron DM-NAX-AMP-X300 network amplifier, which receives its signal directly via the network from the Biamp DSP. The system will be configured in a mix-minus arrangement to provide natural in-room reinforcement while preventing microphone audio from being unintentionally routed back into recordings or assistive listening feeds.

Microphone coverage will be upgraded to a Shure Microflex Wireless system consisting of eleven MXW8X wireless gooseneck bases paired with MX415/S 15-inch supercardioid gooseneck microphones, providing clear and consistent speech intelligibility across the commissioners' dais and staff seating positions. Two Shure MXWAPX8 eight-channel access points will provide wireless audio transport and system coordination. A single Shure MXW2X handheld microphone with an SM58 cartridge will be available for public comment or presenter use. Charging and system management will be handled via one MXWNDX8G eight-bay dock, one MXWNDX4G four-bay dock, and one MXWNDX2 two-bay dock, all network-connected for battery status and device monitoring.

Audio recording will be supported by a TASCAM SS-R250N solid-state recorder equipped with the IF-DA2 Dante audio interface card, allowing direct capture of program audio from the DSP over the network to dual SD cards for redundancy and archival. The system will maintain integration with the existing press box via the XLR wall plate and Rapco PB-8, and will continue to support the Listen Technologies LT-800 assistive listening system.

All AV equipment will be professionally installed within the existing equipment rack using provided rack accessories including vented shelves, lacer bars, and structured cabling hardware. The final system delivers a cohesive, scalable AVoIP solution that can accept future camera integration, focusing on high-quality audio, flexible content distribution, and streamlined user control consistent with Canyon County standards.

- Additional FORTÉ responsibilities:
 - FORTÉ will deinstall the following equipment:
 - {List equipment to be deinstalled}
 - FORTÉ will be providing the following items as a part of this project:
 - {Lift, scaffolding, trash removal, etc.}
 - FORTÉ has included 1 session(s) up to 1 hour(s) long for on-site training following completion of commissioning.
 - Training does not include creation of system specific custom documentation which may be purchased in addition as well as additional training sessions or length.

D. USER INTERFACE AND CONTROL SPECIFICATIONS: (ADD NOTE HERE AND DELETE BULLETS IF NOT APPLICABLE)

- User interface will display company logo on its splash page
 - This will require owner provided image to import into touch panel control file in one of the following formats.
 - .JPEG
 - .BMP
 - .GIF
 - .PNG
- User interface will show the following functions:
 - Room on/off control.
 - Source Selection:
 - {Local Laptop, Room PC, Wall Plate input, Wireless source, White Board, Document camera, Cable television, or Satellite television Signage}
 - Video Output Devices:

- {Local Display 1, Local Display 2, Projector 1, Projector 2 Combine or divide room(s) video, display power on/off, Video display input}
- Audio Control:
 - {Room audio volume up and down, Room audio mute, Room microphone mute, Combine or divide all room(s) audio}
- Camera Control:
 - {Camera select, Send Camera to far-end, Camera presets, Enable/Disable Tracking}

E. PROJECT SPECIFIC INSTALLATION CONSIDERATIONS:

- **The following sections describe the three installation phases that will take place during this project.**
- **Pre-Installation Assembly:**
 - Owner signoff of control interface design must be provided.
 - One revision to the control interface following owner feedback is included in pricing.
 - If further revisions are desired by owner additional charges may apply to cover additional programming time and return trips to site.
 - Owner furnished network information required for programming must be provided.
 - Creation of integration documentation.
 - Equipment procurement.
 - Note: Due to market demands and current manufacturing production, lead time of products may vary significantly. Items may take longer to procure or may be entirely unavailable. FORTÉ will work to source equipment as quickly as possible or work to find suitable substitutes if available. Delays in equipment procurement beyond FORTÉ control could impact the timeline of the project.
- **Onsite Installation:**
 - All Section B requirements must be completed and signed off by owner.
 - The job site must be accessible to FORTÉ personnel during the agreed-upon installation windows.
 - Space must be clean and secure.
 - Installation areas must be clean, dry, and free of construction debris or obstructions.
 - The site must be secure to prevent unauthorized access to AV equipment and tools during and after installation.
 - The owner assumes full responsibility for the security, condition, and safekeeping of all equipment left onsite.
 - The following items must be completed prior to installation:
 - Any equipment delivered or installed onsite will be considered turned over to the owner upon placement.
 - Owner shall provide necessary conduit or cable pathways between AV endpoints and equipment locations.
 - Adequate rack space must be available prior to equipment delivery.
 - Drop tile ceilings must be accessible in areas requiring ceiling-mounted AV devices.
 - Wall surfaces must be painted and finished prior to device installation to avoid rework or damage.
 - Active and tested network connections must be available at designated AV equipment locations.
 - Installation timeframe will be determined during the initial kickoff meeting.
 - Installation days will be scheduled only after completion of all prerequisite tasks shown above have been signed off as complete.
 - Return trips to the jobsite due to incomplete construction tasks that prevent FORTÉ from completing scheduled work are not included in this scope of work and will be assessed a mobilization fee and travel expenses as detailed below.
- **Testing/Commissioning:**
 - Owner with authority to sign off on system completion and functionality must be present upon completion of installation.
 - Every effort will be made to schedule this time as far in advance as possible based on installation progress.
 - Additional trips to obtain owner signoff of completion or training will result in a change order for the additional trip costs.

F. KNOWLEDGE TRANSFER:

- Training is targeted specifically towards the end-user / operator. The purpose of this knowledge transfer is to provide operators with the necessary understanding to confidently and comfortably operate all aspects of the integrated system.
 - Training does not include teaching users how to program or customize control systems and the like.
- Owner, agent, or representatives to be included in the training and operation of the system must be present at agreed upon training.
- At the conclusion of the training session(s) FORTÉ will obtain owner signoff of completion.
 - Additional trips for training or signoff can be performed via change order for the additional trip costs and time.

G. EXCLUSIONS: The following work is **not included** in our Scope of Work:

- All conduits, high voltage, wiring panels, breakers, relays, boxes, receptacles, etc.

- Concrete saw cutting and/or core drilling.
- Fire wall, ceiling, roof and floor penetration.
- Necessary gypsum board replacement and/or repair.
- Necessary ceiling tile or T-bar modifications, replacements and/or repair.
- Installation of ceiling mounted projection screen.
- All millwork (moldings, trim, cut outs, etc.).
- Patching and Painting.
- Permits (unless specifically provided for and identified within the contract).
- Unless specifically noted lifts and scaffolding are not included.

H. NOTICE: THIS SCOPE OF WORK IS DELIVERED ON THE BASIS OF THE FOLLOWING ASSUMPTIONS:

- The room(s) match(es) the drawings provided.
- Site preparation by others includes electrical and data placement per specifications.
- Site preparation will be verified by FORTÉ project manager or representative before scheduling of the installation. All work areas should be clean and dust free prior to the beginning of on-site integration of electronic equipment.
- Owner communication of readiness will be considered accurate and executable by FORTÉ project manager.
- In the event of any arrival to site that FORTÉ is not able to execute work and definable progress, the owner will be charged 8hr per technician dispatched & travel expenses to offset the lost time due to the lack of readiness. The mobilization fee & travel expenses will be presented as a contract change order and will/may halt work until acceptance by the owner and rescheduling of the integration effort is agreed upon.
- Rescheduling and redeployment of FORTÉ technicians due to unacceptable site preparation may cause scheduling delays of 15 business days or more.
- There is ready access to the building / facility for equipment and materials.
- There is secure storage for equipment during a multi-day integration.
- If owner furnished equipment and existing cabling is to be used, FORTÉ assumes that these items are in good working condition at this time and will integrate into the designed solution. Any repair, replacement and/or configuration of these items that may be necessary will be made at an additional cost.
- All network configurations including IP addresses are to be provided, operational and functional before FORTÉ final integration begins. FORTÉ will not be responsible for testing the LAN connections.
- Cable or satellite drops must be in place with converter boxes operational before the completion of integration. Any delay resulting in extra work caused by late arrival of these items will result in a change order for time and materials.
- Document review and feedback on drawings will be completed by the owner within two business days (unless otherwise noted).
- The documented change control process will be used to the maximum extent possible – the owner will have an assigned person with the authority to communicate/approve project field directed change orders and contract change orders.
- There will be uninterrupted access to each room for the duration of the project during agreed upon hours.
- Owner will coordinate parking and building access for the duration of the installation, including security/access details, loading dock instructions, and load-in/load-out restrictions.
- Owner will coordinate disposal of trash and recycling onsite for the duration of the install, unless noted otherwise above.

I. FORTÉ GENERAL INTEGRATION SERVICES RESPONSIBILITIES

- FORTÉ, Inc. will provide services/work for the project described above in the Scope of Work or per the attached separate Scope of Work document detailing the scope of work to be performed.
- Provide equipment, materials and service items per the contract products and services details.
- Provide systems equipment integration and supervisory responsibility of the equipment integration.
- Provide systems configuration, checkout and testing.
- Provide project timeline schedules.
- Coordinate with the owner/contractor or other parties involved with this project to ensure proper AC electrical power and cableways and/or conduits are provided to properly integrate the equipment within the facilities.
- Provide site contact or project leader with manufacturer supplied equipment documentation.
- Provide final documentation and “as built” system drawings
- Provide system training following integration for designated project leader or team as directed in the project specification documents.

J. GENERAL OWNER INTEGRATION SERVICES RESPONSIBILITIES

- Provide for the construction or modification of the facilities for soundproofing, lighting, electrical, HVAC, structural support of equipment, and decorating as appropriate.
- Provide for the ordering, provisioning, installation, wiring and verification of any Data Network (LAN, WAN, T1, ISDN, etc.) and Telephone Line (Analog or Digital) equipment and services prior to on-site integration.
- Provide all necessary cableways and/or conduits required to facilitate AV systems wiring.
- Provide all necessary conduit, wiring and devices for technical power to the AV systems equipment.
- Provide reasonable accesses of FORTÉ, Inc. personnel to the facilities during periods of integration, testing and training, including off hours and weekends.
- Provide a secure area to house all integration materials and equipment.
- Provide a project leader who will be available for consultation and meetings.
- Provide timely review and approval of all documentation (Technical Reports, Drawings, Contracts, etc.).

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 provide the services below for covered systems: Administration Building Large Meeting Space

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 diagnose and address and attempt to resolve incidents.	Yes
Onsite Support	FORTÉ provides Priority Support for technician dispatch to the owner location to diagnose and address and attempt to resolve an Incident ahead of demand service or as available and/or scheduled.	Yes
Advanced Parts Replacement	FORTÉ provides advanced replacement of failed hardware components under warranty as available.	Yes, as provided by manufacturer
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,	Biannually

	adjustments, functional tests, and replacement of parts to keep the system equipment in efficient operating condition.	
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Additional Entitlement Coverage		
Entitlement	Definition	Included
Service Delivery Management	FORTÉ will appoint a Service Delivery Manager (SDM) responsible for managing and coordinating services, ensuring communication, adhering to SLAs, reporting performance, handling escalations, and continuously improving service quality.	No

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.

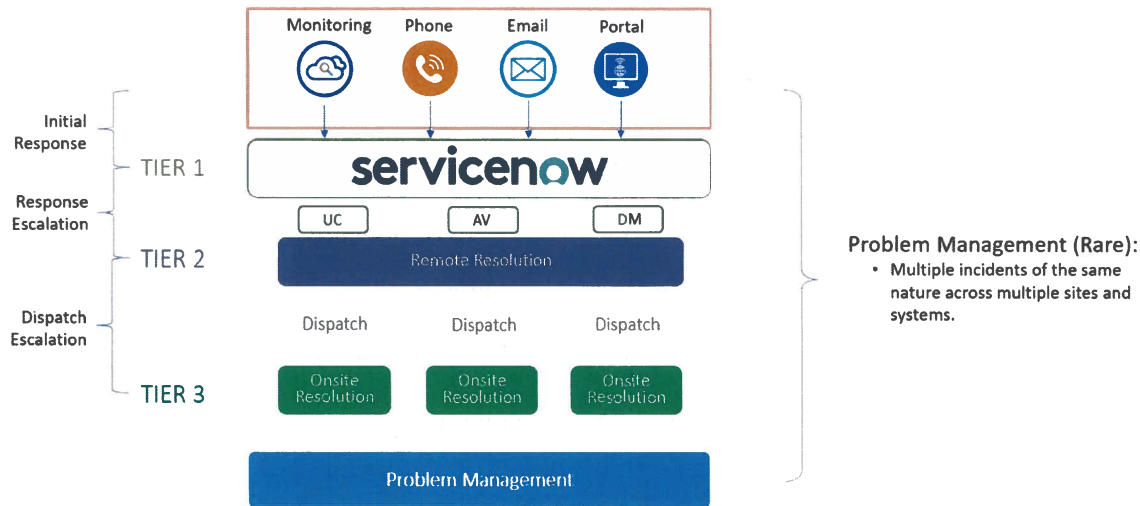
Target Percentage for Standard Level Agreements (SLA)					
Priority	Details	Incident Management Response	Remote Support Response	Onsite Dispatch (if included)	Target (%)
Critical (P1)	Multiple devices are down, unable to serve data, in a state of frequent or repeating "panic" or "hang," or is in a state of degraded performance sufficient to prevent normal business operations. At this severity, both FORTÉ and owner 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.	Calls: 60 Seconds for calls answered Voicemail: 2 business hours Email: N/A	4 business hours	Best Effort / Scheduled ahead of any Demand Service.	90

	Email initiation is logged as Standard (P3).				
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 Email: 4 business hours	8 business hours	Best Effort / Scheduled ahead of any Demand Service.	90
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 ahead of any Demand Service.	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)
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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 to resolve 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
- FORTÉ Branch: 208-505-9756
- email: Support@OurFORTÉ.com

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 owner 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 owner location is within 60 miles of an FORTÉ Service Center. Additional travel costs may apply if the owner 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 a 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) owner'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's General Terms and Conditions of Sale.

1445656 - Canyon County Administration Building - System Upgrade

Final Audit Report

2026-06-10

Created:	2026-06-10
By:	Kris Herrel (kris.herrel@ourforte.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAABdpBRWvIJmi3qj8AKLbGF1WRT7tlBrIH

"1445656 - Canyon County Administration Building - System Upgrade" History

-  Document created by Kris Herrel (kris.herrel@ourforte.com)
2026-06-10 - 4:40:13 PM GMT
-  Document emailed to tyler.brandt@ourforte.com for signature
2026-06-10 - 4:41:18 PM GMT
-  Email viewed by tyler.brandt@ourforte.com
2026-06-10 - 4:41:36 PM GMT
-  Signer tyler.brandt@ourforte.com entered name at signing as Tyler S. Brandt
2026-06-10 - 4:48:35 PM GMT
-  Document e-signed by Tyler S. Brandt (tyler.brandt@ourforte.com)
Signature Date: 2026-06-10 - 4:48:37 PM GMT - Time Source: server - Signature Appearance Selected: TYPE
-  Agreement completed.
2026-06-10 - 4:48:37 PM GMT

DATED this 25th day of June, 2026.

CANYON COUNTY BOARD OF COMMISSIONERS

✓ Motion Carried Unanimously
 Motion Carried/Split Vote Below
 Motion Defeated/Split Vote Below

	Yes	No	Did Not Vote
 _____ Commissioner Leslie Van Beek	<u>✓</u>	_____	_____
 _____ Commissioner Brad Holton	<u>X</u>	_____	_____
 _____ Commissioner Zach Brooks	<u>X</u>	_____	_____

ATTEST: JESS URRESTI, CLERK

By: 

Deputy Clerk