Contract for IT and AV Management Services

FOR VALID CONSIDERATION, the receipt and sufficiency of which are hereby acknowledged, Western Technical College (Western) hereby agrees to provide the La Crosse Medical Health Science Consortium, Inc. (LMHSC) with IT and Audio Video Network Management services within the Health Science Center (HSC) (1300 Badger Street, La Crosse, WI 54601) specified in Exhibits B, C, D, and E in accordance with the following terms and conditions and those set forth in Exhibit A.

SELLER:
Western Technical College
400 7th St. N.
La Crosse, WI 54601

PURCHASER:
La Crosse Medical Health Science Consortium, Inc.
1300 Badger Street
La Crosse, WI 54601

DURATION:
Three years commencing on July 1, 2020, and expiring at midnight, June 30, 2023, subject to the terms and conditions in Exhibit A.

SERVICES PROIVDED:
Western Technical College agrees to provide the La Crosse Medical Health Science Consortium, Inc. with the IT and Audio Visual Network Management Services described in Exhibits B, C, D, and E.

CONSIDERATION:
The La Crosse Medical Health Science Consortium, Inc. agrees to reimburse Western Technical College for the IT and Audio Visual Network Services Management at the rates of $88,927 for fiscal year 2023/2024, $88,927 for fiscal year 2024/2025, and for $92,484 for fiscal year 2025/2026 (4% incr). Rates for services above and beyond contract: 1) Weekday hourly rate is $65.00 for non HSC-users (subject to change annually based on Exhibit E,1c), 2) Evening / weekend hourly rate is $50 per 30 minutes and 3) On call only rate for weekend or other special events is $25/day. If technician is called in and needs to appear for support, hourly rate applies. All calls will be logged and tracked and an annual review will be completed to ensure costs are truly reflective of usage. If contract costs are not meeting expenses or vice-versa, the contract rates can be open for re-negotiation.

IN WITNESS WHEREOF, the parties have entered into this Contract, including the terms and conditions set forth in Exhibits A, B, C, D, and E of the first date set forth above.
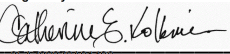
FOR: Western Technical College

Signed by:
Wade Hackbarth
4C8FC6B2C279480...

Wade Hackbarth
Vice President of Finance & Operations

Date: 10/20/2025 | 8:33 AM CDT

FOR: La Crosse Medical Health Science Consortium, Inc.

Signed by:
Catherine E. Kolkmeier
3FA729876A91496...

Catherine Kolkmeier
Executive Director, La Crosse Medical Health Science Consortium, Inc.

Date: 10/17/2025 | 10:24 AM CDT

Exhibit A
Terms and Conditions

1. **Term; Termination.**

a. ~~The contract period will be three years and may automatically renew if both parties agree, up to an additional three one-year terms.~~

b. It is understood that contract rates will increase each year and the contract costs for the upcoming fiscal year will be forwarded by February 1st of each year to the LMHSC office.

c. This Contract may be terminated for cause by either party upon thirty (30) days prior written notice to the HSC Management Group Chair

d. Western and the LMHSC reserve the right to amend this Contract in the future to assure full compliance with federal and State laws that now or hereafter may be enacted.

2. **Services.** Western shall provide the LMHSC with IT and Audio Video Network Management Services at the Health Science Center located at 1300 Badger Street, La Crosse, WI as specified in Exhibit B & C.

3. **Periodic Invoices.** Western shall send the LMHSC invoices, setting forth with particularity the total amount owed by the LMHSC for the services.

4. **Compliance with Law.** During the term of this Contract, Western and the LMHSC shall use their best efforts to comply with all applicable federal, state and local statutes, rules and regulations, licenses and authorizations of any governmental or public body or authority in connection with the performance or carrying out of their respective obligations hereunder; and, apply for, obtain, and maintain any and all licenses, certifications, authorizations, and permits necessary to carry out the provisions of this Contract.

5. **Insurance; Indemnification.** Western and the LMHSC shall each procure and maintain their own professional and other liability insurance in such amounts as may be required by applicable state law. Further, each party agrees to defend, indemnify, and hold the other party harmless from and against any and all liability arising from or in connection with the indemnifying party's actions and omissions.

6. **Audits; Access to Books and Records.** To the extent that section 952 of the Omnibus Budget Reconciliation Act of 1980 and the regulations promulgated there under are applicable to this Agreement, each party shall, until four years after the expiration of this Agreement, comply with all requests by the Comptroller General of the United States, the Secretary of the Department of Health and Human Services, and their duly authorized representatives for access to this Agreement and to all books, documents and records necessary to verify the nature and extent of the equipment and services provided, and the amounts paid for them. If either party enters into any subcontract with another person or entity relating to this Contract, such party shall ensure that the contract includes language requiring the subcontractor to make all of its books, documents and records relating thereto available to the Comptroller General of the United States, the Secretary of the United States, the Secretary of the Department of Health and Human Services, and their duly authorized representatives.

7. **Governing Law; Severability.** The validity, construction and interpretation of this Contract, and the rights and duties of the parties hereunder shall be governed by the laws of the State of Wisconsin. If any provision of this Contract is determined to be unenforceable or invalid for any reason, the remainder of this Contract shall remain in full force and effect to govern the parties' conduct and relationship.

8. **Entire Agreement.** This Contract, including Exhibits A, B, C, D, and E constitutes the entire understanding and agreement between the parties relating to their relationship, and supersedes all prior understandings and agreements relating thereto.

Exhibit B
IT Duties and Responsibilities

The IT Network Management Service provider will be expected to:

1. Install upgrades to servers, switches and routes serving the HSC.
2. Make use of network management software to maintain the integrity of the network.
3. Provide consulting to faculty and staff on the configuration of hardware and software.
4. Coordinate with Consortium member campuses to determine best solution for sharing software over networks.
5. Coordinate management of data links to other consortium members.
6. Plan, schedule and notify users in advance regarding network maintenance or downtime.
7. Document the configuration of switches, routers and servers.
8. Provide systems failure backup services as needed.
9. Gather data and assist institutional specific technical support to solve problems.
10. Coordinate with technical staffs of each member institution to maintain quality network service from each member to the HSC.
11. Configure and maintain VLAN (Virtual Local Area Networks) to each member institution as needed to provide institutional specific HSC service oversight of desktop computers.
12. Work with the LMHSC and LMHSC member institutions to plan for upgrades and regular replacement of network equipment and software versions.
13. Serve as a representative on the HSC IT-AV Team to discuss planning options for upgrades and expansion of network services as appropriate.
14. Assist member institutional help desk personnel with solving network problems within the HSC.
15. Maintain network equipment inventory.
16. Maintain security/virus protection for HSC network equipment systems.
17. Make regular reports to the HSC IT-AV Team on network status/issues.

In addition, the IT Network Management Service provider will be accountable for HSC Network Client Workstation coverage (inclusive of classrooms, shared spaces, laboratories; exclusive of faculty desktop systems).
1. Install applications on desktop computers in classrooms and labs as needed. (Refer to Exhibit D)
2. Coordinate with member institutions to determine best solution for sharing software versions and licenses between member networks.
3. Maintenance of appropriate classroom/laboratory computer equipment.
4. Assist the HSC IT-AV Team with planning and coordination of regular upgrade/replacement of student laboratory and classroom computer equipment. Replacement requests for the upcoming fiscal year will be provided by March 1 to the HSC Management Group.
5. Coordinate with each member campus' technical staff the maintenance of a quality IT Network service to accommodate the member institution's needs.
6. Assist the IT Network Administration function with trouble shooting and repair of computer software and hardware.
7. Connect and test network jacks, cables, network interface cards and configure client network software.
8. Provide consulting on the configuration of hardware and software to faculty and staff.
9. Make regular reports to HSC IT-AV Team on HSC computer service status/issues.
10. Maintain computer equipment inventory.
11. Service security/virus protection for all workstations.
12. Assist AV technical staff in any video conferencing over data network issues.

Exhibit C
AV Duties and Responsibilities

The AV Network Management Service provider will be expected to:

Have an understanding of basic audio/video terminology and processes, as well as video projection and presentation systems to be used in the HSC.

In addition, the AV Network Management Service provider will be accountable for the labor to service classroom and technology facilities defined in part as follows:

a. Provide support, for the HSC lecture and lab instructional technology rooms. (Refer to Exhibit D)
b. First point of contact will be through phone (608-789-6266) and/or through a work order request.
c. Support during summer will be from 8:00 am – 4:00 pm
d. Support during the academic year will be from 7:30 am – 4:00 pm
e. Review and coordinate annual schedules between Consortium members to provide adequate coverage.
f. Technology situations will first be diagnosed remotely. If the issue is not resolved remotely, a technician will visit the HSC to further address and resolve the issue.
g. Communicate and discuss with the HSC IT-AV Team related to operational status, maintenance, policy issues associated with the use of the instructional technology classrooms, and recommending applicable upgrades or replacements of instructional technology in the facility. If an agreed upon need is determined, the HSC IT-AV Team will develop a proposal, including an estimated budget, to bring forth to the HSC Management Group for final discussion and decision.
h. Scheduled on-call support for Saturday usage may be available, with the understanding that the interested parties requiring HSC AV weekend usage will need to inform the vendor two weeks in advance of the event, and include timeframe, needs etc. Any requests for on-call support for Sunday will be negotiated individually. No changes prior to seven days of the event. Every effort will be made to accommodate these requests.
i. Maintain a work order activity log of the instructional technology in the building.
j. Review and provide written instructions for the technology classrooms/labs to have available as a reference for users. These reference materials will be available in each applicable room by the first week of classes being held in the HSC, and will be kept updated in a timely fashion as instructions change.
k. Review the distribution process of mediated equipment, instructional technology, and/or consoles to classrooms and lecture halls.
l. Identify instructional technology equipment requiring repair and maintenance, identify appropriate repair procedures and suggest a potential repair vendor, track progress, and return the equipment to its intended location upon repair or maintenance. The HSC Management Group should be informed of any expenses over $500, prior to repairing, for approval. The provider will determine the most efficient and cost effective method to correct equipment repairs and reserves the right to use a procurement card to cover these costs.
m. Supply an annual review of cost estimate of the upcoming year's material costs for AV equipment repair and replacement to the HSC Management Group by March 1 of each year. These plans will be discussed with the HSC IT-AV Team.
n. Maintain an inventory of joint HSC AV equipment

Exhibit D
HSC Rooms/Technology and Responsible Parties:

Level	Room #	Space Usage	IT/AV Contract	Emplify Health	UW-L	Western
LL	2	Dental Assisting Lab				X
LL	10	Energized Lab B	No equipment			X
LL	12	Radiology Lab	No equipment		X	X
LL	18	Lecture Room	X			
LL	43	Human Physiology lab	No equipment		X	
LL	86	Physician Assistant Lab	No equipment		X	
LL	92	Telecommunications	X			
LL	96	Classroom	X			
LL	103	Animal Lab	No equipment	X	X	
1st	1001	Dental Clinic				X
1st	1030	Student Health Clinic (Data closet in here also)	X (Data closet)		X	
2nd	2002	Lecture Room	X			
2nd	2002	Projection Room	X			
2nd	2006	Lecture Room	X			
2nd	2006	Closet	X			
2nd	2006	AV Storage	X			
2nd	2006	Projection Room	X			
2nd	2006	Control Room	X			
2nd	2010	Lecture Room	X			
2nd	2012	Lecture Room	X			
2nd	2014	Lecture Room	X			
2nd	2015	Lecture Room	X			
2nd	2016	Lecture Room	X			
2nd	2017	Lecture Room	X			
2nd	2019	Lecture Room	X			
2nd	2030	Lecture Room	X			
2nd	2034	Data	X			
2nd	2058	Student Computer Lab				X
2nd	2064	Lecture Room	X			
2nd	2065	Lecture Room	X			
2nd	2066	Lecture Room	X			
2nd	2067	Lecture Room	X			
3rd	3002	Exercise Physiology Lab	X			
3rd	3010	Clinical Science Lab	X			
3rd	3014	Physical Agents Lab	No equipment		X	X
3rd	3026	Exercise/Physiology Lab			X	
3rd	3041	Data	X			
3rd	3045	Prosection Room	No equipment		X	
3rd	3048	Anatomy Lab	No		X	

Floor	Room	Description				
		equipment				
3rd	3051	Therapeutic Exercise Lab	X			
3rd	3061	Biomechanics Lab			X	
3rd	3065	LMHSC Office			X	
3rd	3071	LMHSC Conference Room	X			
4th	4002	Media Lab 1	X		X	X
		Service equipment/dept cost for replacement				
		Current computer donated by UWL				
4th	4008	Media Lab 2	No equipment		X	X
4th	4014	Physical Disabilities Lab	X		X	X
		Service equipment/dept cost for replacement				
		Wall station				
4th	4020	Practice Lab	No equipment		X	X
4th	4022	ADL Lab	No equipment		X	X
4th	4024	Classroom	X			
4th	4027	Data	X			
5th	5051	Data	X			
5th	5057	MLT Lab	X			X
		Projector and Tower are Westerns and responsible for replacement				
5th	5067	MLT Lab	X			X
		Cart with TV and video type player are Westerns and responsible for replacement				
5th	5069	CORE Lab	No equipment		X	X
5th	5092	Interdisciplinary Skills Lab	No equipment	X		
	Misc.	Mobile Carts	X			
	Misc.	UWL Faculty Offices			X	
	Misc.	Western Faculty Offices				X
	Misc.	GL Offices		X		
	Misc.	GL Research Labs		X		
	Misc.	UW-L Research Labs			X	
	Misc.	HSC Info Desk	X			
	Misc.	Microphone/receiver/mixer rooms 2015, 2016, 2064	X			
		Microphone batteries responsibility of user				
	3/25/2020					

Exhibit E
Project Approach

On-Going Support: The HSC IT and AV Network will need to be monitored on a regular basis and adjusted periodically to maintain performance and security.

1. Emergency Procedures
Depending upon the nature and timing of an IT-AV related emergency, personnel or equipment resolutions will be in place. Western's IT Department has a pool of technicians to provide some of the coverage when a problem can be remedied by simply adding additional help.

a. Western will continually monitor HSC networks and all systems using a variety of tools. Western has a two level call system in place to address outages and issues in the building.
b. Western maintains a 10 minute response to most calls that come in during business hours (8 am to 4 pm Monday through Friday), whether it be individual or building-wide in nature.
c. Western offers some on call support in the evenings that correspond with both Western and UW-L calendars. Fees for off hours support will be consisted with the fees publicly posted by Western's Business office, under Computer Services and IMC areas.
d. Western strives to provide the highest level of functionality, performance and security possible to our users and have a long standing history of doing just that for the HSC and its occupants.

If an emergency were due to an equipment failure, the Western team would have procedures in place to contact the correct vendor or management member. The key to any problem resolution whether in the classroom or lab is to communicate quickly, document the problem, resolve the problem, and follow-up to make sure it is remedied.

2. Classroom and laboratory oversight
a. Western will perform regularly scheduled maintenance on all IT equipment as updates are released by vendors.
b. Western will manually check each machine regularly and maintain the equipment to function at the highest possible level.
c. Western will be the interface for all procurement and maintenance or warranty issues for the hardware in the HSC.
d. Western offers certified Dell technicians, along with some of the finest Media support professionals in the area.
e. Western can provide detailed history as to all functions performed in the HSC for the HSC Management Group upon request.
f. Western will install basic AV equipment as part of the contract, and will coordinate more complicated installations with any vendors approved by the HSC Management Group.
g. Western will continually analyze the environment in the HSC to identify cost savings ideas and implement them upon approval.
h. Western will take an active role in the IT-AV Team that meets quarterly or as needed to identify issues, concerns and opportunities.
i. Western will take an active role in the assistance of long range planning for the technology in the HSC.
j. Regularly monitor and report work order tracking to HSC Management Group.

3. Parking and Keys
HSC will provide two sets of keys, magnetic car signage for Western technical vehicles, and an Offstreet parking link as needed to be used in the HSC lot.