

LST BASIC AV Support Agreement/Memorandum of Understanding for Centrally-Managed Crestron Mercury Remote Capable Classroom (RCC) Cart Systems and/or Tabletop Systems Located in Departmentally-Managed Spaces

Support Agreement Features

- The customer acknowledges that their department has received one or more centrally-Managed Crestron Mercury RCC Cart and/or Tabletop systems free of charge to their department (excluding labor and peripherals). LST will provide AV support labor for the Crestron Mercury RCC System (to include remote monitoring and firmware updates) for the life of the manufacturer warranty (expiry June 1, 2025) to include the facilitation of warranty repairs as necessary. The following rules, limitations, and conditions apply:
 - The customer's department agrees to the terms of this BASIC AV Support Agreement which provides support for Centrally-Managed Crestron Mercury RCC System(s) in Departmentally-Managed spaces through June 2025.
 - There is no monthly or annual fee for this Basic AV Support Agreement; however the department is required to provide LST with a speedtype to be kept on file for small service call incidentals to include such things as small consumable parts and cables.
 - An Expanded AV Support agreement is available for an annual fee should the customer want to upgrade to a more robust level of support. Please contact the LST Planning and Logistics team (oit-lst-pl@colorado.edu) for pricing.

- The customer's department will not be charged for the Crestron Mercury RCC Cart and/or Tabletop system(s); however, installation labor charges and necessary peripherals will be charged to the department speedtype.
- Should the customer receive small peripherals such as adapters or microphones with their unit, they acknowledge that those items were provided on a one-time basis, and they are not supported by LST under this Support Agreement.
- Replacement AV cables, (e.g., HDMI, USB-A), are the financial responsibility of the department. LST will replace cables upon request, but the department speedtype will be charged cost plus [GAIR](#).
- After the manufacturer warranty period expires, the department-owner of the unit may keep and use the Crestron Mercury RCC System as they see fit; however, the department will be responsible for the full cost of support (all repair parts and labor).
- The department-owner of the unit agrees to contact LST for removal and disposal of the Crestron Mercury RCC System when it reaches end-of-life or usefulness in the space to which it has been assigned.
 - There will be no charge for the decommissioning and removal of the Crestron Mercury RCC system when it reaches end-of-life or is no longer relevant in the space to which it has been assigned.

1. Reactive Support

BASIC AV Support:

- LST will dispatch the appropriate support personnel on a “best effort” priority based upon the information provided in the service request.
- LST will make every effort to address reported issues on the same day as received, but there is no response time guarantee.
- Support is available to users of the covered spaces by request only. (Request may originate from support staff or from the users in the room directly)
- LST will dispatch appropriate support staff based upon service request information.
- At a minimum, if on site support is required, a student technician will be dispatched for problem diagnosis and resolution.
- Remote monitoring and support will be utilized to address issues as required.
- If the service request clearly indicates the need for escalation to an AV Specialist or Engineer, one will be dispatched at the prescribed hourly rate.
- Outside of LST regular support hours - Support can be requested in advance based on LST available resources, and Customer agrees to pay the hourly rate that correlates to the type of staff requested, with a minimum charge of four hours.
- For event support, hourly fees apply. Please contact LST through the ITSC for estimates on event support.

2. Repair Parts

Any parts used in the repair of covered AV systems will be charged at cost plus GAIR.

3. Procurement Preauthorization

Customer agrees to preauthorize a minimum \$250 procurement allowance per repair incident authorizing LST to purchase consumable parts, cables and/or equipment if required to complete a repair.

4. How to Request AV Support

- To report a problem within one of the listed spaces, please use the [Classroom Technology Problem Reporting web form](#)
- Call the ITSC (303) 735-4357 from the in-room phone for support.
- To request additional AV services not included in this MOU, use the [LST Auxiliary Request web form](#):

5. Hours of Operation

OIT ITSC (IT Service Center) will respond to service requests and dispatch LST AV Support.

- ITSC Support Hours:
 - Monday - Friday:- 8:00 am - 7:00 pm
- LST Support Hours:

- Monday - Friday:- 7:30 am - 7:00 pm
- Outside of LST regular support hours, customers can request after-hours support in advance, dependent upon LST available resources. The Customer agrees to pay the hourly rate that correlates to the type of staff requested. A minimum charge of four hours will apply to after-hours support.
- Support hours subject to change due to campus holidays and breaks.

6. LST Hourly Labor Rates for FY 21-22

- Audio Visual Integration and Support Labor Rates:

\$105.00 - Design & Engineering Labor

\$ 70.00 - Integration Labor

\$ 80.00 - AV Project Coordination

\$ 90.00 - AV Project Manager

\$ 18.00 - Student AV Support

7. Exclusions

- This MOU covers AV support for the learning and/or meeting spaces specified in this document. This MOU does NOT cover the following:
 - Miscellaneous Consumable Parts
 - New AV equipment
 - New AV equipment installation
 - AV Equipment repairs and upgrades
 - Labor

8. Financial Reporting and Journal Transfers

LST will provide a statement of charges, and the OIT Finance, Planning, and Asset Management (FPAM) organization will process a journal transfer for any month during which charges are incurred that are outside of the scope of this MOU.