

ITS Technology Design and Installation Memorandum of Understanding

This Memorandum of Understanding (MOU) is an agreement between Information Technology (ITS) and your department regarding the estimating, design, and installation of technology in your facility. This MOU is subject to CSU, Cal Poly or ITS policy changes. Please read this document carefully.

Building: _____ Room No.: _____

By signing below, you are agreeing to the terms included in the following pages. By providing your PeopleSoft chart field account you are authorizing ITS to purchase hardware & labor on your department's behalf and to provide the number to Facilities Services and/or ITS-Technical Services so that they may charge your department directly for work performed.

Authorized Signature (with budget authority)		Name (please print)		Date	
		Department (please print)		Room Scheduler Phone	
		Room Scheduler Name (please print)		Primary Client Point of Contact Phone	
		Primary Client Contact Name (please print)		Client Technical Support Staff Contact Phone	
		Client Technical Support Staff Contact Name (please print)		617801	
Fund #	Department ID #	Account #	Program #	Project/Grant #	Class #

Please return a copy of the completed first page to:
 Ryan Jones
 ITS-IPS-O Integrations
rjones16@calpoly.edu 756-6785

ITS-Customer & Technology Support Contacts:

Ryan Jones, ITS-IPS-O Integrations, rjones16@calpoly.edu 756-6785
 Maneesh Kumar, ITS-IPS-O Integrations mkumar05@calpoly.edu 756-7489

Project Fees & Costs

- Initial consult meeting – no charge
- Standard labor rate is \$100/hr. for design work, project management, project specifications, and quotes. If specialized labor is required in excess of the standard rate, you will be notified in the estimate.
- Installation contractor rates vary and are based on bid process
- Facilities Services rates vary and will be provided in a separate estimate from Facilities Services.

Project Cancellation

Your department may cancel this agreement at any time, but will be responsible for any project costs for goods or services incurred up to the receipt of written cancellation by the assigned ITS project manager.

Overview of the ITS Instructional Technology Project Process

- ITS staff will meet with your department representatives for an initial consultation, survey your facility and offer recommendations and options for equipment.
- We can provide recommendations for equipment installation, room furnishings such as instructor's consoles or tables and environmental additions such as acoustic treatments, but we are not responsible for ordering, assembling or installing these items. As part of the consultation process, we will determine who will be responsible for initiating any project requests necessary with Facilities Services.
- ITS provides a preliminary *rough* estimate of hardware and ITS labor costs based upon previous campus installations and the features you have selected. The rough estimate won't include cost estimates for other campus service areas such as Facilities Services or outside contractors.
- If your department chooses to proceed with the upgrade of your space, the first page of this form (MOU) must be completed and signed by your department head/chair or person with budget approval authority and returned to ITS.
- Upon receipt of the completed and signed MOU, ITS will provide a more detailed estimate, room layout, and project description for your approval before proceeding with any purchases on your behalf. **Note: the detailed estimate is NOT a binding quote—you will be charged for actual costs of goods and services.**
- ITS will prepare a Bill of Materials (BOM) for department to purchase.
- ITS will coordinate the project scope development and work with Facility Services to schedule trades (electricians and carpenters) and installation contractors (low-voltage cabling and equipment installation, testing. ITS will review all contracted work and test completed installations to ensure specifications are met and hardware is functioning as expected.
- Upon completion of equipment installation, ITS will meet with your department representative to perform testing of the system and an operational walk-through with the client on the use of the equipment.

Your Department's Responsibilities

- Provide a brief description of your project and your desired functions and features. Additionally, layout diagrams and/or specific equipment specifications or capabilities are very helpful.
- Provide the name of a department support contact. The department support contact will, at the completion of the installation, be given owner's manuals, accessories, equipment, and information needed for basic operation, including remotes and mount security key(s).
- Provide the name and phone number of the person(s) responsible for scheduling the room. Four-hour blocks or longer are required during the installation phase. The room scheduler will be contacted directly by installation staff to obtain/schedule room availability during the installation phase.
- Your department may be responsible for initiating any needed Facilities Services requests. This will be determined during the initial consultation process.
- Your department will be responsible for purchase and inventory of provided Bill of Materials (BOM).
- **Your department support contact shall provide support for users of your room and your department is responsible for purchasing and replacing consumables (such as projector lamps) or for following up on hardware warranty service. For comprehensive paid support options, Service Level Agreements may be available through ITS. More information about paid support options can be provided upon request.**
- Provide PeopleSoft account information for your project implementation.
- Immediately notify ITS of changes in support contacts or room availability during the installation phase.

Equipment Installation Scheduling

Return of the completed MOU is the first step in the scheduling, design, estimating, purchasing, and installation process. ITS cannot guarantee the completion date of your equipment installation. We rely on other on-campus departments and off-campus installation contractors to perform installation work. Schedules fluctuate due to staffing limitations, time of the year, and other campus priorities. Given enough lead-time, ITS will make every attempt to complete installations as soon possible. Once installation of equipment is scheduled, our installers must be provided 4-hour (or more) blocks of time for room access. This scheduling requirement is important for the timely completion your project.