

Part 1 General**1.1 Summary**

- .1 Unless otherwise indicated, follow the guidelines below when planning for Scope of Work for Audio-Video Maintenance and Repairs. These guidelines are not intended to restrict or replace professional judgment.
- .2 Depending on the mandate, an AV Contractor may be responsible for service and repairs on new, renovated, or existing AV installations.

Part 2 Scope of Work for Audio-Video Maintenance and Repairs**2.1 AV Maintenance and Repair Requirements**

- .1 Given a malfunctioning room, the AV Contractor shall troubleshoot the AV system and relevant infrastructure to determine the cause of the problem.
- .2 If the malfunction is due to equipment or infrastructure, the AV Contractor shall supply replacement equipment or parts, matching the original manufacturer and model details as possible. The AV Contractor shall suggest replacement equipment models as necessary, subject to IIS-AVS approval.
- .3 If the malfunction is due to Crestron or DSP programming, the AV Contractor shall bring this to the attention of IIS-AVS, who will decide whether to mandate the AV Contractor to correct the programming. Any changes made by the AV Contractor to an existing program are subject to approval by IIS-AVS.
- .4 The AV Contractor shall provide IIS-AVS with a written report detailing the exact nature of the problems, the solutions to those problems, as well as the uncompiled versions of any programming they have been mandated to modify to resolve the reported problems.

Part 3 Definitions

- .1 **AV Contractor:** An AV firm external to McGill University, qualified by IIS-AVS to procure and install AV equipment in the context of renovation projects on campus. These external partners may also be called upon to provide other services periodically (i.e., AV design, programming, technical support). AV Contractors may be mandated by IIS-AVS directly, or by a General Contractor in the context of construction projects managed by McGill Facilities, in which case they are referred to as the “AV Subcontractor”.
- .2 **AVS:** *Audiovisual Services.* AVS, is one of the teams making up IT Infrastructure and Information Security (IIS), a unit within McGill’s Information Technology Services (ITS). The Audiovisual Services portfolio provides professional AV services for new builds and renovation projects including AV project management, design, and programming; and provides technical support for existing public classroom AV systems across campus. AVS is also referred to as **IIS-AVS**.
- .3 **IIS:** *IT Infrastructure and Information Security.* IIS is a division of McGill Information Technology Services (ITS) that encompasses 7 unique teams including, but not limited to,

Audiovisual Services (AVS) and Telecommunications Infrastructures and Systems (TIS). IIS was formerly known as Network and Communication Services (NCS).

- .4 **ITS:** *Information Technology Services.* McGill IT Services (or ITS) serves McGill students, faculty, academic and administrative support staff, and alumni. It is composed of six units that work together to provide comprehensive IT services (including Wi-Fi, email, campus printing, software, and more) as well as client care (such as the IT Service Desk, IT Knowledge Base, and IT project management and delivery) to the McGill community. IT Infrastructure and Information Security (IIS) is one of the units within McGill ITS.
- .5 **TIS:** *Telecommunications Infrastructures and Systems.* TIS is one of the teams making up IT Infrastructure and Information Security (IIS), a unit within McGill's Information Technology Services (ITS). TIS installs and maintains physical network and physical security components across McGill's campus. TIS is also referred to as **IIS-TIS**.

Part 4 Related Technical Sections

The technical sections of the McGill Building Design and Technical Standards should be consulted with the current document, most notably (but not limited to) the following:

<u>Section Number</u>	<u>Title of Section</u>
27 01 40	Operation and Maintenance of Audio-Video Communications
27 40 02	Scope of Work for Audio-Video Installation
27 41 01	Standard Audio-Video Products
27 41 02	Standard Audio-Video Installation Practices
27 41 03	Standard Audio-Video Automation System Implementation

END OF SECTION