RFP Scope and Requirements for ERCOT AV Systems Upgrade

Date of Release: April 14, 2026

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1. General Information

1.1. Request for Proposal (RFP) Objective

The objective of ERCOT in this procurement is to identify and contract with one or more qualified audiovisual (AV) integration firms to design, furnish, install, program, and commission upgraded AV systems across multiple ERCOT facilities. The work encompasses conference rooms, training rooms, and divisible multi-use spaces at ERCOT's 8000 Metropolis Drive facility in Austin, Texas and the Taylor, Texas campus. Respondents must demonstrate deep expertise in Microsoft Teams Rooms (MTR) deployments, large-format display technologies, Crestron control systems, and professional audio solutions.

1.2. Contract Award – Single or Multiple Suppliers

ERCOT reserves the right to award the contract resulting from this RFP to a single supplier or to multiple suppliers, in whole or in part, as ERCOT determines to be in its best interest. ERCOT may award contracts by individual lot, by combination of lots, or across the full scope of work. Respondents may submit proposals for one lot, any combination of lots, or all lots. ERCOT's evaluation will consider total cost, technical capability, relevant experience, and the ability to meet ERCOT's project schedule. The issuance of this RFP does not commit ERCOT to award any contract, pay any costs incurred in preparation of a proposal, or procure or contract for services.

The scope is organized into three (3) lots:

- Lot A – Audio-Visual Systems Upgrade, 8000 Metropolis Drive, Building E, Austin, Texas
- Lot B – Audiovisual System Upgrade, T4 Conference Rooms 106A, 106B & 106C, Taylor, Texas
- Lot C – Audiovisual System Upgrade, T4 Conference Rooms 114A & 114B, Taylor, Texas

1.3. Contract Term

ERCOT intends to award a contract resulting from this solicitation for an initial term from date of award through project completion and acceptance, or as necessary to fulfill the goals of this Request for Proposal (RFP).

Any contract issued as a result of this solicitation is subject to cancellation, without penalty, either in whole or in part, for breach of contract. Such a contract may also be canceled by ERCOT for convenience upon thirty- (30) days' written notice.

1.4. ERCOT Point of Contact

The sole point of contact for inquiries concerning this RFP is:

Del Gamble
ERCOT
2705 West Lake Drive
Taylor, Texas 76574

Delbert.gamble@ercot.com

All communications relating to this RFP must be directed to the specified ERCOT Point of Contact through Scout. All other communications between a Respondent and ERCOT staff concerning this RFP are prohibited. Failure to comply with this section may result in ERCOT's disqualification of the proposal.

1.5. Procurement Timeline

Procurement Event	Target Date
RFP Release Date	04/14/2026
Optional Notice of Intent to Propose Due	04/22/2026
Mandatory Site Walk – Metropolis Drive, Austin (Lot A)	05/08/2026
Respondent Questions Due	05/13/2026
Response to Respondent Questions Sent	05/18/2026
Respondent Proposals Due	05/22/2026
Respondent Presentations (if needed)	
Anticipated Contract Award	06/05/2026
Anticipated Contract Start Date	

2. Scope and Requirements

2.1. Project Scope Overview

ERCOT is requesting proposals from qualified audiovisual (AV) integration firms to upgrade and modernize AV systems across three project lots at two facilities. All projects involve the replacement or upgrade of Microsoft Teams Room (MTR) compute platforms, display systems, cameras, microphones, and control infrastructure. The awarded contractor(s) shall design, furnish, install, program, and commission all systems in accordance with ERCOT standards and the specific requirements set forth in each lot below.

All systems must provide reliable, consistent performance and support seamless switching between operating modes. Contractors shall conduct a site survey prior to installation, coordinate with ERCOT IT and facilities teams, and minimize disruption to ongoing operations. All work must comply with applicable building codes and safety standards.

2.2. Lot A – Audio-Visual Systems Upgrade, 8000 Metropolis Drive, Building E, Austin, Texas

Location: 8000 Metropolis Drive, Building E, Austin, Texas

2.2.1. Existing Environment

The current AV infrastructure at Building E includes:

- Microsoft Teams Rooms utilizing Poly/Dell systems
- Control systems: Crestron
- AV distribution and switching components (Q-SYS / QCYS)
- Various installed microphones, speakers, and projection systems

2.2.2. Teams Room System Upgrades – Rooms 104, 110, 119, 152, 121, 122, 123

The contractor shall replace existing Poly/Dell Teams Room systems in Rooms 104, 110, 119, 152, 121, 122, and 123 and provide and install:

- HP G9 Teams Room compute systems
- Poly TC10 8-inch touch controllers

The contractor shall ensure:

- Seamless integration with existing Microsoft Teams infrastructure
- Retention and reuse of existing microphones and speakers (except where otherwise noted)
- Full system configuration, testing, and commissioning

2.2.3. Divisible Conference Rooms 121, 122, 123

Rooms 121, 122, and 123 function as divisible spaces and a combined boardroom environment and require the following additional scope:

Audio Enhancements:

- Assess and refresh existing microphone systems, including table microphones, lapel microphones, and handheld microphones
- Replace or upgrade microphones as needed to ensure optimal audio quality and coverage in both divided and combined configurations

Video Display Upgrades:

- Remove existing projectors and projection screens
- Provide and install Samsung All-in-One 146-inch 2K LED wall display
- Ensure proper mounting, alignment, and calibration
- Ensure integration with Teams Rooms and presentation systems
- Ensure visibility and usability in all room configurations

2.2.4. System Integration

The contractor shall:

- Integrate all new equipment with existing Crestron control systems
- Ensure compatibility with existing Q-SYS (QCYS) AV infrastructure
- Provide necessary programming updates and control interface modifications

2.2.5. Mandatory Site Walk – Lot A

A mandatory site walk will be required for all Respondents proposing on Lot A prior to proposal submission. Respondents must attend an on-site walkthrough at 8000 Metropolis Drive, Building E. The purpose of the site walk is to review existing AV infrastructure, validate room conditions and constraints, and identify any installation or integration considerations. Proposals from vendors who do not attend the mandatory site walk for Lot A may be considered non-responsive. Scheduling details and coordination instructions will be provided by ERCOT.

2.3. Lot B – Audiovisual System Upgrade, T4 Conference Rooms 106A, 106B & 106C, Taylor, Texas

Location: ERCOT Taylor Facility, Taylor, Texas

2.3.1. Room Information

Room	Dimensions	Ceiling Height
106 A	55’ L x 29’ W	12’ – 6”
106 B	55’ L x 29’ W	12’ – 6”
106 C	55’ L x 27’ W	12’ – 6”

Rooms must support operation individually and in combined configurations (A+B, B+C, or A+B+C).

2.3.2. Platform & Compute

The system shall be based on the Microsoft Teams Room (MTR) platform with BYOD capability. Compute shall be provided via the HP G9 Plus platform integrated with a Poly TC10 touch controller. The system must provide reliable and consistent performance in both Teams and BYOD modes.

2.3.3. Video System Components

Primary Display:

- 146” Samsung All-in-One LED Display

Confidence & Auxiliary Displays:

- (1) 65” Confidence Monitor (Presenter View) – used for presenter notes or content monitoring
- Relocate the confidence monitor to approximately 12 feet from the lectern (Recommendation)

Camera System:

- (1) Poly Studio E70 – Presenter Camera (Recommendation)
- (1) Poly Studio E70 – Audience Camera (TBD)
- Cameras must support presenter tracking, audience wide-shot coverage, and seamless integration with the Microsoft Teams platform
- Automatic voice tracking, speaker framing, and group framing within a 25-foot range

2.3.4. Audio System Components

Existing ceiling speakers shall remain and be reused. The audio system architecture (including DSP capacity, wireless channels, and network bandwidth) shall be scalable to allow addition of future microphones with minimal disruption and without requiring major system redesign.

Wireless Microphones:

- (7) Wireless tabletop 15” gooseneck microphones
- (2) Shure QLXD Wireless Handheld Microphones
- (2) Shure QLXD Wireless Bodypack Transmitters with Shure MX153T/O-TQG Earset Microphones (tan, omnidirectional)
- Lapel/earset microphones shall be compatible with the QLXD wireless system and configured for clear speech intelligibility in training mode and far-end reinforcement in Microsoft Teams mode

2.3.5. Audio Functionality Requirements

Training Mode: Gooseneck, lapel, and handheld microphones shall provide in-room audio reinforcement and program audio through existing ceiling speakers.

Microsoft Teams Mode: Gooseneck, lapel, and handheld microphones shall provide far-end audio capture of participant speech.

Audio Behavior: DSP programming is required to manage mode-based routing, feedback prevention, echo cancellation, and gain structure optimization. Automatic voice tracking for camera operation with speaker framing and group framing within a 25-foot range is required.

2.3.6. Room Control

Two (2) Crestron Room Control Panels shall be provided – one located at the lectern and one at the back of the room. The control system must manage display power and input selection, room configuration modes (individual/combined), camera switching, audio mode selection (Training vs. Teams), BYOD switching, and speaker and microphone volume.

2.3.7. Room Configuration

The system shall support a single Classroom Configuration. Camera presets shall be programmed for presenter position at the lectern and audience coverage. The control interface shall reflect classroom mode only; no alternate layout programming is required.

2.3.8. Integration & Scheduled Power Management

The contractor shall provide full AV system design and signal flow documentation, integrate all components (Microsoft Teams, Crestron, displays, cameras, wireless and ceiling microphones), program all required DSP and control logic, and provide seamless switching between divisible room configurations and operating modes.

The AV system shall be programmed to automatically power off at 10:00 PM daily, including LED display, confidence and content monitors, and AV processing equipment. The shutdown routine shall not interfere with firmware updates or scheduled maintenance. Manual override shall be available

through the Crestron interface. The system shall power back on normally upon user interaction the following day.

2.3.9. Equipment Removal – Lot B

The contractor shall safely remove all existing projection screens and projectors from Rooms T4-106 A, B, and C. Removed equipment shall be disposed of or stored in accordance with ERCOT guidelines and facility management direction. Removal work shall not damage existing infrastructure, ceiling systems, or wall finishes. Abandoned cabling shall be properly terminated, capped, or removed as required by code and best practices.

2.4. Lot C – Audiovisual System Upgrade, T4 Conference Rooms 114A & 114B, Taylor, Texas

Location: ERCOT Taylor Facility, Taylor, Texas

2.4.1. Room Information

Room	Dimensions	Ceiling Height
114 A	35’ L x 27’ W	12’ – 6”
114 B	35’ L x 38’ W	12’ – 6”

Rooms must support operation individually and combined (114A + 114B).

2.4.2. Platform & Compute

The system shall be based on the Microsoft Teams Room (MTR) platform with BYOD capability. Compute shall be provided via the HP G9 Plus platform integrated with a Poly TC10 touch controller. The system must provide reliable and consistent performance in both Teams and BYOD modes.

2.4.3. Video System Components

Projection System (Revised): Existing projection screens shall be reused pending site verification of condition and suitability. New commercial-grade projectors shall be provided with short-throw lens configuration, increased lumen output appropriate for room size and ambient lighting conditions, and native resolution suitable for Microsoft Teams and presentation content. Projectors shall be relocated forward in the room to optimize image geometry, brightness uniformity, and shadow reduction.

The contractor shall verify proper throw distance calculations, mounting location and structural support, image size compatibility with existing screens, and alignment and keystone correction within manufacturer tolerances. Projector mounts shall be professionally installed with proper cable management and ceiling integration.

Confidence & Auxiliary Displays:

- (1) 65” Confidence Monitor (Presenter View) – used for presenter notes or content monitoring

Camera System:

- (1) Poly Studio E70 – Presenter Camera
- (1) Poly Studio E70 – Audience Camera (TBD confirmation)
- Cameras must support presenter tracking, audience coverage, and seamless integration with the Microsoft Teams platform
- Automatic voice tracking, speaker framing, and group framing within a 25-foot range

2.4.4. Audio System Components

Existing ceiling speakers shall remain and be reused. The audio system architecture (including DSP capacity, wireless channels, and network bandwidth) shall be scalable to allow addition of future microphones with minimal disruption and without requiring major system redesign.

Wireless Microphones:

- (7) Wireless tabletop 15” gooseneck microphones
- (2) Shure QLXD Wireless Handheld Microphones
- (2) Shure QLXD Wireless Bodypack Transmitters with Shure MX153T/O-TQG Earset Microphones (tan, omnidirectional)
- Lapel/earset microphones shall be compatible with the QLXD wireless system and configured for clear speech intelligibility in training mode and far-end reinforcement in Microsoft Teams mode

2.4.5. Audio Functionality Requirements

Training Mode: Gooseneck, lapel, and handheld microphones shall provide in-room audio reinforcement and program audio through existing ceiling speakers.

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Audio Behavior: DSP programming is required to manage mode-based routing, feedback prevention, echo cancellation, and gain structure optimization. Automatic voice tracking for camera operation with speaker framing and group framing within a 25-foot range is required.

2.4.6. Room Control

Two (2) Crestron Room Control Panels shall be provided – one located at the lectern and one at the back of the room. The control system must manage display power and input selection, room combine/separate logic, camera switching, audio mode selection (Training vs. Teams), and BYOD switching.

2.4.7. Room Configuration

The system shall support a single Classroom Configuration. Camera presets shall be programmed for presenter position at the lectern and audience coverage. Audio tuning and microphone optimization shall be configured specifically for classroom seating layout. The control interface shall reflect classroom mode only; no alternate layout programming is required.

2.4.8. Integration & Scheduled Power Management

The contractor shall provide full AV system design and signal flow documentation, integrate all components (Microsoft Teams, Crestron, displays, cameras, wireless and ceiling microphones), program all required DSP and control logic, and provide seamless switching between divisible room configurations and operating modes.

The AV system shall be programmed to automatically power off at 10:00 PM daily, including the LED display, confidence monitor, and AV processing equipment. The shutdown routine shall not interfere with firmware updates or scheduled maintenance. Manual override shall be available through the Crestron interface. The system shall power back on normally upon user interaction the following day.

2.4.9. Equipment Removal – Lot C

The contractor shall safely remove all existing projection screens and projectors from Rooms T4-114 A & B. Removed equipment shall be disposed of or stored in accordance with ERCOT guidelines and facility management direction. Removal work shall not damage existing infrastructure, ceiling systems, or wall finishes. Abandoned cabling shall be properly terminated, capped, or removed as required by code and best practices.

2.5. General Requirements

The following requirements apply to all lots. Respondents must address each item in their proposal response.

In their responses to this RFP, Respondents must describe in detail the methodology and approach to meeting the requirements of each lot for which they are proposing.

Respondents must provide:

- A Gantt chart or project schedule for completing each set of deliverables, key milestones, and scope requirements
- Acceptance process and criteria – defining what constitutes “success” and “acceptance,” specific timeframes for acceptance, and what happens at each stage
- Remedy for deliverables not accepted or failed deliverables – describing what the Respondent will do to remedy issues and Respondent obligations
- Escalation process – identifying the process and key contacts for ERCOT to reach out to if a project issue arises
- Key resources and their location – identifying key resources and whether they will be located on-site or remotely
- Responsibility Assignment Matrix (RACI Matrix) – providing roles and responsibilities for both the Respondent’s team and ERCOT’s team (may be provided as a separate document)
- Project close-out process – identifying what training, warranty, and hand-off support is provided at project completion

The awarded supplier must provide a project manager or lead who has decision-making authority and who will assume responsibility for coordination, control, and performance of this effort. Any changes to key personnel must be submitted in writing and approved in writing by ERCOT.

The awarded supplier must provide an organizational chart and list of the supplier's corporate chain-of-command, as well as established procedures for contacting individuals within that chain-of-command.

All work shall be performed during agreed-upon hours to minimize operational disruption. Contractor shall coordinate with ERCOT IT and facilities teams for access and integration.

2.6. Qualifications

Respondents must demonstrate the following qualifications to be considered for award:

- Proven experience with Microsoft Teams Rooms (MTR) deployments at a commercial enterprise scale
- Expertise with Poly, HP, and Crestron systems
- Experience with Q-SYS (QCYS) AV infrastructure (required for Lot A)
- Prior experience with large-format LED wall installations (Samsung preferred) (required for Lots A and B)
- Demonstrated experience with divisible/multi-room AV environments
- Certified installers and programmers for Crestron control systems
- Familiarity with DSP programming for multi-mode audio environments
- Proof of relevant manufacturer certifications (e.g., Crestron, Poly, Shure, Samsung)
- References from at least three (3) comparable AV integration projects completed within the past three (3) years

2.7. Deliverables

The following deliverables are required for all lots unless otherwise noted. Lot-specific deliverables are identified below.

All Lots:

- Fully installed and operational AV systems in all rooms covered by the awarded lot(s)
- Updated Crestron control system programming and user interface
- Full AV system design documentation and signal flow diagrams
- As-built drawings and equipment lists
- Configuration files for all programmed components
- End-user training sessions for room operation and Teams Room controls
- Administrator-level overview training for ERCOT support staff
- Documentation package including as-built drawings, equipment lists, and configuration details

Lot A (Metropolis Drive) – Additional Deliverables:

- Fully installed Samsung 146" LED wall display in Rooms 121–123
- Updated control system programming for divisible room configurations

Lots B & C (Taylor) – Additional Deliverables:

- Divisible and combined room functionality validated and operational

- Training and Microsoft Teams modes confirmed operational
- Scheduled power management programmed and tested

2.8. Service Level Agreements (SLAs)

Respondents shall propose Service Level Agreements (SLAs) for the following areas. ERCOT will review proposed SLAs during evaluation and negotiate final SLA terms as part of contract execution. Proposals must also identify remedies for missed SLAs.

Respondents should address the following SLA areas in their proposals:

- Project schedule adherence – milestones, completion dates, and consequences for delays
- System acceptance testing – pass/fail criteria, timeframes for remedy, and re-test procedures
- Warranty coverage – duration and scope of warranty for all installed equipment and workmanship
- Post-installation support response times – for both remote and on-site support following project completion
- Documentation delivery – timeframe for delivery of as-built drawings and configuration files following commissioning

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End of Request for Proposal

Questions and proposals must be submitted through Scout in accordance with the procurement timeline above. ERCOT reserves the right to waive any informality or irregularity in any proposal received, to accept or reject any or all proposals, and to award contracts in the manner deemed most advantageous to ERCOT.