



AMERICAN BATTLE MONUMENTS COMMISSION

REQUEST FOR QUOTE  
FOR  
PURCHASING AND INSTALLING TEAMS-COMPATIBLE ROOMS SYSTEMS  
FOR MANILA AMERICAN CEMETERY

MARCH 07, 2025

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## I. About ABMC

The American Battle Monuments Commission (ABMC) is an independent agency established under authority of Chapter 21 of Title 36 U.S.C. Its mission is to commemorate the sacrifices and achievements of the United States armed forces. It accomplishes this mission through the administration, operation, and maintenance of commemorative cemeteries and memorials in 17 countries around the world, including the United States. ABMC is also responsible for establishing and maintaining new memorials as directed by Congress.

The agency's workforce consists of approximately 500 staff and contractors, including 90 staff in Arlington, Virginia and Paris, France, and staff across 26 cemeteries and 31 memorial sites. The agency's offices operate 23 hours a day around the world.

ABMC's Information Technology (IT) staff operate the agency's enterprise IT infrastructure from the Arlington, VA, and Paris, France offices and the Manila, Philippines cemetery office. There are no IT staff at any other agency sites.

The primary verbal and written language is English at all ABMC sites.

## II. Objective

ABMC uses Microsoft Teams as part of Microsoft 365 E5 to facilitate its staff's daily internal and external collaboration and communication. ABMC has deployed Unified Communications integrated to Microsoft Teams with the objectives of streamlining its Voice-over-IP infrastructure and offering an easy-to-use all-in-one solution to ABMC staff to conduct their daily work.

ABMC needs to replace older VTC technology and install new certified Microsoft Teams Room (MTR) systems in Manila American Cemetery (MNAC).

### III. Global System Requirements

ABMC is procuring Microsoft Teams Room system products to enhance meeting room collaboration experience.

Required high-level system capabilities:

1. Systems shall be Microsoft Teams-certified. While primarily designed for Microsoft Teams and Zoom, systems shall support interoperability with Webex, Google Meet, and other major conferencing platforms where feasible.
2. Systems shall support a conference room capacity of up to 30 attendees.
3. Systems shall support a minimum 1080p video and high-fidelity audio quality.
4. Systems shall allow high-quality audio/video streaming during Teams presentations.
5. Systems shall support AI-enhanced features such as real-time noise suppression, auto-framing, and speaker tracking to improve user meeting experience.
6. Systems shall be able to automatically focus and zoom on the active speaker(s) during Teams meetings/sessions.
7. Systems shall require minimal customization and be easy-to-use to non-IT users:
  - a. Application user interface (e.g., less than 2-3 clicks/taps)
  - b. Limited (e.g., 1 or 2) physical equipment connectors/adapters
  - c. Allow meeting organizer and participants to easily start and stop meetings with zero IT intervention.

Specific use cases that these systems shall support:

1. Corporate Meetings: Facilitate virtual and hybrid meetings for corporate teams across multiple locations.
2. Training and Workshops: Enable remote and in-person training sessions with high-quality audio and video.
3. Client Presentations: Conduct seamless and professional client engagements.
4. Town Hall Meetings: Support company-wide communications and leadership updates.
5. Boardroom Discussions: Provide an efficient and private environment for executive meetings.
6. Project Collaboration: Enhance team collaboration for remote and in-office project teams.

All proposed products shall be TAA-compliant, in stock, and ready to ship within 30 days of contract award, and delivered and installed by June 30, 2025.

### IV. Requirements

Contractor shall provide all materials and labor to perform all activities to meet the requirements in this project as follows:

#### Video System

- One or more 75-inch or larger professional-grade displays and necessary hardware to securely mount displays.
- Microsoft Teams and Zoom-certified video conferencing codec. The system shall be modular and allow future expansion, such as additional microphones, speakers, or displays, to accommodate growing needs.
- High-definition (HD) pan-tilt-zoom (PTZ) camera with automatic framing. Camera must have a minimum 120-degree field of view (FOV) to ensure full room coverage and support AI-driven speaker tracking where possible.
- HDMI and wireless content-sharing capability.

Audio System shall include:

- Microphone array with noise-canceling features.
- Ceiling or tabletop microphones designed for clear voice capture for up to 30 attendees.
- High-quality speakers with sufficient output for clear audio coverage. All equipment shall meet Energy Star or EPEAT certification to ensure energy efficiency and sustainability.
- Digital signal processing (DSP) for echo cancellation and background noise reduction.
- Acoustic treatment (such as sound-absorbing panels or ceiling baffles) shall be proposed in each room with poor audio characteristics to ensure optimal sound clarity and intelligibility.

Connectivity and Infrastructure shall include:

- Power, network, and AV cabling.
- HDMI, USB, and network connections.
- Wall-mount(s) and/or cart(s) for display and equipment.
- Compliance with local electrical and safety regulations, including uninterruptible power supply (UPS) to protect against power fluctuations and ensure continued operation during brief outages.

Implementation and Installation shall include:

- Professional installation by certified audio and video (AV) technicians.
- Configuration, tuning, and optimization of all system components.
- Integration with existing ABMC IT infrastructure. The system shall include centralized, remote management capabilities so that ABMC IT staff can monitor system health, manage updates, and troubleshoot issues without requiring on-site intervention.
- On-site testing and user acceptance testing.
- User training and user documentation for system operation and troubleshooting. A train-the-trainer approach shall be implemented to empower select employees to assist other users in system operation and troubleshooting.
- Removal and secure disposal of old hardware in compliance with local and international e-waste disposal regulations.

Warranty and Support shall include:

- One (1) -year base warranty on all hardware and software.
- Five (5) option years for extended warranty and support.
- Service level agreement (SLA) including response times and issue resolution commitments.
- Remote and on-site technical support.
- Service desk platform available by phone, email or website.
- Bi-annual onsite diagnostic, testing, tuning, and optimization.
- Firmware and software updates as required. Replacement of end-of-life products when necessary.

Replacement of defective or end-of-life equipment and software should occur within 10 business days of issue identification to minimize downtime.

- Provide an environmentally responsible plan for recycling and disposing of old hardware, in compliance with local and international e-waste disposal regulations.

User Acceptance Criteria

- All installed components, including software and licenses shall be Microsoft Teams and Zoom certified.
- Video and audio qualities shall meet enterprise-grade conferencing standards.
- Systems shall support seamless switching between Microsoft Teams and Zoom.
- System shall successfully complete feature/functionality and performance tests.

- User training shall be completed with documentation.
- Systems shall operate without defects for a 90-day period post-installation.

## V. Deliverables

Contractor shall provide:

1. Fully installed and configured MTR systems in conference room and refectory (see descriptions below)
2. Project Schedule
3. User manuals and quick-start guides, which shall be periodically reviewed and updated as needed to reflect system enhancements and best practices
4. System design documentation
5. System credentials
6. Software Licenses
7. Testing and acceptance report
8. Training materials, including ongoing refresher training at least bi-annual basis to ensure continued proficiency among users
9. Warranty and support agreement
10. Bi-annual onsite diagnostic, testing, tuning, and optimization reports
11. Software and firmware update logs
12. Replacement records for end-of-life products
13. All software and configurations in native formats

#### VI. Period of Performance

Base year: One (1) year after completion of installation and ABMC accepts all final deliverables.

Option Years: Five (5) additional one-year extensions for warranty and support.

#### VII. Pricing and CLIN Table

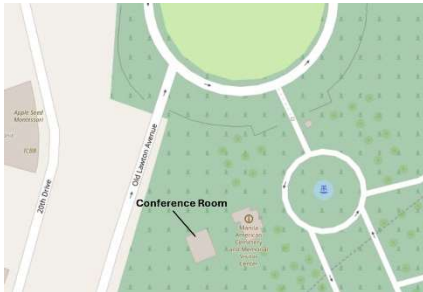
Contractor shall provide pricing for each of the CLINs below. Note that as an agency of the US Federal Government, **ABMC will not pay VAT**:

CLIN	Description	Quantity	Unit Price	Total Price
0001	Microsoft Teams and Zoom Certified MTR 75-inch or Larger Professional Display for Service Area Meeting Room HD PTZ Camera Ceiling-Mounted Microphone Array Speaker System Cabling and Connectors	1		
0002	Microsoft Teams and Zoom Certified MTR All-in-One unit with 55"-65" Display and Integrated Camera and Codec and High-Quality Microphone Array.	1		
0003	AV Installation, Integration and User Training	1		
0004	Warranty and Support (Base Year)	1		
1001	Warranty and Support (Option Year 1)	2		
2001	Warranty and Support (Option Year 2)	2		
3001	Warranty and Support (Option Year 3)	2		
4001	Warranty and Support (Option Year 4)	2		
5001	Warranty and Support (Option Year 5)	2		

## VIII. Location Descriptions

### 1. Manila American Cemetery

#### a. Conference Room



The conference room at Manila American Cemetery is situated within the main office building, at the entrance of the cemetery.



The space is approximately 5x7 meters and is used as conference or training room.

A single screen with a projector is currently used for presentations or smaller group/team meetings with the superintendent and local staff. The projection screen shall be replaced by a display on a movable stand.

Please note that two monitors were placed on the conference table and can be seen on the picture. However, they are just used temporarily and should not be considered for the proposal.

**Note:** Photo was taken with wide angle view.



The building is partitioned in two sections. The space seen in the picture to the left is the training room, and behind is a small kitchenette. Behind the screen are storage spaces that staff are using to keep printed material or small office equipment.

In this small space the system shall have the following characteristics:

- 4K touchscreen display with a maximum of 55" - 65" diagonal dimension. 4K touchscreen display, approximately 65 inches.
- Integrated Microsoft Teams Codec.
- Miracast support.
- Movable stand is required so that staff can access the storage space behind it.

### b. Refectory

The refectory is a large room used for various purposes:

- By the staff during lunch hour.
- As a meeting space for larger team gatherings.
- For all-hands meetings.
- For staff training (such as safety training).

The space is a large, 10x12 meter room that has not been treated for optimal sound. It has space for two 75" or larger displays to display both presenter/remote participants on one/first display and content on another/second display.



Since tables and seating arrangements are not fixed and reconfigured according to varied usages, overhead/ceiling microphones and speakers are required.

## IX. Installation Requirements

### *Delivery of Equipment and Materials/Accessories*

To facilitate timely and efficient delivery to OCONUS destinations, Contractor shall follow specific requirements such as having the destination country's US Embassy in Manila as the consignee for all ABMC hardware.

Contractor shall discuss shipping and delivery logistics with ABMC Contracting Officer Representative (COR) before shipment of hardware to prevent shipping delays due to customs.

ABMC may order some, all, or change quantities of equipment and materials of a proposal based solely on specifications meeting requirements specified.

### *Availability of Software Licenses*

All software licenses shall be made available electronically to ABMC IT at least 48 hours prior to the onsite installation date. Contractor shall provide and ensure that all manufacturers software licenses, hardware, and materials are available for installation.

### *Onsite Deployment*

Contractor shall schedule the hardware installation and all related system deployment tasks to occur within one week following equipment delivery.

## X. Proposal Format

Vendors shall provide proposal and pricing using the following format:

**Introduction:** Brief overview of the contractor's experience in Microsoft Teams Room (MTR) systems and similar AV integration projects.

**Understanding of ABMC's Needs:** Summary of how the proposal addresses the challenges in the current system (e.g., unresponsive GUI, need for IT intervention, improved Microsoft Teams compatibility).

### **Technical Approach:**

Description of the proposed Microsoft Teams Room System (MTR) and its key features.

Overview of how the new system improves efficiency, usability, and IT independence.

Explanation of how existing displays, microphones, and speakers will be reused while improving system performance.

### **Hardware & Software Components**

Detailed list of all proposed hardware, software, and licenses. Terms and conditions must be included separately and not cited online.

### **System Capabilities**

- Fully certified Microsoft Teams Room (MTR) system with seamless integration.
- One-touch meeting join for Microsoft Teams and Zoom.
- AI-driven speaker tracking and auto-framing for better engagement.
- Touch-responsive, intuitive GUI to eliminate delays and IT support dependency.
- Remote management & automatic firmware updates to maintain peak performance.

**Project Schedule:** Detailed project schedule to complete project by 30 June 2025.

### **System Testing & Acceptance Criteria:**

- Performance verification of video/audio quality, meeting controls, and responsiveness.
- User testing to confirm non-technical staff can independently operate the system.
- Final approval by ABMC based on functionality, ease of use, and system stability.

### **User Training & Documentation:**

- Live, hands-on training for ABMC personnel.
- Train-the-trainer model to ensure internal IT staff can support users.
- Recorded tutorial sessions for ongoing reference.
- Troubleshooting training for resolving minor issues independently.
- Quick-start guide for meeting organizers.
- Detailed system operation manual.
- Frequently Asked Questions (FAQs) sheet.

### **Warranty Coverage and Ongoing Support Services**

- One-year base warranty for hardware and software.
- Five optional renewal years for extended warranty and support.
- Helpdesk support (phone, email, web portal).

- Remote troubleshooting and issue resolution.
- Bi-annual system diagnostics and testing.
- Automatic firmware and security updates.

**Cost Proposal:** Detailed pricing for each CLIN

**Past Performance:** Years of experience in AV integration and Microsoft Teams Room solutions.

**Compliance:** Confirmation of compliance (e.g. TAA, EPEAT, Energy Star, etc.) as outlined.

## XI. Evaluation Criteria

All proposals will be evaluated according to the following criteria:

### **Very important:**

Technical Approach – 40%

Implementation Approach – 20%

### **Important:**

Warranty & Support – 10%

Usability & Training – 10%

Cost – 20%

## XII. Inspection and Acceptance

The Contracting Officer's Representative (COR) will perform inspection and acceptance of all products and services. The performance criteria for these products shall be timely delivery and closure of all activities and deliverables listed above and within the established Period of Performance.

Contractor may invoice ABMC for hardware and software upon ABMC acceptance of the final deliverables (CLINs 1 and 2). CLIN 3 shall be invoiced upon completion of work and User Acceptance Testing (UAT) by authorized ABMC COR or their designees.

## XIII. Shipping Addresses & Requirements

The following section is for Contractor's planning purposes: As stated in this section, Contractor shall coordinate closely with the ABMC COR and receive confirmation from ABMC COR before shipment can commence.

Failure to obtain ABMC's written approval **will** cause significant delays and costs, such as cancellation of order, custom fees, etc., and Contractor shall be responsible for all additional costs.

Contractor shall ship the order to the ABMC location with the distribution quantities indicated below

ABMC Location:

American Embassy

Manila, Philippines

for ABMC - Manila American Cemetery

Please contact OCIO Team ([ocio@abmc.gov](mailto:ocio@abmc.gov)) prior shipping to ensure all shipping paperwork has been completed to prevent custom delays or rejections.

Delivery of the entire order shall be **ready to ship within 30 days of contract** award and delivered to ABMC no later than June 23, 2025. Thus, all installation, configurations, and testing can be completed by **June 30, 2025** or as negotiated with ABMC

#### XIV. Place of Performance

Manila American Cemetery  
McKinley Road, Fort Bonifacio  
1634  
Taguig City  
Philippines

#### XV. Order Type

The contract type is Firm-Fixed-Price (FFP).

#### XVI. Authorized Contractor

Contractor shall be an Original Software Manufacturer (OEM) or an authorized reseller/servicing agent of the hardware, software, and services of OEM.

#### XVII. Security

It is not anticipated that the contractor will be exposed to sensitive ABMC information or data. But Contractor shall agree that personnel shall not divulge or release information or data developed or obtained in connection with performance of this contract, unless made public by ABMC or upon written approval by the COR.

Disclosure of the information/data, in whole or in part, by Contractor can only be made after Contractor receives prior written approval from the Contracting Officer (CO). Whenever Contractor is uncertain with regard to the proper handling of information/data under the contract, Contractor shall obtain a written determination from the CO.

#### XVIII. Order of Precedence

Contractor shall follow the terms and conditions of this order. Should Contractor include additional terms and conditions resulting in conflicts between this document and Contractor's document, Order of Precedence shall be as specified in FAR Clause 52.212-4, dated Jan 2017. Any indemnification and governing law language in Contractor's terms and conditions shall be invalid and shall be stricken and removed from the order. Any additional terms and conditions shall not be prohibited by applicable laws and regulations. Any additional terms and conditions identified with a web link and/or incorporated by reference shall be stricken and removed from the order. Contractor shall provide all terms and conditions with their quotations as attachments, appendixes, etc.

In the event of inconsistencies between any licensing agreement incorporated into this order as an attachment and the FAR Clauses incorporated into this order, the FAR Clauses shall take precedence.

#### XIX. Invoicing & Payments

Method of Payment.

Pursuant to FAR Clause 52.232-33, Payment by Electronic Funds Transfer- System for Award Management (OCT 2018), the Government's method of payment shall be made by Electronic Funds Transfer (EFT) using information provided in the System for Award Management (SAM) database. Contractor registration in the Federal Government's SAM database is required at the time the quotation is submitted.

Contractors may register on-line at the SAM website: <http://www.sam.gov>.

Invoices shall be submitted electronically to the following addresses:

**ABMC COR**

Email: [ocio@abmc.gov](mailto:ocio@abmc.gov)

ABMC Contracting Officer

Email: [TregoningM@abmc.gov](mailto:TregoningM@abmc.gov)

**Invoice Instructions**

Contractor shall submit one complete invoice each month which addresses the work performed.

The invoice receipt date will be considered to be the date that a **proper** invoice is received by the payment office. A proper invoice shall be free of mathematical and or typographical errors and contain, at a minimum, the following information: accurate dates of billing, the contract/order number; invoiced CLIN; total dollar amount previously billed; and total dollar amount remaining.

Contractor shall submit a duplicate invoice to the CO and CORs at the email addresses provided below.

**XX. Reporting Requirement/Delivery Schedule**

Deliverables and schedule will be coordinated by the COR(s).

**XXI. Points of Contact**

Contracting Officer (CO)

Marissa Tregoning

Phone: +1 (703) 584 1572

Email: [tregoningm@abmc.gov](mailto:tregoningm@abmc.gov)

**XXII. Contracting Officer Authority**

The CO is the sole person authorized to make or approve any changes in the requirements of this contract and notwithstanding any provisions contained elsewhere in the order, the said authority remains solely with the CO. In the event Contractor makes changes at the direction of any person other than the CO, the change shall be considered to have been made without authority and no adjustment will be made in the order terms and conditions, including price. The CO shall be the only individual authorized to accept nonconforming work, waive any requirement of the order and modify any term or condition of the order. The CO is the only individual who can legally obligate Government funds.

The COR(s) is **not authorized** to make any commitments, obligate the Government, or authorize changes which affect the order price, terms or conditions. The COR is responsible for the technical aspects of the project and serves as technical liaison with Contractor and is responsible for the final inspection and acceptance, and such other responsibilities as may be specified in the purchase order.

### XXIII. Section 508 Standard Compliance

ABMC considers universal accessibility to information a priority for all its employees and external customers, including individuals with disabilities. Under Section 504 and 508 of the Rehabilitation Act of 1973 (29 U.S.C. sections 794 and 794d, as amended), ABMC must ensure the accessibility of its programs and activities, specifically its obligation to acquire and use accessible electronic and information technology. To comply with the provisions of this clause, the Contractor shall refer to the Section 508 Standards described at [www.section508.gov](http://www.section508.gov).

### XXIV. Adherence to Standards and IT Security

Contractor shall ensure:

- The system shall not contain any hardware or software listed on the FCC Covered List.
- Installation shall comply with all Manila, Philippines local power and safety codes.
- Installation shall follow industry standards and best practices. The system shall comply with Zero Trust Architecture (ZTA) principles and support end-to-end encryption to secure communications against unauthorized access
- All AV technicians shall possess all relevant and current licenses and certifications for system installation and integration.

Contractor shall ensure all network components have been validated by ABMC Contracting Officer Technical Representatives and delegated of the ABMC IT Security team. Contractor shall also ensure the proposed solution complies with the Secure and Trusted Communications Act of 2019.

Hardware and software shall be compliant to the National Defense Authorization Act (“NDAA”) section 889. Specifically, equipment shall not be listed on the FCC’s Covered List, which includes a list of communications equipment and services (Covered List) that are deemed to pose an unacceptable risk to the national security of the United States. The list is currently published at <https://www.fcc.gov/supplychain/coveredlist>.

Equipment shall meet Trade Agreements Act (“TAA”) requirement. For more information about TAA, please visit the GSA website: [TAA Compliant Countries | Trade Agreements Act \(TAA\)](#)

Contractor shall not enter into a contract (or extend or renew contract) with an entity that uses above mentioned equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system.