

## NORCOM Question & Answer Information

### 3/7/2023 RFP Pre-Submittal Conference Meeting – Facility Study

- *Apart from the primary facility at Bellevue City Hall and backup center at Redmond Public Safety building, does NORCOM have space at other facilities that they would like to evaluate in this project? Such as storage for fleet, equipment, supplies, etc.*  
NORCOM leases space for its back-up facility in the Redmond Public Safety Building. Parking space is a consideration that should be included in any scenario.
- *Has a budget been established for this study?*  
The estimated budget will be determined by the Governing Board during the March 10, 2023 meeting.
- *Appendix A Proposer's Checklist, "completed signature proposal signature sheet". Is this a reference to the signed proposal, or is there another form you will provide?*  
This item establishes that the proposal shall include a submitter signature within the Executive Summary, there is no additional document necessary.
- *Appendix C Current Floorplans. Is there a different way to share these documents? We cannot access using the link in the RFP.*  
<https://www.norcom.org/wp-content/uploads/2023/02/Appendix-C.1.NORCOM-Floor-Plan.pdf>  
<https://www.norcom.org/wp-content/uploads/2023/02/Appendix-C.-2.-Floor-Plan-Backup-Center.pdf>
- *Project Manager- going forward. Is the plan for NORCOM to formally solicit for consultant in construction/tenant improvement management or other plans?*  
Should the final recommendation and Board direction drive NORCOM to construction we would assess need at that time.
- *Identified in our meeting minutes that there was Board discussion of a location in Fircrest- discussion has an emphasis of commercial space. Has NORCOM thought about how to handle the acquisition of commercial space? Is NORCOM required to purchase at the market value or is there public pricing available.*  
NORCOM is researching this matter but is interested in proposers' knowledge, expertise and recommendation on this matter.
- *Pricing component of the RFP- are we looking for specifics, range of total cost? Price for services, etc.? What is the expectation?*  
The RFP listed the complete anticipated scope of the project, but the Board will establish its budgetary limitations. NORCOM prefers individually priced services to assemble a contracted scope of service that best fits its budget and primary project goals.

- *NORCOM Growth opportunities- how well shaped is NORCOM's future staff growth- how much is that already done- does NORCOM know what future staffing levels will be. Should the RFP proposals include a long-term staffing plan?*  
Inclusion of a staffing plan could be included in the proposal, however, it may be cost-prohibitive. NORCOM expects proposals to include a population growth forecast element.
- *Is the presumption would be that NORCOM's statistical data would be available for review. Commonly reported 911 call center data will be available to the selected bidder.*
- *Are there Radio Frequency Assets on the roof?*  
NORCOM uses PSERN infrastructure for primary communications to and from field units. Connection to the PSERN radio network via Microwave is integral to ensure public safety grade backhaul. A bulk of the RF equipment is owned by PSERN and leased by the City of Bellevue. NORCOM has rooftop antennas for transmitting/receiving both 800 Mhz and VHF for various equipment.
- *If NORCOM were to move- how would that work in terms of radio equipment?*  
Bellevue City Hall is part of the region's microwave infrastructure. New sites must be assessed for connectivity, coverage and any equipment additions, replacements or moves.
- *RFP identifies forming team staff and stakeholders to provide input for the study – is every agency represented on NORCOM's Board intended to provide input?*  
NORCOM envisions assembling a small representative group of the governing Board - perhaps two members of each type. This doesn't preclude soliciting input from a broader range of stakeholders.
- *Noticed window coverings on the Dispatch floor? Are they new, what are they for?*  
Noise reduction related to the construction of the light rail station.
- *The conference room the first portion of the meeting was held in- is that part of NORCOM leased space?*  
No, this is dedicated Bellevue's Transportation Department space, but they allow NORCOM to use when available.
- *Storage closet shown – NORCOM's leased space?*  
Its shared – a portion of the room is leased.
- *Can we share the console layout?*  
Yes, NORCOM will publish it as an appendix.
- *Spacing- Noticed that NORCOM's operational space feels full, does the admin/tech space feel sufficient or full.*

NORCOM feels the space is at capacity. Additionally, power availability is at capacity to the dispatch floor. There is no opportunity to add positions without a power assessment.

- *How many wireless access points does NORCOM have?*  
Two
  
- *What sized network backhaul does NORCOM have?*
  - 10Gbps fiber connectivity to the East Metro Loop
  - 10Gbps fiber to C3 for our link to RCECC
  - 10Gbps fiber to C3 for Internet (currently 1Gbps but upgrading to 10)
  - 2x 1Gbps fiber to KC INET (dual-homed)
  - 2x 1Gbps fiber to NoaNet for VIPER/911
  - 5x ISDN PRI for VIPER/911Note that this does not include the radio T1s and microwave. PSERN may also have additional connectivity requirements not listed above.
  
- *Is there restroom access directly from the dispatch floor?*  
No, there is no direct access to a restroom from the dispatch floor.
  
- *Why is NORCOM planning to replace its consoles?* NORCOM's current consoles are out of their serviceable life. They were first placed in service in 2009, replacement parts are unavailable, and they are breaking down.
  
- *How many server racks does NORCOM lease?*  
NORCOM leases 12 racks for its use. 17 more racks are used by other entities to provide service to NORCOM (i.e. radio and 911 services.)
  
- *Is all your server equipment running (in the server room) –* The majority of the equipment is running.

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Pre-Conference Attendance:

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