

# NORCOM Question & Answer Information

## OLD QUESTIONS & ANSWERS PROVIDED

### **Peter Fink (Russ Bassett) asked at 11:12 AM on 11/07/23**

I was forwarded your announcement by an industry colleague. Can you please point me in the right direction to access it?

You can find the RFP and associated documents on our website at:

<https://www.norcom.org/public-records/projects/>

It is listed under "current solicitations". There are a total of three documents. Be advised there is a pre-submittal facility tour scheduled at our location in Bellevue on November 14 for interested Respondents.

### **Ken Carson (Xybix) asked at 7:01 AM on 11/08/23**

I looked up the city hall address and have 450 110<sup>th</sup> ave NE. Double check me on that."

You do indeed have our address correct.

### **Someone asked over the phone**

Is attending the tour required?

Yes.

## NEW QUESTIONS

### **Ken Carson (Xybix) asked at 9:31 AM on 11/10/23**

What is the plan for the disposal, straight to dumpster?

The Respondent is responsible for the method of disposal. There are several recycle and transfer locations in the area. There is also room for a roll out dumpster to be placed for a couple days.

While we are touring the room, can we get a more accurate equipment list?

A list of the equipment at the various consoles has been posted to the website

Can we walk the pathway for delivering the furniture through city hall?

Yes. Furniture will most likely be received at the loading dock and can be taken directly up through an elevator. The building has no freight elevator that goes to the seventh floor.

3. Requirements f. Do you have noise issues right now? If so, where are they coming from?

We are interested in any options available to reduce ambient sound that fall in the scope of this project.

Will the dispatchers be working in the room during the installation?

No. NORCOM will relocate its staff to its backup center during the installation. The console furniture at the backup center is not part of this RFP.

Do you plan on doing any other upgrades to the room, such as carpet, paint, lighting, etc?

The City of Bellevue is looking to take advantage of the time that NORCOM is not at the communications center to upgrade the lighting, paint, and carpet. The NORCOM PM will help coordinate this activity with the COB and the vendor.

Will the in-person be "in person" or a virtual showroom tour?

The tour, scheduled for November 14, 2023, is in person.

## NORCOM Question & Answer Information

Do you see a need for seismic bracing on the consoles?

The City of Bellevue is determining if there are any requirements for this.

**Megan Koehler (Evan Consoles) asked at 10:26 AM on 11/10/23**

What is the complete site address for installation?

450 110th Ave NE, Bellevue, WA 98004

Is a CAD file of the floor/room available?

The available floor plans are listed on our website at:

<https://www.norcom.org>

NORCOM does not have a CAD file of the communications room. The City of Bellevue is determining if they have such a file.

Please advise the size of the (10) monitors and/or specs?

A list of the equipment at the various consoles has been posted to the project on the NORCOM website.

Please advise if monitors can be stacked if needed?

The monitors are currently stacked.

Please advise size of each of the four computers?

1. i.e., regular towers?

A list of the equipment at the various consoles has been posted to the project on the NORCOM website.

2. Small form factors?

3. A list of the equipment at the various consoles has been posted to the project on the NORCOM website.

Please advise the size of radio equipment?

A list of the equipment at the various consoles has been posted to the project on the NORCOM website.

Will the radio equipment be on the work surface or do we need to account for any additional below base structure?

The location of the equipment will be based on the design of the proposed console furniture. The current set up has the radios on the desk surface, with the monitors above them on a secondary surface.

Is there access to a freight elevator or regular elevator, if so please advise inside dimensions?

Loading dock at site?

Bellevue City Hall does not have a freight elevator that goes to the seventh floor. A passenger elevator can be utilized for the project.

Will any of the delivery or installation crew need any special security clearance?

NORCOM will meet with the City of Bellevue soon to determine if there are any requirements for this.

## NORCOM Question & Answer Information

Date of final award is March 8 in the key dates, but under section VI. Contract award, states “approval and project kick off should be completed by January 11<sup>th</sup>.” Which date will the award take place? The time frame in Section VI. will be amended to state that negotiations will occur after the presentation in February, to be completed prior to the presentation of the negotiated contract to the Governing Board on March 8, 2024.

Is there onsite storage or designated staging area?

There is very limited storage space at the loading dock for storage that can be utilized for a couple of days. We may be some limited space available on the seventh floor.

Is this a live cutover or will the current operators move out?

NORCOM will relocate its staff to its backup center during the demolition and installation. The console furniture at the backup center is not part of this RFP.

Does the supervisor station have the same equipment as the operators? 10 monitors, 4 CPU's

The load out at each console is different. The supervisor station has a full complement of equipment. A list of the equipment at the various consoles has been posted to the project on the NORCOM website.

Further to this, are there any updates to technology whereby the monitors will consolidate with larger monitors? Data consolidation? CPU's getting smaller? The RFP mentions radio and phone updates happening simultaneously.

We have not been informed that there will be any significant changes in the size and dimensions of physical equipment.

Are acoustic panels at the consoles necessary or can vendor provide ideas for room acoustics?

Some dispatchers have complained about the overall ambient noise coming from dispatchers and radios at other consoles. We are interested in options, if any, to reduce ambient sound that fall in the scope of this project.

### **Michael Lanthier (Legacy Group) asked at 2:45 PM on 11/13/23**

As furniture manufactures can range in pricing, are respondents to base RFP on a singular manufacture? Yes, the RFP specifically calls for all furniture to be from a single manufacturer.

Is there a suggested number of monitors and configuration to base each console “pod”?

Most consoles have eight monitors with five below and three on top with a gap in the top row for visibility. A list of the equipment at the various consoles has been posted to the project on the NORCOM website.

It is noted that all product must be from a singular manufacture. Does that include Monitor Arms must be the same manufacture as the console furniture?

Monitor mounting brackets are part of the existing equipment load out and do not need to be supplied by this RFP. A list of the equipment at the consoles has been posted to the project on the NORCOM website.

## NORCOM Question & Answer Information

Are there storage requirements or expectations for each console?

The consoles need to be able to store the equipment including computers and radios. Most consoles have eight monitors with five below and three on top with a gap in the top row for visibility. A list of the equipment at the various consoles has been posted to the project on the NORCOM website.

Are there design guidelines for the head supervisor desk set up that may differ from the other consoles and, if so, are their perspective drawings like the others?

The supervisor console has a total of ten monitors. It uniquely has a Symon Board monitor, two monitors that display City of Bellevue security cameras and ID badge swipes. The supervisor console is the same as the other dispatch consoles except that it has an additional counter on each side measuring 28 inches wide, 42 inches deep, and 29 inches high. These counters are currently housing the additional monitors listed. A list of the equipment at the various consoles has been posted to the project on the NORCOM website.

Based on the **Technical Proposal to Detailed Scope of Work**, the RFP budgeting will be based on the space floor map provided: Appendix C- Current Floorplan. Are RFP respondents to provide budgeting based on the current floor plan or the suggested console layout options?

Respondents are free to propose one or more layout options that make best use of the space available.

Is there an expected timeline for installation to base manufacture lead times?

The required timeline to include milestones is requirement of the proposal to be submitted by the Respondent.

Are RFP respondents to also include packing services for personal, non-IT storage?

Respondents should include any and all costs associated with this RFP in accordance with the language of the RFP.

To confirm, are task chairs to be included in the console budgeting?

Chairs are not part of this RFP.

For acoustics, should solutions be attached to desks or should RFP respondents consider any overhead or additional solutions?

Some dispatchers have complained about the overall ambient noise coming from dispatchers and radios at other consoles. We are interested in any options available to reduce ambient sound that fall in the scope of this project.

### **Questions asked during the Pre-Bid Tour on 11/14/2023**

Are we looking to recycle to old consoles or dispose of them? Or is it up to the firm?

Disposal is at the discretion of the firm.

If on WA State Contract do you want that resource to be use?

NORCOM has the established authority to utilize the State Master Contract, if desired.

Has there been any discussion of having touch screens?

NORCOM is seeking console furniture for our existing equipment, which does not currently include touch screens. A list of the current equipment has been posted to the project on the NORCOM website.

## NORCOM Question & Answer Information

Will the equipment under the console stay?

There are no current plans to remove the existing equipment at each console.

Do we have a map of the current cable system?

There is no map of the current cable system available. The City of Bellevue may have a map of the electrical system but not anything else. NORCOM will meet with the City of Bellevue soon to determine if they have such a file. The cable system can be reconfigured to meet the needs of a proposed alternate floor plan.

Can the cable system be relocated?

The cable system can be reconfigured to meet the needs of a proposed alternate floor plan.

Have we considered the cost of relocating the cable system?

NORCOM has contemplated the cost of altering the current cabling system.

What are the two large computer items under the consoles?

A list of the equipment at the various consoles has been posted to the project on the NORCOM website.

Can we provide multiple layouts?

Respondents are free to propose one or more layout options that make best use of the space available.

Are we open to alternate layouts?

Respondents are free to propose one or more layout options that make best use of the space available.

Do we need to keep the visibility over the consoles?

Yes. NORCOM would prefer a console height no greater than 69" (at the highest point)

Are all the wall screens vital?

Most consoles are currently using eight monitors and need to continue to do so after completion of the project.

Could the screens on the wall be relocated?

Yes.

Could the printer be relocated?

Yes.

Is there a need to include the tables, etc in the room in the proposal?

No.

How much personal space do you want the dispatchers to have?

We are interested in your expertise in this industry as to what the best practices are with regard to comfort, ergonomics, and encouragement of retention.

## NORCOM Question & Answer Information

Are we interested in heating, lighting, fan?

Yes.

Can you get a 52' truck into the loading dock?

While this may be possible for a short period of time, it would need approval and careful coordination due to the possibility of creating an ingress and egress obstruction to emergency vehicles.

Will the delivery crew require special clearance?

No.

Are any of the furniture systems attached to the floor?

No.

What are the city of Bellevue's current seismic requirements?

NORCOM will meet with the City of Bellevue soon to determine if there are any requirements for this.

Would you like the heat/cool to be optional?

We would like to know the individual costs of adding amenities such as heating, lighting, and cooling.

Do the heat/cooling need to be by the same manufacturer as the console?

Yes.

Are there any limitations on install hours?

NORCOM can work with the City of Bellevue in this regard and anticipates some flexibility in this area.

What are the loading dock hours?

8:00 AM through 4:00 PM, Monday through Friday. These may be adjusted on a case-by-case basis to decrease nuisance to City of Bellevue employees, for example demo work done after hours.

Do you have a guideline of time parameters?

7:00 AM through 4:00 PM, Monday through Friday.

Could we get clarification of other upgrades in the room? Flooring is the main concern.

The carpet will be replaced, walls painted, and ceiling lights upgraded. This is expected to occur after demo and before new furniture build. NORCOM will have electrical and low voltage wiring adjustments made to support any new workstation configurations, if necessary. The NORCOM and City of Bellevue PM will help coordinate this within the project.

Will there be a project manager for the work the City of Bellevue will be doing during this project?

NORCOM PM is the primary contact for the Vendor.

How much involvement will NORCOM IT have in the project?

## NORCOM Question & Answer Information

NORCOM IT will be involved with the removal of equipment from the current consoles and installation of equipment with the new consoles.

Will NORCOM remove and put back the equipment?

NORCOM and other stakeholders will be responsible for removing equipment from existing consoles and installing it in the new consoles.

Are there 2 – 20 AMPs at the console?

The City of Bellevue (COB) believes there are two 20 amp circuits at each workstation. This will need to be verified, however, the cable system can be reconfigured to meet the needs of a proposed alternate floor plan.

Can the electrical be relocated? If electrical cannot be relocated it will limit the configuration options. The electrical system can be reconfigured to meet the needs of a proposed alternate floor plan.

### Follow Up Question

**Michael Lanthier (Legacy Group Interiors partnered with RB by Design)**

For my question below, meant if all RFP respondents to base their RFP budget pricing off of the same manufacturer to ensure an apples to apples comparison?

The intent behind asking each respondent to base their RFP budget pricing off a single manufacturer is to ensure that we have a professional set up and one contact for warranty issues. There is no requirement that all respondents choose the same brand or manufacturer.