



REQUEST FOR PROPOSAL CONSOLE FURNITURE REPLACEMENT

For North East King County Regional Public Safety
Communications Agency

RFP #2023-2

Release date: 11/3/2023

Date Due: Friday, January 5, 2024, 3:00 pm PST

I.	Introduction	2
	Purpose of Proposal	2
	Estimated Schedule of Events	2
II.	Instructions to Respondents	2
	Pre-Submittal Facility Tour	2
	Addendums	3
	Deadline	3
III.	General Information for Vendors	4
	Background- NORCOM Introduction	4
	Project Summary	4
	Detailed Scope of Work	5
IV.	Proposal Instructions	6
	Letter of Submittal	6
	Technical Proposal to Detailed Scope of Work	7
	Pricing Proposal	7
	Project Schedule	7
	Insurance/Bond	7
	W9	8
	Certifications and Assurances	8
	Prevailing Wages	8
	Modification or Withdrawal of Proposal	8
V.	Evaluation Criteria	8
VI.	Contract Award	9
VII.	Appendix Section	11
	Appendix A- Respondent’s Checklist	11
	Appendix B – Certifications and Assurances	12
	Appendix C- Current Floorplan	13
	Appendix D- Pricing	13
	Appendix E- Pricing	13

I. Introduction

Purpose of Proposal

North East King County Regional Public Safety Communications Agency (NORCOM), a Washington Interlocal governmental agency, is requesting proposals to replace dispatch console furniture for a total of seventeen (17) positions. NORCOM’s needs are outlined in the following Request for Proposal (RFP).

NORCOM requires that no person shall, on the grounds of race, religion, color, national origin, sex, age, marital status, political affiliation, sexual orientation, or the presence of any sensory, mental, or physical disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. NORCOM further assures that every effort will be made to ensure non-discrimination in all its programs and activities, whether those programs are federally funded or not.

Estimated Schedule of Events

NORCOM will attempt to follow the timetable which should result in a professional services agreement in March of 2024.

Milestone	Date
Issue RFP	Friday, November 3, 2023
Deadline for Questions	Monday, November 13, 2023 at 3:00 PST
Pre-Submittal Facility Tour	Tuesday, November 14, 2023
Addendum of Substantive Clarification if Needed	Wednesday, November 15, 2023
Proposals Due	Friday, January 5, 2024
In Person Presentation and Staff Interview	Friday, February 9, 2024 (approximate)
Contract Negotiations	Friday, February 16, 2024
Presentation of Contract to Governing Board	Friday, March 8, 2024

NORCOM reserves the right to revise this timeline

II. Instructions to Respondents

Pre-Submittal Facility Tour

To ensure an accurate and complete response to this RFP, NORCOM is reliant upon Respondent’s thorough understanding of the intended needs. All prospective Respondents to this RFP are required to attend the Pre-Submittal facility tour on the date and time identified.

All Respondents must send a confirming email to NORCOM Deputy Director of Operations, Roky Louie, rlouie@norcom.org. Confirmations to NORCOM shall include the company name, contact name and title, and email address. Also list the names and contact information of any additional personnel your company plans to attend the Pre-Submittal Meeting.

There will be a required check-in at 12:45 PM, PST for attending Respondents in the lobby of Bellevue City Hall. Your confirming email to NORCOM will result in being added to the list of recipients to attend the Pre-Submittal Meeting and will receive a calendar invitation with attendee information.

Questions

Respondents may ask questions or receive clarification on any portion of this RFP. It is strongly encouraged Respondents submit questions to NORCOM in advance as outlined:

All questions must be submitted in advance, in writing and are due by Monday, November 13, 2023, at 3:00 PM PST, with questions directed to: Roky Louie, Deputy Director of Operations, rlouie@norcom.org
Subject Line: RFP #2023-2 Console Furniture Replacement.

All questions and responses will be shared.

Addendums

If necessary, at the completion of the Pre-Submittal Meeting, NORCOM may release an amendment to this RFP containing any material or informational changes it deems necessary, and that do not limit competition. NORCOM will publish subsequent updates or amendments to the RFP (as they are made available.)

An addendum will be issued no later than six calendar days prior to the proposal due date to all recorded plan holders of the RFP if a substantive clarification is in order.

Proposal Deadline

Proposals are due to the NORCOM's Deputy Director of Operations no later than Friday, January 5, 2024 at 3:00 PM PST.

We encourage that the responses be submitted by email. Emailed responses should include "NORCOM RFP – Console Furniture Replacement" in the subject line and be addressed to: rlouie@norcom.org. Emailed responses must be in PDF format and cannot exceed 150MB. As an alternate to email, responses can be shared through a cloud service provider of the respondent's choice or mailed or delivered to:

NORCOM
Attn: Roky Louie – Console Furniture Replacement
PO BOX 50911
Bellevue, WA 98015

Late proposals will not be considered for award of contract.

Presentation and Interview

Around February 9, 2024, at a date and time to be coordinated, an in person Presentation and Staff Interview will be held for top Respondents. Respondents will be permitted the opportunity to give a presentation on their proposal to fulfil the RFP. Respondents will also be interviewed one at a time by NORCOM staff members in a panel interview format.

III. General Information for Vendors

Background- NORCOM Introduction

North East King County Regional Public Safety Communications Agency (NORCOM), a 9-1-1 Public Safety Answering Point and Dispatch Center, was founded in 2007 by an Inter-local agreement between 14 Fire Agencies and 5 Law Enforcement Agencies and is located in Bellevue, Washington. NORCOM currently handles emergency, fire, police and medical calls and provides dispatch services for 20 police and fire agencies covering a service area of approximately 662 square miles of North King County.

NORCOM utilizes "dispatch console furniture" for its work. There are a total of 17 work stations. The current work stations house up to 10 monitors, four computers, three keyboards, three mice, one radio, one backup radio, foot pedals, and other equipment. The current work stations are ergonomically adjustable. They can be raised and lowered with two different motorized actuation points; one controlling desk height and the other controlling keyboard surface height. Work stations contain limited functionality for creature comforts such as lighting and heating options as well.

The existing dispatch console furniture has been in use since NORCOM started operations in 2009 and is well beyond its lifespan. NORCOM is interested in replacing existing dispatch console furniture with modern, updated equivalent options for the 17 work stations. (with an emphasis on service delivery and employee comfort – to meet current and future needs)

Project Summary

NORCOM is requesting proposals from qualified Respondents with the selection, installation of dispatch console furniture, and disposal of current furniture. Respondents shall state their compliance with the requirements of the RFP and provide in their responses a description of any additional work necessary to complete the work of this project. Vendor shall include all mobilization, labor, materials, supplies and equipment as required to complete the work. Vendor shall indicate their agreement with the proposed project timeline or suggest alternate guaranteed start and completion dates for the work.

The NORCOM Communications Center is located on the seventh floor of Bellevue City Hall with elevator access. NORCOM has access to the City of Bellevue's loading dock with necessary communication and coordination.

Respondents are encouraged to provide suggested console layout options that optimize the available space. Additional components may be recommended to enhance the efficiency of the console positions where possible. NORCOM has Consoles arranged in "pods" of four. There is a police pod, a fire pod, and two call receiving pods. The seventeenth Console is for the supervisor. An illustration of the current layout of the Communications Center is enclosed See- [Appendix C- Current Floorplan](#)

Please note, NORCOM is required to comply with several facility standards from multiple regulatory agencies. This includes but not limited to, list of standards published by International Building Code (IBC) National Fire Protection Association (NFPA), National Emergency Number Association (NENA), Association of Public Safety Communications Officials, Inc. (APCO), Commission on Accreditation for Law Enforcement Agencies (CALEA), Federal Emergency Management Agency (FEMA) and other federally driven building requirements.

NORCOM's Governing Board has authorized staff to proceed with this RFP, and has committed funding to complete the desired work.

This RFP does not obligate NORCOM to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not obligate NORCOM to accept or contract for any expressed or implied services.

Detailed Scope of Work

1. **Specifications:** Respondents shall include a price for the complete design, fabrication, delivery, installation, cabling, connection, configuration, and testing of the systems defined in the RFP as well as the training of personnel on their use. Respondents shall state their concurrence with the requirements of the RFP and provide in their responses a description of any additional work necessary to complete the work of this project. Vendor shall include all mobilization, labor, materials, supplies and equipment as required to complete the work. Vendor shall indicate their agreement with the proposed project timeline or suggest alternate guaranteed start and completion dates for the work.

Vendors are encouraged to provide suggested console layout options that optimize the available space. Additional components may be recommended to enhance the efficiency of the console positions where possible. An illustration of the current layout of the Communications Center is enclosed.

2. **Console Furniture:** All furniture shall be of the same manufacturer and shall be furnished and installed by the manufacturer or a vendor specializing in the delivery, set up and installation of the manufacturer's furniture and equipment.
3. **Requirements:** This section outlines minimum contract requirements for the Respondent providing replacement Console Furniture to NORCOM for use in its communications center:
 - a. The Console Furniture must include motorized adjustable work surfaces to ergonomically facilitate usage by a work force of differing heights, reach length, and body size.
 - i. The keyboard height must be separately adjustable from the monitor height.
 - ii. The monitor depth must be adjustable.
 - b. The Console Furniture must include built in surface multi ports for power, voice, and data lines to include:
 - i. Easy access to cabling and other hardware such as keyboards and mice ports
 - ii. the response must include cable management specs or example layouts
 - iii. cable access from sub flooring
 - iv. future cable expansion
 - c. The Console Furniture must include consideration for storage, placement and mounting of radio, phone, speaker and monitor equipment.
 - i. The response shall specifically state the dimensions of the included storage and equipment listed.
 - d. The Console Furniture must include amenities for each work station to include

- i. Heaters
 - ii. Individual Lighting
 - iii. Charging/USB/Power Ports
 - iv. Fans
- e. The proposal must include options for console layout to maximize ease of use, efficiency of spatial footprint, ergonomics, acoustical considerations, and accessibility including disability compliant walkways capable of accommodating a wheel chair.
- f. Respondent is encouraged to provide noise/sound barrier options
- g. The response must include warranty options that cover the Console Furniture and associated equipment including the adjustable motors, cabinetry, cabinetry hardware, and amenities. The warranty information shall describe:
 - i. The length of the warranty
 - ii. What is covered by the warranty
 - iii. The expected service life of the product
 - iv. The options available for servicing the product
 - v. The specifics of any included service contract
 - vi. The response time for a technician or repair
 - vii. The warranty must list any annual support costs
- h. The Console Furniture Replacement project is likely to occur during a time when radio and phone vendors will be doing simultaneous work within the same workspace. The Respondent must be able to work collaboratively and concurrently with other projects. The response should describe the Respondent's project management strategy and capabilities that will allow them to be successful in the described situation.
- i. The Respondent is responsible for tear down and disposal of existing Console Furniture.
- j. The Respondent must provide a timeline with significant milestones.

IV. Proposal Instructions.

Proposals should be prepared in a straightforward, concise manner. Emphasis should be on accuracy, completeness, and clarity of content. All parts, pages, figures, and tables should be numbered and clearly labeled.

- Respondents are required to submit one signed electronic version of the proposal by the deadline. This submission will serve as formal timestamp of receipt against the RFP deadline.

Letter of Submittal

The Letter of Submittal must be signed and dated by a person authorized to legally bind the vendor to a contractual relationship. Along with introductory remarks, the Letter of Submittal is to include by attachment the following information about the Vendor and any proposed subcontractors:

1. Name, Address, principal place of business, telephone number and email address of legal entity or individual with whom contract would be written.
2. Legal status of Vendor (sole proprietor, partnership, corporation, etc.) and the year the entity was organized to do business as the entity now substantially exists.

3. Federal Tax Identification and the Washington Uniform Business Identification (UBI) number issued by the state of Washington Department of Revenue.
4. Location of the facility from which the vendor would operate.
5. State the case number and party names of all litigation the Respondent has been named in that has been filed since January 1, 2018. It is not sufficient to state that litigation has no effect on this procurement. FAILURE TO DISCLOSE will result in disqualification of the Respondent.
6. Include a list of references (with contact information) of at least three projects completed within the last four years for similar work. NORCOM reserves the right to contact references without prior notification.

Technical Proposal to Detailed Scope of Work

Vendor is responsible for design of the console configuration and system. Vendor will base their initial designs on the description in the [Detailed Scope of Work](#) and the space floor map provided: [Appendix C- Current Floorplan](#)

Pricing Proposal

The proposal shall include a complete itemization of fees. The proposal shall include a cost breakdown for all items included and summarized in [Appendix D- Pricing](#)

To control the schedule and final costs, NORCOM reserves the right to adjust the Proposed Deliverables and Scope of Work during negotiations with the selected Respondent.

Project Schedule

Include a proposed schedule for completion of the Detailed Scope of Work with consideration that the kick off for the project should be around March of 2024. The project schedule must provide for lead time for the teardown and installation.

Insurance/Bond

The Respondent shall, at its own expense, maintain the following insurance coverage that shall remain in full force and effect during the term of the contract. Prior to the commencement of work/service, Respondent shall provide NORCOM with a certificate of insurance evidencing proof of insurance coverage in the amounts stated herein:

- Commercial General Liability coverage with limits not less than \$1,000,000 per occurrence/ \$2,000,000 annual aggregate.
- Business Automobile Liability Coverage with limits not less than \$1,000,000 per accident for any auto.
- Stop Gap/Employer's Liability coverage with limits not less than \$1,000,000 per accident/disease.
- Technology Errors and Omissions (E&O) shall be written with limits no less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.
- Workers' Compensation coverage as required by the Industrial Insurance Laws of the State of Washington.

Other insurance provisions:

- Commercial General Liability policies must be endorsed to:

- a) include NORCOM, its officials, employees and volunteers as additional insureds,
- b) Provide that such insurance shall be primary as respects any insurance or self-insurance maintained by NORCOM.
- Respondent or its Insurance Agent/Broker shall notify NORCOM of any cancellation, or reduction in coverage or limits, of any insurance within seven (7) days of receipt of insurer's notification to that effect.

W9

Provide a copy of the Respondent's [IRS W-9 Request for Taxpayer Identification Number and Certification](#)

Certifications and Assurances

See [Appendix B – Certifications and Assurances](#). This attached form must be completed and included in the proposal.

Prevailing Wages

Respondent shall pay the current appropriate trade prevailing rate of wages, as determined by the State of Washington, to all workers employed in the performance of any part of the scope of work. Respondent shall also be responsible for ensuring that any and all subcontractors pay the prevailing wage rate. The Respondent will be responsible for the filing of all necessary paperwork with the Department of Labor and Industries (L&I).

The Respondent is required to submit an intent to pay prevailing wage prior to the first invoice being paid and an affidavit certifying that the Respondent did indeed pay prevailing wages before the final payment is released.

Modification or Withdrawal of Proposal

Proposals may be withdrawn any time prior to the scheduled due date. Withdrawn proposals may be resubmitted up to the time and date designated for receipt of the proposals provided they are in full conformance with the terms and conditions of this solicitation.

V. Evaluation Criteria

Each compliant proposal received will be objectively evaluated and rated according to a specified point system. Scoring criteria is broken up into five categories.

Categories for Scoring:

Respondent's Qualifications <ul style="list-style-type: none"> • History working on similar projects 	15 pts
Responsiveness to RFP <ul style="list-style-type: none"> • Response complies with RFP documents • How well proposed furniture meets or exceeds listed specifications and requirements 	30 pts
Proposed timeline <ul style="list-style-type: none"> • Proposed start date 	15 pts

<ul style="list-style-type: none"> Proposed date of completion 	
Pricing <ul style="list-style-type: none"> Overall cost of project 	30 pts
References <ul style="list-style-type: none"> NORCOM may contact references and consider responses provided 	15 pts

VI. Contract Award

NORCOM will award a contract to the highest scoring Respondent. Should NORCOM not reach a favorable agreement with the highest scoring Respondent, NORCOM may suspend or terminate negotiations and commence negotiations with the second highest scoring Respondent and so on until a favorable agreement is reached. NORCOM may also elect to not award a contract.

The proposal and all responses provided by the successful Respondent may become a part of the final contract. Prior to signing, NORCOM will take the contract to the Governing Board for final approval.

Contract negotiations will begin the week following the Governing Board approval of the successful firm. NORCOM intends to complete negotiations by January 3, 2024. Following the execution of the contract, a kick-off meeting with the project team will be scheduled on or about January 11, 2024.

Public Disclosure

Once submitted to NORCOM proposals shall become the property of NORCOM, and all proposals shall be deemed a public record as defined in "The Public Records Act," chapter 42 section 56 of the RCW. Any proposal containing language which copyrights the proposal, declares the entire proposal to be confidential, declares that the document is the exclusive property of the Respondent, or is any way contrary to state public disclosure laws or this RFP, could be removed from consideration. NORCOM will not accept the liability of determining what the Respondent considers proprietary or not. Therefore, any information in the proposal that the Respondent claims as proprietary and exempt from disclosure under the provisions of RCW 42.56.270 must be clearly designated as described in the "Proprietary Material Submitted" section above.

It must also include the exemption(s) from disclosure upon which the Respondent is making the claim, and the page it is found on must be identified. With the exception of lists of prospective Respondents, NORCOM will not disclose RFP proposals until a bid selection is made. At that time, all information about the competitive procurement will be available with the exception of: proprietary/confidential portion(s) of the proposal(s), until the Respondent has an adequate opportunity to seek a court order preventing disclosure. NORCOM will consider a Respondent's request for exemption from disclosure; however, NORCOM will make a decision predicated upon RCW 42.56

Bid Protests

Respondents have the right to protest certain decisions in contract solicitation, selection and award processes made by NORCOM. NORCOM will consider protests alleging to issues related to: (1) A matter of bias, discrimination or conflict of interest, (2) Errors in computing score (3) Non-compliance with procedures described in the solicitation or City policy.

All protests shall be in writing and clearly state that the respondent is submitting a formal protest. Protests must be emailed to the RFP Content contact listed above. Bid Protests will not be accepted later than two (2) business days after respondents are notified of award details. NORCOM's RFP Content Contact will review any protest and respond to protestor within ten (10) business days. NORCOM may request additional time if needed. Protestor and the other respondents will be notified in writing if protest results in a change to award details and/or protest results in a new solicitation process.

VII. Appendix Section

Appendix A- Respondent's Checklist

This checklist is being provided for convenience only and identifies the documents to submit with each proposal. Any proposals received without this information may be considered non-responsive and not be considered for award.

Note: any proposal submitted which does not adequately address all aspects required in the specifications may be rejected at the discretion of NORCOM for noncompliance.

- Completed Letter of Submittal
- Technical Proposal of Detailed Scope of Work
- Pricing Proposal
- Certifications and Assurances (Exhibit B)
- W-9
- Certificates of Insurance
- Any additional information as required in the proposal

Appendix B – Certifications and Assurances

I/we make the following certifications and assurances as a required element of the proposals to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuations of the related contract(s):

1. I/we declare that all answers and statements made in the proposal are true and correct
2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
3. The attached proposal is a firm offer for a period of 60 days following receipt, and it may be accepted by NORCOM without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 60-day period.
4. In preparing this proposal, I/we have not been assisted by any current or former employee of NORCOM, or a NORCOM member agency, whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
5. I/we understand that NORCOM will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of NORCOM, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Respondent and will not knowingly be disclosed by him/her prior to opening, directly or indirectly to any other Respondent or to any competitor.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
8. No attempt has been made or will be made by the Respondent to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
9. I/we grant NORCOM the right to contact references and others, who may have pertinent information regarding the Respondent's prior experience and ability to perform the services contemplated in this procurement.

Note: If submitted electronically, include the following:

On behalf of the firm submitting this proposal, my name below attests to the accuracy of the above statements.

Signature of the Respondent

Title

Date

Appendix C- Current Floorplan

[NORCOM Floor Plan \(norcom.org\)](#)

[Appendix-C.3-Console-Furniture-Layout \(norcom.org\)](#)

Appendix D- Pricing

This information is to be completed and returned with the proposal:

Console Full Project	
Include a detailed price/cost breakdown including products and labor	
Materials	
Labor	
Additional Costs (Specify)	
TOTAL PROJECT COST (including tax)	

Appendix E- NORCOM Dispatch Console Equipment Inventory

A list of the equipment inventory currently found on NORCOM's consoles is details here: [Appendix-E-NORCOM-Dispatch-Console-Equipment-Inventory.pdf](#)