

**City of Norman Response Document for:
RFP Questions Regarding RFP 2526-6 – Emergency Management Consultant Services
(April 17, 2026, v.9)**

[NEW questions and responses – as of April 17, 2026]

- Does the City have a COOP plan such that components of the plan can be integrated into the EOP?
 - ➔ The City does not currently have a COOP plan. However, the City does desire to have at least rudimentary level COOP information being included in the EOP (e.g., at minimum, identifying the succession of leadership by department and among city leadership—such as from the City Manager, to Assistant City Manager, and so on).

- Does the City have an evacuation plan such that components of the plan can be integrated into the EOP?
 - ➔ The City does have designated evacuation routes for snowstorms and game day routes for when large events occur at the University of Oklahoma. Considering the need for such routes and their efficacy, especially as might pertain to specific hazard annexes, would be beneficial facet of the EOP.

- How many physical copies are required? Is a thumb drive required? Should the notarized pages referenced in the RFP be provided at the time of submission?
 - ➔ Having **SIX** hard copies is preferable. Since electronic submission is allowable, as noted in questions already answered as shown below, a thumb drive is not required and will be left to the discretion of the bidder. Note that electronic submission would be a good fail safe in the event of mail delays.
 - ➔ Please submit the notarized pages referenced in the RFP at the time of submission of the proposal.

- Has a HVA been conducted and is it available during the project?
 - ➔ The HVA is older and more consistent with the timing of the prior EOP. A copy will be provided to the successful bidder upon contract award.

- Are AARs available from exercises, drills, or real-world events and will they be made available for this project?

- Departments will be responsible for providing such information in meetings as there is no City-level repository of AARs.
- What is the relative weighting of the evaluation criteria and is cost evaluated separately?
 - The evaluation criteria are touched upon in the RFP and in questions already answered below. Cost will not be evaluated independently as this is a firm, fixed price contract and it will be considered within the context of the overall proposal.
- What is the anticipated timeline from proposal submission to contract award?
 - The City is aware of the need to balance bidder needs and schedules and intends to review and negotiate a contract with a successful bidder in a timely manner. It is anticipated that bidders will be notified within **30 days** of submission and a start date for work will be determined during the contract award process.
- What is the anticipated timeline from proposal submission to contract award?
 - The City is aware of the need to balance bidder needs and schedules and intends to review and negotiate a contract with a successful bidder in a timely manner. It is anticipated that bidders will be notified 4-6 weeks after submission and a start date for work will be determined during the contract award process.
- Can the City provide the minimum insurance requirements?
 - Insurance Requirements. The consultant(s) chosen for this project must state their ability to obtain the following insurance, with the City of Norman listed as additional insured:

Worker's Compensation Insurance and Employer's Liability Insurance as prescribed by State Statute, for all of consultant's employees and subcontractors working on the project, with the subcontractors to also provide the same.

Provide both Commercial General Liability Insurance and Automobile Liability Insurance for personal injury and property damage in limits prescribed by the Oklahoma Governmental Tort Claims Act (51 O.S. § 151 et seq.) and subsequent revisions thereto, as follows:

- \$25,000 for loss of property arising out of a single act or occurrence.
- \$125,000 per person for any other loss arising out of a single act or occurrence.
- \$1,000,000 for any number of claims arising out of a single act or occurrence.

Professional Liability (errors and omissions) Insurance Certificate providing a minimum of \$1,000,000 policy value.

The consultant will be bound by such insurance limits in the awarded contract.

- Are there any page requirements for the proposal or the sections therein?
 - ➔ No
- Will all project meetings be held at Norman Fire Administration (415 E. Main St.), or should offerors anticipate meetings at other facilities or partner locations?
 - ➔ It is anticipated that meetings will generally be held at the City of Norman Emergency Communications and Operations Center located at 2801 E Robinson St, Norman, OK 73071. However, locations may change as appropriate for the phase of the project including if some sort of virtual meeting is to occur. This can be determined during the project upon discussion with the project management team.
- What level of participation should the contractor anticipate during the project?
 - ➔ It is anticipated that meetings will occur with department heads and/or their designees to ensure the efficacy of the information informing decision making.
- Can the City provide the HVA and EOP to assure proposals align with existing documents and expectations?
 - ➔ Due to the nature of the information in the documents, these items will not be provided in advance of contract award. They will be shared with the successful bidder upon contract award.
 - ➔ Due to the outdated nature of the existing EOP, there is no expectation for proposals to match nor reference the existing EOP. As noted in responses to other questions, the goal is to have a plan format that more accurately reflects the structure and guidance specified in CPG 101 as pertains to hazards and

hazard annexes while also recognizing the importance of addressing community lifelines.

RFP Questions and Responses received prior to April 17, 2026

- Can the City please specify how pricing should be submitted (e.g., firm fixed price/lump sum)? Is pricing a factor in the evaluation of proposals? What is the anticipated budget ceiling for this project? Is the project grant funded?
 - ➔ The City of Norman is funding this project; it is not grant funded. The project is funded at \$79,500, although the City intends to retain \$9,500 of the total allocation for administrative costs and project support. Thus, the **effective budget for the project is \$70,000.**
 - ➔ The City will establish an initial payment by percentage during contract negotiation after contract award, including determining what is to be accomplished for each phase and the appropriate percent monetary value as a proportion of the total contract cost. It is anticipated that 25% will be provided upfront, then an additional payment of 50% upon completion of core tasks not including the exercise and final review of the EOP; the remainder would be paid upon completion of the remaining tasks. However, there is some flexibility as noted above.
- What is the timing of responses to questions pertaining to the RFP?
 - ➔ Please note that while there is a hard deadline for submitting questions, the City of Norman intends to provide updated, rolling responses to questions. Any new questions not already addressed will be appended to the original question response document on a recurring basis to ensure timely information is provided to potential bidders. Note the final deadline for inquiries is April 17, 2026, and final responses will be posted by April 21, 2026, with a hard deadline for proposal submission of April 24, 2026. All responses to questions submitted will be provided in the rolling question response document and will be made available on the RFP site as well as provided via email to all parties as questions arise and responses are provided.
- Given that physical submissions are required by April 24th and responses to questions will not be issued until April 21st, and considering that some bidders will be shipping proposals, would the City allow electronic submissions so that out-of-state bidders have sufficient time to incorporate the Q&A responses? Alternatively, would the City consider extending the submission deadline to account for the limited time between the issuance of responses and the physical delivery requirement?

- ➔ Electronic submissions are acceptable and advisable *in addition to* submitting a hard copy of proposals. However, please note that electronic submissions ***MUST BE RECEIVED NO LATER THAN THE SUBMISSION DEADLINE OF APRIL 24, 2026***. Proposals submitted after the deadline, regardless of format, will not be accepted. It is preferable that hard copies be received by the deadline.
- **[NEW; April 14, 2026]** Does the City anticipate interviews or presentations with shortlisted firms prior to selection?
 - ➔ **[NEW; April 14, 2026]** This is to be determined, but in the event the City decides interviews or presentations are warranted, it is conceivable this can be facilitated virtually.
- In Section B. Ranking Criteria, Part 3. Reputation and Experience, one criterion is “Quality and relevance of references.” How many references are bidders required to submit?
 - ➔ While there is no set number of references required, bidders should provide some foundation for evaluating capabilities as pertain to the development of Emergency Operations Plans and other relevant types of plans (e.g., Hazard Mitigation Plans). However, three references at minimum would be sufficient. Providing examples of relevant work products and outputs (links to such products that may be publicly available to review would be helpful as well).
- Will the evaluation criteria outlined in Section IV, page 6 of the RFP focus on the, following:
 - The consultant’s specific approach to the project. Although the City has identified the general nature of services required, the consultant is encouraged to provide any additional innovative approach or methodology to provide the requested services.
 - Capabilities and previous experience in comparable projects of this type and the specialized experience and technical competence of the consultant.
 - Past record of performance on contracts with other governmental agencies or on similar projects, including such factors as quality of work, control of costs, and ability to meet established schedules.
 - Capacity of the personnel to perform the work in a timely manner.
 - Qualifications of individuals who will have direct involvement in tasks on this project.
 - ➔ Yes. Each of these components are important for understanding the bidders ability to perform the required tasks as discussed in the RFP.

- Would you like us to use the format listed in B. Ranking Criteria (page 6 of the RFP) as our section headers?
 - ➔ Yes. Using the ranking criteria as section headers makes it easier for evaluators to assess the quality of the proposals during the review process.
- What funding source is the City using to support this project?
 - ➔ The City of Norman is funding this project. It is important that responses to the EOP RFP include addressing plan development and associated training and exercise activities.
- Can travel costs be budgeted for out-of-state contractors?
 - ➔ Yes; but such costs are to be included within the scope of the total project budget not to exceed \$70,000 as stated above.
- How many annexes does the City anticipate developing? The RFP identifies development of a Basic Plan, Functional Annexes, and Hazard-Specific Annexes, but does not specify the expected number of annexes. Does the City intend for the consultant to update all annexes associated with the EOP? If so, approximately how many annexes are currently included in the City's EOP and/or will be developed under this contract?
 - ➔ Please refer to Chapter 3 in Developing and Maintaining Emergency Operations Plans for guidance (Comprehensive Preparedness Guide (CPG 101), May 2025 Version 3.1). All 15 ESF's, the Master County Annexes, and the FEMA lifelines should be addressed as appropriate. The development of the appendices should be informed by discussions with core departments as appropriate to the context of the EOP.
 - ➔ **[NEW; April 14, 2026]** HVA findings and planning team input will inform how annexes and community lifelines are handled.
- Does the City intend to pursue EMAP accreditation?
 - ➔ No, the City of Norman does not anticipate pursuing Emergency Management Accreditation during this effort.
- **[NEW; April 14, 2026]** Will the updated EOP fully replace the existing 2004 plan, or may select portions be maintained and revised at the City's discretion?
 - ➔ It is anticipated that the existing plan will need to be fully replaced due to the age of the document.

- Do the final documents require 508 compliance?
 - ➔ The City of Norman will encourage compliance with accessibility standards as required but will require restrictions regarding release of specific aspects of the document—including PPI—as appropriate for safety and security reasons.
- Does the City prefer in-person or virtual stakeholder meetings?
 - ➔ While in-person stakeholder meetings are preferable, virtual meetings or a combination of the two types of meetings could be accommodated as appropriate for distinct aspects of plan development. The City believes that during the early stage of plan development, especially when considering understanding the local community, needs and threats, in-person meetings are critical to ensure accurate and reliable information with engaged and attentive stakeholders. Virtual meetings can be considered a viable option during the final stages of plan review and when clarifying critical questions pertaining to key aspects of the plan. However, bidders are welcome to submit a stakeholder engagement and participation plan for consideration should they desire to submit a formal proposal. If this path is chosen, it would be helpful for bidders to also provide some form of validation of plan efficacy (e.g., evidence of successful virtual engagement).
- **[NEW; April 14, 2026]** Should the training/briefing session be delivered in-person, virtual, or a hybrid format (and how many sessions are anticipated)? Will the City provide the invite list and invitations?
 - ➔ **[NEW; April 14, 2026]** See the above response about virtual meetings, generally. In terms of training and briefing sessions, it is preferable to have in-person sessions. While the exact number has not been determined, such sessions should cover all phases of Emergency Management in a disaster context.
 - ➔ **[NEW; April 14, 2026]** The City will provide the invite list and invitations.
- **[NEW; April 14, 2026]** Will the City support scheduling and participation logistics for stakeholders, or should the consultant assume primary responsibility after stakeholders are identified?
 - ➔ **[NEW; April 14, 2026]** Once stakeholders are identified, the vendor will work with the City on scheduling and logistics to ensure efficiency.
- **[NEW; April 14, 2026]** In Phase 5: Review and Revision: bullet #1 states conduct stakeholder review sessions. a) Is this separate from bullet #2 review workshop or

tabletop exercise? b) If separate, how many sessions are anticipated? c) If separate, is the group the same as stated in bullet #2?

→ **[NEW; April 14, 2026]** These are separate components of the process. While in person sessions are preferable, review sessions may be able to be held virtually upon recommendation and in coordination with the City. The number of sessions will be determined in coordination with the City team.

- The evaluation criteria include “Local Understanding and Availability” (15 points), including demonstrated understanding of the Norman community and the proximity and availability of the consultant’s personnel or office. Could the City clarify how proximity will be evaluated for firms located outside Oklahoma?

→ While the City of Norman understands that not all bidders will have an office located within or near Norman, Oklahoma, it is important for bidders to elucidate their knowledge of the community and how such knowledge informs the needs of the community regarding risks and threats, and responses to such. Note that the city of Norman is home to the University of Oklahoma and the National Weather Center, as well as numerous Tribal entities. This means consideration of the complex interplay of state (e.g., Oklahoma Emergency Management, State Health Department, the Department of Environmental Quality), federal (e.g., National Weather Service, Bureau of Reclamation), Tribal, and local entities (e.g., County Health, County Emergency Management, local VOADs) is pertinent to plan development. Pertaining to “availability,” bidders should also indicate their accessibility during the plan development, review, and exercise/training phases of this process.

- How many stakeholders do you anticipate being part of the planning process?

→ At a minimum, each department in the City, as well as external stakeholders as appropriate to meet the scope and objectives of the project. Please see the section pertaining to “local Understanding and Availability” for additional information.

- Would firms without a local office remain competitive if they demonstrate experience working with comparable communities and commit to regular in-person engagement with City staff and stakeholders during key phases of the project?

→ The City of Norman will evaluate all bids based on the merits of proposals submitted for this RFP and not based on physical proximity if the proposal clearly specifies a plan for stakeholder engagement and interaction.

- Is there any flexibility on the deliverables timeline?
 - ➔ Yes; in preparing proposals, please specify an alternative timeline for deliverables, but be certain that the proposed schedule continues to meet the scope and objectives for the project.
- The RFP states that the EOP should be updated to incorporate “best practices”. Could you be more specific? Are you referring to specific best practices according to IAEM? Or OEM? Or do you mean what has been identified in internal after-action reviews and improvement plans from events in Norman? How about best practices from other disciplines?
 - ➔ “Best practices” within the context of the EOP refers to the methods used to assess and respond to hazards in the most efficacious manner to promote life safety, incident stabilization, as well as property and environmental preservation. Importantly, any practices discussed need to be responsive to core emergency support functions (ESFs) to stabilize community lifelines. Such practices can be informed by practitioner experiences from IAEM, OEM, or from City personnel. In the latter case, discussion with departmental representatives will provide valuable insight during the stakeholder engagement process.
- What state and Federal laws and regulations apply? For instance, public water systems are required to have emergency plans under Congressional law. Has Norman done theirs? Should it be incorporated into the EOP? Also, Lake Thunderbird is operated by the US Bureau of Reclamation. What laws and policies govern their operation? The Dam is a High Hazard Dam and I know they have a Dam Breach Plan and conduct periodic exercises. Are those to be included?
 - ➔ Actions prescribed for responding to and mitigating threats and hazards need to not only be informed by best practices, but also applicable laws and regulations in support of promoting life safety, incident stabilization, and preservation of property and the environment as well as considering community lifelines. Pertaining to specific laws and regulations, bidders are expected to understand and define actions within the scope of the laws and regulations as relevant to the threats and hazards, as well as pertaining to the roles of the entities engaged in emergency operations.
- What about tribal integration? I know that there is not a lot of tribal land in Norman, but I do know that the Absentee Shawnee and the CPN have jurisdictions within Cleveland County. Will you want to bring tribes to the table during the planning processes?

- ➔ A diverse group of stakeholders need to be included in the revision of the EOP to assure the plan is responsive to a variety of threats and hazards that impact various community lifelines. Including tribal entities during the stakeholder engagement process is important to ensure consideration is given to different jurisdictional authorities and the role such may play in response and mitigation activities.
- Please confirm the date of when the current EOP was written by the City’s Emergency Management Coordinator.
 - ➔ The plan was last updated during 2010-2011.
- When was the last time the COOP Plan was updated?
 - ➔ The City does not have a COOP plan.
- Are staff certified in ICS and NIMS?
 - ➔ Many staff are certified in ICS and NIMS, especially those affiliated with Police, Fire, and Emergency Management.
- Is the City of Norman represented in any of Cleveland County’s planning documents?
 - ➔ Yes.
- When was the last deployment of the EOP?
 - ➔ The plan is followed for all disasters in some context. The plan justifies actions taken when responding to FEMA inquiries pertaining to disaster reimbursement.