



DEMES Mutual Aid Job Aid

Create Resource Support Agreement for Mission

Updated October 23, 2023



Table of Contents

Introduction	3
Purpose & Objectives.....	3
Outcomes & Benefits.....	3
Scenario: Log In to DEMES.....	4
Access Mutual Aid Portal.....	4
Assumptions.....	4
Scenario: Mutual Aid Portal: Find & Apply for a Mission.....	4
Find a Mission.....	4
Contact Associated with Multiple Agencies	6
Create a Cost Estimate for a Mission – Resource Support Agreement	7
Guidance on how to complete a Resource Support Agreement.....	7
Resource Support Agreement	7
Resource Request Tab.....	7
Add Contact as Authorized Representative.....	8
Personnel Cost Tab	9
Adding Contacts to RSA	9
Add Contact to DEMES / Personnel Tab	11
Update Contacts Information: Rates, Per Diem	12
Add Personnel Backfill	13
Travel Cost Tab.....	13
Meals & Per Diem Estimate	14
Lodging Estimate.....	14
Vehicle Estimate	15
Equipment Tab.....	16
Add Equipment to RSA	16
Search for Equipment.....	17
Add Equipment Not Listed in Search	18
Materials and Other.....	19
Acknowledgements & Submission of Application	20
Scenario: Approval and Signing the Resource Support Agreement	22
Approval Process.....	22
RSA Approved: Accessing and Signing an Approved Resource Support Agreement	22
Accessing RSA via Email	22
Signing RSA	23
Multiple Signatures Needed.....	23
Signed RSA Returned to FDEM for FDEM Review/Approval	23
Return RSA to FDEM for Modifications	23
Scenario: Amend Resource Support Agreement	24
Initiate Request to Amend RSA.....	24
Amended RSA Approval Process.....	25
Support Available	25
DEMES Support Resources	25
Feedback	25



Introduction

Purpose & Objectives

The purpose of this document is to provide users FDEM an overview of the views of the externally-facing Mutual Aid Portal for assisting agencies that serves as their landing point to view, apply for, and track status of missions, resource support agreements/cost estimates, and claims. This document serves as a self-guided learning with details on features and accompanying visuals.

Outcomes & Benefits

Streamlining the Digital FDEM Processes | Project Grey Sky

FDEM is continuously looking for ways to **improve and scale our mission and emergency operations**. Modernizing our processes is part of a larger steppingstone to digitizing and driving efficiencies in the way we operate and serve people.

What are we trying to accomplish?

Drive efficiency, accuracy and speed

By **digitizing** manual processes, eliminating paper forms, **integrating systems** and providing a centralized platform with **accurate production data**

Improvements to current functionality

By **refining current workflows**, **clarifying fields and requirements**, and **eliminating system challenges** that create duplications or allow for errors

Improve user experience

By **improving the user interface**, providing clearer instructions and pre-populating fields, when possible, to facilitate navigation and accurate workflow completion



Scenario: Log In to DEMES

Access Mutual Aid Portal

1. Once a Financial Point of Contact logs in, [Login \(fdemportal.com\)](http://fdemportal.com), they will be taken to the Grants Management Portal.
2. There are two ways the Agency Financial Point of Contact can access the Mutual Aid dashboard. They can either
 - a. Select the tile titled **Mutual Aid** on the right-hand side of the screen, or
 - b. Select the heading also titled **Mutual Aid** in the top left-hand corner.
3. Clicking either icon will navigate to the Mutual Aid dashboard.

Assumptions

The Financial Point of Contact must have already set up their account on the Grant Management Portal as a new user, and must already be associated with an Assisting Agency.

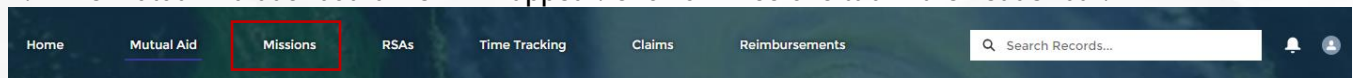
Scenario: Mutual Aid Portal: Find & Apply for a Mission

Find a Mission

1. A Financial Point of Contact, or FPOC, of an Assisting Agency can find a mission one of two ways;
 - a. The FDEM Mutual Aid Coordinator has invited the Assisting Agency to apply to a mission via email. If this is the case, the FPOC will receive an email notification with details of the mission and a unique link to apply to the mission. The link in the email will take the FPOC directly to the Mission record on the **Mutual Aid Portal**.
 - b. The FPOC can locate a mission independently by logging onto the Grant Management Portal - [Login \(fdemportal.com\)](http://fdemportal.com). The FPOC logs into the Grant Management Portal and selects the Mutual Aid tile.



2. The Mutual Aid dashboard view will appear. Click on Missions tab in the header bar.





3. Any available mission will be listed in this view, along with the mission title, incident name, and mission initial date. To view the mission details and/or apply, **Select** your desired mission (blue link).

Missions Available Missions

Updated 4 minutes ago

Search this list...

Missi...	Incident Name	Mission Title	Mission Initial Date
1 00001	Sasha Fierce	EMAC - Type III A-Team	9/22/2022, 8:00 PM
2 00006	Sasha Fierce	FLNG Coms For ESF2 Support	9/23/2022, 8:00 PM
3 00010	Sasha Fierce	SMAA Request for Art Bergen to Deploy to SLRC	9/23/2022, 8:00 PM
4 00035	Sasha Fierce	Type III EOC Management Support Team (MST)...	9/25/2022, 8:00 PM
5 00035	Sasha Fierce	Type III EOC Management Support Team (MST)...	9/25/2022, 8:00 PM

4. Once the FPOC selects the Mission record (the unique ID number automatically assigned to that mission), they will be able to see the details of the mission. Details include:
- a. **Information:** Mission Number Name, Mission Title, Agency requesting, County, etc.
 - b. **Mission Description:** Description of the request, status of the mission
 - c. **Deployment Conditions:** Description of working conditions and safety concerns
 - d. ***Deployment Logistics:** information if lodging/meals/vehicle/other logistics are provided (this informs the Cost Estimate Form after the Assisting Agency begins to apply)
 - e. **Mission Location & Contacts:** street and city of the mission

Mission Status Tasked

Information

Mission Number Name: 00019

Mission Title: Transportation for HID patient - Region 7

State Mission Number: [icon]

Mission Initial Date: 4/21/2022, 4:35 AM

Mission Outage Date: [icon]

Incident Name

State Mutual Aid Mission (SMAA)

Mission Description

Mission Description: THIS IS AN EXERCISE ESF-8 EOC requesting transportation for a HID patient from Memorial Healthcare System, 3501 Johnson St, Hollywood, FL 33021 on April 21, 2022 at 11:50 am to Fort Lauderdale - Hollywood International Airport, 100 Terminal Dr, Fort Lauderdale, FL 33315. ED Nurse Manager for Memorial Healthcare Systems is Reyna Castro (954) 265-4129

Resource Capabilities Requested

Mission Type: [icon]

Agency: SERT

County: Broward

Mission Status: Tasked

Deployment Conditions

Working Conditions

Health & Safety Concerns

Deployment Logistics

Is Lodging Provided?

Is Meal Provided?

Is Vehicle Provided?

Will other logistics be provided?

Other Mission Information or Comments

Mission Location and Contacts

Street: 3501 Johnson St

City: Hollywood

Working Conditions Comments

Health & Safety Concerns Comments

Is Lodging Provided Comments

Is Meal Provided Comments

Is Vehicle Provided Comments

Other logistics be provided comments

5. Agency should review the mission details to determine if they can meet the need requested.
6. If the FPOC wants to apply to the mission (i.e. create an RSA/Cost Estimate), they select **Apply as Assisting Agency** in the top right-hand corner of the screen.

Mission

Mission Status Tasked

Apply as Assisting Agency



7. This action creates an RSA/Cost Estimate associated with the mission. This also creates an RSA/Cost Estimate# and box in the New column in the RSA tab.

Resource Support Agreements
All Applications by Status ▾

Updated a few seconds ago

Search this list...

New (21)	Amended (0)	Submitted (4)	Approved (26)	Rejected (1)	Returned (0)
\$60,556		\$13,443	\$74,496	\$496	
AA-00196 Capitol Police - Capitol Poli... 2021 Homeland Security ...		AA-00139 2021 Piney Point Incident	AA-00008 COVID-19 Public Health ...	AA-00194 Request for Support for Subst... 2022 Jan	

Contact Associated with Multiple Agencies

1. If the FPOC, or any contact, is associated with multiple agencies, they will be asked to select the agency applying for the mission.
2. Once the Apply as an Assisting Agency button has been clicked, a window will appear.
3. FPOC should select **agency name** applying to the mission and click **Next**.

Apply as Assisting Agency

You are currently assigned to multiple Agencies, please select one below to initiate the application process

Agencies (5)

Account Name
<input type="radio"/> Seminole County Fire Department
<input type="radio"/> SMAA Test
<input type="radio"/> 4 Rivers Smokehouse
<input type="radio"/> 4R CENTRAL KITCHEN
<input checked="" type="radio"/> Seminole County Fire Department

4. The Resource Support Agreement page will appear.



Create a Cost Estimate for a Mission – Resource Support Agreement

Guidance on how to complete a Resource Support Agreement.

Resource Support Agreements are intended to be **estimates** for responding to a mission. This includes the personnel included and the costs associated with responding to the mission. To save time when submitting a Claim, the Mutual Aid team recommends that you **overestimate** your RSA. Agencies are asked to do their best to provide an accurate estimate (both personnel and costs) but should air on the side of overestimating cost associated with responding.

Resource Support Agreement

- Once the FPOC has selected to Apply as Assisting Agency, they will be taken to the Resource Support Agreement (RSA) record. The FPOC will enter in their Cost Estimates on this page - the Resource Support Agreement.
 - Header bar = RSA-#, mission #, Incident Name, and Mission Title
 - Record the **RSA-#** to refer to as needed within the Portal.
 - Secondary bar = tabs to enter in personnel, travel, equipment, materials/others cost estimates
 - Some of these tabs may need to be populated, depending on the needs of the mission.

Resource Support Agreement (RSA)

Resource Support Agreement Name RSA-00252	Mission 00086	Incident Name	Mission Title Base Camp - Islamorada		
Resource Request	Personnel Cost	Travel Cost	Equipment	Materials & Other	Acknowledgements

Resource Request Tab

- FPOC navigates to the **Resource Request** page to review the mission details and what is provided and expected of those supporting the mission.

Resource Request	Personnel Cost	Travel Cost	Equipment	Materials & Other	Acknowledgements
Mission Information					
Mission Number Name 00086			Mission Type ⓘ		

- In the middle of the page, the FPOC fills in the
 - Resource Capabilities Available** box by providing a high-level overview of what your agency is prepared to provide to respond to the mission. Provide enough details to paint a picture of what can be expected by your response.
 - Indicates if their resource can be self-sufficient for 72 hours.



Resource Capabilities Available

Is this resource self-sustained for at least 72 hours? Or will additional logistics support be needed from the requesting party? Please provide information below.

3. Scroll down to the Authorized Representative section. Search for your **Agency's Authorized Representative** by typing in the contact's name.
 - a. Select contact from the options provided.
 - b. Click **Save** tab to save the information to the RSA record.

Authorized Representative

Authorized Representative

Brad Bell

Create New Contact

Save Tab

4. A check mark will appear in front of the Resource Request tab in the top section, indicating you have completed this tab.

Resource Support Agreement (RSA)

Resource Support Agreement Name
RSA-00226

Mission
07481

Incident Name
2022 Ian

Mission Title
Debris Removal from Island Water Association
Properties on Sanibel

Resource Request

Personnel Cost

Travel Cost

Equipment

Materials & Other

Acknowledgements

Add Contact as Authorized Representative

1. Contacts that have not registered for DEMES will not appear in your search options.
2. To add a contact, click the **Create New Contact** button.

Authorized Representative

Authorized Representative

Brad Bell

Create New Contact

Save Tab



- Boxes will expand allowing you to add a contact to your agency record.
 - Type in **First Name, Last Name, Employee #, and Email Address**. *Position title is optional.*
 - Once complete, click the **Create New Contact** button.

Authorized Representative

Search for an existing Contact

* First Name	* Last Name
<input type="text"/>	<input type="text"/>
* Employee Number	* Email
<input type="text"/>	<input type="text"/>
Position Title	
<input type="text"/>	

Create New Contact

- Confirm new Contact has been listed in the Authorized Representative tab. Click **Save** tab to save the information to the RSA record.

Authorized Representative

Authorized Representative Create New Contact

Sam Test

Save Tab

- A check mark will appear in front of the Resource Request tab in the top section, indicating you have completed this tab.

Resource Support Agreement (RSA)

Resource Support Agreement Name RSA-00226	Mission 07481	Incident Name 2022 Ian	Mission Title Debris Removal from Island Water Association Properties on Sanibel
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Resource Request Personnel Cost Travel Cost Equipment Materials & Other Acknowledgements

Personnel Cost Tab

To add personnel costs to the RSA, navigate to the **Personnel Cost** tab (similar to your 214). On this page, you will add individuals that may be associated with completing the mission.

Adding Contacts to RSA

- Populate the Personnel Cost Estimate section by adding each personnel (also known as **Contacts**) that the Agency is deploying for the mission.



2. For each contact, search for their name in the Search Contacts field. Select contact from the menu.

Resource Request **Personnel Cost** Travel Cost Equipment Materials & Other Acknowledgements

Personnel Cost Estimate

* Contact Can't find your Contact? Select the checkbox below and create one.

Employee Number

Regular Salary Rate OT Hourly Rate

Fringe Benefit Rate (%) OT Fringe Benefit Rate (%)

This agency has an approved Payroll Policy Exception. Regular and Overtime Hours combined are capped at 24 hours.

Regular Hours Per Day OT Hours Worked Per Days

Number of Mission Days

3. If the contact has registered for DEMES, their Employee #, Regular Salary Rate and Overtime Hourly Rate, Fringe Benefit Rate and OT Fringe Benefit Rate will pre-populate into the record.
- Verify information populated is correct. *Information can be adjusted, as needed.*

4. Enter in **Regular Hours Per Day**, **OT Hours Worked Per Day**, and **# of Mission Days**.

5. Click **Add Personnel** to assign contact to RSA.

* Regular Salary Rate * OT Hourly Rate

* Fringe Benefit Rate (%) * OT Fringe Benefit Rate (%)

* Regular Hours Per Day * OT Hours Worked Per Day

* Number of Mission Days

Add Personnel

6. Contact name will appear at the bottom of the page, once added to the record.

Name	Regular Rate	Fringe (%)	Reg Hours	OT Rate	OT Fringe (%)	OT Hours	Daily Cost	Days	Total Cost	
Meredith Walker	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18	

7. Repeat this step for all contacts that will be deployed on the mission.
- If contacts are unknown, select a similar name (rate/benefits) to assign. You will be able to update contacts on the Claim.



8. Once all contacts have been added to the personnel tab, click the **Save** tab. This saves the information to the RSA personnel tab. You can go back and edit this page.

Name	Regular Rate	Fringe (%)	Reg Hours	OT Rate	OT Fringe (%)	OT Hours	Daily Cost	Days	Total Cost		
Meredith Walker	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18		🗑️
Backfill	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18		🗑️
Brad Bell	30	14.57	8	33	14.57	4	\$426.2	5	\$2131	🔒	🗑️

Save Tab

9. A check mark will appear in front of the Personnel tab in the top section, indicating you have completed this tab.

Resource Request
 Personnel Cost
 Travel Cost
 Equipment
 Materials & Other
 Acknowledgements

Add Contact to DEMES / Personnel Tab

1. To add a new contact, to the RSA Personnel tab, select the **Can't Find Contact** button (right of Contacts search bar).

Personnel Cost Estimate

* Contact Can't find your Contact? Select the checkbox below and create one.

Search Contacts...

2. New fields will appear enabling you to add a Contact to DEMES and your RSA record.
 - a. Add in the contacts information for the required fields* below.
 - b. Enter in the contacts mission related information: days, hours, rates and benefits
 - c. Click **Add Personnel** to assign the contact to your RSA.

Personnel Cost Estimate

Search for an existing Contact

* First Name * Last Name

* Employee Number * Email

Position Title

* Regular Salary Rate * OT Hourly Rate

* Fringe Benefit Rate (%) * OT Fringe Benefit Rate (%)

14.57% 14.57%

* Regular Hours Per Day * OT Hours Worked Per Day

* Number of Mission Days

Add Personnel



3. Contact name will appear at the bottom of the page, once added to the record.

Name	Regular Rate	Fringe (%)	Reg Hours	OT Rate	OT Fringe (%)	OT Hours	Daily Cost	Days	Total Cost
Meredith Walker	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18

4. Repeat this step for all contacts that will be deployed on the mission.

- a. If contacts are unknown, select a similar name (rate/benefits) to assign. You will be able to update contacts on the Claim.

5. Once all contacts have been add to the personnel tab, click the **Save** tab. This saves the information to the RSA personnel tab. You can go back and edit this page.

Name	Regular Rate	Fringe (%)	Reg Hours	OT Rate	OT Fringe (%)	OT Hours	Daily Cost	Days	Total Cost
Meredith Walker	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18
Backfill	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18
Brad Bell	30	14.57	8	33	14.57	4	\$426.2	5	\$2131

Save Tab

Update Contacts Information: Rates, Per Diem

1. Clicking on the individuals' name (blue link) will navigate to the **Contacts Cost Estimate Line Item** page

Name	Regular Rate	Fringe (%)	Reg Hours	OT Rate	OT Fringe (%)	OT Hours	Daily Cost	Days	Total Cost
Meredith Walker	14	14.57	8	28	14.57	4	\$256.64	5	\$1283.18

2. Here the FPOC can edit or populate Contacts information, include per diem rates, pay rates, benefit rates.

Cost Estimate Line Item
ROLI-000495

Equipment Order Type County Date Delivered

Cost Estimate Line Item Name
ROLI-000495

Cost Estimate
RO-0215

Not a Part of Mission

Record Type
Personnel

Mission Description
Establish 100-person base camp in Islamorada on Aregood lane.

Mission Location
124 Aregood Ln, Islamorada 33036

Number of Mission Days
5

Total Daily Cost
\$256.64

Total Mission Cost
\$1,283.18

Personnel Cost Estimate

Contact
[Meredith Walker](#)

Regular Hours Per Day
8.00

Regular Salary Rate
\$14.00

Fringe Benefit Rate (%)
14.57

Employee Number
1215047

OT Hours Worked Per Days
4.00

OT Hourly Rate
\$28.00

OT Fringe Benefit Rate (%)
14.57

Time/Activity Records (0)

Files (0) Add Files

Upload Files
Or drop files

Open Activities (0)

Activity History (0)

Cost Estimate Line Item History (1)

Date	Field	User	Original Value	New Value
10/10/2023, 2...	Created	Meredith Walker		

[View All](#)



Add Personnel Backfill

1. To add backfill to a Contact already added to your personnel tab, find the deployed Contact record (bottom of personnel tab) and click the **+ icon** (right side).

Brad Bell	30	14.57	8	33	14.57	4	\$426.2	5	\$2131		
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2. A backfill contact will be added to your personal listing.
 - a. The backfill information will mirror the information added for the initial contact.
 - b. DEMES does not require the backfill contact to be associated with an individual. It is meant to be generic to allow for flexibility.

Brad Bell	30	14.57	8	33	14.57	4	\$426.2	5	\$2131	
Backfill	30	14.57	8	33	14.57	4	\$426.2	5	\$2131	

3. Backfill fields are editable (expect totals fields). Edit the backfill information to reflect desired hours, rates, etc for the backfill.
 - a. At this time, only one backfill individual can be added per deployed contact.
 - b. If multiple contacts are needed to backfill, enter in the highest hours/rates needed. This information can be adjusted in the claim process.
 - c. If the backfill has a variable rate/fringe, enter the highest rate for all hours. This information can be adjust in the claim process.

Brad Bell	30	14.57	8	33	14.57	4	\$426.2	5	\$2131	
Backfill	30	14.57	8	33	14.57	4	\$426.2	5	\$2131	

4. Review contacts added to personnel tab. Once review is complete, click **Save** tab at the bottom of the page to save the information.

Brad Bell	30	14.57	8	33	14.57	4	\$426.2	5	\$2131		
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Save Tab

Travel Cost Tab

Note: Personnel need to be added to the RSA prior to adding travel costs so Contact information can pre-populate.

1. If travel costs are needed, navigate to the Travel Cost tab. On this tab, enter in costs associated with **Meals/Per Diem, Lodging, and Vehicle** for each of the Contacts added to the personnel tab.
 - a. Per diem rates may be automatically calculated and populated in the system but can be updated as needed.

<input checked="" type="checkbox"/> Resource Request	<input checked="" type="checkbox"/> Personnel Costs	Travel Cost	Equipment	Materials & Other	Acknowledgements
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Meals & Per Diem Estimate

1. If meal reimbursement are needed, the FPOC selects **Yes** to the question (top right).
2. Once selected, personnel added to the Personnel Cost tab will pre-populate with their associated meal rates.
3. Verify/edit **Meals & Per Diem** estimated costs for each personnel listed.
 - a. To edit rates, click the **pencil icon** next to the cost amount.
 - b. Type in new rate. Click outside that field for new rate to save. Edited fields will turn yellow.
 - c. Meal & per diem estimates will either have a Breakfast, Lunch, and Dinner Daily Rate, or an overall Per Diem rate, with a Total Daily Cost.

Meals and Per Diem Estimate

Will you be seeking reimbursement for meal rates? **Yes** ▼

Personnel may claim Daily Rate OR Breakfast, Lunch & Dinner. Both cannot be claimed. If requesting party provides meals they are not eligible for reimbursement.

Name	Breakfast	Lunch	Dinner	Total Daily Cost	Number of Mission Days	Total Mission Cost
1 Brad Bell	\$13.00	\$15.00	\$26.00	\$54.00	4	\$216.00

4. Click **Save** to record estimated costs to Travel tab.

Cancel **Save**

Lodging Estimate

1. If lodging costs estimates are needed, add in estimated cost into the fields below.
 - a. County and City will be pre-populated based on mission location.
 - b. Information can be submitted as a group vs by each individual (i.e need 3 rooms for 3 people)
2. Type in **Nightly Rate, # of Mission Nights, # of Rooms needed, Travel Date** and type of **Accommodation** (hotel, AirBNB).
 - a. Travel dates must be in the future.
3. Click the **Add Lodging** button to assign to RSA.

Lodging Estimate

County: Lee

City: Sanibel

*Nightly Rate: \$0.00

*Number of Mission Nights: []

*Number of Rooms: []

*Travel Date: []

*Accommodations: []

Add Lodging



4. Item added will appear at the bottom of the page.

Accommodations	Travel Date	Nightly Rate	Number of Rooms	Number of Mission Days	Total Mission Cost	
1 hotel	Jul 16, 2023	\$100.00	1	3	\$300.00	

5. If edits are needed to the item added, click the item name (blue link). The item Cost Estimate Line Item record will appear. Click the pencil icon next to the field that needs to be updated.
- a. This page will open in a new tab on your browser.

Cost Estimate Line Item
ROLI-000500

Equipment Order Type County Date Delivered

Cost Estimate Line Item Name
ROLI-000500

Record Type
Lodging

Cost Estimate
[RO-0215](#)

Number of Mission Days
2

Total Mission Cost
\$400.00

∨ Lodging Cost Estimate

Line Item Name
airbnb

Travel Date
10/12/2023

Daily Rate
\$100.00

Number of Rooms
2

Preferred Rate

6. Follow the above steps to add additional lodging needs for mission.

Vehicle Estimate

1. If vehicle cost estimates are anticipated, enter the information below.
- a. Agency can either request reimbursement for either Mileage or Fuel. You can't be reimbursed for both items.



2. Enter in the required information in the fields below. Click **Add Vehicle** button to assign to RSA.

Vehicle Estimate

Either mileage OR receipts can be claimed; both are not eligible for reimbursement

Vehicle Type

Vehicle Mileage Rate Estimated Mileage

Daily Rental Rate Number of Mission Days

Estimated Fuel

Add Vehicle

Vehicle Type	Vehicle Mileage Rate	Estimated Mileage	Daily Rental Rate	Number of Mission Days	Estimated Fuel	Total Mission Cost	
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3. Item added will appear at the bottom of the page.

Vehicle Type	Vehicle Mileage Rate	Estimated Mileage	Daily Rental Rate	Number of Mission Days	Estimated Fuel	Total Mission Cost	
1 suv	\$0.10	100	\$25.00	5	\$150.00	\$285.00	

Save Tab

4. Add in all vehicle costs associated with the mission. Click **Save** tab to record information to the RSA.

5. A check mark will appear in front of the Travel Cost tab in the top section, indicating you have completed this tab.

✓ Resource Request ✓ Personnel Cost ✓ **Travel Cost** Equipment Materials & Other Acknowledgements

Equipment Tab

Add Equipment to RSA

1. If equipment is needed for the mission, add in estimated costs into the fields below.
2. To assign equipment to the RSA,
 - a. Enter the equipment name or FEMA# into the **Equipment** search bar.
 - i. **Select item** from the menu.
 - ii. FEMA equipment codes and equipment # will pre-populate
 - b. Enter in **# of Hours Per Day OR Miles per Day**, and **Days of Deployment**.
 - i. Agency Vehicle # is optional
 - c. Click **Add Equipment** to assign item to RSA.



* Equipment

Golf Cart 2 person

Can't find your Equipment? [Click here to create one.](#)

FEMA Equipment Code: 8755 FEMA Equipment Rate: \$3.85

Please enter a value for either Hours Per Day or Miles Per Day, not both.

Hours Per Day: Miles Per Day:

* Days Per Deployment: Agency Vehicle Number:

Add Equipment

3. Item added will appear at the bottom of the page.

	Name	FEMA Equipme...	FEMA Equipme...	Equipment Code	Equipment Rate	Hours Per Day	Miles Per Day	Days Per Deplo...	Total Mission C...	
1	Golf Cart 2 person	8755	\$3.85			8		5	\$154.00	

4. Follow the above steps to add in all equipment costs associated with the mission.

5. Click **Save** tab to record information to the RSA.

	Name	FEMA Equipme...	FEMA Equipme...	Equipment Code	Equipment Rate	Hours Per Day	Miles Per Day	Days Per Deplo...	Total Mission C...	
1	Golf Cart 2 person	8755	\$3.85			8		5	\$154.00	

Save Tab

6. A check mark will appear in front of the Equipment tab in the top section, indicating you have completed this tab.

✓ Resource Request ✓ Personnel Cost ✓ Travel Cost ✓ **Equipment** Materials & Other Acknowledgements

Search for Equipment

1. If you are unable to find your equipment via the search field, enter the equipment name or FEMA code into the search field.

* Equipment

8401

Select an option from the picklist or remove the search term.

2. Click on the search field. A drop-down option will appear – **Show All Results for 8401**. Click that field.

3.



4. A new window will appear providing additional results. Review the list and select your desired item (blue link).

Equipment								
Equipment								
8401								
Rates								
1 Result								
RATE NAME	EQUIPMENT COST CODE	EQUIPMENT TYPE	EQUIPMENT SPECIFICATIONS	EQUIPMENT CAPACITY OR SIZE	EQUIPMENT HP	EQUIPMENT UNIT	NOTES	RATE
Loader, Tractor, Wheel 0.87 CY	8401	Loader, Tractor, Wheel	Bucket Capacity	0.87 CY	to 80	Hours	Case 580 Super L	\$37.76

5. Item will be added into your search box on the Equipment tab. FEMA code and rate will pre-populate.

*Equipment

Loader, Tractor, Wheel 0.87 CY

Can't find your Equipment? [Click here to create one.](#)

FEMA Equipment Code: 8401

FEMA Equipment Rate: \$37.76

6. Follow steps outlined in the previous section: Add Equipment to RSA, to complete the Equipment tab.

Add Equipment Not Listed in Search

1. If you are unable to either find the equipment name or FEMA code for the piece of equipment needed for your mission, you are able to add it to our listing.
2. Click the **Can't find your Equipment? Click here to create one.**

*Equipment

Golf Cart 2 person

Can't find your Equipment? [Click here to create one.](#)

3. New fields will appear enabling you to add Equipment to DEMES and your RSA record.
 - a. Add in equipment information for the required fields*.
 - b. Enter in **# of Hours Per Day OR Miles per Day**, and **Days of Deployment**.
 - c. Click **Add Equipment** to assign the contact to your RSA.



* Name Equipment Type

* Rate * Equipment Unit

* Equipment Id

[Return to Search](#)

Please enter a value for either Hours Per Day or Miles Per Day, not both.

Hours Per Day Miles Per Day

* Days Per Deployment Agency Vehicle Number

[Add Equipment](#)

4. Equipment will appear at the bottom of the page.

Name	FEMA Equipme...	FEMA Equipme...	Equipment Code	Equipment Rate	Hours Per Day	Miles Per Day	Days Per Deplo...	Total Mission C...	
1 Golf Cart 2 person	8755	\$3.85			8		5	\$154.00	

5. Follow the above steps to add in all equipment costs associated with the mission.

6. Click **Save** tab to record information to the RSA.

Name	FEMA Equipme...	FEMA Equipme...	Equipment Code	Equipment Rate	Hours Per Day	Miles Per Day	Days Per Deplo...	Total Mission C...	
1 Golf Cart 2 person	8755	\$3.85			8		5	\$154.00	

[Save Tab](#)

Materials and Other

1. If materials are needed for the mission, add in estimated costs into the fields below.

a. Type in **Item Name, Reason for Purchase, Unit Price, and Amount Needed.**

b. Click **Add Item** to assign to RSA.

Materials & Other Estimate

Line Item Name

Reason for Purchase

Unit Price Amount Needed

[Add Item](#)



2. Item added will appear at the bottom of the page.

Item	Reason for Purchase	Unit Price	Amount Needed	Total Mission Cost	
1 case of water	needed for onsite support	\$5.00	2	\$10.00	

3. Follow the above steps to add in all material costs associated with the mission.

4. Click **Save** tab to record information to RSA.

Item	Reason for Purchase	Unit Price	Amount Needed	Total Mission Cost	
1 case of water	needed for onsite support	\$5.00	2	\$10.00	

Save Tab

5. A check mark will appear in front of the Material tab in the top section, indicating you have completed this tab.

- ✓ Resource Request
- ✓ Personnel Cost
- ✓ Travel Cost
- ✓ Equipment
- ✓ Materials & Other**
- Acknowledgements

Acknowledgements & Submission of Application

- Once all tabs are filled out, navigate to the last tab of the RSA/Cost Estimate: **Acknowledgements**.
 - This page displays a summary of the estimated costs entered in the RSA/Cost Estimate.
 - It also indicates which tabs have been Saved and are ready for submission
- For all sections saved, a green check mark will appear next to the section name (left side).
 - If there are any sections that are not finalized, there will be a red X mark (left side).
 - FPOC must navigate back to that tab and click the **Save** tab at the bottom.
 - Note: An FPOC CANNOT submit a RSA/cost estimate until all pages are acknowledged and saved.
- Review that the total costs included for each category match your anticipated estimate for the mission.
- When ready to submit the RSA/cost estimate, scroll to the bottom of the screen and click the **Acknowledgement** button and select **Submit**.
 - Once you hit submit, you will not be able to make edits to the RSA.**



✓ Resource Request ✓ Personnel Cost ✓ Travel Cost ✓ Equipment ✓ Materials & Other Acknowledgements

Summary and Acknowledgements

Category	Subtotal	Total
✓ Personnel Cost		\$1,704.80
✓ Personnel Backfill Cost		\$0.00
✓ Meal Cost	\$216.00	
✓ Lodging Cost	\$300.00	
✓ Vehicle Cost	\$10.00	
✓ Travel Total		\$526.00
✓ Equipment Cost		\$17.46
✓ Materials and Other Total		\$15.00
Total Cost		\$2,263.26

The undersigned acknowledges and certifies authorized approval has been granted to submit this offer and the information contained herein is a true and accurate representation.

* Acknowledgements

Submit

5. Once Submit is clicked, RSA/cost estimate is locked and routed to the Mutual Aid team to review and approve.



Scenario: Approval and Signing the Resource Support Agreement

Approval Process

Once an agency submits a Resource Support Agreement, it is routed to the Mutual Aid team for review and approval. The Mutual Aid team can take one of three options on the RSA: Approve, Reject, or Return.

- **Approve** = RSA/Cost Estimate is in good order and is approved
- **Reject** = RSA application is not needed/will not be approved. Rejection explanation provided.
- **Return** = Enables Mutual Aid Coordinator to return the RSA to the Agency, allowing the agency to make edits to RSA/Cost Estimate and resubmit for review/approval

RSA Approved: Accessing and Signing an Approved Resource Support Agreement

Accessing RSA via Email

1. If the RSA meets the needs of the mission, it will be approved.
2. When the RSA/Cost Estimate is approved, the Mutual Aid team will generate an electronic copy of the RSA which will be emailed to the Agency representative.
 - a. FDEM email will contain the following subject line: Please Sign the Document Section II Resource Offer – [RSA-####.pdf](#)
3. Agency representation should locate and open the email from FDEM.
4. Click the **View Document** button to access the Resource Support Agreement and initiate the signing process
5. RSA document will appear in your browser.

Resource Support Agreement	
Section I - Resource Request	
Requesting Party Information	
Requesting Party: <input type="text"/>	Assisting Party: Seminole County Fire Department
Incident: COVID-19 Public Health Emergency	New/Amended: Approved
Mission #: 47948	Emergency Status
Primary Point of Contact	
Name: Meredith Walker	Title: Project Coordinator II
E-Mail Address: mwalker02@seminolecountyfl.gov	Phone Number: 4076655114
Mission Timeline	
Start Date: 5/13/2021	End Date: //
Location: 2702 Directors Row City: Orlando	Zip Code: 32809

6. Scroll through the document to confirm contents are accurate



Signing RSA

1. Click the box to provide a **digital signature**

The screenshot shows a digital signature form with two main sections: "Assisting Agency Authorized Representative Approval" and "Requesting Agency Authorized Representative Approval". Each section contains fields for Name, Title, Signature, and Date. The "Assisting Agency" section has a "Signature" field highlighted in orange. The "Requesting Agency" section has a "Name" field highlighted in blue. A blue "Complete Signing" button is visible in the top right corner of the form.

7. Click the blue **Complete Signing** button (top right) to complete your signature process
 - a. Download document for your records, if needed
8. A confirmation message will appear.

Multiple Signatures Needed

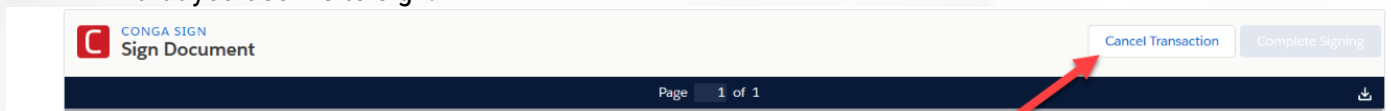
1. If more than one signature is needed, once the initial signature is obtained and saved, the document will be automatically routed to the next signature.
2. The second individual will need to add their **digital signature** and click **Complete Signing** button.

Signed RSA Returned to FDEM for FDEM Review/Approval

1. Once all required agency signatures are obtained, the RSA will be automatically routed back to FDEM for their internal review and final signature.
2. Notification will be provided by email when the RSA/Cost Estimate is approved by FDEM.

Return RSA to FDEM for Modifications

1. Locate and open the email containing the RSA from FDEM
2. Click the **View Document** button in the email to access the Resource Support Agreement
3. RSA document will appear in your browser
4. Towards the top of the browser, click the **Cancel Transaction** button. This essentially indicates to FDEM that you decline to sign.





- Agency will be prompted to provide a reason for declining via a text box. Provide details on why you have declined to sign. Click the **Confirm** button to execute the cancellation.
- The Mutual Aid team will be notified of the cancellation. They will review the RSA, make adjustments, and resend the updated RSA for your signature.

Scenario: Amend Resource Support Agreement

In some circumstances, an RSA will need to be updated after it is either approved or rejected.

Initiate Request to Amend RSA

- To amend an RSA, go to the RSA page. Select the RSA (blue link) to amend from either the Approved or Rejected column.

Resource Support Agreements
All Applications by Status ▾

Updated 3 minutes ago

Search this list...

New (20)	Amended (0)	Submitted (10)	Approved (31)	Rejected (1)	Returned (8)
\$63,575 100 kw gen SERT Training RSA-00238 Temporary Debris Reductio...		\$65,558 Shrimp farm needs power RSA-00255 Shrimp farm needs power	\$126,346 Sasha Pierce RSA-00245 Florida Power & Light Inject ...	\$17,235 RSA-00263 CHD - Sharecare On Site Supp... COVID-19 Public Health Em...	\$59,195 2022 lan AA-00205 Lighting repairs 2022 lan

- Click the Amend RSA button (top right).

Resource Support Agreement
RSA-00253

Create Claim Amend RSA Edit ▾

- A new window will appear with the below message indicating you are recalling the RSA. Click **Next**.

Amend RSA

Click 'Next' to confirm that you'd like to recall this Resource Support Agreement for amendments.

Next

- A new window will appear indicating your RSA can be amended. Click **Finish**.

Amend RSA

Your Resource Support Agreement can now be amended. Please complete your modifications then resubmit the Resource Support Agreement for approval.

Finish



5. At this time, the RSA will be unlocked and you will be able to edit fields within your RSA.
6. Once your desired edits are made to the RSA, return to the RSA **Acknowledgements** tab.
7. Review total costs included for each category reflect your anticipated estimate for the mission.
8. When ready to submit the RSA/cost estimate, scroll to the bottom of the screen and click the **Acknowledgement** button and select **Submit**.
 - a. **Once you hit submit, you will not be able to make edits to the RSA.**
9. FDEM will be notified that you have submitted an RSA for review.

Amended RSA Approval Process

1. The RSA will be routed to the Mutual Aid team for review.
2. The RSA will follow the same approval and signature process as if it was brand new.
3. The agency will be asked to review and sign a new RSA agreement.
4. Review RSA approval and signature steps outlined in this section: Approving and Signing the RSA

Support Available

DEMES Support Resources

For more information and to stay informed of project updates, please visit the DEMES [website](#). Site contains support resources, including support contacts, FAQs, videos, and additional job aids.

- For **Mutual Aid** support, email the FDEM Statewide Mutual Aid Coordinator, Chasity Brown at Chasity.Brown@em.myflorida.com.
- **Technical Support** can be requested by emailing DEMES.Support@em.myflorida.com.

Feedback

Your feedback and input is important to the success of this initiative. Please share your feedback and ideas for enhancement at DEMES.Support@em.myflorida.com.