



# Introducing Gray Sky Procurement in DEMES, an improved contracting process during emergencies

Project Overview | May 2024

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## What is DEMES?

The Florida Division of Emergency Management (FDEM) continuously seeks ways to streamline and expand our operations to improve the experience for those involved in our missions. As part of this goal, our teams have spent the last year modernizing and digitizing our processes and forms to support our operations. Utilizing existing buildouts on the Salesforce platform, we have built [DEMES](#) - **Division of Emergency Management Enterprise Solution**. These efforts enable us to transform our operations, utilize grant funding more effectively, increase automation and accuracy, and offer a more user-friendly experience for our agencies, partners, and internal staff.

## What is Gray Sky Procurement?

FDEM is excited to announce a series of enhancements to our emergency contracting process, known as our **Gray Sky Procurement** process. Starting in May 2024, vendors will have access to new features in DEMES to complete their Gray Sky Procurement process. Instead of receiving your RFQs and submitting quotes via email, vendors will now conduct their emergency contracting steps in DEMES. Enhancements enable vendors to:

1. Conduct the full end-to-end emergency contracting process digitally in a centralized location
2. Designate key organization roles to receive notifications, providing greater visibility into the process
3. Sign the latest Terms & Conditions (T&Cs) agreement, ensuring alignment with the latest operational and legal requirements
4. Receive support, directly in [DEMES](#), to quickly resolve questions and reported issues

These changes are not only aimed at increasing our ability to get resources on the ground quickly during emergencies, but also at streamlining the interactions between FDEM and our valued vendor partners.

## What are the benefits?

As we continue our journey to improve, scale, and modernize our operations, our goal is to deliver an enhanced user experience. The benefits of incorporating Gray Sky Procurement operations into DEMES are:

- Improved vendor experience by integrating Request for Quote (RFQ), Purchase Order (PO), Change Order, and Invoicing processes into a centralized solution
- Increased speed with generating POs to expedite the deployment of resources
- Accelerated response time via automated workflows that streamline vendor interactions, reducing errors and decreasing manual data entry
- Real-time visibility into vendor roles and contracting status to enhance tracking & data collection
- Improved user experience via just-in-time support offerings to quickly resolve user questions and reported issues
- Standardization and repeatable processes to accelerate payment timeframes and mitigate risk



## What's changing?

In May of 2024, vendors will have access to new features in DEMES to complete their Gray Sky Procurement process. The new features include:

- **Gray Sky Procurement Process**
  - a. The Request for Quote (RFQ), Purchase Order (PO), and invoice processes during activations will transition fully into DEMES. Gray Sky Procurement Process Changes for vendors include the following:
    - RFQ and quote process will be administered directly in DEMES instead of via email. WebEOC Missions will be integrated with DEMES for ease of RFQ development.
    - Purchase orders and change orders will be line items in DEMES instead of MFMP
    - Invoices will be tied to line items and each line item can be invoiced separately
  - b. It is important to note that Missions will still originate within WebEOC but the Gray Sky Procurement financial processes will now be administered in DEMES
- **Definition of Roles**
  - a. Each individual associated with Gray Sky Procurement activities will need to designate their role(s) on their company's DEMES account, enabling them to receive notifications and gain visibility into the contracting progress
  - b. Refer to the FAQ provided on the DEMES [site](#) for additional details
- **Terms & Conditions**
  - a. An Authorized Representative from your organization will need to sign FDEM's Gray Sky Terms and Conditions in DEMES, ensuring alignment with the latest operational and legal requirements and providing authorization to receive Requests for Quotes (RFQs) during emergency activations
  - b. Refer to the FAQ provided on the DEMES [site](#) for additional details
- **DEMES Support**
  - a. Vendors have access to the DEMES Chatbot (Demi), Knowledge Base, and Case Management features to expedite finding answers to common questions and provide a streamlined process for resolving reported issues
  - b. View the [DEMES Support Project Overview](#) to learn more

## Where can I find support?

FDEM is committed to assisting vendors as they transition to this new way of working. Support includes:

- Training materials, from on-site training sessions held in May 2024, can be found on the DEMES [site](#)
- Users can find answers to common questions and actions in [DEMES](#) using the Chatbot or by searching the knowledge base (FAQ tab). If you need further assistance, you can submit a case through the FAQ tab.
- Self-service materials are available on the DEMES [site](#) to help you incorporate these new practices into your operations

## Questions?

If you need assistance, please log in to [DEMES](#) to submit your questions or needs via a DEMES Support channel. Thank you.