Grey Sky DEMES Procurement – Vendor Guide
**Procurement Players**

**FDEM Staff**
- FDEM personnel who oversee the operation of DEMES, ensuring it functions correctly and integrates effectively with existing systems like WebEOC for mission initiation.
- Provide training and support to vendors, helping them to navigate the new system through on-site training sessions, online materials, and direct support via DEMES features.

**Vendors**
- Vendors designate key individuals within their organization to receive notifications and manage the contracting process effectively.
- These designated individuals handle the submission of quotes, management of purchase orders, creation of invoices, and initiation of change orders as needed.

**DEMES Support**
- Chatbot (Demi) and Knowledge Base tools are provided within DEMES to assist users in resolving common issues and questions without needing to directly contact FDEM staff.
- Case Management allows for more complex issues to be systematically addressed and resolved, enhancing overall user satisfaction and operational efficiency.
Impact & Benefits

By consolidating separate procurement steps (RFQ, quote, PO, and invoice processes) into the DEMES platform, vendors experience a more streamlined and user-friendly interface.

The automation of workflows accelerates response times, reduces errors, and decreases the need for manual data entry, contributing to quicker resource deployment during emergencies.

Vendors and FDEM have real-time access to information on vendor roles and contracting status, enhancing the efficiency of tracking and data collection.

Improved Vendor Experience

Integration of Processes

Automated Workflows

Real-Time Visibility
## Vendor Navigation through Procurement

1. **Submit a Quote**
   - Respond to RFQ
   - Create a Quote
   - Submit the Quote

2. **Submit an Invoice**
   - Access Purchase Order, Fill out invoice details, Select invoice items from the PO like items
   - Submit the Invoice
   - Attachment of supporting documents

3. **Change Order**
   - Review and Respond to Change Order RFQ
   - Create and Submit the Change Order Quote
   - Implement changes as Needed
Submit a Quote
# Submit a Quote

## What’s happening?
- Vendors submit quotes directly in DEMES with a detailed and structured format
- Digital distribution of RFQs directly to vendor portals

## Why?
- Reduces errors and inconsistencies in quote submissions, ensuring accuracy
- Quicker turnaround times for quote submissions and enhanced competitive bidding environment

## People Impact
- Vendors interact with a more streamlined, user-friendly system for submitting quotes
- Vendors experience a more engaging and direct RFQ receipt process, reducing barriers to entry

## Process Impact
- Submission and evaluation of quotes are more organized and efficient
- Increased transparency and efficiency in vendor engagement and quote collection

## Technology
- Submission and evaluation of quotes are more organized and efficient
- Increased transparency and efficiency in vendor engagement and quote collection

## Steps
1. Log into the vendor portal and view the RFQ under the ‘RFQs’ tab
2. Select the RFQ and initiate the ‘Create Quote’ process
3. Fill in details such as description, proposed start date, and any additional comments
4. Add multiple quote line items specifying details for each, such as description, quantity, and rate
5. Review the completed quote to ensure all information is accurate and comprehensive
6. Submit the completed quote for review by clicking the ‘Submit Quote’ button
Submit a Quote

Click path:

1. Log into the vendor portal and view the RFQ under the 'RFQs' tab.
2. Select the RFQ and initiate the 'Create Quote' process.
3. Fill in details such as description, proposed start date, and any additional comments.
4. Add multiple quote line items specifying details for each, such as description, quantity, and rate.
5. Review the completed quote to ensure all information is accurate and comprehensive.
6. Submit the completed quote for review by clicking the 'Submit Quote' button.

Receive a confirmation that the quote has been submitted and is under review by FDEM.
Submit an Invoice
Submit an Invoice

What's happening?
- Invoices are created and submitted through DEMES, with a defined process for review and approval
- Electronic invoice submission and automated matching with POs

Why?
- Expedited invoice processing leading to quicker payments to vendors
- Reduction in payment cycles and improved cash flow management

People Impact
- Contract managers review invoice submissions, and finance teams handle the budget and disbursement review
- Finance teams benefit from streamlined invoice processing and reduced errors

Process Impact
- Contract managers review invoice submissions, and finance teams handle the budget and disbursement review
- Finance teams benefit from streamlined invoice processing and reduced errors

Technology
- DEMES is the central platform for invoice management, ensuring efficient processing and tracking
- Implementation of e-invoicing technology with PO matching and payment systems

Steps
1. Navigate to the 'Purchase Orders' tab to view the list of POs issued by FDEM
2. Generate an invoice by selecting the PO that has been fulfilled, or partially fulfilled, and click on the 'New Invoice' button.
3. Fill out invoice details
4. Select invoice items from the PO line items to choose which items from the PO line items to invoice, including specifying quantities for partial invoices
5. Attach supporting documentation to the invoice
6. Submit the Invoice for Approval
Submit an Invoice

Log into the vendor portal to access and manage purchase orders and invoices.

1. Navigate to the 'Purchase Orders' tab to view the list of POs issued by FDEM
2. Generate an invoice by selecting the PO that has been fulfilled, or partially fulfilled, and click on the 'New Invoice' button.
3. Fill out invoice details by entering the invoice number and other relevant details such as the date of shipment and service start and end dates.
4. Select invoice items from the PO line items to choose which items from the PO line items to invoice, including specifying quantities for partial invoices.
5. Attach supporting documentation to the invoice, such as receipts or other proofs of service.
6. Submit the Invoice for Approval by reviewing the invoice details for accuracy and submitting the invoice to FDEM for approval.
Change Orders
Change Orders

What's happening?
- A systematized approach for requesting and processing change orders
- Formal change orders are required for material changes to the scope of the purchase order

Why?
- Quick adaptation to project changes with minimal disruption
- Provides a clear process for adapting to changes in mission needs, ensuring proper tracking and accountability

People Impact
- Contract Managers must initiate change orders and monitor the impact on contract performance
- Contract managers can more easily negotiate and confirm changes with vendors

Process Impact
- Introduces a more regimented approach to managing change orders and associated financial implications
- Dynamic modification of contract terms without starting from scratch

Technology
- DEMES supports change order processing, offering a historical view of quotes and modifications
- Flexibility in the procurement system to handle changes and update orders accordingly

Steps
1. Access the DEMES portal using your vendor credentials and look for the ‘RFQ Change Orders’ tab.
2. If you decide to respond to the change order, click to create a new change order quote where you can adjust the details as necessary.
3. Once you’ve made the necessary changes, review your new quote to make sure all details are correct, then submit it for FDEM’s review and approval.
Change Orders

Click path:

Access RFQ Change Orders  
Create a New CO  
Submit for Approval

You will receive an email notification indicating that a change order request has been made for an existing purchase order (PO).

1. Access the DEMES portal using your vendor credentials and look for the 'RFQ Change Orders' tab.

   ❖ Decision - Once there, you will see the change order request. Decide whether to proceed by creating a change order quote or to reject the RFQ based on your capacity and inventory.

2. If you decide to respond to the change order, click to create a new change order quote where you can adjust the details as necessary.

3. Once you’ve made the necessary changes, review your new quote to make sure all details are correct, then submit it for FDEM’s review and approval.