



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

Improved Vendor Experience



Integration of Processes

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



Automated Workflows

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



Real-Time Visibility

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





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

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



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





Submit a Quote

Click path:

Respond
to RFQ

Create a
Quote

Submit
the Quote

Receive an email notification about the RFQ.

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.



The screenshots illustrate the following steps:

- Step 1:** Vendor portal login and navigation to the 'RFQs' tab.
- Step 2:** Selection of a specific RFQ and clicking the 'Create Quote' button.
- Step 3:** Filling out the 'New Quote Line Item: Service' form with details like description, quantity, and rate.
- Step 4:** Reviewing the completed quote and clicking the 'Submit Quote' button.
- Step 5:** Confirmation of the submitted quote in the 'Submitted Quotes' tab.

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

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



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





Submit an Invoice

Click path:

Access
Purchase
Order

Submit the
Invoice

Attach
Supporting
Documents

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

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.



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





Change Orders

HOME VENDOR CONTACTS RFQS RFQ CHANGE ORDERS SUBMITTED QUOTES PURCHASE ORDERS PEN

Welcome to the Vendor Portal

Submit Invoice

Invoices Recently Viewed

1 Item • Updated a few seconds ago

Invoice #	Vendor Name	Category	Invoice Status	FDEM #	PRF #	Invoice #
1	123467	Test Vendor Account	Pending Validation	127XL		\$0.00

CHANGE ORDERS SUBMITTED QUOTES PURCHASE ORDERS PENDING INVOICES MORE

+ Follow Create Change Order Quote Reject RFQ Printable View

Status: Sent to Vendor
Mission: Need batteries
Incident Name:

Files (0)
Upload Files
Or drop files

Quotes (1)
Quote No. Vendor Status

CHANGE ORDERS SUBMITTED QUOTES PURCHASE ORDERS PENDING INVOICES MORE

ge Order Status: New Status Reason: Submission Date:

Owner: Tahirah Smith
Status: New
Total Price: \$0.00
Available Date of Delivery/Work Start: 10/17/2023, 12:00 PM
Hold Date:

Files (0)
Upload Files
Or drop files

New Quote Line Item

Select a record type

☒ Good
☐ Service

Cancel New

User: Tahirah Smith Original Value: New Value:

Quote Line Item "QI-00328" was created.

CHANGE ORDERS SUBMITTED QUOTES PURCHASE ORDERS PENDING INVOICES MORE

ge Order Status: New Status Reason: Submission Date:

Owner: Tahirah Smith
Status: New
Total Price: \$100.00
Available Date of Delivery/Work Start:

Files (1)
Update Purchase...
Apr 29, 2024
View All

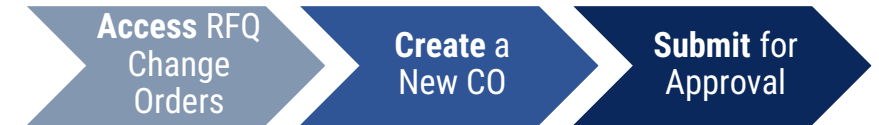
CHANGE ORDERS SUBMITTED QUOTES PURCHASE ORDERS PENDING INVOICES MORE

Submit Quote

quote has been submitted to FDEM for review. If you need to make changes, you may recall quote prior to a selection being made.

New
Total Price: \$100.00
Available Date of Delivery/Work Start: 10/17/2023, 12:00 PM
Hold Date:

Click path:



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.

