



MULTI AGENCY COMMUNICATIONS CENTER
911 Emergency Communications

REQUEST FOR PROPOSALS

Aerial Imagery Subscription Services

Published: April 14, 2026

1. Purpose

Multi Agency Communications Center (MACC 911) is requesting proposals from qualified firms to provide subscription-based aerial imagery services to support GIS data development, maintenance, mapping, and public safety operations.

MACC 911 seeks a solution that provides current aerial imagery through streaming tiled services and licensing that permits use by MACC 911 and other local and county government agencies within Grant County, Washington.

2. Project Overview

MACC 911 is seeking proposals for aerial imagery services covering all of Grant County, Washington, together with the Town of Coulee Dam and the Wanapum "P'na" Village located in Mattawa, Yakima County, Washington, as the required base service area.

Proposers shall also provide optional pricing for Adams County, Washington.

The proposed solution shall include licensing that permits use by MACC 911 and other local and county government agencies within Grant County, Washington.

MACC 911 reserves the right to add to or reduce the Area of Interest during the term of the contract by written amendment, with pricing adjustments to be handled in accordance with the proposer's stated pricing methodology and the negotiated contract terms.

3. Scope of Services

The proposer shall provide subscription access to aerial imagery for the required Area of Interest.

A. Area of Interest

The required base coverage area shall include:

- all of Grant County, Washington
- the Town of Coulee Dam
- the Wanapum Indian Village located in Mattawa, Yakima County, Washington

Proposers shall also provide optional pricing for:

- Adams County, Washington

Proposers shall clearly identify the coverage included in the base proposal and the optional Adams County proposal.

MACC 911 reserves the right to add to or reduce the Area of Interest during the term of the contract by written amendment, provided that any such change remains within the general scope of this solicitation and is priced in accordance with the proposer's stated pricing methodology and the executed contract.

B. Imagery Requirements

The proposer shall provide current aerial imagery meeting the following minimum requirements:

- Rural imagery shall have a ground sample distance of 20 cm or better
- Urban imagery shall have a ground sample distance of 10 cm or better
- Rural imagery shall be re-collected at least once every 24 months
- Urban imagery shall be re-collected at least once every 12 months
- No imagery furnished under this contract shall be older than 24 months

Proposers shall describe:

- imagery resolution for rural coverage
- imagery resolution for urban coverage
- most recent collection date
- update frequency
- archive access, if available

C. Delivery and Access

The proposed solution shall provide:

- streaming access via tiled image service

The imagery services shall be compatible with MACC 911's Esri GIS environment and shall be available in service formats suitable for use in MACC 911 GIS and CAD mapping workflows.

Proposers shall also identify whether the following are available:

- downloadable data option
- bulk download option
- on-premises delivery option, if available
- supported GIS platforms and service formats

Proposers shall describe:

- supported service types and formats
- compatibility with Esri products, including ArcGIS Pro, ArcGIS Enterprise, and ArcGIS Online, if applicable
- whether the imagery is capable of being consumed by or integrated with computer-aided dispatch (CAD) mapping systems that rely on standard web-based imagery services
- any limitations on use within CAD mapping systems or third-party public safety applications
- any required middleware, plugins, or additional licensing

D. Licensing

The proposer shall provide licensing that permits use by MACC 911 and by other local and county government agencies within Grant County, Washington.

The proposed licensing model shall, at a minimum, permit:

- multi-agency internal governmental use by eligible agencies within Grant County
- use of the imagery and related services within MACC 911 GIS, CAD, analytics, automation, and other governmental technology workflows
- use through third-party integrations and standard connected systems used for governmental purposes
- creation, storage, caching, and use of derivative data products, map services, and operational layers derived from the imagery for internal governmental use
- internal sharing of imagery and derivative products among eligible agencies within Grant County, subject to reasonable security and access controls

Proposers shall clearly describe:

- how access will be provided to MACC 911 and other eligible governmental agencies within Grant County
- any user, agency, organizational, storage, caching, or system integration limits
- any restrictions on internal governmental use
- any restrictions on derivative data creation, analytics, automation, map production, AI-assisted workflows, or data sharing among eligible agencies
- any separately priced licensing tiers or add-ons required to support the uses described above

E. Optional Offerings

The following are not required as part of the base proposal, but proposers may identify whether they are available and provide separate pricing if applicable:

- building footprint data
- building attribute data
- property attribute data
- post-catastrophe imagery access
- damage assessment data

F. Optional Capabilities – Imagery-Derived Data

Proposers may describe the availability of optional imagery-derived capabilities, including:

- automated change detection between imagery updates
- identification, extraction, or classification of features based on imagery
- detection of newly constructed structures, roads, or other physical changes
- integration with GIS-based analysis tools, analytics platforms, or automation workflows
- other capabilities that support operational analysis beyond imagery display alone

If available, proposers may also provide separate pricing, licensing terms, and technical requirements for such capabilities.

G. Service Performance

The proposer shall describe the performance and availability standards applicable to the proposed imagery service, including:

- service uptime commitments, if any
- expected tile load performance and latency
- content delivery methods and regional performance considerations for rural Washington
- planned maintenance practices
- degradation or failover behavior during outages or reduced service conditions
- support response times for service interruptions
- any service level agreements (SLAs) applicable to the proposed solution

If no formal SLA is offered, the proposer shall clearly state that no SLA is provided.

H. Support

The proposer shall describe:

- customer support availability
- onboarding process
- issue resolution process
- training resources, if available

4. Proposal Requirements

Proposals shall include the following:

A. Company Information

Brief description of the firm, qualifications, and relevant experience providing aerial imagery services to governmental or GIS customers.

B. Technical Response

A clear response describing how the proposed solution meets the requirements set forth in Section 3.

C. Licensing Information

A description of the proposed licensing structure, including how access will be provided to MACC 911 and other eligible local and county government agencies within Grant County, Washington.

D. Support Information

A description of onboarding, training, support services, and any applicable service level commitments.

E. Pricing

Pricing shall be provided for:

- base subscription for the required base service area
- optional subscription for Adams County, Washington
- downloadable data option, if separately priced
- any optional products identified in Section 3.E
- any optional capabilities identified in Section 3.F
- renewal pricing, if applicable

Proposers shall also identify the pricing methodology that will apply if MACC 911 adds to or reduces the Area of Interest during the term of the contract.

Proposers shall provide Year 1 pricing and shall also identify renewal pricing for up to four additional years. Proposers may propose discounted pricing applicable to multi-year renewals following the initial one-year

term and shall clearly identify any pricing assumptions, escalators, or conditions applicable to such renewals.

F. Exceptions

Any exceptions to this RFP or proposed contract terms.

5. Evaluation Criteria and Award

Proposals shall be evaluated based on the following factors and relative importance:

- **Technical compliance, imagery quality, coverage, and service performance** – 30%
- **Licensing flexibility, governmental usability, and future-use rights** – 20%
- **Delivery method, technical compatibility, and system usability** – 15%
- **Vendor qualifications and support** – 10%
- **Price** – 25%

MACC 911 will evaluate proposals using written evaluation procedures. Proposals will be reviewed for responsiveness, technical compliance, proposer qualifications, and pricing in accordance with the criteria set forth in this RFP. MACC 911 will maintain documentation of the evaluation and award process.

MACC 911 may request clarifications, conduct interviews or demonstrations, and seek best and final proposals if determined to be in the best interest of MACC 911.

Award, if made, shall be made to the qualified proposer whose proposal is determined to be most advantageous to MACC 911, with price and other factors considered.

MACC 911 reserves the right to reject any or all proposals for good cause and request new proposals.

6. Contract Term

MACC 911 anticipates entering into a contract on or about July 2026. The initial contract term shall be one year. Following the initial term, MACC 911 may, at its sole discretion, renew the contract for up to four additional years, either as annual renewals or as one or more multi-year renewal terms, provided that such renewals are exercised in accordance with the renewal pricing and renewal provisions established in the original proposal and executed contract.

7. Submission Instructions

This RFP shall be published in a newspaper of general circulation at least thirteen (13) days prior to the proposal submission deadline and distributed to an adequate number of qualified sources to permit reasonable competition.

Final proposals must be submitted no later than:

Date: May 21, 2026

Time: 15:00 hours

Submission Method: Email to g.klein@macc911.org

The subject line for final proposals shall read:

RFP Aerial Imagery Subscription Services Final Proposal

Questions regarding this RFP must be submitted no later than:

Date: May 14, 2026

Time: 15:00 hours

Submission Method: Email to g.klein@macc911.org

The subject line for questions shall read:

RFP Aerial Imagery Subscription Services Question

Questions received after the deadline may not be considered. MACC 911 reserves the right to respond to questions by addendum or other written clarification.

8. Cooperative Purchasing

MACC 911 reserves the right to make any contract resulting from this solicitation available for use by other public agencies in the State of Washington, upon mutual agreement of MACC 911, the successful proposer, and the participating public agency, and in accordance with applicable law.

Any such use by another public agency shall be at the sole discretion of MACC 911 and the successful proposer. MACC 911 assumes no obligation or liability for purchases by any other public agency under any resulting contract.

9. Reservation of Rights

MACC 911 reserves the right to reject any or all proposals, waive minor irregularities, request clarifications, negotiate final terms, and award a contract in whole, in part, or not at all.