

## **MACC 911**

### **Addendum No. 3**

#### **Request for Proposals**

#### **Aerial Imagery Subscription Services**

**Date Issued:** May \_\_\_, 2026

**RFP Title:** Aerial Imagery Subscription Services

**Proposal Due Date:** May 21, 2026, at 3:00 PM Pacific Time

**Questions Deadline:** May 14, 2026, at 3:00 PM Pacific Time

This Addendum is issued to provide responses to additional vendor questions received prior to the question deadline regarding MACC 911's Request for Proposals for Aerial Imagery Subscription Services.

This Addendum shall become part of the RFP documents. Except as specifically clarified or modified by this Addendum, all other terms, conditions, requirements, deadlines, and provisions of the RFP remain unchanged.

---

### **Vendor Questions and MACC 911 Responses**

#### **Question 1:**

**How does MACC 911 define “urban” versus “rural” for purposes of the resolution and refresh frequency requirements? Is there a population density threshold, a list of named jurisdictions, or a boundary shapefile that will be provided?**

#### **Response:**

MACC 911 is not providing a population density threshold, named jurisdiction list, or separate urban/rural boundary shapefile for purposes of this RFP.

For proposal purposes, vendors should interpret **urban areas** to generally include incorporated cities, towns, developed municipal areas, and other higher-density residential, commercial, industrial, or public safety response areas where higher-resolution imagery is operationally beneficial.

**Rural areas** should generally be interpreted as lower-density agricultural, open space, undeveloped, or sparsely developed areas outside of the above urban/developed areas.

Vendors should describe how their proposed solution defines, applies, or distinguishes urban and rural coverage, including any assumptions, jurisdictional boundaries, land-use classifications, vendor-defined methods, or data sources used.

If a vendor proposes a single consistent resolution or refresh standard across the full Area of Interest, the vendor should clearly state that approach in its proposal.

---

**Question 2:**

**Will MACC 911 provide boundary shapefiles or acreage figures for the Town of Coulee Dam and the Wanapum “P’na” Village to assist proposers in scoping and pricing those areas?**

**Response:**

MACC 911 is not providing separate boundary shapefiles or acreage figures for the Town of Coulee Dam or Wanapum “P’na” Village at this time.

Vendors should base proposals on the Area of Interest described in the RFP and any publicly available geographic, jurisdictional, assessor, or GIS data sources the vendor deems appropriate for scoping and pricing.

The Town of Coulee Dam and Wanapum “P’na” Village are included as required geographic coverage areas in addition to Grant County, Washington.

---

**Question 3:**

**Will MACC 911 provide boundary shapefiles or acreage figures for Adams County, Washington, for purposes of the optional pricing request?**

**Response:**

MACC 911 is not providing separate boundary shapefiles or acreage figures for Adams County, Washington.

Adams County is identified as an optional coverage/pricing area. Vendors may use publicly available county boundary, assessor, GIS, or other geographic data sources as needed to prepare optional pricing.

Vendors should clearly identify the assumptions, coverage area, and pricing methodology used for any optional Adams County pricing.

---

**Question 4:**

**Does the requirement that “no imagery furnished under this contract shall be older than 24 months” apply at the time of contract execution, or at the time of each scheduled imagery update? If a proposer’s most recent collection of the coverage area falls within the 24-month window at contract start, would that imagery be considered compliant while a new collection is scheduled?**

**Response:**

The requirement that imagery furnished under the contract shall not be older than 24 months applies to imagery delivered or made available for MACC 911’s operational use.

Imagery that falls within the 24-month window at contract execution may be considered compliant at the start of the contract, provided the vendor clearly identifies the collection date, coverage area, resolution, and refresh plan.

Vendors should describe:

- The current age of available imagery;
- The collection date or date range;
- Any areas where imagery age varies;
- The anticipated refresh schedule;
- The process for updating imagery during the contract term; and
- How the vendor will maintain compliance with the required imagery currency over time.

MACC 911 recognizes that new collection may be subject to weather, flight schedules, seasonal conditions, and other operational factors. Vendors should identify any limitations or assumptions in their proposal.

---

**Question 5:**

**What computer-aided dispatch platform is currently in use at MACC 911? This will help proposers accurately describe compatibility and identify any integration requirements or limitations.**

**Response:**

MACC 911 is currently using **365Labs** as its CAD provider and is in the process of transitioning back to **Motorola Solutions Spillman Flex CAD**. MACC 911 may also evaluate or transition to other CAD or public safety software platforms during the term of any resulting agreement.

Because MACC 911's CAD environment may change over time, proposed imagery services should support modern public safety GIS and CAD workflows, including ESRI-based GIS environments, web-based mapping, tiled imagery services, and the ability to support integration with current or future CAD platforms.

Vendors should not design proposals solely around one CAD platform. MACC 911 is seeking an imagery solution that supports flexible GIS-based interoperability.

---

#### **Question 6:**

**What versions of ArcGIS Pro and ArcGIS Enterprise are currently deployed? Is ArcGIS Online also in active use?**

#### **Response:**

MACC 911 uses ESRI-based GIS workflows, including ArcGIS Pro and web-based GIS capabilities. Vendors should describe compatibility with current, generally supported versions of ESRI products, including ArcGIS Pro, ArcGIS Enterprise, and ArcGIS Online where applicable.

At this stage of the RFP process, MACC 911 is not requiring proposers to design around a specific deployed version number. Vendors should identify any ESRI version requirements, dependencies, limitations, plug-ins, extensions, or configuration needs associated with their proposed solution.

Proposed solutions should be capable of supporting modern ESRI GIS environments and should clearly describe supported service types, integration methods, and user access models.

---

#### **Question 7:**

**Are there any network or firewall restrictions, such as allowlisting requirements or air-gapped systems, that proposers should be aware of when describing streaming service delivery?**

#### **Response:**

MACC 911 operates in a public safety environment and may require standard security review, vendor coordination, firewall configuration, allowlisting, authentication controls, or other network/security validation prior to production use.

MACC 911 does not anticipate an air-gapped delivery requirement for this imagery service. However, vendors should describe any network, firewall, domain, port, authentication, CDN, API, or allowlisting requirements associated with their proposed streaming service.

Vendors should also describe any security controls, availability measures, access controls, audit capabilities, and service delivery dependencies relevant to public safety use.

---

**Question 8:**

**Does MACC 911 have a preference for a specific streaming service format, such as WMS, WMTS, XYZ tile, or Esri Image Service?**

**Response:**

MACC 911 prefers solutions that are compatible with ESRI-based GIS workflows and modern web-based public safety mapping environments.

Vendors should identify all supported imagery delivery formats, including but not limited to:

- Esri Image Service;
- WMTS;
- WMS;
- XYZ tile service;
- REST services;
- Downloadable imagery or data products, if available; and
- Any vendor-hosted web viewer or API access.

MACC 911 is not mandating a single streaming service format at this stage. Preference will be given to solutions that are flexible, reliable, performant, secure, and readily usable in ESRI GIS environments and current or future CAD/mapping workflows.

---

**Question 9:**

**For licensing purposes, how many agencies or departments within Grant County are anticipated to access the imagery service? Is there a known list of participating eligible agencies?**

**Response:**

MACC 911 is seeking licensing that supports MACC 911 and its public safety and governmental partners within the defined Area of Interest.

Eligible users may include MACC 911 personnel, dispatch operations, GIS/technical staff, law enforcement, fire, EMS, emergency management, and other governmental/public safety partner agencies operating within or supporting the Area of Interest.

MACC 911 is not providing a final named agency or user list at this time. Vendors should clearly describe their licensing model, including whether pricing is based on named users, concurrent users, agency count, jurisdictional access, enterprise access, population, parcel count, area coverage, or another method.

MACC 911 prefers a licensing model that avoids unnecessary administrative burden and supports broad internal governmental/public safety use within the Area of Interest.

---

**Question 10:**

**Is the Wanapum Band of Priest Rapids considered an eligible governmental agency for licensing purposes, or is the Wanapum “P’na” Village included solely as a geographic coverage requirement?**

**Response:**

Wanapum “P’na” Village is included as a required geographic coverage area for purposes of this RFP.

Vendors should identify any licensing assumptions related to access by tribal, governmental, public safety, or partner agencies. MACC 911 reserves the right to evaluate proposed licensing terms based on operational need, public safety use, partner agency access, and cost-effectiveness.

At minimum, vendors should ensure their proposal clearly distinguishes between geographic coverage and user/licensing eligibility.

---

**Question 11:**

**Does MACC 911 currently have an aerial imagery subscription service in place, and if so, is there an anticipated transition period between the incumbent and the new contract?**

**Response:**

MACC 911 currently uses available imagery resources to support GIS, addressing, CAD, and public safety workflows. MACC 911 is issuing this RFP to obtain a reliable, current, high-resolution aerial imagery subscription service that better supports operational needs.

Vendors should describe their implementation timeline, onboarding process, service activation process, data availability, user access setup, and any recommended transition steps.

If a vendor's proposal relies on existing imagery immediately at contract start, followed by future collection or refresh, the vendor should clearly describe that approach.

MACC 911 will coordinate final transition and implementation details with the selected vendor.

---

**Question 12:**

**Does MACC 911 anticipate conducting vendor demonstrations or interviews as part of the evaluation process? If so, would it be helpful for proposers to include sample imagery of the coverage area with their proposal?**

**Response:**

MACC 911 reserves the right to conduct vendor demonstrations, interviews, clarification meetings, or follow-up discussions as part of the evaluation process, but is not required to do so.

Vendors are encouraged to include sufficient information in their written proposal for MACC 911 to evaluate the proposed solution. This may include screenshots, sample imagery, links to demonstration environments, technical documentation, service descriptions, or examples of imagery from similar geographic areas.

If a vendor includes sample imagery from the defined Area of Interest or similar public safety use cases, the vendor should clearly identify whether the sample imagery is representative, currently available, subject to license restrictions, or provided for demonstration purposes only.

---

**Question 13:**

**Does MACC 911 have any restrictions on the type of collection platform used, such as traditional fixed-wing aircraft, satellite, or high-altitude autonomous platforms? Will proposals be evaluated solely on the imagery specifications delivered, regardless of capture method?**

**Response:**

MACC 911 does not intend to restrict proposals to a specific capture platform. Vendors may propose imagery collected by fixed-wing aircraft, satellite, high-altitude platforms, or other lawful and appropriate collection methods.

Proposals will be evaluated based on the quality, usefulness, resolution, currency, coverage, reliability, licensing, accessibility, integration capability, refresh cycle, cost, and overall value of the delivered service.

Vendors should clearly describe the capture methodology used, any limitations associated with that methodology, and how the proposed approach meets or exceeds the requirements of the RFP.

---

**Question 14:**

**Under the 30% technical compliance criterion, will MACC 911 use a scoring rubric that differentiates between proposals that merely meet the minimum specifications and those that substantially exceed them? If so, can MACC 911 share additional detail on how above-minimum performance will be scored?**

**Response:**

MACC 911 will evaluate proposals in accordance with the evaluation criteria identified in the RFP.

Proposals that exceed the minimum technical requirements may receive favorable consideration when the additional capability provides meaningful operational value to MACC 911, public safety users, GIS workflows, emergency response, or partner agency use.

Examples of above-minimum performance that may be viewed favorably include, but are not limited to:

- Higher imagery resolution;

- More frequent refresh cycles;
- Faster capture-to-delivery timelines;
- Better integration with ESRI-based GIS environments;
- Stronger service availability and performance;
- Flexible licensing;
- Useful optional analytics or derived data; and
- Demonstrated public safety use cases.

MACC 911 is not issuing a more detailed numerical sub-rubric beyond the evaluation criteria stated in the RFP.

---

#### **Question 15:**

**Section 3.E lists post-catastrophe imagery access as an optional offering. Given MACC 911's public safety mission, how much weight does MACC 911 anticipate giving to a proposer's demonstrated ability to rapidly redeploy capture assets over a disaster-affected area and deliver updated imagery within 24–48 hours of an event?**

#### **Response:**

Post-catastrophe imagery access is an optional offering and will be evaluated as part of the overall usefulness and value of the proposed solution.

MACC 911 may view rapid post-event imagery capabilities favorably where the vendor can demonstrate a practical, reliable, and timely ability to support disaster response, damage assessment, evacuation planning, search and rescue, infrastructure assessment, wildfire response, flood response, or other emergency management needs.

Vendors should clearly describe:

- Whether post-catastrophe imagery is included or separately priced;
- Typical deployment timelines;
- Expected capture-to-delivery timelines;
- Any 24–48 hour delivery capabilities;
- Limitations caused by weather, airspace, smoke, disaster access, or platform availability;

- Geographic limitations; and
  - Any prior experience supporting public safety or emergency management events.
- 

**Question 16:**

**Will MACC 911 award additional evaluation credit to proposers who exceed the minimum GSD requirements, such as delivering uniform higher-resolution imagery across both urban and rural portions of Grant County and other jurisdictions?**

**Response:**

Proposals that exceed the minimum resolution requirements may receive favorable consideration when the higher resolution provides meaningful operational value and remains cost-effective.

The RFP identifies minimum resolution expectations of greater than 10 cm for urban areas and greater than 20 cm for rural areas. Vendors proposing higher or more uniform resolution across the Area of Interest should clearly describe:

- Proposed ground sample distance/resolution;
- Whether resolution varies by geography;
- Whether higher resolution applies to all or only part of the Area of Interest;
- Any cost impacts;
- Any refresh-cycle impacts; and
- Any operational benefits for public safety, GIS, addressing, CAD, or emergency response.

MACC 911 reserves the right to evaluate higher-resolution offerings based on overall value, not resolution alone.

---

**Question 17:**

**How does MACC 911 define the boundary between “urban” and “rural” coverage for the purpose of applying resolution and recollection frequency requirements? Is there a specific GIS layer, census designation, or service area map that will be used?**

**Response:**

MACC 911 is not providing a specific GIS layer, census designation, or service area map defining urban and rural coverage areas for purposes of this RFP.

For proposal purposes, vendors should interpret **urban areas** to generally include incorporated cities, towns, developed municipal areas, and other higher-density residential, commercial, industrial, or public safety response areas where higher-resolution imagery is operationally beneficial.

**Rural areas** should generally be interpreted as lower-density agricultural, open space, undeveloped, or sparsely developed areas outside of the above urban/developed areas.

Vendors should describe how their proposed solution defines, applies, or distinguishes urban and rural coverage, including any assumptions, jurisdictional boundaries, land-use classifications, vendor-defined methods, or data sources used.

If a vendor proposes a single consistent resolution or refresh standard across the full Area of Interest, the vendor should clearly state that approach in its proposal.

---

**Question 18:**

**Section 3.E lists building footprint and attribute data as optional. Does MACC 911 currently maintain its own building footprint layer, or is there an expectation that the selected vendor could supply or supplement this data?**

**Response:**

Building footprint and attribute data are optional capabilities under the RFP.

MACC 911 may maintain or use GIS data from multiple sources, including internal GIS workflows, county/local datasets, public datasets, and partner agency information. However, for purposes of this RFP, vendors should not assume that MACC 911 has a complete, current, or authoritative building footprint layer for all portions of the Area of Interest.

Vendors that can provide building footprints, structure identification, structure attributes, or related derived data should clearly describe those capabilities, including:

- Whether the data is included in the base subscription or separately priced;
- Data format and delivery method;
- Accuracy and update frequency;
- Attribute fields included;

- Licensing restrictions;
  - Whether data can be downloaded, cached, or integrated into MACC 911 GIS workflows; and
  - Any limitations on governmental or partner agency use.
- 

**Question 19:**

**Section 3.F describes optional imagery-derived capabilities such as automated change detection and new structure identification. Is MACC 911 interested in receiving these capabilities as part of a bundled subscription rather than as separately licensed add-ons? Would a proposal that natively integrates such capabilities into the base offering be viewed favorably?**

**Response:**

MACC 911 is interested in understanding available imagery-derived capabilities, including automated change detection, new structure identification, object or feature identification, and related analytics.

Proposals that include useful optional capabilities as part of the base subscription may be viewed favorably when those capabilities provide operational value and are cost-effective.

Vendors should clearly identify whether such features are:

- Included in the base subscription;
- Available as optional add-ons;
- Separately licensed;
- Subject to separate user limits or data restrictions;
- Available through a web viewer, API, downloadable data, or GIS service; and
- Suitable for public safety, GIS, addressing, CAD, or emergency management workflows.

MACC 911 reserves the right to evaluate these capabilities based on operational usefulness, cost, integration, licensing, and overall value.

---

**Question 20:**

**Is the time elapsed between imagery capture and availability through the streaming service a factor in MACC 911's evaluation? If so, does MACC 911 have a preference or requirement for how quickly newly collected imagery must be made accessible?**

**Response:**

Capture-to-delivery timeline may be considered as part of MACC 911's evaluation of service quality, operational usefulness, and overall value.

MACC 911 does not establish a specific maximum capture-to-delivery timeline in this Addendum. However, vendors should clearly describe:

- Typical processing timelines;
- Time from capture to streaming availability;
- Time from capture to downloadable data availability, if applicable;
- Quality control processes;
- Any seasonal or operational factors affecting delivery;
- Whether delivery timelines differ by geography or resolution; and
- How users are notified when updated imagery is available.

Faster delivery of newly captured imagery may be viewed favorably where it provides meaningful public safety or GIS value.

---

**Question 21:**

**Can MACC 911 identify the specific versions of ArcGIS Pro, ArcGIS Enterprise, and/or ArcGIS Online currently in use?**

**Response:**

MACC 911 uses ESRI-based GIS workflows, including ArcGIS Pro and web-based GIS capabilities. Vendors should describe compatibility with current, generally supported versions of ESRI products, including ArcGIS Pro, ArcGIS Enterprise, and ArcGIS Online where applicable.

At this stage of the RFP process, MACC 911 is not requiring proposers to design around a specific deployed version number. Vendors should identify any ESRI version requirements, dependencies, limitations, plug-ins, extensions, or configuration needs associated with their proposed solution.

Proposed solutions should be capable of supporting modern ESRI GIS environments and should clearly describe supported service types, integration methods, and user access models.

---

**Question 22:**

**Section 3.C requires streaming access via tiled image service. Does MACC 911 require a specific tile service standard such as WMTS, WMS, or Esri REST Map Service, or is any standards-compliant tiled imagery service that is consumable by ArcGIS Pro and ArcGIS Online acceptable?**

**Response:**

MACC 911 is not mandating a single streaming service format at this stage.

MACC 911 prefers solutions that are compatible with ESRI-based GIS workflows and modern web-based public safety mapping environments.

Vendors should identify all supported imagery delivery formats, including but not limited to:

- Esri Image Service;
- Esri REST services;
- WMTS;
- WMS;
- XYZ tile service;
- Downloadable imagery or data products, if available;
- API access, if available; and
- Any vendor-hosted web viewer or platform access.

Preference will be given to solutions that are flexible, reliable, performant, secure, and readily usable in ESRI GIS environments and current or future CAD/mapping workflows.

---

**Question 23:**

**Beyond the tiled streaming service, would MACC 911 consider direct API access to imagery as a favorable or equivalent delivery method, particularly where it enables**

**automated workflows, programmatic access for analytical tasks, or faster integration with third-party applications?**

**Response:**

MACC 911 may view API access favorably when it supplements, but does not replace, practical GIS and user-facing access to imagery.

The RFP requires imagery access that is usable by MACC 911's GIS, CAD, public safety, and partner agency workflows. Direct API access may provide additional value where it supports automation, analysis, integration, or future public safety technology needs.

Vendors proposing API access should clearly describe:

- Available API functions;
- Authentication and security requirements;
- Rate limits or usage limits;
- Licensing restrictions;
- Documentation availability;
- Supported output formats;
- Integration with GIS platforms;
- Whether API access is included or separately priced; and
- Whether API access can be used by MACC 911 and eligible partner agencies.

API access alone should not be assumed to satisfy the tiled imagery service requirement unless the vendor clearly demonstrates that it provides equivalent or superior usability for MACC 911's operational needs.

---

**Question 24:**

**Will MACC 911 give favorable consideration to proposers offering more frequent refresh cycles than the minimum required urban and rural refresh frequencies?**

**Response:**

Yes. More frequent refresh cycles may receive favorable consideration when they provide meaningful operational value and are cost-effective.

The RFP establishes minimum refresh expectations. Vendors offering more frequent refresh cycles should clearly describe:

- Proposed refresh frequency;
- Whether refresh frequency differs between urban and rural areas;
- Whether refresh frequency differs by geography;
- Any cost impacts;
- Any capture or delivery limitations;
- Whether refreshed imagery is automatically made available to users; and
- How historical imagery, if available, is retained or accessed.

MACC 911 reserves the right to evaluate refresh frequency as part of the overall value of the proposal.

---

**Question 25:**

**Section 3.D refers to “local and county government agencies within Grant County.” Can MACC 911 clarify whether this includes Tribal governments, special purpose districts, and regional 911 authorities operating within or jointly with Grant County, in addition to city and county agencies?**

**Response:**

MACC 911 is seeking licensing that supports broad governmental and public safety use within the Area of Interest.

For purposes of vendor proposals, eligible users may include MACC 911 personnel, dispatch operations, GIS/technical staff, law enforcement, fire, EMS, emergency management, city agencies, county agencies, special purpose districts, and other governmental or public safety partner agencies operating within or supporting the Area of Interest.

Vendors should identify any licensing assumptions, restrictions, exclusions, or additional costs related to Tribal governments, special purpose districts, port districts, fire districts, irrigation districts, regional 911 authorities, or other governmental/public safety partners.

MACC 911 prefers a licensing model that avoids unnecessary administrative burden and supports broad internal governmental/public safety use within the Area of Interest.

---

**Question 26:**

**Section 8 reserves the right to make the contract available to other Washington public agencies. Does MACC 911 intend for the pricing submitted in response to this RFP to serve as a ceiling for any such cooperative extension, or would pricing for other agencies be negotiated separately?**

**Response:**

Pricing submitted in response to this RFP should clearly identify the pricing offered to MACC 911 for the defined Area of Interest and requested services.

If the vendor is willing to extend pricing, terms, or cooperative purchasing options to other Washington public agencies, the vendor should describe that offering in its proposal.

MACC 911 does not require that submitted pricing serve as a mandatory ceiling for all other agencies unless the vendor specifically proposes that structure. Vendors should clearly state whether cooperative purchasing pricing would be:

- The same as MACC 911's pricing;
- Based on the same pricing methodology;
- Subject to separate negotiation;
- Dependent on geography, agency size, user count, parcel count, or coverage area;  
or
- Subject to other terms or limitations.

MACC 911 reserves the right to evaluate cooperative purchasing terms as part of the overall value of the proposal.

---

**Question 27:**

**Section 4.E asks proposers to describe a pricing methodology for adding or reducing the Area of Interest during the contract term. Does MACC 911 prefer a per-square-mile pricing model, a tiered coverage band approach, or is any transparent and consistently applied methodology acceptable?**

**Response:**

MACC 911 is not mandating a specific pricing methodology for adding or reducing the Area of Interest during the contract term.

Any transparent, understandable, and consistently applied pricing methodology is acceptable for proposal purposes. Vendors may propose per-square-mile pricing, tiered coverage bands, jurisdiction-based pricing, parcel-based pricing, population-based pricing, enterprise licensing, or another pricing model.

Vendors should clearly describe:

- The pricing methodology used;
- How additions or reductions to the Area of Interest would be calculated;
- Any minimum charges;
- Any thresholds or pricing tiers;
- Any impacts to licensing or user access;
- Any impacts to refresh cycles or imagery availability;
- Any one-time setup or onboarding charges; and
- Whether optional areas such as Adams County or statewide Washington coverage would follow the same methodology.

MACC 911 reserves the right to evaluate pricing methodology based on transparency, predictability, scalability, administrative ease, and overall value.

---

**End of Addendum No. 3**