

**Community Power Enterprise Relationship Management (“ERP”)
Request for Proposals (“RFP”) #25-010 Responses to Proposer Questions**

Posted: September 8, 2025

1. Will Community Power extend the deadline for the ERP Proposals?

Response to Question: Yes, Community Power plans to issue an Addendum with a revised proposal deadline shortly after posting this Q&A document.

2. Identify all necessary data sources required for budget input, forecasting, and reporting (e.g., historical financial data, personnel costs, project estimates).

Response to Question: Community Power’s Data sources are:

- Quickbooks Online (Administered by accounting firm) – General Ledger
- Power Budget (Administered by accounting firm) – Transaction history and budget reporting
- Bill.com – Invoices and Payment History
- Bank Statements (River City Bank, JP Morgan Chase, US Bank, Chandler Asset Management)
- Paylocity - Payroll
- Excel
- PowerCore – Cash Flow Estimates

3. What are the current systems in use for General Ledger, HR/Payroll, and other financial data sources that will feed into the ERP budgeting module?

Response to Question: See question #2

4. Establish initial data feeds from critical source systems (e.g., General Ledger, HR/Payroll) to provide necessary inputs for budget development.

Response to Question: The selected proposer must assist Community Power with establishing the initial data feeds.

5. Will the ERP budgeting system need to integrate with systems beyond General Ledger and HR/Payroll during Phase 1, or are these deferred to future phases?

Response to Question: The proposed ERP solution must integrate with Microsoft Power BI. Additionally, the proposed solution may need to integrate with a GL/Accounting platform, HCM, Contract Management, CRM, and Enterprise Data Platform in future phases.

6. Migrate essential historical budget data and current financial actuals necessary for establishing baseline budgets and reporting within the ERP.

Response to Question: The selected proper must assist Community Power with the data migration for current financial actuals.

7. Can Community Power clarify the volume and format of historical budget data to be migrated? Is there a preferred cut-off year or data retention policy guiding this?

Response to Question: Historical data includes actuals from July 2022 to June 2025 sourced from Power Budget, and data prior to July 2022 is derived from QuickBooks. Financial records are available dating back to September 2020. Community Power’s retention policy for accounting records is 4 years + from audit,

published articles 4-7 years. Community Power's retention for permanent Books of Accounts is permanent. This includes items of gross incomes, receipts, and disbursements (including inventories, per IRS regulation)

8. What critical source systems will be used to establish the initial data feeds, and what specific data elements will be extracted from each system?

Response to Question: See question #2.

9. Within the context of this project, will there be data governance considerations for Community Power that requires additional environment provisioning (non-Community Power serviceable areas or for CPUC audits)?

Response to Question: The selected ERP solution needs to adhere to all relevant policies including data governance.

10. What are the most commonly used budget reports today? Can Community Power provide examples or templates?

Response to Question: The most commonly used reports are as follows:

- Actuals to Budget Reports – by Department, Actuals and Budget summary comparison (Monthly)
 - Budget Summary – Personnel Costs, Professional Services and Consultants, Marketing & Outreach, and General Administration
 - Budget Detail – Budget by cost categories (expanded view of categories above)
 - Budget by Department - Power Services, Customer Operations, IT and Data Analytics, Executive, Finance, Operations, Human Resources, Public Affairs, Programs, Regulatory Affairs, Legal
- Capital Investment Plan Summary – Actuals to Budget reports by Program (monthly)
 - Program Spend Reports – Budget, Actuals, and forecast by CPUC Expense Category and GL Category, Vendor
 - Programs are identified by Program Codes and Sub-Program Codes if applicable
 - Labor costs are calculated by Finance manually for grant funded programs. Hours are collected in Harvest time tracking and exported in Excel.
 - Cash Flow Forecast/Reporting
- Daily, weekly, monthly, real-time dashboard showing,
 - Account Balance information and integration of current accounts for real time adjustments.

11. Will Community Power provide Power BI licenses or expect the vendor/partner to supply reporting tools?

Response to Question: Yes, Community Power will provide the Power BI licenses to the selected proposer.

12. How many users will require full access vs. read-only/limited access to the ERP budgeting system?

- Systems Admin – 4 (full access)
- Superusers – 3 (build reports/queries but no system modifications)

- Users – 15-20 (Input budgets and read reports)

13. Will external users (e.g., auditors, contractors) need access to any part of the ERP system?

Response to Question: Yes, our contracted accounting firm will need access to the proposed solution.

14. What is the expected frequency of cash flow reporting (daily, weekly, monthly)?

Response to Question: Cash flow reporting is done weekly and we would like to have a daily real-time refresh and view.

15. Are there existing cash flow templates or logic definitions Community Power uses today?

Response to Question: Yes, there is an existing template and process for the Cash Flow reporting.

16. Can Community Power provide a comprehensive list of externally funded programs (e.g., SDREN) that require project-specific budgeting?

Response to Question: Yes, externally funded programs include,

- San Diego Regional Network (SDREN) – 10 sub programs and EM&V (CPUC)
 - Energy Pathways Program
 - Workforce Training & Capacity Building
 - Multifamily
 - Single-Family
 - Climate Resilience Leadership
 - Tribal Engagement
 - SMB Energy Coach
 - Efficient Refrigeration
 - Market Access Program
 - Codes & Standards
 - Evaluation, Measurement & Verification (EM&V)
- Solar Advantage Program (CPUC) – formerly DAC-GT
- California Department of Food and Agriculture – Healthy Refrigeration Grant Program (CDFA HGRP)
- Equitable Building Decarbonization Direct Install Program (Los Angeles County)

17. Will grant management functionality be required in Phase 1 or deferred?

Response to Question: Yes, this is required for phase 1

18. Provide ongoing support for the implemented budgeting and cash flow reporting system post-deployment.

Response to Question: Ongoing support will not be required following system implementation, unless there are unresolved backlog items, system enhancements, or future system enhancements that have yet to be released. See answer to question #78 for ongoing support SLAs.

19. What level of post-deployment support is expected (e.g., Tier 1 helpdesk, Tier 2 technical

support)?

Response to Question: Post-deployment may require both Tier 1 and Tier 2, depending on the complexity of the solution implemented.

20. Will Community Power require ongoing vendor/partner maintenance and administration of the ERP system beyond initial implementation? Does Community Power have an expected duration of partner support before taking internal ownership?

Response to Question: Community Power expects to administer the system after the initial implementation; Community Power may require additional support for backlog items or systems improvements.

21. This requirement references a CRM-to-CRM integration. Does this requirement pertain to the ERP project or a separate project? If applicable, please expand on this requirement.

Response to Question: Financial information, including both budget and actuals, will be required to support reporting on Community Power's CIP (Capital Improvement Program) dashboards within the CRM system. This data must be delivered through an automated integration process that ensures timely, accurate, and consistent updates. The integration should allow for:

- Scheduled or real-time data transfers from the ERP system to the CRM.
- Granular line-item detail, enabling drill-down capabilities within the dashboard.
- Data validation and reconciliation to ensure that figures in the CRM match those in the source financial systems.

22. How many users will be required for End User Training?

Response to Question: See answer to question #12.

23. Please provide all official Community Power holidays and any other critical dates/events/constraints that may affect project timeline.

Response to Question: Community Power's official holidays are as follows:

- Veterans Day, November 11, 2025
- Thanksgiving Holiday, November 27-28, 2025
- Winter Break, December 22-31, 2025
- New Year's Day - January 1, 2026
- Martin Luther King Day, January 19, 2026
- President's Day, February 16, 2026
- Cesar Chavez, March 31, 2026
- Memorial Day, May 25
- Juneteenth, June 19th
- Labor day, September 7th

24. Please clarify Community Power's data migration plan. Does Community Power expect the ERP vendor to build and maintain ETL pipelines, or will that responsibility fall under Community Power's data/technical team?

Response to Question: Community Power expects the selected ERP vendor to build and maintain ETL pipeline and migration timeline.

25. What is the current Chart of Accounts structure, and are there plans to revise it during implementation?

Response to Question: The current chart of accounts includes 134 unique GL accounts, primarily grouped into

- Income (energy sales),
- Cost of goods sold (cost of energy),
- Expenses (non-energy, G&A, payroll, etc.),
- Assets,
- Liabilities.

26. For cash flow reporting, does Community Power expect the ERP to support daily bank reconciliation feeds, or just high-level cash inflow/outflow reporting?

Response to Question: Yes, we expect the ERP to support a daily refresh of banking information.

27. Is the budget allocated annually or as a total over the 3-year contract period?

Response to Question: The budget is a total of the 3-year contract period

28. Are cloud hosting and infrastructure costs included in the stated budget, or are they separate?

Response to Question: Cloud hosting and infrastructure costs are included in the budget.

29. Please provide details on data integration requirements with existing systems (e.g., General Ledger, HR/Payroll). What specific data migration tasks are anticipated, and will historical data be included?

Response to Question: See question #5.

30. What data formats and APIs are currently available from existing systems?

Response to Question: There are no current API's built into the current systems, data is exported from Power Budget and saved in an excel file for further processing.

31. Which ERP (if any) is currently in use at Community Power, and what challenges are associated with it? Understanding the current environment will help us align our solution and ensure a smooth transition.

Response to Question: Community Power's current ERP system is Power Budget, a budget reporting tool.

32. Are there preferred integration methods (e.g., APIs, file transfers, real-time synchronization)?

Response to Question: Community Power has no preference to any proposed integration methods as long as they are in compliance with Community Power's Cyber Security policy.

33. Beyond Office 365, are there other Microsoft tools that must be integrated?

Response to Question: Power BI

34. What reporting and dashboard capabilities are essential? Should the ERP integrate with tools like Power BI or Tableau for real-time financial tracking and forecasting?

Response to Question: Power BI

35. How many staff members will require training, and at what user levels?

Response to Question: See Community Power's response to question #12.

36. What is the preferred training format (virtual, in-person, hybrid)?

Response to Question: Hybrid

37. Are there specific UAT requirements or testing protocols?

Response to Question: Testing will be done in coordination with Finance and IT departments. See answers to questions #73 and #74.

38. What is the current budget development cycle and timeline?

Response to Question: The budget development cycle begins in February with pre-approved budgets in May and final budget presented to the Finance and Risk Management Committee (FRMC) and Community Power Board for adoption in June. Community Power's mid-year budget amendment begins in October and proposed changes are presented to the FRMC and Community Power Board for approval in January. Community Power's fiscal year begins in July and ends in June.

39. What are the primary pain points with existing financial processes?

Response to Question: Generally, all reports, month-end, budget to actuals, and budget development are prepared in Excel. Changes to all of the reports mentioned do not cascade to other reports that are used, so there is no way to track changes and who changed something. Additionally, there is no version control or scenarios for iterative planning

40. Are there preferred ERP platforms or technologies?

Response to Question: Community Power would prioritize selecting an ERP solution based on the content of the proposals submitted to this RFP. Solutions should be robust, highly customizable, and easy to manage internally—without requiring external consultants for routine updates or configuration changes

41. What security protocols must the new ERP system meet? Should it comply with specific regulations or standards (e.g., PCI DSS, CCPA)?

Response to Question: All security policies must meet all regulatory and compliance requirements for Community Power. These include, but is not limited to PCI DSS, CCPA, HIPAA, and GDPR.

42. Which cybersecurity frameworks must be followed?

Response to Question: Community Power is implementing a holistic cybersecurity program aligned with the NIST Cybersecurity Framework (CSF) 2.0 and informed by ISO/IEC 27001 standards.

43. What are the requirements for post-implementation support and ongoing system maintenance?

Response to Question: See question #18.

44. What are the long-term expectations for support and training? Should the solution include extensive enablement for Community Power teams to operate and maintain the system independently?

Response to Question: Expected Volumes:

- Users - How many users are expected? See question #12
- Capital Assets Planned - What is the expected ballpark number of assets managed and

planned? No capital assets planned at this time.

- Projects/Programs - What is the expected ballpark number of projects managed and planned? 21 programs. There is 1 large multiyear program called the San Diego Regional Energy Network.

45. Employees - How many employees do you expect to plan?

Response to Question: 100 employees

46. Please describe the planning process (ex. customer quantity * demand/usage per household/business * approved rate tables)?

Response to Question: Community Power's response is as follows:

- Cost of Energy based on energy portfolio and load forecasts
- Revenue is based on Approved Rate x Load Forecast
- Operational Budget/Expenses are zero-based
- Capital Improvement Plan (CIP) is pre-determined by authorized funding and can be internal or external (i.e., CPUC)

47. Departmental Allocations - Please describe the departmental allocations. Do they require any additional statistical data to be loaded?

Response to Question: Community Power does not use department allocations, however, we require overhead rates to be applied:

- Benefits (retirement/health)
- Payroll Taxes
- Indirect Cost Allocation Plan (ICAP) for Programs

48. Is there a requirement for Employee / Workforce Allocations? If so, please describe.

Response to Question: This is not a current requirement

49. Are you expected to plan by employee / job or by FTE? Do you plan on integrating open requisitions?

Response to Question: Community Power plans by Employee/Job. There are no current plans to integrate open requisitions.

50. Please describe the number and level (expense line items / WBS) you plan your Projects/Programs? Is it standard across the projects or project types/classes?

Response to Question: Projects and programs are aligned with CPUC expense categories, Administrative, Marketing & Outreach, Direct Implementation, Incentives, and Evaluation, Measurement, and Verification (EM&V). G/L accounts and line items are consolidated into sub-categories that fit within the CPUC expense categories.

51. Please describe your approval/ workflow expectations.

Response to Question: Desired Budget Process and Approval Workflow

1. Budget Scenario Initialization. System Administrator creates and opens a new budget scenario for the upcoming fiscal year. Scenario includes versioning (e.g.,

“FY26 Preliminary v1”) and access permissions by role or department.

2. Departmental Budget Entry. Budget Planners/Analysts enter line-item budgets for their respective departments or programs. System supports:

- Historical actuals for reference
- Pre-populated templates
- Real-time validation (e.g., account codes, totals)

3. Locking for Initial Review. Once departmental input is complete, the System Admin locks the scenario to prevent further edits and to ensure a stable version for review. Locking should be reversible with proper audit logging to allow controlled re-entry if needed.

4. Finance Manager Review. Finance Manager reviews the locked budget:

- Verifies alignment with strategic targets
- Checks for anomalies or missing data
- Provides feedback directly in the system (e.g., comments, flags)
- Use workflow tools to assign review tasks and track resolution of feedback.

5. Re-open for Revisions (If Needed). System Admin reopens the scenario for departments to make necessary changes based on Finance feedback. There should be a limited revision window and require departments to approve document changes made.

6. Final Lock for Approval. System Admin locks the scenario again once revisions are complete. This version becomes the “Final Draft” for approval routing.

7. Sequential Approval Workflow. Use automated routing and notifications to streamline approvals and reduce delays. Include escalation paths for overdue approvals. Each level of approval is tracked in the system with timestamps and optional comments:

- Finance Manager Approval
- Finance Director Approval
- Department Manager Approval
- Executive Team (E-Team) Approval
- CFO and Treasurer Approval

8. Finalization. Once all approvals are complete:

- The budget scenario is marked as “Approved”.
- System generates a read-only version for audit and reporting.
- Budget is published to reporting dashboards
- Archive all versions and maintain a full audit trail of changes, approvals, and comments.

9. Governance & Controls

- Role-based access ensures only authorized users can edit or approve.
- Audit logs track all changes, comments, and approvals.
- Scenario comparison tools allow Finance to compare versions (e.g., Preliminary vs. Final).

52. Are we able to get an current system landscape or a listing of what integrations or data sources are expected?

Response to Question: See answers to questions #2, #4, and #33

53. Please confirm whether the stated \$250,000–\$1,000,000 budget applies only to Phase 1 (budgeting system) or is intended to include later ERP and HCM phases. If Phase 1 only, do you have a not-to-exceed amount for implementation vs. annual subscription?

Response to Question: The budget stated in the RFP is intended to include additional future enhancements, including HCM.

54. Would Community Power consider a two-week extension to the proposal deadline to provide the most thorough response?

Response to Question: See question #1.

55. Given the Nov 20 Board meeting and the Thanksgiving holiday week, please confirm the expected contract-execution date and project start. Should responders plan for a December start, or provide an alternate mobilization schedule?

Response to Question: Yes, a December kick-off is a reasonable expectation.

56. 12. Please confirm the number of employees at Community Power.

Response to Question: Currently, Community Power has 83 employees.

57. Can you provide more specifics on the current budgeting workflows and any pain points or inefficiencies that need to be addresses?

Response to Question: Some pain points include:

1. Strategic Direction. Initiated by: Executive Team (E-Team). The purpose here is to set high-level budget priorities and strategic goals for the upcoming fiscal year.

2. Departmental Budget Input. The process is as follows:

- Finance team distributes Excel-based budget templates to each department.
- Templates include prior year actuals, current year forecasts, and input fields for next year's budget.
- Pain Point:
 - i. Excel templates are not user-friendly.
 - ii. Manual consolidation is required.
 - iii. No version control or audit trail for changes.

3. Department Updates. The process is as follows:

- Departments fill out their respective templates and return them to Finance.
- Pain Point:
 - i. Changes are not tracked.
 - ii. Multiple versions may exist, leading to confusion.
 - iii. No real-time collaboration or validation.

4. Budget Consolidation. The process is as follows:

- Finance team manually consolidates all departmental templates into a master file.
- Pain Point:
 - i. Time-consuming and error-prone.
 - ii. Changes made post-consolidation are difficult to trace.
 - iii. Updates do not cascade to summary reports automatically.

5. Internal Review. The process is as follows:

- Consolidated budget is presented to the Finance Director and CFO for review.
- Pain Point:
 - i. Feedback is provided via email or informal notes, making it hard to track decisions and revisions.

6. Executive Review. The process is as follows:

- E-Team reviews and approves the preliminary budget.
- Pain Point:
 - i. Feedback is provided via email or informal notes, making it hard to track decisions and revisions.

7. FRMC Committee Review. The process is as follows:

- The Finance and Risk Management Committee (FRMC) reviews the budget and provides comments.
- Pain Point:
 - i. Budget updates based on FRMC feedback are not version-controlled.
 - ii. No clear distinction between preliminary and final budget scenarios.

8. Final Approval. The process is as follows:

- Final budget is presented to the Community Power Board of

Directors for adoption.

- Pain Point:
 - i. Same version control issues persist.
 - ii. Final changes are not clearly documented or tracked.

9. Summary of Key Pain Points

- Lack of collaboration, auditability, and real-time updates.
- Manual consolidation and error-prone tracking.
- No version control between budget iterations.
- Feedback and approvals are not centralized or traceable.

58. Are there any existing systems or tools that the new ERP system needs to integrate with? What are the names of these systems data formats and protocols used by these systems?

Response to Question: Yes. 1) Customer Relations Management (CRM), an Enterprise Data Platform (EDP), and an Energy Trading and Risk Management (ETRM). All three systems are currently in different stages of development.

59. How is the work currently done? What tools/software systems are used? For example, what is the accounting system/software used?

Response to Question: See question #2

60. Are you open to a multisystem approach? For example, one system for budgeting and forecasting, than another for G/L and accounting?

Response to Question: Yes, Community Power is open to a multisystem approach—for example, using one system for budgeting and forecasting and another for general ledger and accounting functions. However, this approach is contingent on the systems being able to integrate efficiently and seamlessly. Our priority is to ensure that data flows between platforms are reliable, secure, and automated to the greatest extent possible. The integration should support real-time or near-real-time data synchronization, minimize manual intervention, and maintain consistency across modules.

Additionally, we expect that any multisystem configuration will not compromise usability, reporting accuracy, or system performance. Clear accountability for integration maintenance and support will also be a key consideration during vendor evaluation.

61. Will you be looking to add supply chain and procurement into future stages of the ERP?

Response to Question: Yes, procurement and contract management is being considered for future stages.

62. Would Community Power be open to an Owner's Rep style proposal where a technology agnostic firm will do the planning and discovery and the product management phase then work to assess and select vendors with Owner's Rep oversight?

Response to Question: No.

63. Dedicated Project Manager: Provide a dedicated Project Manager to oversee the ERP implementations?

Response to Question: A dedicated project manager will be assigned to manage the ERP implementation project.

64. Project Planning & Tracking: Develop and maintain a detailed project plan with milestones and regular progress reports.

Response to Question: A detailed project plan for this ERP implementation is required to be developed by the selected vendor.

65. Communication: Facilitate regular meetings with stakeholders, aligning with an agile cadence.

Response to Question: Vendor Project Manager to collaborate with Community Power Project Manager to coordinate all meetings.

66. Vendor Project Manager is responsible for identifying, tracking, and notifying Community Power Project Manager of all project risks and develop recommendations for mitigating identified project risks. -Deployment Support: Provide ongoing support for the implemented budgeting and cash flow reporting system.

Response to Question: See answer to question #79

67. Once System is Built, Integrating Tools like PowerBI: Is this hybrid style an option as it could give greater flexibility on the software selection, as many consultancies will push certain solutions they have expertise in, rather than what is best for Community Power.

Response to Question: Yes, hybrid style is an option and all styles will be evaluated in each proposer's submission.

68. Data Source Identification and Integration

Response to Question: See answers to questions #2, #4, and #33

69. What are the primary data sources required for budget input, forecasting and reporting? Are there any specific data quality or consistency issues we should be aware of?

Response to Question: See answers to question #2.

70. Can you provide more details on the existing Chart of Accounts structure and any anticipated changes or updates?

Response to Question: See answer to question #25

71. What specific functionalities are required for the operating budget, capital budget, and project/program budgeting modules?

Response to Question: See the RFP Scope of work for specific functionalities.

72. Are there any unique security requirements or compliance standards that need to be met, particularly concerning data confidentiality and integrity?

Response to Question: See answer to questions #41 and #42

73. What are the key success criteria for User Acceptance Testing (UAT) and how will the testing process be structured and managed?

Response to Question: Contemplated UAT Success criteria, structure, and management includes:

- a. Line item actuals must match exactly with the source system (e.g., General Ledger, HR/Payroll).
- b. No discrepancies in financial figures between the ERP and source systems.
- c. All budget reports must roll up correctly to the top-line budget totals.

- d. Departmental, programmatic, and consolidated reports must reflect consistent and accurate data.
- e. Budget line-item changes must be immediately reflected in summary reports and dashboards.
- f. No lag or manual refresh required for updated data to appear.
- g. Ability to track changes between preliminary, revised, and final budget versions.
- h. Clear audit trail of who made changes, when, and why.
- i. End users (department staff, finance team) must be able to navigate, enter, and review data easily.
- j. Minimal training required to perform core budgeting tasks.
- k. Role-based access must function correctly (e.g., read-only vs. full access).
- l. External users (e.g., auditors) must have appropriate, limited access.

UAT Structure & Management

To ensure thorough testing and stakeholder engagement, the UAT process should be structured as follows:

1. UAT Planning

- Define test scenarios based on real-world workflows (e.g., department budget entry, consolidation, reporting).
- Identify UAT participants across departments, finance, and IT.
- Establish a UAT schedule aligned with project milestones.

2. Test Script Development

- Create detailed test cases for each module and function:
 - Budget entry
 - Report generation
 - Data integration
 - Security/access control
- Include expected outcomes and validation steps.

3. Environment Setup

- Use a dedicated UAT environment with realistic data sets.
- Ensure integration with source systems is active and stable.

4. Execution & Documentation

- Users execute test scripts and document results.
- Capture issues, bugs, and enhancement requests in a centralized tracking tool (e.g., Jira, Excel, or ERP-native tool).

5. Issue Resolution

- Development/configuration team addresses issues.
- Retesting is performed to confirm fixes.

6. Final Sign-Off

- UAT leads and stakeholders review results.
- Formal sign-off is provided once all success criteria are met.

74. Are there any specific performance benchmarks or metrics that the system must meet during testing?

Response to Question: Yes, please see the performance benchmarks and metrics below:

- Data and Accuracy
 - 100% match between ERP budget and actuals and source systems (e.g., General Ledger, HR/Payroll).
 - <1% error rate in budget data validation during entry and consolidation.
 - Automated reconciliation of budget vs. actuals with audit trail for discrepancies.
- System Performance
 - System response time for budget entry and report generation: <2 seconds per action.
 - - Real-time updates reflected in dashboards and summary reports within <5 seconds of data entry.
 - - 99.9% uptime during budgeting cycle (especially during planning and approval phases).
- Workflow Efficiency
 - Approval cycle time per level (e.g., department manager, CFO): Immediately reflected.
 - Consolidate departmental budgets into master budget, as close to real time or less than 5 seconds.
- Security and Access Control
 - 100% role-based access compliance (no unauthorized access to sensitive budget data).
 - Audit logs generated for all changes, with retention for minimum 7 years.
 - Multi-factor authentication (MFA) enabled for all users with edit or approval rights.
- Reporting
 - Standard reports (e.g., variance, forecast vs. actual, department summaries) available working out-of-the-box
 - Custom report creation time < 2 hours for Admins and Super Users
 - Integration with BI tools (e.g., Power BI, Tableau) with for data refresh.
- User Experience
 - 95% user satisfaction in post-implementation survey
 - < 2 hours of training time for departmental users to become proficient with the system

- < 1 day to resolve any issues related to usability or access during test budget cycle

75. What is the expected level of involvement from Community Power staff during the deployment and training phases?

Response to Question: Community Power will have one dedicated staff member from the Finance team along with oversight from the Finance Manager and IT Associate Director throughout the implementation. Additionally, the financial analyst team (3 analysts) will be available as needed for testing and training.

76. Can you provide more details on the training requirements for both administrators and end-users, including any specific training materials or formats preferred?

Response to Question:

- Administrators & Super Users (e.g., Report Designers):
 - Training should be delivered live, either virtually or in person, depending on availability and preference.
 - Sessions should be interactive, allowing for Q&A, walkthroughs of system configuration, and hands-on exercises.
 - A recording of the training must be provided for future reference and onboarding of new team members.
- End-Users (e.g., Department Budget Planners):
 - Training can be delivered virtually, ideally in short, role-specific modules.
 - A recorded version of each session should be made available for asynchronous learning and refresher training.
- Training Materials / Standard Operating Procedure (SOP) Documents:
 - SOPs should be developed for each user group:
 - System Administrators – covering scenario setup, user management, data integration, and system configuration.
 - Super Users/Report Designers – covering report creation, dashboard configuration, and data validation.
 - End-Users – covering budget entry, review workflows, and report navigation.

77. What are the expectations for post-deployment support, including the duration and scope of ongoing maintenance and troubleshooting?

Response to Question: See question #19.

78. Are there any specific Service Level Agreements (SLAs) or performance guarantees required for ongoing support?

Response to Question: A list of Community Power's SLA's and Performance expectations for ongoing support is listed below

- System Uptime Guarantee
 - Typically 99.5% to 99.9% uptime per month.

- May exclude scheduled maintenance windows.
- Response and Resolution Times
 - Defined by severity level (e.g., Critical, High, Medium, Low).
 - Critical: Response in 1 hour, resolution in 4 hours.
 - High: Response in 1 hour, resolution in 1 day.
 - Medium: Response in 4 hours, resolution in 2 days.
 - Low: Response in 24 hours, resolution in 5 business days.
- Support Availability
 - 24/7 support for critical issues.
 - Business hours support for standard issues.
- Performance Benchmarks
 - Page load times, transaction processing times, and batch job completion times.
 - May include penalties or credits if performance falls below thresholds.
- Disaster Recovery & Backup
 - Recovery Time Objective (RTO) and Recovery Point Objective (RPO) commitments.
 - Regular backup schedules and testing.
 - Security & Compliance
- Data encryption, access controls, audit logs.
 - Compliance with standards like SOC 2, ISO 27001, GDPR, etc.
- Change Management & Updates
 - Advance notice for updates or changes.
 - Testing environments for major releases.
- Escalation Procedures
 - Clear escalation paths for unresolved or critical issues.
- Reporting & Reviews
 - Monthly or quarterly SLA performance reports.
 - Regular service review meetings.

79. How will project progress be tracked and reporting, and what are the preferred communication channels and frequency for updates?

Response to Question: Project progress will be tracked by the selected vendor and preferred communication is email and Teams with the Community Power team. The frequency of communication is a weekly 1 hour core team update covering overall status of project, what is being work on in the current week or sprint and a scrum meeting on Tuesday and Thursday to elevate any blockers or obstacles related to the current week or sprint.

80. Are there any specific project management methodologies or tools that Community Power prefers or requires?

Response to Question: Community Power upholds a high standard for project management while remaining flexible regarding specific methodologies. Proposals that present a sound approach aligned with the ERP project timeline and committed to high-quality delivery will be carefully reviewed and considered.

81. Can you provide more details on the anticipated future phases of the ERP implementation, including any specific priorities or timelines for additional modules and functionalities?

Response to Question: Future phases will include Contract Management and HCM and tentatively will begin after the budget cycle process is completed in July 2026.

82. Are there any long-term strategic goals or initiatives that the ERP system needs to support beyond the initial implementation phase?

Response to Question: As our agency continues to grow our CIP programs, we are looking for scalable solutions that incorporate the industry's best practices such as cost-loaded project planning and work breakdown structures. We currently have an internal system to organize the program hierarchy but this needs to be built out in a more robust structure like the example below.

i. Portfolio

1. Program

a. Budget Code

i. Work Order

1. Task Order