

Energy Trust of Oregon

Accounts Payable Automation

Request for Information

RFI Submission Deadline:

November 3, 2021 - 5:00 PM

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Introduction

Energy Trust of Oregon, Inc. (Energy Trust) is exploring technical solutions to accounts payable (AP) automation. By issuing this Request for Information (RFI), we invite a select group of software vendors to provide information about their accounts payable automation and procure-to-pay solutions.

Vendor organizations are invited to submit information to Energy Trust on information systems and tools which help to automate procurement, requisitioning, contract accounting, vendor invoice approval and general ledger coding workflows, and related document management as specified in this RFI. Energy Trust will use information submitted to invite demonstrations from a selected group of vendors. Based on information received, Energy Trust may proceed to make a vendor selection following this RFI process or may proceed to an additional and more focused competitive solicitation process.

This RFI provides an overview of Energy Trust's business model and the business case for implementation.

Key RFI Dates

Key dates associated with this RFI are listed below:

Email intent to respond	October 21, 2021 - 5:00 PM
Submit any questions or clarifications	October 21, 2021 - 5:00 PM
Question and Answer responses posted	October 22, 2021 - 5:00 PM
RFI response submission deadline	November 3, 2021 - 5:00 PM
Potential respondent demonstrations	November 16 - 17, 2021

All times listed are Pacific Daylight Savings Time (PDT).

About Energy Trust

Energy Trust is an independent nonprofit organization selected and overseen by the Oregon Public Utility Commission (OPUC) to help Oregon utility customers save energy and generate renewable power. Energy Trust's services, cash incentives and energy solutions have helped participating customers of Portland General Electric, Pacific Power, NW Natural, Cascade Natural Gas and Avista save nearly \$8.9 billion on their energy bills. The cumulative impact of the organization's leadership since 2002 has been a contributing factor in the region's low energy costs and in building a sustainable energy future.

Energy Trust operates under a Five-Year 2020-2024 Strategic Plan that builds on our 18-year history successfully serving Oregon residents and businesses with clean energy solutions. It also accounts for a variety of changes and uncertainties we foresee emerging. These changes require Energy Trust to innovate and build on how we accomplish our goals and deliver benefits to all customers of Portland General Electric, Pacific Power, NW Natural, Cascade Natural Gas and Avista. Five focus areas and key strategies will guide our future program and outreach efforts. These five focus areas include engaging customers, supporting utilities, informing policymakers, developing multiple benefits, and adapting to change.

More information about Energy Trust's background, funding sources, strategic and action plans, policies and programs are available on our website at www.energytrust.org/about.

Background

Energy Trust is a service-based organization that uses requisitions, purchase orders and contracts for procurement of professional services. We do not have any manufacturing or inventory that needs to be handled with a procure-to-pay solution. Accounts payable vendor

invoice volume is modest at approximately 300 per month, but are complex because of the number of approvers, GL coding requirements, and disconnected systems.

Energy Trust uses a combination of DocuSign, SharePoint, email, Great Plains Dynamics, and Key2Act to manage vendor invoices for accounts payable. In seeking an accounts payable automation solution, Energy Trust hopes to migrate vendor invoice approvals from DocuSign and SharePoint, and further automate the integration with Great Plains and Key2Act (or a proposed replacement for Key2Act) to eliminate manual processes.

Accounts Payable Automation Objectives

In 2022, Energy Trust intends to implement new accounts payable automation tools that:

- Move the entire procurement process from paper-based and DocuSign workflow to a streamlined electronic workflow with integrations to the financial system.
- Provide dynamic 'smart' online requisition forms that can handle both simple and complex purchase requirements, depending on circumstance.
- Utilize an AP automation and requisition workflow system to support the flow of documents through the approval and General Ledger (GL) coding process, provide visibility into status and history of document changes and approval.
- Replace Key2Act (Wennsoft) Job Cost module with a system that integrates with requisitions, invoices and related workflows, and allows the ability to track and summarize multi-year contracts with multi-level Statements of Work (SOW).

Respondents will be able to indicate whether their solution(s) meet some or all the objectives and requirements outlined in this RFI.

- Explore ways to increase efficiencies of the procurement process.
- Automate and streamline the process from pre-approval through payment in compliance with financial principles with a visual workflow and audit trails associated with all the approvals.
- Using software or workflow that walks staff through the process of generating pre-approval for a purchase with correct forms, attaching proper documentation and automated signature budget approval.
- Convert paper forms to form software and utilize embedded logic to help guide staff to correctly fill in GL codes and attach correct documentation.
- Capture images of Invoices and store within financial system. Utilize functionality within the financial system to track expenditures against contracts, PO's, Payment Requests and Professional Service Payment agreements (PSP).

Requirements Summary and Functional Requirements

Requirements Summary

Energy Trust understands a solution that meets our objectives could take many forms. As a result, we are not specifying the methodology or approach that must be used. If proposing a solution that utilizes software applications from multiple vendors, please describe the implementation and partnering strategy, as well as proposed costs with integrations and other fees. A new solution should meet the following requirements.

Functional Requirements

1. Workflows

- a) Workflows are easy to edit, assign multi-level approval tasks, and forward to users for review with an intuitive design within the user interface.
- b) Please demonstrate how workflows operate within proposed system.

2. Configuration

- a) Flexibility of system to be configured and updated as needed so that it fully integrates and stays aligned within current business rules and policies of the company as they evolve and adapt.
- b) System should be a cloud-based platform.

3. Integrations

- a) Ability of system to seamlessly integrate into current Energy Trust utilized systems:
 - Great Plains
 - Key2Act module within Great Plains
- b) Ability to view the invoices across multiple Energy Trust platforms and flexibility to continue to integrate as systems are added or changed.
- c) Full integration with chart of accounts and ability to adapt as chart of accounts is updated in the future.
- d) Ability of system to maintain all data and history from workflows with invoice.

4. Reporting

- a) System must provide an easily accessible set of queries or tables to allow external reporting systems integration. For example, Power BI, SSRS reports, Prophix, and Smart Lists within GP.
- b) Ability of the system to run reports in real time showing users a snapshot of the specified data sets at the exact time the reports are run, in either a dashboard or a paginated style report.

5. Features for Invoice Processing

- a) Ability for a vendor to send or upload invoices, W9s, provide invoice payment status.
- b) Ability to upload a scanned invoice.
- c) Interpretation of invoices with OCR and/or AI, notation, markup, and redaction capabilities.

6. Features for Contract Requisitioning

- a) Currently using Key2Act for contract accounting. We are exploring new systems for Supplier Diversity Tracking. We are interested in contracting options available with the proposed system. Including:
 - Multi-year contracts
 - Requisitions
 - Purchase Orders
 - Optional requirement: A 'punch out' feature to the vendor system to facilitate ordering supplies from the vendor. Examples include Amazon, Office supplies, Dell Computer.

7. Features for Vendor Engagement

- a) Currently vendors email electronic copies of their invoices to an email inbox. We are interested if the proposed system has a vendor portal feature that would allow vendors to check payment status, upload documents, and update information.

8. Compliance

- a) Ability to put system controls in place that ensure accurate and complete data is maintained and logged.
- b) System needs to be ISO 27001, 27002 version 2013 compliant.

9. Training

- a) Users will need training on the solution. Describe the user training strategy for the proposed solution.

10. Implementation

- a) Describe the implementation strategy for the proposed solution.
- b) If the proposed solution utilizes software from multiple vendors, describe the partnering strategy.

11. Product Road Map

- a) Describe the long-term product road map for the proposed solution.

Submission Guidelines

Responses to this RFI must be organized according to the following guidelines and submitted by the deadline indicated under Key RFI Dates on page 3.

We are requesting an intent to respond by the date identified on page 3, but it is not mandatory. Respondents must submit all full RFI responses electronically via email to Sal Militello, Project Manager at sal.militello@energytrust.org. The electronic copy can be submitted as a PDF or secure Word file. Please clearly indicate "RFI Response" in the subject line of the email submission.

Questions or requests for clarification about this RFI must be submitted in writing. Verbal requests cannot be accommodated. Submit RFI questions and clarification requests via email to Sal Militello at sal.militello@energytrust.org. The due date is indicated under Key RFI Dates on page 3. Please clearly indicate "RFI Question/Request for Clarification" in the subject line of the email submission.

Energy Trust will post all written questions and answers to the RFI website page by the due date indicated in the KEY RFI Dates on page 3.

Respondents may inquire about the status of their response (i.e. verify Energy Trust receipt) via email sal.militello@energytrust.org. Please indicate "Request to Verify RFI Submission Receipt" in the subject line of the email submission.

Format – Representations and Signature Page, Cover Letter and Summary of Response

In order for Energy Trust to consider responses, respondents must submit the **Representations and Signature** form attached to this RFI as Appendix A as the cover page to its response. The Representations and Signature form must be signed by a duly authorized officer or agent of the respondent company submitting the response. The respondent may also include a one-page cover letter introducing their response, company and product.

In no more than one page, respondents shall provide an executive summary that demonstrates its understanding of the RFIs Objectives and Functional Requirements and summarize why it is the best candidate to provide the services and products described.

Except as otherwise indicated, responses to the individual questions, directions and requirements are not limited in length.

It is permissible to provide additional marketing information about the product along with your response; however, it must not be integrated within the response content. Marketing information may be disregarded and not used in any further determination of an acceptable solution.

Response Main Body Sections

Company and Product Profile

Energy Trust is seeking information about the company developing and supporting the proposed product as well as the product itself. Please explain how their organization is financially stable and in good standing with its clients, and how it possesses the roadmap, foundation and capability to support its products and clients long-term.

Energy Trust strives to create a diverse, equitable and inclusive organization with responsive employees and contractors to achieve energy acquisition goals, serve customers, and engage trade allies and other partners. Diversity, equity, and inclusion work at Energy Trust is guided by a Diversity, Equity and Inclusion Operations Plan that includes specific goals and approaches for diversity, equity and inclusion activities throughout the organization's work.

Please disclose whether the respondent is women-owned or minority-owned, whether or not formally certified as such on Oregon's COBID registry or other similar registries. In addition, respondent is asked to explain its own organizational experiences developing and executing diversity, equity, and inclusion initiatives and/or policies or how it complies with diversity, equity and inclusion initiatives of other organizations.

Functional Requirements

Please describe how the solution (or deployments of this type) (1) would meet the Functional Requirements as outlined above and (2) has been deployed in the past in ways that illustrate how it could meet such requirements.

Pricing Information

Submit your pricing and costs for your solution as described in Appendix B.

Sample Reports

Submit screenshots and/or reports as described in Appendix C.

References

Please provide two references from clients or installation sites that respondent has served with this product, with an indication of whether such clients or installation sites are in the same/similar line of business as Energy Trust.

Demonstrations

Energy Trust may request that one or more respondents present and demonstrate how their accounts payable automation product(s) would meet Energy Trust's needs. Energy Trust will not provide compensation for any costs related to presentations or demonstrations made in response to this RFI. Energy Trust will schedule any presentations at mutually convenient times for Energy Trust and the respondent(s) within the defined period. Respondents should prepare for detailed questions about components of their product(s). We expect to schedule demonstrations on the days of Nov 15-17, 2021.

RFI Governing Provisions

All responses to this RFI are subject to the following provisions:

No Commitment/Resulting Contract

This RFI is issued as a means of technical discovery and information gathering. This RFI is for planning purposes only and should not be construed as a solicitation nor should it be construed as an obligation on the part of Energy Trust to make any purchases. This RFI should not be construed as a means to pre-qualify vendors.

Energy Trust may utilize the results of this RFI in drafting a competitive solicitation for services, products and/or equipment or it may proceed to a decision on a future contract for services, products and/or equipment.

This RFI does not constitute an offer by Energy Trust, nor does it commit Energy Trust to enter into a contract or similar undertaking with any of the respondents or any organization associated with any of the respondents. Energy Trust also reserves the right to suspend or modify the RFI process or to issue a new RFI for the services described that would supersede and replace this one. No binding obligation shall be created unless Energy Trust and the concerned party execute a written agreement duly authorized and signed by both parties.

Confidentiality

Except in the case of litigation or other legal disclosure and/or audit requirements, Energy Trust will not disclose information submitted in response to an RFI to any third-party.

Ownership of Responses

All materials submitted in response to this RFI shall become the property of Energy Trust and will not be returned to the respondent.

No Verbal Addendums

Any clarification or interpretation of the RFI documents shall be issued in writing by Energy Trust. No verbal agreement or conversation made or had at any time with any officer, agent or employee of Energy Trust, nor any oral representation by such party shall bind Energy Trust nor add to, detract from, affect or modify terms of this RFI. Any addendum to this RFI will be in written form.

Respondent Costs

Each response prepared in response to this RFI will be prepared at the sole cost and expense of the respondent and with express understanding that there will be no claims whatsoever for reimbursement from Energy Trust.

Waiver of Claims

Respondents waive any right they might otherwise have to bring any claim, whether in damages or equity, against Energy Trust, Energy Trust Board of Directors or any of Energy Trust's agents, employees or contractors, with respect to any matter arising out of any process associated with this RFI.

Energy Trust Rights Reserved

Energy Trust reserves the right, in its sole discretion, to reject any or all submissions in whole or in part, to waive any minor irregularities or informalities in response, and enter into any agreement deemed to be in its best interests. In addition to any other enumerated reserved rights and/or options as stated in this RFI, Energy Trust may in its sole discretion do any one or more of the following:

- Disqualify responses that do not meet requirements;
- Select and negotiate and/or enter into agreements with any RFI respondent(s) whose response, in Energy Trust's sole judgement, best satisfies the interests of Energy Trust in its sole judgment;
- Issue additional subsequent solicitations for information or proposals, including withdrawing this RFI at any time and/or issuing a new RFI that would supersede and replace this one, or issuing a follow up solicitation;
- Vary any timetable or schedule, add or change any provisions discussed herein;
- Conduct any briefing session or further information gathering or solicitation process on any terms and conditions;
- Suspend or modify the RFI process at any time.

Conflict of Interest

Respondents shall disclose in their submitted response all direct or indirect actual or potential conflicts of interest it or any of its personnel may have with Energy Trust. A “direct or indirect conflict” is defined as any situation in which an individual has or may be reasonably construed to have a direct or indirect personal or financial interest in any business affairs of Energy Trust, whether because of a proposed contract or transaction to with Energy Trust may be a party or may be interested or is under consideration, or whether such conflict is purely conceptual, because of similarity of business interests or affairs.

Additional Information

Energy Trust may request additional information.

Appendix A: Representations and Signature Form

I, the undersigned, declare that:

1. I am an authorized agent of the Respondent and have authority to submit and execute this document and to make the following representations on behalf of the respondent.
2. The information provided in this proposal is true and correct to the best of my knowledge.
3. I have read this RFP in its entirety and agree unconditionally to all of its conditions and requirements.
4. I understand and accept that the approval or rejection of this proposal is within the sole discretion of Energy Trust.
5. I understand and accept that there is no legal commitment by Energy Trust for banking services until approval of this proposal by Energy Trust, and until all legal due diligence has been undertaken and an authorized legal contract has been duly and properly executed.
6. I authorize Energy Trust and its agents to investigate the business and financial credit history of the Respondent, and authorize the release of all said information to Energy Trust solely for the purpose of evaluation of proposals submitted in response to this RFP. Notwithstanding any other provisions of the RFP, such financial history shall be considered confidential.
7. I agree that I will report immediately in writing to Energy Trust any changes to the information contained herein at any time while the Respondent's proposal is under consideration for selection.

The information contained in this proposal and any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to Energy Trust is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead Energy Trust as to any material fact.

Date:

Respondent Name:

Authorized Signature:

Name and Title (please print):

Appendix B: Pricing and Cost Information

Please provide information on cost and pricing proposal. Specifically, please:

- Identify the structure of your pricing proposal: time and materials and/or alternatives.
- Identify initial set-up/development costs and ongoing maintenance and licensing or hosting costs.
- If there are additional, non-core features that will be added after the initial release, provide the pricing for those features separately.
- Explain your pricing structure for future development, enhancement and customization requests.
- Explain your pricing structure for future support services for the solution.

Appendix C: Samples

Please attach a sample for each of these inputs/outputs:

- A report showing the status of invoices in various stages of approval workflow.
- A sample document with annotation or comments.
- A sample document with masking or redaction.
- A sample requisition form.
- A sample from the audit trail.
- A sample workflow.