

[www.hometownconnections.com](http://www.hometownconnections.com)

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## **ADDENDUM NO. 1**

### **Hometown Connections Request for Proposal AMI Solution**

**REF #: HCI\_AMIRFP\_2846**

#### **RESPONSES TO QUESTIONS**

- Submitted by Email to Susan Ryba, [sryba@hometownconnections.com](mailto:sryba@hometownconnections.com)
  - From Mandatory Pre-Proposal Audio & Web Conference Meeting, Thursday, February 20, 2020

#### **SLIDES PRESENTED AT PRE-PROPOSAL MEETING FEBRUARY 20, 2020**

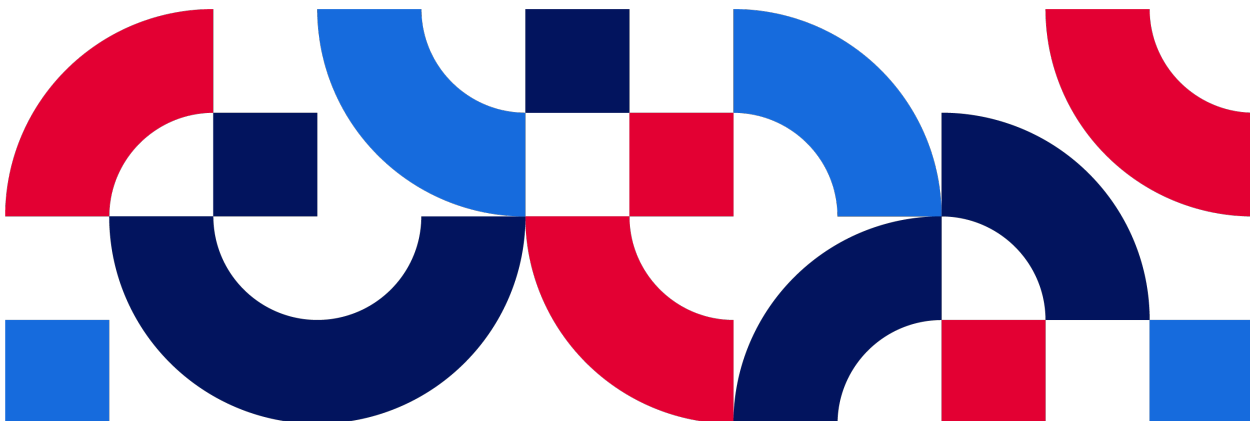
Release Date: February 7, 2020

Addendum No. 1 Date: February 26, 2020

**Revised Deadline for Submission: April 3, 2020**

Issued by:

Hometown Connections, Inc.  
12081 W. Alameda Parkway, #464  
Lakewood, Colorado 80226



## HCI\_AMIRFP\_2846 ADDENDUM NO. 1

### QUESTIONS SUBMITTED BY EMAIL AS OF FEBRUARY 26, 2020

Per requests submitted to [sryba@hometownconnections.com](mailto:sryba@hometownconnections.com) by email, Hometown Connections, Inc. has extended the submission deadline **by two weeks**.

The revised RFP calendar is as follows:

### 1.4 PROCUREMENT SCHEDULE **REVISED**

Estimated schedule for completing the evaluation and selection:

Table 1: Procurement Schedule		
Activity	Date	Time MT
RFP Release Date	2/7/2010	Noon
Mandatory Pre-Proposal Conference Call	2/20/2020	Noon
Last Date to Submit Written Questions or Requests for Clarification	3/24/2020	4pm
Proposal Due	4/3/2020	4pm
Notification of Respondent Shortlist	5/4/2020	4pm
Respondent Short List Meetings	5/18/2020 through 5/22/2020	TBD
Notification of Successful Respondent	6/19/2020	4pm

**Q&A FROM MANDATORY PRE-PROPOSAL AUDIO & WEB CONFERENCE MEETING  
THURSDAY, FEBRUARY 20, 2020**

**Question 1:**

How will the contracting process work? Will individual utilities go out to RFP or will they be able to procure our AMI solution through Hometown's RFP process or through HCI directly?

**Answer:**

Individual utilities and joint action agencies will contract with Hometown Connections directly. Some will be able to make use of Hometown's RFP process and acquire our solution directly without their own RFP, while others may pursue their own RFP process.

**Question 2:**

You mentioned hosted options and on-premise. There are different Software Service arrangements through which you lease hosted software services and options through which you purchase (i.e. license) the software. Which arrangement do you prefer?

**Answer:**

We are open to all options and configurations, including on-premise, software as a service, infrastructure as a service, and platform as a service. All options and configurations will be considered equally.

**Question 3:**

Does this RFP mean that Hometown Connections is replacing the AMI solution it has in place today, or is Hometown supplementing its current AMI solution?

**Answer:**

We knew when launching our current AMI solution that it would not be a one-size-fits-all solution. The metering needs of public power utilities across the country are too diverse. Therefore, the new RFP process is designed to provide public power utilities a choice, where one solution might prove a better fit than another.

**Question 4:**

How did you come up with the figure of 100,000 potential endpoints?

**Answer:**

This concerns our pipeline. We currently have 100K plus endpoints that are represented by our JAA owners and affiliates. Please note that our market is not just the members of our owners and affiliates. It is all of public power.

**Question 5:**

Do you want a combined AMI and MDMS solution or can they be bid separately?

**Answer:**

We will review the solution regardless of how it is packaged. We will evaluate proposals that cover any or all of these components. Here are several examples:

- Endpoints (Electric, Water, Gas) + AMI Network + AMI Head-End System
- Endpoints (Electric, Water, Gas) + AMI Network + AMI Head-End System + MDMS
- MDMS Only
- AMI Network + AMI Head-end only

Please note a multi-tenant system is preferred.

**Question 6:**

Who will do the reviewing?

**Answer:**

The impartial proposal reviewing team will consist of employees of Hometown Connections staff and owners. Our priority is selecting the best products and partners for Public Power.

**Ancillary Answer:**

Please keep in mind that we also are looking for a Smart Cities approach that may include additional items such as smart street lighting, distributed or micro-generation, and green and other initiatives. These capabilities will become more important to public power over time. If they are not provided at the outset of this AMI project, future add-ons are expected.

**SLIDES FROM MANDATORY PRE-PROPOSAL AUDIO & WEB CONFERENCE MEETING  
THURSDAY, FEBRUARY 20, 2020**

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**Hometown Connections Inc.**

**Request for Proposal (RFP)**

**REF #: HCI\_AMIRFP\_2846**

**Advanced Metering Infrastructure Solution**

**Mandatory Pre-Proposal  
Conference Call**

**Feb 20, 2020**



Hometown Connections, Inc.

# Overview

Leading Community-owned Utilities  
to a Powerful Future



## Hometown Connections is Dedicated to Public Power

- *Not for profit*, owned by and working for public power
- *Trusted entity* with public power's best interests in mind
- *Extensive knowledge* base of public power systems, including operations, planning and purchasing decisions
- Offers public power utilities *guidance and access* to quality products/services
- *Networking relationships* with utilities, joint action agencies and state associations
- Partner of the *American Public Power Association*



## HCI Vision

Be strategic leaders and a trusted resource in bringing value to community-owned utilities.

## HCI Mission

Collaboratively provide innovative, industry-leading solutions in a cost-effective manner to meet the unique needs of community owned utilities.

## HCI Core Values

*\*Trust*

*\*Customer/Community Focus*

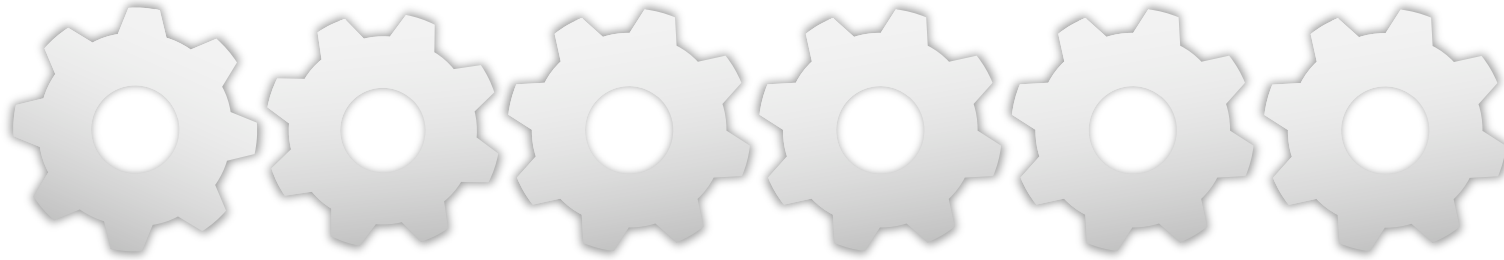
*\*Financial Stability*

*\*Strategic Innovation*

*\*Expertise*

*\*Collaboration*

# Public Power Collaboration – HCI Ownership



AMEA	AMP	GLU	MPUA	NCPA	VPPSA
Montgomery, AL <ul style="list-style-type: none"><li>• 11 Members<ul style="list-style-type: none"><li>➢ 300K Retail</li></ul></li></ul>	Columbus, OH <ul style="list-style-type: none"><li>• 135 Members<ul style="list-style-type: none"><li>➢ 650K Retail</li></ul></li></ul>	Manitowoc, WI <ul style="list-style-type: none"><li>• 12 Members<ul style="list-style-type: none"><li>➢ 72K Retail</li></ul></li></ul>	Columbia, MO <ul style="list-style-type: none"><li>• 130 Members<ul style="list-style-type: none"><li>➢ 628K Retail</li></ul></li></ul>	Roseville, CA <ul style="list-style-type: none"><li>• 16 Members<ul style="list-style-type: none"><li>➢ 600K Retail</li></ul></li></ul>	Waterbury Center, VT <ul style="list-style-type: none"><li>• 12 Members<ul style="list-style-type: none"><li>➢ 30K Retail</li></ul></li></ul>

# Today

## Growing Solutions

- Management Consulting
- Managed Services (AMI and Cyber)
- Endorsed Partners

## Adding Value

- In 23<sup>rd</sup> year as public power's national service provider
- More than 900 public power clients

## National Marketing/Sales Network is growing

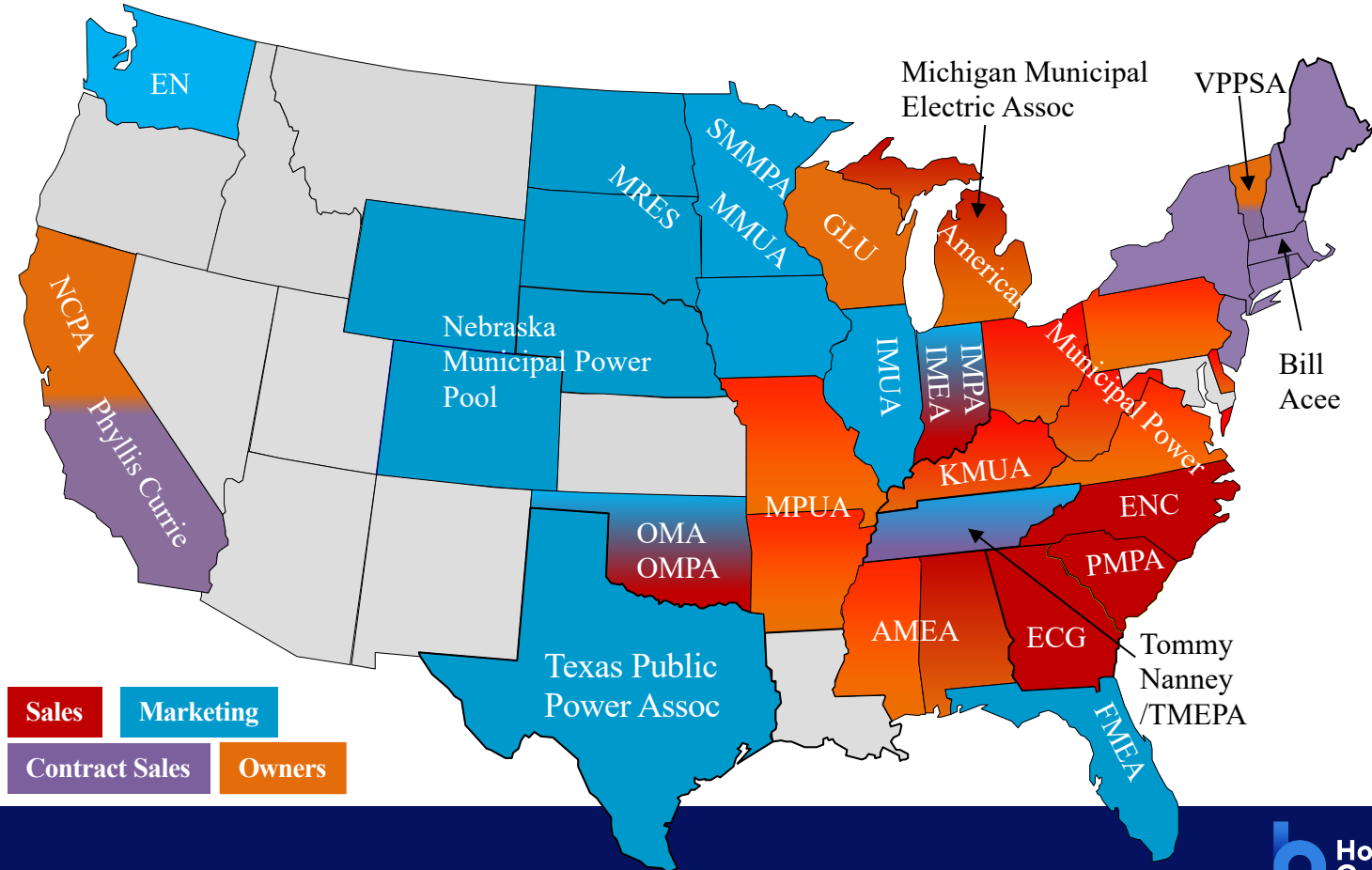
- 28 relationships in 38 states
  - 78% of all public power utilities
  - 75% of all retail customers
- Endorsed by APPA with preferred access to marketing channels

## Maintaining a strong solutions suite

- HCI and partners working to interface, integrate, cross promote, and host services



# Marketing Channels



## Marketing Channels

- Alabama Municipal Electric Auth.
- American Municipal Power, Inc.
- Electric Cities of Georgia
- ElectriCities of North Carolina
- Energy Northwest
- Florida Municipal Electric Assoc.
- Great Lakes Utilities
- Illinois Municipal Electric Agency
- Indiana Municipal Electric Assoc.
- Indiana Municipal Power Agency
- Kentucky Municipal Utilities Assoc
- Michigan Municipal Electric Assoc.
- Minnesota Municipal Electric Assoc.
- Missouri Public Utility Alliance
- Missouri River Energy Services
- Nebraska Municipal Power Pool
- Northern California Power Agency
- Oklahoma Municipal Alliance
- Oklahoma Municipal Power Auth.
- Piedmont Mun. Power Agency
- Southern Minn. Mun. Power Agency
- Tenn. Mun. Electric Power Assoc.
- Texas Public Power Association
- Vermont Public Power Supply Auth.#
- William Acee—New England, New York, New Jersey
- Phyllis E. Currie—California
- Thomas E. Nanney—Tennessee
- Paul H. Allen, P.E.—Reliable Public Power Provider (RP3) Consultant

# Hometown Connections Products and Services

Offering public power utilities guidance and access to quality products/services from a trusted entity with public power's best interests in mind



## Management Consulting

- Governance
- Strategic Planning
- Customer Service
- Process Improvement
- Talent Management



## Managed Solutions

- Advanced Metering
  - Fully-Managed Solution
  - Data Management
  - Data Analytics
- Cyber Security
  - Assessment
  - Training/Phishing
  - Cyber Roadmap with recommendations and budget



## Third-Party Partners

- Operations
- Cybersecurity
- Business Strategy
- Customer Care
- Finance
- Workforce

# Management Consulting

Hometown Connections staff and industry colleagues help public power systems improve organizational, operational, and marketing effectiveness through integrated consulting services in the following areas:

## **FACILITATION SERVICES**

- Strategic Planning
- Technology Planning
- Governance Training/Board Retreats

## **SKILL SET SERVICES**

- Temporary Skill Sets: Personnel, Resources and Projects

## **RESEARCH SERVICES**

- Customer & Employee Satisfaction, Interests
- Compensation Studies

## **FINANCIAL SERVICES**

- Cost of Service Studies/Rate Design
- Load Growth Consulting
- Energy Trading/Risk Management

## **TECHNOLOGY SERVICES**

- Cyber & Physical Security Consulting
- Utility Technology Consulting

## **CHECK-UPS**

- Organization
- Governance
- Finance
- Cybersecurity
- Customer Service
- Distribution System
- Reliable Public Power Program (RP<sub>3</sub>)

## **IN-HOUSE TRAINING COURSES**

- Customer Service and Leadership Training
- Offered through APPA Academy
- Taught by Hometown staff

# Managed Solutions - Advanced Metering Solution



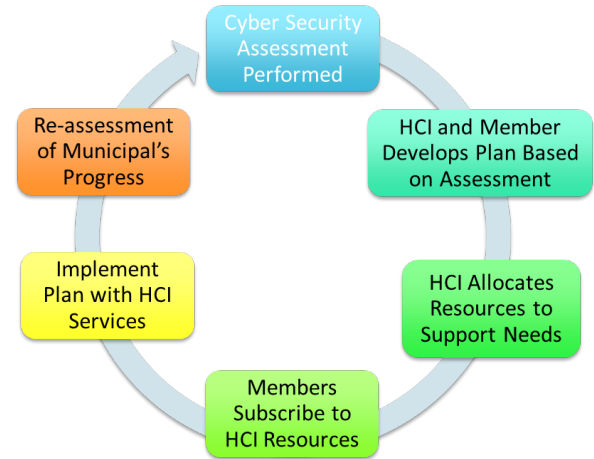
- Purpose built for municipal utility systems
- Lower risk and cost-effective pathway to advanced metering infrastructure (AMI)
- Deploying best-of-breed meters, wireless communications, applications, systems integrations
- Hosting/managed services
- Integration with CIS, GIS, SCADA and OMS systems
- Supports electric, water and gas meters from several major manufacturers
- Service Level Agreement guaranteeing network availability and meter reads
- Advanced cyber protection, disaster recovery, 24/7/365 security and operations monitoring





# Managed Solutions - Cyber Security Program

- **Assessment**
  - Internal network and systems vulnerability assessment
  - APPA Scorecard Assessment
  - Center of Internet Security (CIS) Critical Controls (SANS 20) Assessment
- **Awareness**
  - Cyber Awareness Training
  - Phishing Exercise
  - Cyber Incident Response Tabletop Exercise
- **Strategy & Budget**
  - Provide a Tactical Cyber Roadmap with recommendation and Budget



## Third-Party Partners

- **AESI-US, Inc.**
  - Cyber & Physical Security Consulting
- **Apogee Interactive**
  - Customer Engagement/Energy Analysis
- **GreatBlue Research**
  - Market Research Services
- **Katama Technologies, Inc.**
  - Technology Planning & Implementation
- **Marsh Wortham Power Gen Insurance**
  - Property & Cyber Liability Insurance
- **MFP-Connect™**
  - Energy Workforce Solutions/Compensation Studies
- **Milsoft Utility Solutions**
  - Outage Management
- **PowerSecure**
  - Distributed Generation
- **Sagewell**
  - Load Growth Consulting, EV Load Management, EV/Heat Pump Sales Growth
- **The Energy Authority**
  - Energy Trading & Risk Management Services
- **Utility Financial Solutions, LLC**
  - Cost of Service Studies/Rate Design

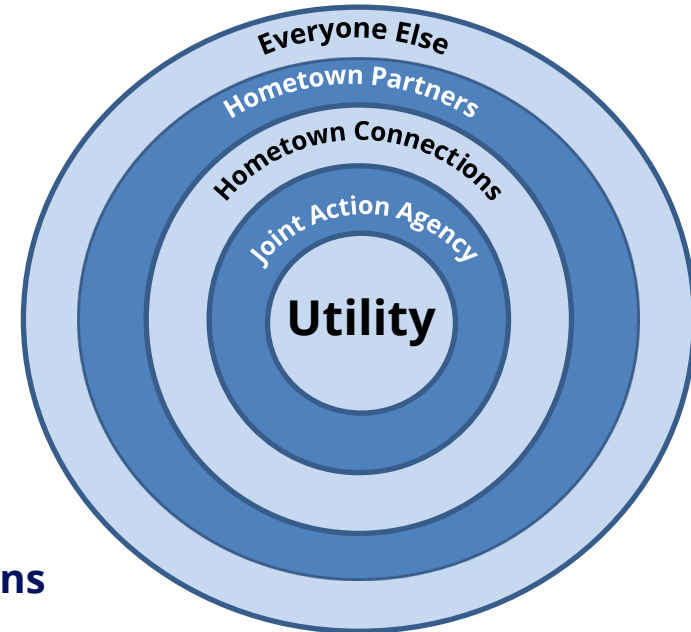
## Strategic Direction – Adding Value to Public Power

- Continue growing as a “primary” resource to public power
- Increase alignment with JAAs, State Associations, and other public power member organizations
- Maximize our product/service product network

## Strategic Direction = Super JAA

- 81 JAAs/JPAs today
  - Approximately 40 with staffs that offer services
- Structure
  - Owned by members, well financed and staffed
  - Flexible purchasing rules
  - **The most trusted partner of their utility members**
- Value is economies of scale/control
- Role is aggregation (joint purchasing/solutions)
  - Power supply, transmission, ancillary services
  - Non-power supply solutions
  - Growing in both traditional and non-traditional roles
- JAAs collaborating with each other for additional economies of scale/control
- Super JAA power supply = The Energy Authority
- **Super JAA non-power supply = Hometown Connections**

Public Power Utility Trust



## Key RFP Objectives

- Flexible solution
  - Multiple solutions, one size does not fit all for public power
  - Water and gas only (outside of an electric footprint)
  - Integration to multiple billing platforms
- Flexible relationship
  - HCI's position in existing sales distribution channel
  - Level of support provided in proposal development
- Smart Grid/Cities
  - Platform for today and future smart city applications

Hometown Connections, Inc.

## RFP Details

Leading Community-owned Utilities  
to a Powerful Future



# Schedule

Table 1: Procurement Schedule		
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Send all questions via email to Susan Ryba.

[sryba@hometownconnections.com](mailto:sryba@hometownconnections.com)

Include REF #: HCI\_AMIRFP\_2846 – Questions and (Respondent Name) in the subject line.

# Submittal & Evaluation

- Submittal
  - Four paper copies to be submitted plus one copy in digital form sent via email [sryba@hometownconnections.com](mailto:sryba@hometownconnections.com)
- Selection Committee
  - Will have representation from all of Hometown's owners along with internal staff.



# Solution Requirements

- Solution Components
  - Endpoints (Electric, Water Gas) + AMI Network + AMI Head-End System
  - Or Endpoints (Electric, Water Gas) + AMI Network + AMI Head-End System + MDMS
  - Or MDMS Only
  - Smart City Components Also Included (Streetlight control, etc.)
  - Installation not in scope
- Multi-Tenant System Preferred
- Hosting vs On-Premises
  - Both are acceptable

# Solution Requirements

- Expectation is for Multiple Integrations to CIS Systems
- Cyber Security is very important.
- Vaporware Clause
  - All components proposed by Respondent (e.g. AMI head-end system, network equipment, meters) shall be available and in production as of the date of the response. If components are not yet available/in production and Respondent wishes to propose them then Respondent must clearly state the future date of availability for each specific component.

## Pricing

- Typical Utility of 15,000 Endpoints (34% electric / 33% water / 33% gas)
- Unit Pricing
- Production / DR / & Test Environments Separated
- 10 Years of costs to be included
  - Include Software upgrade pricing in ongoing costs