February 19, 2020

RE: RSQ 17-20
ADDENDUM No. 1

To prospective vendors:

The Utilities Commission is issuing the following addendum. As such it becomes an integral part of the proposal and must be acknowledged by the return of this signed form, with your proposal form, acknowledging receipt of the addendum:

1. Please provide the current strategic plan of UCNSB along with identified strategic projects on the roadmap.
   - The development of the roadmap will be the responsibility of the chosen vendor.

2. Please provide the total number of different functional areas. Ideally, an org chart would be helpful if readily available.
   - See attached organizational chart

3. Please provide the current system integration diagram with all relevant systems that will be part of this engagement
   - This will be provided to the chosen vendor.

4. Can UCNSB provide the type of meter system that is being used today (for both electric and water)?
   - We currently use Itron FCS (Field Collection System) for reading all electric and water meters. Approximately 72% of our meters are radio-read through ERTs, the remaining 28% are manually read.

5. Please provide the current headcount by department and level
   - This will be provided to the chosen vendor.

6. Has UCNSB done any employee and/or customer engagement surveys. If yes, please provide summary results of those surveys and overall recommendations coming out of those surveys.
   - This is not required for vendors to provide a statement of qualifications.
   -

7. What are some peer utilities that UCNSB typically benchmarks against?
   - OUC, FMPA members

RSQ 17-20 Addendum No 1
8. What is the current Grid and Water infrastructure modernization plan of UCNSB? Specifically, what scope items are being considered by UCNSB staff (DA, AMI, SA, TLM, ADMS, Asset Management, DER etc.)?
   - These documents will be provided to chosen vendor

9. On page 2 of the RFP the RSQ RETURN DEADLINE BY 2:30 PM: on Feb 25th. But on page 3 Submittals shall be mailed or delivered in a sealed package clearly marked on the outside with Professional Services – Modernization Plan RSQ Number 17-20, and due date (March 5, 2020, 2:30 P.M.). What is the final due date of the RFP?
   - February 25, 2020 @2:30PM

10. What benefits are of most significance to UCNSB (Safety/Reliability/Customer Experience/Affordability/Resiliency/Clean Energy Enablement etc.)?
    - Please see our Mission, Vision and Values statement attached.

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A Copy of This Signed Form Must Accompany Your Proposal

Acknowledgment of Receipt of Addenda No. 1

Company________________________________________

Signature________________________________________
EXECUTIVE
FY2020 Organizational Chart

Commission
- Chairman
- Vice Chairman
- Secretary-Treasurer
- Assistant Secretary-Treasurer
- Commissioner

General Manager/CEO
- 1 FTE

Manager
- 1 FTE

2 FTE
System Operations
FY2020 Organizational Chart

Commission

General Manager/CEO

Director, System Operations

Specialist, SCADA

1 FTE

Operator, Sys Ops

5 FTEs

Supervisor, Sys Ops

1 FTE

Dispatcher

1 FTE

9 FTE
Central Services
FY2020 Organizational Chart

Commission

General Manager/CEO

Director, Central Services

Manager, HR
- Generalist
- Specialist, P&B
  - 1 FTE

Manager, S&R
  - 1 FTE

Manager, CR
  - 1 FTE

Manager, FF

Manager, HR
- Generalist
  - 1 FTE

Manager, S&R
- 1 FTE

Manager, CR
- 1 FTE

Manager, FF
- Mechanic, Lead
  - 1 FTE
- Mechanic, Fleet
  - 2 FTEs
- Mechanic, Generator
  - 2 FTEs
- Specialist, Facilities
  - 1 FTE
- Maintainer, Facilities
  - 1 FTE

14 FTE
Information Technology
FY2020 Organizational Chart

Commission

General Manager/CEO

Assistant

1 FTE

Engineer

1 FTE

Technician, Sr. Help Desk

1 FTE

Technician, Help Desk

1 FTE

Director, Information Technology

1 FTE

Database Administrator

1 FTE

Technician, Cabling

1 FTE

TBD

1 FTE

8 FTE
VISION
To be a community partner with safety as the priority while providing reliable, essential utility services, dedicated to sustainable resources and community stewardship.

MISSION
As a vital community partner to greater New Smyrna Beach, we operate and maintain infrastructure that provides essential, reliable services. We strive to maintain and build upon the confidence that we earn as a trusted water resources and energy advisor by providing sustainable, conservation-focused utilities. We are characterized by community stewardship, including volunteerism and charitable giving, and will operate with a strong focus on pride in our community.

CORE VALUES
Safety
Integrity & Transparency
Financial Prudence
Innovation, Learning, & Improvement
Diversity and Inclusion