



Sharon Samuels  
Member Services and Procurement Specialist

**MEMORANDUM**

August 10, 2018

**TO:** FMPA Members  
**FROM:** Sharon Samuels  
**SUBJECT:** Utility Call Center Support Services Award – RFP# 2018-214

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The members participating in the FMPA Utility Call Center Support Services RFP have reviewed the proposals received in response to this solicitation.

FMPA received proposals from ENCO Utility Services, Faneuil, Inc., HelpGrid, Superior Contact, and Worldwide Interpreters. The Review Team selected the proposal of ENCO Utility Services.

ENCO Utility Services will extend pricing and terms of the agreement to other FMPA Members. The award agreement is effective through August 2023; at that time the agreement may be renewed by mutual consent.

Below is the contact information for the awarded firm:

ENCO Utility Services  
8141 E. Kaiser Blvd. Ste. 212  
Anaheim, CA 92808  
P: 951-925-8092  
Email: irigoyen@encous.com

If you have any questions or concerns, please feel free to contact me.