



Sharon Samuels  
Procurement Lead

**MEMORANDUM**

**TO:** FMPA Members  
**FROM:** Sharon Samuels  
**DATE:** June 5, 2024  
**SUBJECT:** Utility Call Center Support Services (RFP# 2018-214) – Award Extension

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The current FMPA Utility Call Center Support Services Award will expire August 2024.

ENCO Utility Services was contacted to determine their interest in extending the bid award for another year, ENCO agreed to extend, but with a price increase on call center services of 5 – 8%. The increase was rejected by the Participating Members.

As such, the services will be rebid. ENCO has agreed to a 3-month extension of the existing award to allow for the rebidding process. This extension expires November 30, 2024.

Please feel free to contact me with any questions or concerns.