



Sharon Samuels
Procurement Lead

MEMORANDUM

TO: FMPA Members
FROM: Sharon Samuels
DATE: November 6, 2024
SUBJECT: Utility Call Center Support Services (RFP# 2018-214) – Award Extension

The current FMPA Utility Call Center Support Services is in the process of rebid. FMPA and the Participating Members are in the process of evaluating the submittals to the RFP solicitation RFP# 2024-209.

ENCO, the current awarded bidder, has agreed to an additional 1-month extension of the existing award to allow for this process. This extension expires December 31, 2024.

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