




Sharon Samuels
Procurement Lead

MEMORANDUM

TO: FMPA Members
FROM: Sharon Samuels 
DATE: December 17, 2024
SUBJECT: Utility Call Center Support Services (RFP# 2024-209) - Award

FMPA issued competitive solicitation for Utility Call Center Support Services - RFP# 2024-209. In response, FMPA received proposals from the 21 bidders below:

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| Amerdial, Inc. of Canton, OH; | Keystone Exteriors DBA Keystone Utility Systems of Luzerne, PA; |
| AnswerNET, Inc of Willow Grove, PA; | McGhee & Associates LLC of KS; |
| ARCsmart Solutions of Gilbert, AZ; | One Touch Direct, LLC of Tampa, FL; |
| Dash BPO, LLC of Orlando, FL; | Optimum CX, LLC of Stateline, NV; |
| Data Listing Serv. DBA The Connection of Bloomington, MN; | Over the Ridge DBA Resolution One of Tampa, FL; |
| Daupler of Overton Park, KS; | ROI CX Solutions of American Fork, UT; |
| ENCO Utility Services Florida of Tallahassee, FL; | Southwest Call Center of Lake Charles, LA; |
| EnergyCare, LLC of Henderson, NV; | Talk2Rep, Inc DBA OutPLEX of Ft. Lauderdale, FL; |
| First Credit Services, Inc. of Piscataway, NJ; | Transworld Systems, Inc. of Lake Forest, IL; |
| Gilson Software Solutions of Ft. Lauderdale, FL; | UnifyCX, LLC of Louisville, KY; |
| Ivox Solutions of St. Lucie, FL; | |

The members participating in the FMPA Utility Call Center Support Services RFP have reviewed the proposals received in response to this solicitation. Pursuant to Section 9, Rights of Rejection of the RFP document, the Review Team indicated award to more than one bidder. The award for three (3) bidders is as follows:

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| AnswerNET, Inc
3930 Commerce Ave
Willow Grove, PA 10909
P: 267-942-6000
Email: deborah.shulze@answernet.com | Daupler
8024 Conser St.
Overland Park, KS 66204
P: 888-201-5652
Email: chad@daupler.com | ENCO Utility Services
2639 N Monroe St., Ste.117
Tallahassee, FL 32303
P: 951-766-4779
Email: demeritte@encous.com |
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These awarded bidders will extend the bid prices and terms to all FMPA Members as stated in our bid document. FMPA will move forward with next steps to execute the services agreement with each bidder.

The award agreement is effective through December 2029; at that time the agreement may be renewed by mutual consent.