



Sharon Samuels
Member Services Programs and Procurement Administrator

MEMORANDUM

March 29, 2023

To: FMIPA Members

From: Sharon Samuels

Re: Utility Call Center Support Services Award Extension – RFP# 2018-214

The FMIPA Utility Call Center Support Services Award is scheduled to expire August 2023.

The Participating Members and the awarded vendor, ENCO Utility Services has mutually agreed to extend the award for an additional year.

In accordance with Section 4j of the RFP document, Pricing, ENCO Utility Services will implement a 3% pricing increase per their proposal.

This extension will expire on August 10, 2024. Should you have any concerns or questions regarding this extension, please feel free to contact me.

cc: Awarded Bidder