

EXECUTIVE BRIEF REGULAR MEETING

AGENDA DATE: December 15, 2020

DEPARTMENT: Electric Utility

TITLE:

Ratification of Second Amendment to original Agreement with ENCO Utility Services, LLC

SUMMARY:

Ratification of Second Amendment to original Agreement with ENCO Utility Services, LLC and authorization of funding the amendment to provide Utility Call Center Support Services for Electric Utilities and the Customer Service division at an amount not exceed \$570,000 for Fiscal Year 2021 and \$175,000 for Fiscal Year 2022.

BACKGROUND AND JUSTIFICATION:

The FMPA issued a Request for Proposal (RFP #2018-214) for qualified firms to offer Utility Call Center Support Services for the Customer Service division. The City Commission approved the FMPA agreement with ENCO on August 21, 2018 and retained ENCO to provide call center services to the City. The agreement has an initial term of five (5) years from August 10, 2018 to August 10, 2023, with five (5) additional single year renewal options.

Utilizing the ENCO Agreement has allowed the City to offer its customers 7x24 access to a customer service representative, something that was not possible under the previous business model of handling customer service calls in person at the Annex or via phone only during business hours. Similarly customers' payment options are now available 7x24 on-line, via phone, and in person at multiple off-site locations nationwide.

The estimated Fiscal Year expenditure with the new price per customer service call is approximately \$570,000 for FY2021. The City is hereby requesting authorization of funding in the amount of \$570,000 for Fiscal Year 2021 and \$175,000 for Fiscal Year 2022. The costs for these services will be funded by the Customer Service Division's GL# 401-1240-513.34-50 which is allocated between Electric, Water and Sewer Departments annually.

MOTION:

Move to approve/disapprove Ratification of the Second Amendment to original Agreement with ENCO Utility Services, LLC at an amount not exceed \$570,000 for Fiscal Year 2021 and \$175,000 for Fiscal Year 2022.

ATTACHMENT(S):

Fiscal Impact Analysis
Second Amendment

FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact:

Fiscal Years	2021	2022	2023	2024	2025
Capital Expenditures	0	0	0	0	0
Operating Expenditures	\$570,000	\$175,000	0	0	0
External Revenues	0	0	0	0	0
Program Income	0	0	0	0	0
In-kind Match	0	0	0	0	0
Net Fiscal Impact	\$570,000	\$175,000	0	0	0
No. of Addn'l Full-Time Employee Positions	0	0	0	0	0

B. Recommended Sources of Funds/Summary of Fiscal Impact:

Account Number	Account Description	Project Number	FY21 Budget	Current Balance	Agenda Expenditure	Balance
401-1240-513.34-50	Contractual Services		\$570,000	\$570,000	-\$570,000	\$0