

STAFF REPORT UTILITY MEETING

AGENDA DATE: April 30, 2024

DEPARTMENT: Electric Utility

TITLE:

First Amendment to the Agreement with ENCO Utility Services, LLC

SUMMARY:

First Amendment to the Agreement with ENCO Utility Services, LLC to provide Utility Call Center Support Services for one year.

BACKGROUND AND JUSTIFICATION:

The City has been using ENCO Utility Services, LLC (“ENCO”) to receive and process phone calls and service requests from The City’s Utility customers since December 2021. The City’s Utility customers receive City services for Electric, Water, Sewer, and Refuse. The City’s current agreement with ENCO is a “piggy-back agreement” to ENCO’s agreement with the City of Homestead, which is expiring at the end of April 2024. ENCO has informed the City that they can no longer extend the same terms and conditions to the City. ENCO has submitted a revised rate schedule to the City which converts billing from a “cost per call” model to a “cost per minute of call” model. The City has negotiated a First Amendment to Agreement extend the term of the Agreement with ENCO to May 1, 2025 to allow for a competitive solicitation process to take place. In accordance with the City Procurement Code See 2-112 (g), The City may utilize a waiver to the competitive selection procedure to negotiate an Agreement with ENCO because the services cannot reasonably be acquired through the normal competitive selection process due to insufficient time. This amendment will be accompanied with a budget amendment resolution to cover the excess costs of approximately \$250,000 using current revenues.

MOTION:

Move to approve/disapprove the First Amendment to the Agreement with ENCO Utility Services.

ATTACHMENT(S):

Fiscal Impact Analysis
First Amendment
Analysis of Cost

FISCAL IMPACT ANALYSIS

Five Year Summary of Fiscal Impact:

Fiscal Years	2024	2025	2026	2027	2028
Inflows/Revenues					
Appropriated (Budgeted)	0	0	0	0	0
Program Income	0	0	0	0	0
Grants	0	0	0	0	0
In Kind	0	0	0	0	0
Outflows/Expenditures					
Appropriated (Budgeted)	0	0	0	0	0
Operating	\$250,000	0	0	0	0
Capital	0	0	0	0	0
Net Fiscal Impact <i>(If not budgeted)</i>	\$250,000	0	0	0	0
No. of Addn'l Full-Time Employee Positions	0	0	0	0	0

New Appropriation (Not Budgeted) Fiscal Impact:		
	Revenue Source	Expenditure
Department	Electric Fund	Electric Fund
Division	N/A	Customer Service
GL Description	N/A	Contractual Services
GL Account Number	Various; Non PCA revenues	401-1240-513.34-50
Project Number	N/A	N/A
Requested Funds	\$250,000	\$250,000
Sources of funds	Current Revenues/ Paygo	Current Revenues/ Paygo