

**CITY OF MIRAMAR
PROPOSED CITY COMMISSION AGENDA ITEM**

Meeting Date: November 6, 2019

Presenter's Name and Title: Winsome Freeman, Administrator of Financial Services and Alicia Ayum, Director of Procurement

Prepared By: Darlene Charles, Procurement Analyst

Temp. Reso. Number: 7041

Item Description: Temp. Reso. No. 7041, Approving an agreement with Enco Utility Services, LLC for Utility bill printing and mailing services through the utilization of the Florida Municipal Power Agency Competitive Agreement, in an annual amount not-to-exceed \$280,000 which includes \$210,000 for postage and \$70,000 for monthly services; authorizing the City Manager to execute the Utility Billing Agreement for a term effective September 22, 2019 through August 9, 2023. (Administrator of Financial Services, Winsome Freeman and Director of Procurement, Alicia Ayum)

Consent ☒ Resolution ☐ Ordinance ☐ Quasi-Judicial ☐ Public Hearing ☐

Instructions for the Office of the City Clerk:

Public Notice – As required by the Sec. ____ of the City Code and/or Sec. ____, Florida Statutes, public notice for this item was provided as follows: on _____ in a _____ ad in the _____; by the posting the property on _____ and/or by sending mailed notice to property owners within _____ feet of the property on _____
(fill in all that apply)

Special Voting Requirement – As required by Sec. _____, of the City Code and/or Sec. _____, Florida Statutes, approval of this item requires a _____ (unanimous, 4/5ths etc.) vote by the City Commission.

Fiscal Impact: Yes ☒ No ☐

REMARKS: Funding is budgeted for the term of the agreement in GL Account # 410-10-110-513-000-604200 entitled “Financial Services Utility Billing Postage” and GL Account #410-10-110-513-000-603190 entitled “Financial Services Utility Billing Professional Services” respectively as follows: \$210,000 and \$70,000 for FY 2020 and \$210,000 and \$70,000 for FY 2021.


Content:

- **Agenda Item Memo from the City Manager to City Commission**
- **Resolution TR 7041**
 - **Exhibit A: Piggyback Agreement with Enco Utility Services, LLC**
- **Attachment(s)**
 - **Attachment 1: Agreement between Florida Municipal Power Agency and Enco Utility Services, LLC**



**CITY OF MIRAMAR
INTEROFFICE MEMORANDUM**

TO: Mayor, Vice Mayor, & City Commissioners

FROM: Vernon E. Hargray, City Manager 

BY: Winsome Freeman, Administrator of Financial Services

DATE: October 31, 2019

RE: Temp. Reso. 7041 - Agreement with Enco Utility Services, LLC for Utility Bill Printing and Mailing Services

RECOMMENDATION: The City Manager recommends approval of Temp. Reso. No. 7041, approving an agreement with Enco Utility Services, LLC ("Enco") as the City's provider for printing and mailing services of the utility bills for City of Miramar residents and businesses. Such services are to be utilized on the Florida Municipal Power Agency (FMPA) agreement in an annual amount not-to-exceed \$280,000, which includes \$210,000 to cover the cost of postage and \$70,000 for monthly services.

ISSUE: City Commission approval is required for a purchase or combined purchases from the same vendor, by a single department in excess of \$75,000 within a fiscal year.

BACKGROUND: The City bills approximately 35,000 residents and businesses for water, sewer and sanitation usage. The City also utilizes the utility billing process to communicate important information to residents and businesses such as utility rate increases, water quality reports, renewal of burglar alarms and City social events by using the reverse side of each statement.

The City currently outsources the utility billing and mailing services and uses Enco as the provider for these services. The utility billing process begins after charges are generated and a billing file is created and sent via e-mail to Enco. Enco then prints, folds and mails the statements to each of the City's customers. To date, Enco has provided billing and mailing services without disruption of bills to the customers.

To ensure continuation of services to the residents and businesses, the City is continuing services with Enco through the utilization of the FMPA competitive agreement. This agreement was awarded to Enco through Request for Proposals No. 2018-214. The

agreement between Enco and FMPA is valid for a term of five years and will expire on August 10, 2023. The City will piggyback the terms and conditions of the FMPA competitive agreement through August 9, 2023.

The City previously piggybacked an Agreement between Enco Utility Services and the City of Ormond Beach, Florida.

The agreement will be an annual amount not-to-exceed \$280,000 which includes \$210,000 to cover the cost of postage and \$70,000 to cover the cost of monthly services. Funding is budgeted for the term of the agreement in GL Account # 410-10-110-513-000-604200 entitled "Financial Services Utility Billing Postage" and GL Account # 410-10-110-513-000-603190 entitled "Financial Services Utility Billing Professional Services" respectively as follows: \$210,000 and \$70,000 for FY 2020.

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9/25/19
10/29/19

**CITY OF MIRAMAR
MIRAMAR, FLORIDA**

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA, APPROVING AN AGREEMENT WITH ENCO UTILITY SERVICES, LLC FOR UTILITY BILL PRINTING AND MAILING SERVICES THROUGH THE UTILIZATION OF THE FLORIDA MUNICIPAL POWER AGENCY COMPETITIVE AGREEMENT IN AN ANNUAL AMOUNT NOT-TO-EXCEED \$280,000, WHICH INCLUDES \$210,000 FOR POSTAGE AND \$70,000 FOR MONTHLY SERVICES; AUTHORIZING THE CITY MANAGER TO EXECUTE THE UTILITY BILLING AGREEMENT FOR A TERM EFFECTIVE SEPTEMBER 22, 2019 THROUGH AUGUST 9, 2023; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City bills approximately 9,000 residents and businesses for water, sewer and sanitation usage on a weekly basis; and

WHEREAS, the City also utilizes the utility billing process to communicate to residents and businesses important information such as utility rate increases, water quality reports, renewal of burglar alarms and City social events by using the reserve side of each statement; and

WHEREAS, the City currently outsources the utility billing and mailing services and uses Enco Utility Services, LLC ("Enco") as the provider for these services; and

WHEREAS, the City previously piggybacked an Agreement between Enco Utility Services and the City of Ormond Beach, which expired on September 22, 2019; and

Reso. No. _____

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WHEREAS, the City Currently piggybacks Florida Municipal Power Authority's billing and mailing services agreement which will expire on August 9, 2023; and

WHEREAS, to date, Enco has provided billing and mailing services to the City without disruption of bills to the customers; and

WHEREAS, to ensure continuation of services to the residents and businesses, the City is continuing services for the utility bill printing and mailing with Enco through the utilization of the FMPA competitive agreement; and

WHEREAS, the agreement was awarded to Enco through the competitive Request for Proposals No. 2018-214; and

WHEREAS, the agreement between FMPA and Enco is valid for term of five (5) years and will expire on August 9, 2023; and

WHEREAS, the City will piggyback the terms and conditions of the FMPA agreement with Enco for a term effective September 22, 2019 through August 9, 2023; and

WHEREAS, the agreement will be in an annual amount of \$280,000, which includes \$210,000 for the cost of postage and \$70,000 for the cost of monthly services; and

WHEREAS, pursuant to City Code, approval of the City Commission is required for a purchase or combined purchases or contract for commodities and services from the same vendor, by a single department in excess of \$75,000 within a fiscal year; and

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WHEREAS, the City Manager recommends approval of the utility bill printing and mailing agreement with Enco, through the utilization of the FMPA competitive agreement, for a term commencing September 22, 2019 through August 9, 2023, in an annual amount not-exceed \$280,000 which includes \$210,000 for the cost of postage and \$70,000 for monthly services; and

WHEREAS, the City Commission deems it in the best interest of the City of Miramar Residents to approve the utility bill printing and mailing agreement with Enco, through the utilization of the FMPA competitive agreement, for a term commencing September 22, 2019 through August 9, 2023 and authorizes the City Manager to execute the appropriate agreement, in substantial conformity, attached hereto as Exhibit "A".

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA AS FOLLOWS:

Section 1: That the foregoing "**WHEREAS**" clauses are ratified and confirmed as being true and correct and are made specific part of this Resolution.

Section 2: That it approves the utility bill printing and mailing agreement with Enco, through utilization of the FMPA competitive agreement, for a term commencing September 22, 2019 through August 9, 2023 in an annual amount not-to-exceed \$280,000, which includes \$210,000 for the cost of postage and \$70,000 for monthly services.

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Section 3: That it authorizes the City Manager to execute the piggyback agreement with Enco in the form attached hereto as Exhibit "A", together with any non-substantial changes deemed necessary by the City manager and approved as to form and legal sufficiency by the City Attorney.

Section 4: That the appropriate City officials are authorized to do all things necessary to carry out the aims of the this Resolution.

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PASSED AND ADOPTED this _____ day of _____, 2019.

Mayor, Wayne M. Messam

Vice Mayor, Alexandra P. Davis

ATTEST:

City Clerk, Denise A. Gibbs

I HEREBY CERTIFY that I have approved
this RESOLUTION as to form:

City Attorney,
Austin Pamies Norris Weeks Powell, PLLC

Requested by Administration

Commissioner Winston F. Barnes
Commissioner Maxwell B. Chambers
Commissioner Yvette Colbourne
Vice Mayor Alexandra P. Davis
Mayor Wayne M. Messam

Voted

**CITY OF MIRAMAR AGREEMENT FOR UTILITY BILL PRINTING AND MAILING
SERVICES
(Piggyback Competitive Award)**

This Agreement is made this ____ day of _____, 2019, between the City of Miramar, a municipal corporation organized and existing under the laws of the State of Florida and whose address is 2300 Civic Center Place, Miramar, Florida 33025 (the “City”), and Enco Utility Services Florida, LLC whose address is 572 Appleyard Dr, Suite E, Tallahassee, FL 32304 (the “Contractor”).

WITNESSETH

WHEREAS, the Contractor wishes to enter into this Agreement (“Agreement”) with City to provide Utility Bill Printing and Mailing services to the City (the “Project”); and

WHEREAS, the parties wish to incorporate the terms and conditions of the solicitation and contractual arrangement between Florida Municipal Power Agency (FMPA) and the Contractor as set forth in the FMPA Request for Proposal No. 2018-214 (“the RFP”); and

WHEREAS, the City Code provides authority for the City to select and contract through the use of the competitive bid process of another government entity as an exception to the otherwise required formal bidding process

NOW THEREFORE, in consideration of the mutual covenants set forth in this Agreement, the receipt and sufficiency of which is acknowledged, the parties agree as follows:

Section 1. Term. The term of this Agreement commences on September 22, 2019 and continues through August 9, 2023, unless terminated earlier by its terms.

Section 2. Contract Terms. The Contractor agrees to provide the City with utility bill printing and mailing services in accordance with the City’s requirements as set forth herein and the Standard Contract between FMPA and the Contractor dated on or about August 10, 2018 (the “FMPA Agreement”), attached hereto and incorporated

EXHIBIT A

herein as Exhibit "A". The exhibits are incorporated into this Agreement for all purposes, and are collectively referred to as the "Contract Documents", and represent the entire agreement between the parties. In the event of conflict between or among the Contract Documents, the order of priority shall be: this Agreement, the FMPA Agreement and the Contractor's accepted proposal.

Section 3: Scope of Work

The following provisions are included:

A. City shall pay Contractor no more than the unit prices set forth in the Contract Documents and in accordance with the provisions of the Contract Documents. If the City requires services not covered by unit prices already made a part of the Contract Documents, the Contractor shall submit a detailed written proposal to the authorized City representative before providing any such services. For these purposes, Kevin Adderley shall be the City Representative and may be reached at 954-602-3049.

B. If permits are required, Contractor shall submit complete and accurate permit applications to all applicable permitting agencies within ten work days of receiving from the City all documents necessary to file such permit applications. The City shall pay all permit and related fees directly to the permitting agencies, including any permit fees charged by the City.

C. The City of Miramar shall be substituted for Florida Municipal Power Authority ("FMPA") with regard to any and all provisions of the FMPA Agreement, the RFP, and the Contractor's bid, including by example and not limitation, with regard to bond requirements, insurance, indemnification, licensing, termination, default and ownership of documents. All recitals, representations, and warranties of Contractor made in those documents are restated as if set forth fully herein, made for the benefit of the City, and incorporated herein.

D. Contractor shall not commence work on the Project unless and until the requirements for insurance have been fully met by Contractor and appropriate evidence thereof, in the City's sole discretion, has been provided to and approved by the City.

Section 4: Public Records.

A. Public Records: CONTRACTOR shall comply with The Florida Public Records Act as follows:

1. Keep and maintain public records that ordinarily and necessarily would be required by CITY in order to perform the service.
2. Upon request by CITY's records custodian, provide CITY with a copy of requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.
3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of this Agreement.
4. Upon completion of this Agreement or in the event of termination of this Agreement by either party, any and all public records relating to this Agreement in the possession of CONTRACTOR shall be delivered by CONTRACTOR to CITY, at no cost to CITY, within seven days. All records stored electronically by CONTRACTOR shall be delivered to CITY in a format that is compatible with CITY's information technology systems. Once the public records have been delivered to CITY upon completion or termination of this Agreement, CONTRACTOR shall destroy any and all duplicate public records that are exempt or confidential and exempt from public record disclosure requirements.
5. CONTRACTOR'S failure or refusal to comply with the provisions of this Section shall result in the immediate termination of this Agreement by the CITY.

IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT 954-602-3011, daqibbs@miramarfl.gov OR BY MAIL: City Of Miramar – City Clerk's Office, 2300 Civic Center Place, Miramar, FL 33025.

EXHIBIT A

B. Ownership of Documents: Unless otherwise provided by law, any and all reports, surveys, and other data and documents provided or created in connection with this Agreement are and shall remain the property of CITY. Any compensation due to CONTRACTOR shall be withheld until all documents are received as provided herein.

Section 5. Assignment. Neither party may assign its rights or obligations under this Agreement without the consent of the other.

Section 6. Notice. Notice hereunder shall be provided in writing by certified mail, return receipt requested, or customarily used overnight transmission with proof of delivery, to the following parties, with mandatory copies, as provided below:

For City: Vernon E. Hargray, City Manager
City of Miramar
2300 Civic Center Place
Miramar, Florida, Florida 33025

Copy to: Burnadette Norris-Weeks, Esq.
City Attorney
Austin Pamies Norris Weeks Powell, PLLC
401 North Avenue of the Arts
Fort Lauderdale, Florida 33311

For Contractor: Enco Utility Services, LLC
Ruby M. Irigoyen
572 Appleyard Dr
Suite E
Tallahassee, FL 32304

Section 7: Severability. This Agreement sets forth the entire agreement between Contractor and City with respect to the subject matter of this Agreement. This Agreement supersedes all prior and contemporaneous negotiations, understandings and agreements, written or oral, between the parties. This Agreement may not be modified except by the parties' mutual agreement set forth in writing and signed by the parties.

EXHIBIT A

IN WITNESS WHEREOF, the parties hereto have accepted, made and executed this Agreement upon the terms and conditions above stated on the day and year first above written.

CITY: CITY OF MIRAMAR

By: _____
Vernon E. Hargray, City Manager

Date: _____

ATTEST:

Denise Gibbs, City Clerk

Date: _____

Approved as to form and legal sufficiency
for the use of and reliance by the City of
Miramar only:

By: _____
Austin Pamies Norris Weeks Powell, PLLC
City Attorney

CONTRACTOR:
ENCO UTILITY SERVICES, LLC

By: _____

Witness: _____

PRINT NAME

TITLE

Date: _____

Date: _____

Services Agreement

This Services Agreement is entered into on this 10th day of August 2018, and is by and between Florida Municipal Power Agency, a governmental joint action agency organized and existing pursuant to Florida law, with its office located at 8553 Commodity Circle, Orlando, Florida 32819, ("FMPA") and ENCO Utility Services LLC, with its principle place of business located at 8141 E. Kaiser Blvd., Ste 212, Anaheim, CA.

FMPA is a municipal electric joint action agency formed pursuant to section 163.01, Florida Statutes, and exercises powers pursuant to section 163.01 and chapter 361, part II, Florida Statutes.

Contractor is company offering utility call center and other support services. The parties desire for Contractor to perform the services more fully described in this agreement and in Schedule A.

Now therefore, for and in consideration of the premises and mutual covenants made herein, the parties agree as follows:

Section 1. Scope of Services

Contractor shall provide its services (the "Services") to FMPA and participating FMPA Members as described in Schedule A to this agreement, which is attached hereto and incorporated into this agreement by this reference and which may be amended at the sole discretion of FMPA. In the event that any terms or conditions provided in Schedule A conflict with any terms or conditions of this agreement, the terms of this agreement shall control.

Section 2. Term & Termination

This agreement shall commence upon the date stated in the introductory clause of this agreement, and, unless sooner terminated, shall continue in force for an initial period of five (5) years from its effective date. The initial term may be extended for five (5) additional one-year periods at the option of FMPA under the same terms and conditions as the original Agreement, including any Amendments thereto, unless otherwise modified by mutual agreement of FMPA and Contractor.

At any time, FMPA may terminate this contract, in whole or in part, for failure of Contractor to perform in accordance with the terms of this contract, or for any reason, at FMPA's sole discretion, upon 10 days prior written notice. Contractor may terminate this contract for cause upon 10 days prior written notice.

Upon Contractor's receipt of FMPA's notice of termination, Contractor shall cease all performance related to the Services, unless directed to do otherwise by FMPA in writing. FMPA shall pay Contractor for any Services that were completed by Contractor prior to the termination of this agreement. Upon such termination, Contractor shall submit to FMPA a final invoice in a manner that is sufficient for FMPA to verify the Services performed by Contractor prior to the date of termination. In no

event shall the final reimbursement include any anticipated profits or revenue or other economic loss for unperformed services. No payment shall be made for any work performed by Contractor after the termination date unless Contractor is expressly requested in writing to perform such work by FMPA.

Section 3. Compensation and Payment

FMPA and/or the participating FMPA Member shall pay Contractor for Services furnished under this agreement upon submission of invoice(s) as described in Schedule A. Contractor shall not furnish additional services or incur additional expenses without written authorization and additional funding from FMPA. FMPA shall make payment for completed Services within 30 days after receipt of an invoice.

Section 4. Independent Contractor Status

It is understood and agreed that Contractor is an independent contractor, is not an agent or employee of FMPA, and is not authorized to act on behalf of FMPA. Contractor agrees not to hold him or herself out as, or give any person any reason to believe that he or she is an employee, agent, or partner of FMPA. Contractor will not be eligible for any employee benefits, nor will FMPA make deductions from any amounts payable to Contractor for taxes or insurance. All payroll and employment taxes, insurance, and benefits shall be the sole responsibility of Contractor. Contractor retains the right to provide services for others during the term of this Agreement and is not required to devote his or her services exclusively for FMPA. Contractor agrees that it shall bear the responsibility for verifying the employment status, under all applicable immigration laws, of all persons it employs in the performance of this contract.

Section 5. Standard of Care

The Services and any deliverables provided pursuant to this agreement shall be free from material defect. Contractor represents that the Services shall be performed with reasonable care in a diligent and competent manner and in accordance with generally accepted professional practices.

Section 6. Confidentiality

(a) For purposes of this Section 6, "Confidential Information" means the confidential and proprietary information of a party (including, with respect only to FMPA, the confidential and proprietary information of any one or more of its member municipal electric utility systems, including the FMPA), and includes without limitation all data, specifications, calculations, estimates, plans, drawings, construction or technical documents, photographs, summaries, spreadsheets, reports, memoranda, letters, email, and any other documents, instruments, information and materials of any nature whatsoever, whether oral, written or recorded in another medium, relating to the business of a party (including, with respect only to FMPA, the business of one or more of its member electric utility systems, including the FMPA) which has been or may afterwards be provided or disclosed in relation to the Services. Each party may disclose its Confidential Information (including, with respect only to FMPA, the Confidential

Information of any one or more of its member municipal electric utility systems, including the FMPA) (the "Disclosing Party") to the other Party (the "Receiving Party"). Tangible items of Confidential Information may be marked "CONFIDENTIAL" or "PROPRIETARY" or "CONFIDENTIAL AND PROPRIETARY" by either party, except that no such mark is necessary to cause tangible items to be considered Confidential Information if such tangible items are otherwise included in the definition provided in this section.

(b) The Receiving Party agrees that Confidential Information received must be considered confidential and proprietary property of the Disclosing Party and the Receiving Party, unless prohibited by Florida law, shall hold the same in confidence, and shall not use Confidential Information for purposes other than the purposes contemplated by this agreement, which for Contractor is limited to its rendering of the Services to or for the FMPA. The Receiving Party, to the extent permitted by Florida law, shall not disclose, publish, or otherwise reveal any Confidential Information to any third party whatsoever except after receipt of the specific prior written authorization of the Disclosing Party. Contractor, as the Receiving Party, further agrees, without limiting the other provisions of this agreement, to not utilize the Confidential Information received in association with the agreement, in any way, for any client other than the FMPA and for any matter other than in performance of the Services contemplated hereunder.

(c) Notwithstanding any other provision of this contract, FMPA as the Receiving Party may disclose Confidential Information if necessary, in the opinion of legal counsel for FMPA, to comply with applicable law (including, without limitation, the Florida Public Records Law, Chapter 119, Florida Statutes), order, regulation, ruling, subpoena, or order of a governmental authority or tribunal with competent jurisdiction. In the event that FMPA as the Receiving Party is requested or required to disclose any Confidential Information, FMPA shall promptly notify Contractor of the request or requirement prior to disclosure, if reasonably possible, so that Contractor may, if it elects, seek an appropriate protective order or other designation of such Confidential Information as containing trade secrets or other commercially sensitive information or otherwise seek to contest, limit or protect the confidentiality of any such requested or required disclosure. All costs of seeking any protective order or other designation and for contesting, limiting, or protecting the disclosure of Confidential Information in response to a valid request to or demand upon FMPA as the Receiving Party shall be borne and paid in full by Contractor. With respect to any disclosure made by FMPA as the Receiving Party pursuant to this section 3, FMPA shall furnish only that portion of the Confidential Information that it reasonably determines, in consultation with its legal counsel, is consistent with the scope of the request or demand to disclose and to exercise reasonable efforts to obtain assurance that confidential treatment will be accorded such Confidential Information.

(d) The Receiving Party has no obligation under this agreement with respect to Confidential Information which (1) is, or becomes publicly available without breach of this agreement by the Receiving Party; (2) is rightfully received by the Receiving Party without obligations of confidentiality; (3) is developed by the Receiving Party without breach of this agreement; or (4) is a public record which Receiving Party is obligated by

Florida law to disclose to a third party in the opinion of legal counsel for the Receiving Party; provided however, the Confidential Information described in clauses (1), (2), (3), and (4) of this section shall not be disclosed, in response to a formal request, until 20 days after written notice (as defined in section 10) of the intent to disclose is given to the Disclosing Party along with the asserted grounds for disclosure (unless pursuant to clause (4) only a shorter response is required by Florida law and the Disclosing Party is given advance notice of such response requirement by the Receiving Party not less than one business day prior to disclosure by the Receiving Party).

Section 7. Insurance

Contractor shall maintain, at its own expense, insurance during the performance of the Work under this contract, with the limits of liability of not less than the following:

Worker's Compensation: Statutory

Professional Liability: \$1,000,000

Cyber Liability: \$2,000,000

Contractor shall provide FMPA with Certificates of Insurance evidencing these insurance requirements and naming FMPA as an additional insured, except on the worker's compensation policy, prior to the start of work. Any deductibles or self-insured retentions on referenced insurance coverages must be borne by the Contractor. Any insurance or self-insurance programs maintained by FMPA do not contribute with insurance provided by the Contractor under the Agreement. Contractor shall provide FMPA with at least 10 days' notice of cancellation of any such insurance. At no time shall Contractor be without insurance in the above amounts during any performance related to this contract.

Cyber Liability Insurance, with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Contractor in this agreement and shall include, but not limited to, information theft, damage to or destruction of electronic information, release of private information, liability to third parties for failure to handle, manage, store, and control personal identifiable information, alteration of electronic information, extortion, network security, legal fees, judgments, settlements, forensic experts and public relations efforts. The policy shall provide coverage for regulatory fines and penalties as well as credit monitoring expenses.

Section 8. Indemnification

To the fullest extent permitted by law, the Contractor, its heirs, successors and assigns shall indemnify and hold harmless FMPA, its successors and assigns, and its employees, against any and all claims, suits or actions at law, regardless of cause and/or all damages, costs and judgments (including reasonable attorneys' fees), incurred by FMPA arising from the negligence of Contractor while performing work

under this Agreement. The liability of the Contractor is full and complete in all respects and subcontracting any part of the work shall not relieve it of primary liability.

Section 9. General Terms and Conditions

- (a) Any notices given pursuant to this agreement shall be in writing, delivered to the address set forth in the introductory clause of this agreement, and shall be considered given when received.
- (b) No term of this agreement shall be deemed waived, and no breach of this agreement excused, unless the waiver or consent is in writing signed by the other party granting such waiver or consent.
- (c) If any provision of this agreement is determined to be illegal or unenforceable, such term or provision shall be deemed stricken, and all other terms and provisions shall remain in full force and effect.
- (d) This agreement shall be governed by the laws of the State of Florida. All controversies, claims or disputes arising out of this agreement shall be brought exclusively in appropriate court in Leon County, Florida.
- (e) In the event that either party is required to enforce the terms of this agreement by court proceedings or otherwise, the prevailing party of such proceedings shall be entitled to recover from the non-prevailing party all fees and costs incurred, including reasonable attorney's fees and costs and expenses for trial, alternative dispute resolution and appellate proceedings.

IN WITNESS WHEREOF, the parties have duly executed this agreement as of the date first stated in the introductory paragraph.

FLORIDA MUNICIPAL POWER AGENCY

ENCO UTILITY SERVICES LLC

By: *MM*

Forrest G. Williams

By:

Ruby M. Dragoje

Schedule A



**Response to Request for Proposal
RFP FMPA #2018-214
UTILITY CALL CENTER SUPPORT SERVICES**

FOR



**Due: Wednesday, August 8, 2018
by 10am EST**

TO:
MS. SHARON SAMUELS
MEMBER SERVICES & PROCUREMENT SPECIALIST
FLORIDA MUNICIPAL POWER AGENCY
8553 COMMODITY CIRCLE
ORLANDO, FL 32819

FROM:
ENCO Utility Services
Ruby M. Irigoyen
SVP Customer Services

HQ: 8141 E. Kaiser Blvd., Suite 212
Anaheim, CA 92808

Hemet Customer Service Center
380 N. San Jacinto St.
Hemet, CA 92543

email: irigoyen@encous.com
office: (951) 925-8092
cell: (951) 236-1571
fax: (951) 257-0316

www.encous.com

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COVER LETTER



August 6, 2018

Ms. Sharon Samuels
Member Services & Procurement Specialist
Florida Municipal Power Agency
8553 Commodity Circle
Orlando, FL 32819

Subject: Utility Call Center Support Services, FMPA RFP# 2018-214

ENCO Utility Services LLC (ENCO) is pleased to have the opportunity to propose working with FMPA to deliver very high-quality utility call center services and other utility customer services. We have been providing these same services to several other agencies since 2004.

In 1997, Edison International formed a new affiliate called Edison Utility Services. This affiliate was formed to provide electric distribution and customer services to municipal and other small and medium sized electric utilities. In 2001, Edison Utility Services was acquired by SRM-ENCO LLC and subsequently changed its name to ENCO Utility Services.

ENCO services include electric distribution system design, engineering, construction, operations, maintenance, and all customer services. The customer services provided are Call Center, billing, bill printing and mailing, lockbox remittance processing, outbound courtesy notifications, substation monitoring, plus dispatch services. In addition to these base services, ENCO also has experience in utility renewable energy power plant financing, siting, energy contract negotiation and construction.

ENCO currently has offices in Anaheim CA (headquarters), Hemet CA (call center and customer services), Moreno Valley CA (customer) and Chattanooga TN (customer). We are opening a new office in Florida this summer. We are unaware of any conflict of interest in performing the proposed work.

We believe you will find that we are the most qualified to provide the services that you seek.

ENCO has deep experience in providing utility type call center services for both emergency and routine calls. We have developed software, procedures and training curricula that are specific to the electric utility industry. Over the last several years, we have leveraged that knowledge to expand into other utility services areas to provide bill calculation services and call handling for water, wastewater and refuse disposal services. We even have one customer for whom we handle after hours telecommunications service related calls providing trouble shooting support. We process rebate incentive applications for electric and gas utilities and governmental entities. We

explain complicated time-of-use billings and Net Energy Metering. We manage public service programs such as the Energy Assistance (Low Income) Program and the Level Payment Plan.

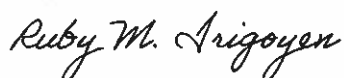
We currently provide overflow and after-hours emergency service call center support and dispatch services to:

- City of Winter Park, Florida
- City of Newberry, Florida
- Homestead Electric, Homestead, Florida
- Florida Public Utility, Florida
- Electrical District No. 3 (ED3), Arizona
- Gila River Indian Community Utility Authority (GRICUA), Arizona
- AkChin Electric Utility Authority (sub contract to ED3)
- City of Moreno Valley, Moreno Valley Utility, CA
- City of Industry, Industry Public Utilities Commission (IPUC), CA
- Greenfield Communications Inc.

We believe that you, your staff and most particularly your customers will be very pleased with our services. We can implement a successful and quick program deployment, ensuring accurate, timely and confidential handling of your customer information. We train our staff on your software and your services so that they can handle calls as an extension of your workforce.

I am authorized to negotiate a contract for services on behalf of ENCO Utility Services LLC and I am the primary contact. My contact information is below. We look forward to the opportunity to demonstrate our expertise.

Respectfully,



Ruby M. Irigoyen
Senior Vice President, Customer Services
ENCO Utility Services LLC
Office: (951) 925-8092
Cell: (951) 236-1571
Email: irigoyen@encous.com

EXECUTIVE SUMMARY

INTRODUCTION, CORPORATE QUALIFICATIONS, AND EXPERIENCE

In 1997, Edison International formed a new affiliate called Edison Utility Services. This affiliate was formed to provide electric distribution and customer services to municipal electric utilities. In 2001, Edison Utility Services was acquired by SRM-ENCO LLC and subsequently changed its name to ENCO Utility Services.

Today, ENCO is the leading provider of utility grade customer and utility services in the US. These services include: design, engineering, construction, operations and all customer services. The customer services provided are Call Center, billing, bill printing and mailing, lockbox remittance processing, plus dispatch services.

ENCO currently has offices in Anaheim CA (headquarters), Hemet CA (call center and customer services), Moreno Valley CA (customer) and Chattanooga TN (customer). We are unaware of any conflict of interest in performing the proposed work.

ENCO proposes to provide all the call center services as described in Section 2 of the RFP plus all of the other utility support services that ENCO provides to the members of the FMPA who are seeking these services. ENCO will provide staffing and systems, software and training to provide utility call center and other customer support services as needed. This will be delivered using remote access to the software provided by the member utility and or the software developed and utilized by ENCO.

Selecting ENCO as the service provider delivers valuable benefits, not the least of these is the experience ENCO brings to the work.

- Since we perform all the services of a utility, including electric system design, construction, operations, and maintenance in addition to all the customer service elements, we have a view of the work from a holistic perspective that we believe no other vendor could provide.
- We have all the software, systems, training and procedures in place to perform the services desired and more. As a result, implementation and provision of ongoing services is much easier.
- We already speak the same “language”, and we can more fully and competently work as an extension of FMPA to deliver high levels of service.

ENCO provides the same services to several existing clients in the electric utility industry and in other industries.

ENCO proposes to use its Call Center in Hemet California and its new call center in Florida to provide call center services to FMPA member utilities. Additionally, for those member utilities who

will want to use the other services offered, we will deliver those from our new Florida office with bill printing and mailing delivered from Tallahassee at the facilities of our partner, Municipal Code Corporation (Municode). Our payment processing services include mailed in payments, online and pay by phone. Our merchant services provider is our partner JetPay in Pensacola.

Backup to our California call center is currently provided through our call takers located at our offices in Moreno Valley, CA and Chattanooga, TN. We are in the process of setting up our new dedicated back up call center in Florida. This facility will be operational by late summer and support both our call center and billing services. Together, these staff and facilities allow ENCO to leverage the diversity of weather and the difference in time across the country to support the overall call volume each hour.

ENCO will set up its telephone system with separate skill sets for FMPA member utility callers and establish toll free telephone numbers for their customers, authorities (police & fire) and their staff for outages and other emergency service requests. ENCO will work with FMPA member utilities to establish remote access to ENCO's OMS system and or the OMS of the member utility and train ENCO staff on both.

ENCO will work with the FMPA member utility to establish a customer inquiry function on the FMPA member utility's website to allow customers to create an order using their computer or cell. These orders will automatically be delivered to ENCO's Call Tracker system for data entry in ENCO's outage software and for dispatch. Through these orders customers can report an electrical situation such as an outage, part lights, traffic signal out, streetlight out or other emergency situations. All customer requests and service orders are handled 7x24 and dispatched as needed to the field response personnel. We can call out the member utility's staff to respond using the call out list as provided by the member utility.

ENCO will also make available it's an Interactive Voice Response system to assist with high volume periods to enhance the flow of orders if desired by FMPA member utility. This will also allow for a lower cost as these customer self-generated orders are less costly to create.

CORPORATE STRUCTURE AND LICENSES

Federal Tax ID: 81-0559110 - Legal Structure: LLC - California Contractor's License #748072, C10

ENCO UTILITY SERVICES

Corporate Headquarters
8141 E. Kaiser Blvd., Ste 212
Anaheim, CA 92808

Location of Customer Service Center - Service Delivery Facility:
Hemet Customer Service Center
380 N. San Jacinto St
Hemet, CA 92543-3112

FINANCIAL RESOURCES

ENCO and ENCO ownership have been involved in more than \$1B of financings, acquisitions and development of large scale Renewables, real estate development in both the public and private sectors. This substantial financial capability can be made available. ENCO has provided valuable experience in assisting its clients in underwriting and securing long term, low interest rate utility asset- based municipal bond financings. ENCO provided \$15m in mezzanine capital for development of greenfield assets to support the infrastructure of Electrical District No. 3 in Maricopa, Arizona.

Note: ENCO has never defaulted on any contract.

CONTACTS

Ruby M. Irigoyen
Senior Vice President of Customer Services
Cell 951-236-1571
Office: 951-925-8092
Email irigoyen@encous.com

DESCRIPTION OF SERVICES:

ENCO will provide FMPA member utilities the services listed in Section 2. ENCO's specific comments on each follow:

CUSTOMER SERVICE CALL RECEIPT & RESPONSE

- a) ENCO can receive and respond to all after hours calls for electric utility customers;
- b) ENCO can receive and respond to any overflow calls during regular business hours (Note: member utility hours may vary, but in general can range from 7 a.m. – 7 p.m. Eastern Time)
- c) ENCO can provide callers with the following options:
 - I. Speak to either English or Spanish speaking CSR
 - II. Connect to interactive voice response (IVR) system with the ability for callers to leave a message
 - III. Receive a call back without losing their place in line
 - Plus:
 - IV. Use the ENCO IVR system to create their own emergency order such as "no lights" or "part lights"
 - V. Use the ENCO provided online order to create their own emergency order
- d) ENCO can receive and respond to outage or emergency calls and dispatch utility staff as appropriate
- e) ENCO call takers will return calls to customers as needed and to ensure service after restoration. In addition, ENCO's OMS system allows customer to "opt in" to receive notifications regarding outages and ETR's via text or automated call.
- f) ENCO can respond to and address all billing-related requests and inquiries such as:
 - I. Billing and payment inquiries
 - II. Basic billing disputes
 - III. Payment arrangements
 - IV. Electric consumption and meter reads
- g) ENCO can take orders for account activation and shut off. ENCO can also create these orders in the member utility's customer information system and perform account set up functions plus bill for and collect required pre-payments for service initiation and deposit.
- h) ENCO will document and process service orders in its Call Tracker system and in the member utility's customer information system as required

- i) ENCO will provide member utility's customers information and education about utility-specific programs, such as unique billing rates, pre-paid programs, green energy programs, etc.
- j) ENCO will ensure that other requests that cannot be managed by the ENCO staff are escalated to the member utility staff as appropriate.
- k) ENCO utilizes processes and procedures that are compliant with all legal, privacy and data retention requirements for the member utility, including Florida's broad public records requirements.
- l) ENCO will provide staff who:
 - I. Have sufficient training and experience with electric utility customer service operations
 - II. Speak clear and fluent English
 - III. Speak clear and fluent Spanish
 - IV. Utilize the Language Line to deliver professional on-demand phone interpreting. The Language line allows us to deliver service in 240+ languages in just a few seconds, 24/7 and 365.
- m) ENCO does not currently provide support for calls received from the hearing impaired, however, should a member utility desire it, ENCO will install and provide the service upon request. This service requires an analog phone line and a special teletypewriter (TTY) device on both ends. This device allows customers who are hearing or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.
- n) ENCO will provide the ability for participating FMPA Member utilities to monitor calls (either live or recorded)
- o) ENCO will commit to a predefined Service Level Agreement, as needed, for responsiveness and quality of response
- p) ENCO can provide a mechanism for surveying customers if desired. ENCO will also track and provide daily, week, monthly and annual reports on the following:
 - I. Number of calls received
 - II. Number of calls answered
 - III. Number of abandoned calls
 - IV. Average customer wait time
 - V. Average talk time
- q) ENCO currently effectively works with FMPA member utilities' software such as Customer Information Systems (CSI), Outage Management Systems (OMS), and/or financial or billing systems. Examples: Newberry and Homestead

- r) ENCO will ensure any information collected by the selected vendor is easily accessible/available to the member utility staff
- s) ENCO has the ability to accept and deliver encrypted files as necessary
- t) ENCO provides support for water, wastewater, public works calls as needed.
- u) Optional: ENCO can utilize its text and IVR systems to send large communications to large numbers of utility customers in advance of, during, and or after an emergency. ENCO will provide regular updates to each utility client during a major event on the number of calls and other statistics are required for the utility client to provide updates to state agencies.

OTHER SERVICES FOR FMPA MEMBER UTILITIES:

ENCO also offers to provide to the FMPA members its other services as requested in the FMPA RFP in the pricing section. Those other services are:

FULL SERVICE – BILLING, CALL CENTER, PRINTING, MAILING & REMITTANCE PROCESSING

Full Service includes full service billing with the ENCO billing software, bill calculation, bill printing and mailing, ebills; postage, remittance processes (mailed in, online and pay by phone), online customer access their billing information, and 24/7 call center services including dispatch and our OMS with remote access for your staff. ENCO prepares all monthly bill registers and other reports. Integration with any other utility systems is at cost plus.

You can choose from **Full Service** (we do the complete billing process for you including call center support 24/7) or just **Call Center** or just **Bill Printing and Mailing Services** or just **Remittance Lockbox Processing**.

Full Service includes:

- 24/7 Call Center Services for Routine and Emergency calls including Dispatch and crew call outs
- Set up and maintenance of your member utility's rates in our billing system
- Receipt of meter reads and upload to our billing system
- Customer accounting-account set up, processing of move ins and move outs; meter change outs; all billing adjustments
- Bill calculation
- Bill printing & mailing
- CASS Certification
- All bill stock and envelopes
- Postage
- Receipt of and processing all mailed in payments
- Set up and processing of online payments
- Set up and processing of pay-by-phone payments
- Credit and collections support.

- Includes maintenance of daily control card for audit purposes
- Monthly utility bill registers and other report preparation
- Excludes bank processing and merchant account processing fees

BILL PRINTING AND MAILING

This service offering is managed by ENCO and delivered through our partner, Municode in Tallahassee, Florida and includes:

- Receipt of your member utility's billing data file
- Bill formatting and layout to your specifications
- Bill printing
- All bill stock and envelopes
- CASS Certification to achieve lowest postage rate
- Mailing of bills based on the utility's cycles and frequency
- Reports
- Postage is billed at cost

LOCKBOX REMITTANCE PROCESSING SERVICES

This service is to be delivered from our new Florida offices and includes:

- Daily, accurate & timely lockbox mailed payment processing
- RemitPlus electronic check processing
- Remote daily electronic bank deposits
- Secure searchable check images available to utility staff remotely
- Detailed payment auditing
- For accuracy we compare payments to accounts receivable aging reports
- Identify potential misapplied payments *before transmission and correct*
- We have a 99.9% accuracy record
- We deliver secured file & image transmissions
- Our service includes digital signatures, digital certificates
- Data Encryption Standard (DES) Protocol

OUTBOUND CUSTOMER COURTESY NOTIFICATIONS

This service provides text, email or automated telephone calls to customers of FMPA member utilities to remind the customer of upcoming due date(s). The utility provides a listing of customers to receive the notifications and ENCO does the rest. The text is customizable to the desire of the individual Utility or notification.

ELECTRIC DISTRIBUTION ENGINEERING, DESIGN, CONSTRUCTION, OPERATION, AND MAINTENANCE SERVICES

ENCO also offers complete electric distribution engineering, design, construction, operation, and maintenance services.

We have successfully provided financing, purchasing, engineering, upgrading, constructing, operating, and maintaining of electric utility distribution systems for municipal street lighting, and overhead and underground power distribution systems. We put design-specific operations and maintenance programs in place to ensure that our solutions generate maximum benefit for many years to come. We currently provide all these same services to Moreno Valley Utility in California and have done so since 2004. All of these services were provided to Winter Park for 12 years until mid-2016 when the City decided to perform these services themselves. We continue to provide call center services to Winter Park and have done so since 2005. ENCO provided these services to Electrical District No. 3 (ED3) in Maricopa, Arizona, for 12 years until July 2014 when the District took over providing field and local services themselves. We continue to provide 24/7 call center service and full customer services support. Our agreement was a 30-year full service contract that began in 2002. As with most organizations as they grow, they reach a point in their maturity where they want to stand on their own. Together with ED3 we worked out an arrangement that benefited both to allow the utility to acquire the balance of the 18 years on the contract, we continue to provide ongoing call center support.

Regional Approach

Recognizing that the FMPA member utilities may have mutual aid agreements in place for emergency repair, we would be prepared to discuss the possibility of a regional concept in which the FMPA member utilities share ENCO personnel and equipment with other FMPA utility members during both routine and emergency conditions. We recognize that this may have more benefit to the smaller utility members. This approach could result in economies of scale for all involved and offer resource flexibility during peak workload periods, both routine and emergencies. The idea can be discussed after bid award as a refinement to operations moving forward.

Design and Operations Procedures and Standards

ENCO has the background and knowledge to assist with the review and revision and the creation of the following:

Design Standards	Vehicle and Tool Specifications
Work Order Design Process	Circuit Loading Criteria
Work Scheduling System	Safety Rules / Procedures
Systems Operations Manuals	Claims Procedures / Process
System Reliability Performance Measurement	Line Clearing Process
	Contracting Process

Field Trouble Order Process
Maintenance Manuals
Material / Equipment Specifications
Equipment Failure Reporting Process

Capital Budgets
Operations and Maintenance Budgets
Electrical Service Requirements
Circuit/Operating Map Updating
Procedures

Design and Engineering

ENCO provides complete design and engineering service solutions from requirement definition, planning, and system development and design through complete project engineering and mapping.

Operations and Maintenance

The operations and maintenance (O&M) program delivered by ENCO will be designed to maximize electric distribution system reliability and operating efficiency. ENCO understands the vital role that carefully designed preventive maintenance can play in reaching reliability goals. We can provide both scheduled and unscheduled maintenance as needed. These services include field personnel, vehicles, equipment and procurement as well if desired.

Scope of Operation and Maintenance Services that can be provided

ENCO can perform operations and maintenance services to FMPA member utilities in accordance with the utility's standard policies and procedures and within applicable law, and in accordance with Good Utility Practice. The services that are offered are:

(a) Routine and emergency operations (on a twenty-four hour per day basis as necessary) and maintenance of the electric utility distribution system, including routine preventive maintenance, testing, patrols, replacement and inspection. ENCO shall secure any permits required for the performance of all operations and maintenance activities.

(b) Provide qualified personnel to perform or cause to be performed the O&M Services, train its employees in skills, techniques and procedures, and implement management programs, which will enable ENCO to perform the O&M Services in accordance with the standards set by the FMPA member utility.

(c) In the event of any interruption in the operation of the electric distribution system or any part thereof, ENCO will exercise reasonable efforts to restore the system to operation as soon as is reasonably possible.

(d) ENCO can procure material as required to perform the O&M Services.

- (e) Provide engineering and technical services as required to support operation and maintenance of the electric distribution system, including betterment and reliability analysis, surveillance, testing, calibrations, and diagnostic analysis.
- (f) ENCO will maintain operation and maintenance logs, as-built maps and records for the electric distribution system. ENCO will provide copies of such logs, maps and records to the utility.
- (g) ENCO can install, maintain, repair and replace meters in accordance with utility's tariffs.
- (h) Process turn-ons, turn-offs and switches of electrical service and other customer orders and requests, and disconnect electrical service, in accordance with utility tariff.
- (i) ENCO can develop, and provide to the utility, maps and records for the design and operation of the electric distribution system, and update such as needed to reflect actual system inventory, configuration and status. The utility shall remain responsible for maintaining copies of such maps and records.
- (j) ENCO can analyze or prepare proposed changes or modifications to the utility's tariffs or any contract or other arrangement with a customer with respect to electric services.
- (k) ENCO can provide the marking of existing utility owned electric utility infrastructure as requested via dig alert for all non-new electric system construction related alerts.
- (l) ENCO can repair any reported street lights out within five (5) working days of notification of the light being reported out.
- (m) ENCO will provide draft and/or update the appropriate policies, procedures, tariffs and related forms, including but not limited to Line Extension Agreements, temporary service agreements, added facilities agreements and applications for service, and utility operation standards for the FMPA member utility's electric utility.

SERVICES DETAILS:

ENCO can support multiple locations, multiple cities, and multiple states for the delivery of call center services. We currently perform these services for 4 utilities in Florida, 2 utilities in California, and 3 utilities in Arizona for electric service emergency, routine and dispatch services. In addition, we provide these services for one multistate telecommunications company.

ENCO is prepared to deliver all the call center services and other services as described in the prior section to any FMPA member utility.

CALL CENTER SERVICES

ENCO will provide inbound toll-free numbers that are tied to our Virtual Contact Center (VCC) call center system. #1 for electric service customers calls; #2 for utility staff to reach our dispatch team (we also have 3 existing back up numbers to reach our dispatcher as well); #3 for local authorities and emergency services such as police and fire to reach our dispatch team. If desired, ENCO will call out member utility staff to respond to customer emergencies, member utility will provide emergency call out "duty roster" lists to ENCO. ENCO will provide to Member utility emergency contact lists for ENCO staff as appropriate.

ENCO's call system records all calls. ENCO will make available 100% of calls recorded to review as needed by member utility staff.

ENCO requests that Member utility provide daily lists of accounts disconnected for nonpayment to prevent erroneous call outs.

ENCO will incorporate its cost for training into cost per call or per minute include initial, recurring, refresher, and ad hoc training apart from any out of pocket travel expense.

ENCO will provide outage/emergency updates as required by area/region/type: system documentation or by direct contact with the operations team.

ENCO will use systems of member utility or ENCO systems or both if desired. ENCO can enter the outage calls in the member utility's outage (OMS) system and in ENCO's OMS as well if desired by member utility. Once security protocols are in place that are acceptable to both ENCO and member utility, if desired by member utility, ENCO will pre-populate the ENCO OMS with member utility's basic customer information. ENCO is willing to integrate the ENCO system with the member utility's outage or call taking system if desired. Integration cost would be priced at the time of request and is not included.

ENCO will set up daily standard reports for member utility to be delivered by ENCO's VCC to member utility by 8 AM EST. Report(s) will be designed to provide contact service queue/skill with call details to include (others can be added):

- Total calls offered, Total calls handled and Total calls abandoned
- Percent of abandonment
- Average time to abandonment
- Average Speed of Answer (ASA)
- Service Level (TSF)
- Average Handle Time (AHT – Talk, Hold, Work)
- Maximum Delay
- All reports will roll up by Week, by Month, by YTD and contact service queue/skill

In addition to the call center metrics listed above, ENCO will provide member utility Dispatch Metrics reports with details such as:

- Total number of dispatch calls with disposition of each call
- Average handle time of Dispatch Call
- Time to dispatch

These Daily Dispatch reports with call handling details; territory/region, customer data, time dispatch, technician contact and results will be scheduled to be auto delivered by 7 AM EST.

ENCO will work with member utilities to determine if this order tracking should be done in ENCO's software or the software of member utility.

If desired, ENCO will perform technician call outs based on the call out "Duty Roster" provided by each of the member utility divisions.

ENCO will provide quality monitoring results, monthly call samples and will perform joint calibration sessions with member utility as desired.

ENCO will coordinate any maintenance of its systems with member utility and work to schedule maintenance for the least impact.

ENCO can provide cost / pricing options for various levels of service and service features if custom features are desired.

ENCO will work with member utility to establish and maintain the security of customer information in a manner that is acceptable to both parties and meets the security requirements of member utility.

ENCO will work with member utility to establish deployment and implementation schedules/requirements that meets the needs of member utility.

ENCO will work with member utility to develop and implement network, infrastructure, and connectivity requirements to deliver services.

ENCO will work with member utility to delineate the hardware options, requirements, service levels that are acceptable to member utility.

TECHNICAL FEATURES

SECURITY

User authentication is handled via Microsoft Active Directory. ENCO's Call Tracker and billing software permission levels are tied in with Active Directory user accounts and groups, which allows SSO and centrally controlled access.

User authorization is handled by the principle of least privilege. Distinct tiers of privileges exist that allow and/or prohibit authorization to access data. For example, a standard CSR can't access SSN's in the Call Tracker, but a Super Admin could but only if special access is granted.

ENCO uses a knowledge-based authentication for provision of customer information. The caller must provide the service address and then the last 4 of the social, we then verify the phone number they are calling from is on the account if any doubt, we ask to verify the birth date. These procedures are not followed for emergency reports for power outages. Any person can report an emergency but no account specific information is provided by ENCO staff.

Access to our facility is controlled via door pad pins.

We are responsible for following the "Red Flags" process based on each client utility's program and we provide our call takers training on the Red Flags and each utility program annually.

We cross check all ID verifications every night to ensure that no one on our staff is using the remote access for ID verification for any personal reason.

In our local offices, we have installed screen shields and we require the computers be closed and all customer information materials be removed from their desks if they leave the work area.

No one is allowed inside our call center facility without being checked in, escorted and checked out. We are the only occupants of our facility. All access to our systems is via authentication as described above.

Security measures are in place to prevent unauthorized user access to either the system or the data: Systems run host based intrusion prevention software which is monitored 24x7x365 and are locked down to specific users or groups of users.

Business applications are integrated with Active Directory to utilize a user's sign on and provide access based on the specific application's privilege sets.

Data is logged along each step of the connection and any unauthorized account changes are audited in near real time, then automatically reported to IT.

We have never had a security breach.

Ability to Help Customers Reset Passwords, Set up Online Accounts: Online or mobile is integrated directly into our billing software. This allows our CSR to see the customer's online account and help that customer navigate the overlay and coach the customer through resetting their password and finding other information that they need. Additionally, for our clients that do their own billing, we perform the coaching using the client utility's online system. Prior to providing any assistance or help with the online account, our CSR's verify the identity of the person calling by using at least two of the following: last four of the social security number, phone number or date of birth.

TECHNICAL SUPPORT

Trouble Reporting for Order Creation

Along with the establishment of the online order links for reporting an outage or streetlight issue, ENCO will provide a link to send a message to a segregated email address to the ENCO technical team to create a ticket and report any issues that a customer or utility staff member may encounter.

Technical Problem escalation process including prioritization and guaranteed response times:

Technical issues reported by Member utility staff or customers will be handled by an IT technician upon receipt and escalated to the IT manager as necessary to resolve the issue

Guaranteed response time is 24 hours, however 53% of our first response times over the last 6 months have been under 1 hour.

For immediate response, please contact:

Ruby Irigoyen, (951) 236-1571 irigoyen@encous.com is the Primary Contact

- Call Center Contacts as backup:
 - ✓ Misty Simmons, Call Center 951-541-6081
 - ✓ simmons@encous.com
 - ✓ Amber Bradshaw, Dispatch 951-692-5614
 - ✓ bradshaw@encous.com
 - ✓ Maggie Stapleton, Collections 951-623-9422
 - ✓ stapleton@encous.com
- IT Contacts: Jordan Foster (949) 689-0136 foster@encous.com
 - ✓ Larry Methner (951) 519-6316 methner@encous.com

Software and technical training is provided to member utility staff

ENCO will provide training and tools to allow member utility employee and staff to easily contact ENCO staff for support and assistance including our Dispatcher.

ENCO can provide other training as required by member utility for its staff although none has been identified at this time.

TECHNICAL QUALITY CONTROL

Examples of quality control and system monitoring for the services in scope.

ENCO utilizes multiple monitoring solutions depending on the system/service in question. There is an internal system for physical and virtual machines, an external system for services and applications and a workload automation system for the virtual environment.

For the internal system, we are focused on machine level performance, early error detection, resolution and ultimately availability:

- All servers have standard sensors monitored that include CPU/RAM/Disk and Uptime statistics.
- Critical services and/or processes that enable LOB applications are included after standard sensors
- Each device has default notifications for standard sensors (i.e. low disk alerts) and custom notifications for host specific sensors (i.e. FileMaker Server)

For the external system, we are focus on service level performance and availability from the customers perspective:

- External resources such as web sites, forms and payment portals are monitored from 6 different geographic sites spanning the US. Response time per location, availability, outages and other metrics are recorded independent of ENCO to provide an objective look at the numbers.
- Each monitor has default notifications for up/down and custom notifications for thresholds specific to the application
 - ✓ For the workload automation system, we are focused on the VM, host and storage metrics

Solution identifying and elimination of customer issues and/or system errors:

Our monitoring systems help identify and eliminate potential issues and or errors by:

- Monitoring and reporting on standard bottlenecks before they are critical issues, allowing early resolution of to-be-issues and automatic restoration of more complex issues by custom resolution steps (i.e. service restarts, ending erred processes and spawning them again, rebooting systems...)
- Monitoring and reporting on external facing resource performance and availability to indicate areas of concern or abnormal response to allow quick investigation
- Monitoring the virtual infrastructure and moving VM processing and/or storage to other locations in the event of host based or storage array bottlenecks.

Process to test routine changes made within our systems to ensure no impact to Contact Call Center Services and Dispatching functions:

Changes to the Call Tracker system are developed on a secondary server and tested by the developers. IT and the originating requester then look at the change and run through some

functionality tests before pushing the change live. The call center manager is notified that the change will be pushed live.

History of service outages during the preceding 36 months, along with data supporting the number, duration and severity of outages.

ENCO has gone through one partial service outage in the last 36 months, which happened on 2/13/16. Elapsed time was 5 hours 15 minutes and the cause was an incorrectly started IP block change on the Verizon side. During this time, our secondary line continued to allow remote access to applications and for necessary internal to external traffic, although performance was impacted. There have been no other service disruptions outside of planned maintenance. The RFO can be provided if requested. All incoming calls were handled as normal with no interruption.

- Example 1: For system stats and performance metrics, ENCO retains 365 days of data. The primary Call Tracker application server had brief service disruptions on 8/6/17, 11/9/17 and 1/31/17 which results in a 99.96% uptime and any disruptions are covered by a secondary application server connection. Graphs of the critical sensors can be provided on request.
- Example 2: For system stats and performance metrics, ENCO retains 365 days of data. The BillMaster application server has a 99.999% uptime which equates to ~5 min of downtime per year. Graphs of the critical sensors can be provided on request.
- Example 3: For system stats and performance metrics, ENCO retains 365 days of data. The payment portals for our customers have a 99.98% uptime which is encompassed by 2 outages totaling 4 mins 34 seconds and occurring in 5/2017 and 6/2017. A downtime report can be provided on request.

BUSINESS CONTINUITY

Fail-over redundancy is provided within our solution such that any hardware failure does not disable the services. Redundancy is accomplished at the hardware level with RAID at the storage arrays, multiple hosts, redundant core networking and then near real time replication of critical servers in scope to a D.R. site.

System tested for failover performance:

Every 6 months we run a failover test of critical virtual machines to the D.R site and ensure they boot correctly, allowing access to the necessary applications

As an example, on our SQL server failover test on August 14th, 2017 time was 10 minutes from initiation to system running and databases reachable. Total RTO by the replication software was 1 minute and 33 seconds. A detailed report can be provided showing the step-by-step and timed processes taken from initiation of failover, to the disk attachment at the VM level, to the VM spin-up.

Disaster recovery procedures and facilities plans in case of service center failures

All virtual machines running applications in scope of this RFP are replicated to a D.R. site at ENCO's HQ. An overview of the procedures in place encompass communication on the issue, verification of a failure at the NOC, engaging the failover mechanism on the replication software, booting up all

the systems and verifying program access, transitioning internal and external DNS to the D.R. site, testing and finally customer engagement as required for the switch.

ENCO has remote staff that assist with call taking and ENCO's Verizon Virtual Call Center allows for call takers to be physically located anywhere and help with calls.

ENCO has remote facilities and call takers in Moreno Valley CA; and Chattanooga, TN. ENCO will add its new Florida office to this list in late summer 2018.

Disaster recovery plan for "business as normal" as well as, natural disaster events

Our D.R. plan covers business as normal and we are building towards a natural disaster event plan. While the NOC and DR are separated by 80 miles distance, a major earthquake could disrupt services at both locations. A more geographically disperse solution is being crafted with a hired vendor to implement over the next 12 – 18 months.

History of facility unexpected closures during the preceding 36 months

ENCO has had 0 unexpected closures during the past 36 months

QUALITY ASSURANCE & SAFETY

QUALITY ASSURANCE GOALS AND RESPONSIBILITIES

The Call Center Goal is that we as a team answer our customer's needs in a uniformed manner. The customer will receive the same great service from each one of us every time they call.

The customer is calling because they need our help and we are here because of them.

All calls are recorded and all customer service staff calls are listened to live by our Call Center Supervisors.

CSR Requirements:

- Our Goal is that every call from our CSR's receives a 100%.
- If a CSR scores under a 100% they are required to use the coaching provided by their supervisor to improve future scores.

Supervisor Requirements:

- At least 3 graded monitored calls per month per CSR
- At least 1 hour of side by side monitoring with one on one immediate (documented) coaching (BI-WEEKLY)
 - Ask the CSR's for feedback to help your monitoring in the future. What works, what could work better and how you can improve.
- The supervisor can choose:
 - Previously recorded calls

- Live monitoring
- Side-by-side monitoring

While monitoring live/recorded calls, the supervisor evaluates and provides coaching for:

<ol style="list-style-type: none"> 1. Proper Greeting 2. Identify Customer 3. Identify customer needs 4. Tone of voice 5. Understanding of the policies of the program 6. Understanding the customer's needs plus active listening and being empathetic 7. Knowledge 8. Research Account 9. Communication 10. Appropriate Demeanor/Tone 11. Educating the customer 12. Build Rapport 13. Use appropriate resources 	<ol style="list-style-type: none"> 14. Use appropriate hold/transfer courtesies 15. Documentation 16. Ability to handle calls in a timely manner 17. Ability to answer callers' questions accurately 18. Ability to provide a pleasant telephone experience to the caller 19. Customer Satisfaction 20. Responsibility for the call 21. Check for understanding 22. Set appropriate expectations 23. Explain resolution 24. Make sure request is complete or provide steps for completion 25. Proper closing
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

CALL MONITORING CHECKLIST

E=Exceptional (100)

G=Good (90-99)

F=Fair (80-90 Needs Work)

P=Poor (79 & Below Needs Training)

Greeting 5 Points

Thank you for calling Customer Service this is _____ How may I help you?

<u>Max</u>	<u>Score</u>
5	_____

Identified Customer 15 Points

Asked for Address (May I have your service address please)/Account Number and name of person calling

5	_____
---	-------

Verified SSN/Other

5	_____
---	-------

Acknowledge that we can help with the call

5	_____
---	-------

Identified Customers Needs 5 Points

Purpose of Customers Call/Listened to Customer Needs/Expressed Empathy for Customer Situation

5	_____
---	-------

Research Account 30 Points

Read Notes on Account to Obtain Proper Information

10	_____
----	-------

Asked Cust to Hold for Research of Account/Advised Cust of Progress During Hold Time (If Applicable)

_____	_____
-------	-------

Completed Research and Gave Correct Information to Customer

15	_____
----	-------

Masked CC and/or SSN 10 Points

Masked CC info or Social Security number

10	_____
----	-------

Documentation 20 Points

Proper Inquiry Used/Processed the Appropriate Service Order (If Applicable)

10	_____
----	-------

Made Complete & Detailed Notes on Account(s)

10	_____
----	-------

Customer Satisfaction 10 Points

Took responsibility for the call

5	_____
---	-------

Properly transferred call or gave customer correct number to call (If Applicable)

_____	_____
-------	-------

Advised customer, request is complete

5	_____
---	-------

If request not complete, advised customer of appropriate steps for completion

_____	_____
-------	-------

Closing 10 Points

Asked customer if there was anything else you could do

5	_____
---	-------

Thanked the customer for calling

5	_____
---	-------

<u>Possible</u>	<u>Actual</u>
100	_____

Additional Comments

Date: _____ **Account** _____

CSR: _____ **By:** _____

CALL TRACKING AND MONITORING

Our Verizon Virtual Contact Center system allows customers to request a call back or voicemail instead of waiting in queue, which are handled by skill set and wait time and answered by call center staff. All calls /voicemails /call backs are logged in our hosted Call Tracker database.

We address quality control from multiple angles: both technology and personnel, both preventive and remedial.

All calls are recorded and all customer service staff calls are listened to live by our Call Center Supervisors.

We also monitor call statistics closely and address any deviation promptly

There is a supervisor and a dispatcher on all shifts to handle elevated calls

This ensures the highest possible standard of customer care by providing a support system to the Customer Service Representatives and management staff to handle escalated calls as needed.

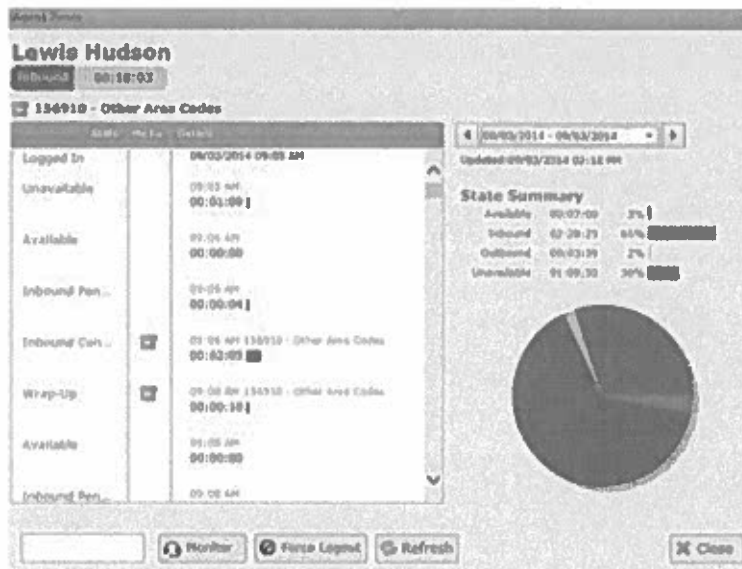
We assess the quality of the individual operators and the call center. Each individual customer service representative (CSR) is evaluated on selected calls that our quality control team monitors. Our proactive attitude and our clients' continuous feedback allow us to constantly improve our quality. We perform daily monitoring of Customer Service Representatives.



Agent Name	Status	Time	Team
Amber Bradshaw	Unavailable	15:09	Call Center Mgmt Team
Anita Fisher	Unavailable: Inbound...	0:04	ENCO Call Center
Jeanne Daniel	Unavailable	4:50	Call Center Mgmt Team
Karen Metzker	Inbound (Other Area ...	21:57	ENCO Call Center
Kimberley Hopper	Unavailable: Wrap-Up	5:42	ENCO Call Center
Larry Methner	Inbound (Other Area ...	0:31	Lunch Buddies
Lewis Hudson	Inbound (Other Area ...	3:44	ENCO Call Center
Maggie Stapleton	Unavailable	2:10	Call Center Mgmt Team
Pete Pantoja	Unavailable: Collectio...	49:47	Collections
Rebecca Martinez	Unavailable: Collectio...	1:24:26	Collections

ENCO performs Quality Assurance reviews, Performance Reviews (as needed), Annual Reviews, Coaching write ups or Disciplinary action write ups. ENCO welcomes FMPA to perform quality assurance monitoring along with our supervisory team as well.

Each Call Center Supervisor listens to and evaluates calls for each CSR in his/her group & outside their groups quarterly to provide a new perspective along with new resources and tools for the representative. The supervisor can choose previously recorded calls, do live monitoring or side-by-side monitoring to evaluate. If the supervisor determines that a CSR's performance needs immediate improvement, he/she may address the issue with the CSR, or meet with the Call Center Manager to outline a plan of action.



Investigating potential accuracy errors is done by our overnight crews who are responsible for performing quality control checks for courtesy call lists, payments, note entry on the appropriate accounts, service order processing and identity verification program adherence. Quality Assurance reviews, Performance Reviews (as needed), Annual Reviews, Coaching write ups or Disciplinary write ups.

Message Transmission and Receipt

For dispatching of field orders, ENCO provides phone and for some utilities, ENCO also provides email and text messages to utility field staff to advise of service orders and other information. The hardline voice connect is always first, then once made if the utility desires, is followed by a written confirmation of the information by email and text. The utility field crew member then has the ability to acknowledge a message received via email or SMS (i.e. "Y" for receipt) to confirm the message has been received and provide other info as needed.

Call Escalations

We will follow your escalation process as requested step by step and the escalation instructions will be handled by in house management staff or dispatch leads. The instructions for escalation will be housed at the dispatch station and in our virtual handbook. Management/dispatch handles all escalations and log calls in our Call Tracker database which can be followed up via email, service order or phone call if preferred.

Customer Satisfaction

Customer compliments are sent via email to employees and designated management staff. Call center staff member(s) are recognized within the call center and provided hand written documentation (available in their personnel files). This helps our staff get incentive to maintain excellent customer service. We can use surveys if needed/requested.

Call Tracking/Metrics

To be captured, frequency of capture and how the data will be accessed:

Our documentation database and Verizon Contact Center phone system allows our management team to capture all call related data onsite or remotely 24/7.

Data reports include but are not limited to:

- Active Agents
- Agent Summary
- Contact History
- Percentage of calls answered within XX seconds of receipt
- Average Length of Calls
- Total number of calls offered (English/Spanish)
- Total number of calls answered (English/Spanish)
- Total Calls Abandoned
- Average Service Level

Sample Monthly Report:

Service Orders by Utility/Date Range			
8/1/2014 thru 8/31/2014			
24 Hour Notice			
Gregory, 313995	Moreno Valley, CA, 92551	Margaret C Stapleton	
Juarez, 119961	Moreno Valley, CA, 92553	Margaret C Stapleton	
Noland, 302028	Moreno Valley, CA, 92551	Margaret C Stapleton	
Romero, 304346	Moreno Valley, CA, 92553	Margaret C Stapleton	
Billing Inquiry - Request			
Neath, 308169	Moreno Valley, CA, 92551	Valerie _ Gineberg	
Sanchez, 316723	Moreno Valley, CA, 92555	Anita Fisher	
Sanchez, 316723	Moreno Valley, CA, 92555	Larrie K Hudson	
Sanchez, 316723	Moreno Valley, CA, 92555	Valerie _ Gineberg	
Out - Non Pay			
Vargas, 312212	Moreno Valley, CA, 92555	Margaret C Stapleton	
Deposit Waived			
Gedione, S 318566	Moreno Valley, CA, 92555	Larrie K Hudson	
Whitehead 318567	Moreno Valley, CA, 92555	Ane I Solis	
Deposit Waiver Denied			
Lopez, 318580	Moreno Valley, CA, 92551	Veronica Ganga	
Low Income			
Leson, I 115959	Moreno Valley, CA, 92555	Alicia M Hillidge	
Montoya, 99098	Moreno Valley, CA, 92553	Veronica Ganga	
Maintenance Order			
Donner, Tamara	15459 Loserle St Unit B6	Ane I Solis	

Live calls are kept via our phone system for 3 months, after that all calls are stored in our secured electronic files. We currently have 2 years of call logs and archived files in our filing database.

Sending Services Orders/SMS Messages/Emails

Our Call Tracker database allows us to submit service orders for our staff and yours. Sample Call Service Order:

SERVICE ORDER

08-19-14 (EST) 08-19-14 1:49:48 PM

Service Order: H001673		Service Request Type: Billing Inquiry - Request	
Account Number:	Prem: 353959	Customer Number: H02033	
Name:	Sp:	Alt:	Life Support: No
Srv Address: 2641 NE 4	City: Homestead	ST: FL	ZIP: 33033
Mail Address: 2641 NE 4	City: Homestead	ST: FL	ZIP: 33033
Pri. Cross St.	Phone: (305) 481-	Cell Phone:	
Sec. Cross St.	Pole Location:		
Rate Code:	Meter #: 2084	Xlmr #:	Turtle #:
Development:	Order Date: 08-19-14	Service Date: 08-19-14	Requester: A Solis
District Number	Settlement Area	Dispatched To:	
Notes / Detailed Request: My mother-in-law advised her she still has an outstanding bill for \$82.19 she would like it mailed to her at 1430 E Apt #207 Homestead FL 33033. She would like to compare to her notes on what she paid in the past this account balance is from			Dispatch Date/Time:

☐ CHANGING METER ☐ REPAIRING METER ☐ METER TEST

SAFETY AND COMFORT

ENCO performs quarterly safety inspections and remediation. Each work station has been evaluated and adjusted to ensure the comfort of our employees. We also hold quarterly safety meetings to keep safety in the office part of the regular employee / employer engagement.

DISCIPLINARY PROCESS

We follow a progressive stepped disciplinary process. Every CSR receives an evaluation of every monitored call and coaching plus additional training if needed. Every CSR also has an annual review in addition to the ongoing evaluations.

Our afterhours crew performs quality control review on orders taken during the day to ensure that any errors that are found are immediately corrected and counseling is provided to our staff involved the next day.

We can provide FMPA member utilities reports and notifications of any errors or issues that we are aware of or find in our reviews on the following day as well or immediately if severe enough to warrant it. Corrective measures are immediately implemented and all group or individual training as well.

Disciplinary process steps: verbal counseling. I refer to this as the employee's "day in court". We ask the employee to explain what happened and why they took the action or why they took no action to ensure that we understand what occurred from the employee's point of view. If we can agree on how the situation will be handled going forward and the acceptable behavior then that is the end of it.

Documentation: Even if it is just verbal counseling, the event is documented in the employee's local file and the corporate file by a memo to file.

Letter to file, probation, suspension, and termination: if there is a recurrence, then the employee receives a counseling session and letter to file that is a written reprimand with specific requirements as to their behavior. Should the situation or behavior be of a more severe nature the employee is placed on suspension while we investigate and decide if that person can continue as an employee.

Termination may follow depending on the situation.

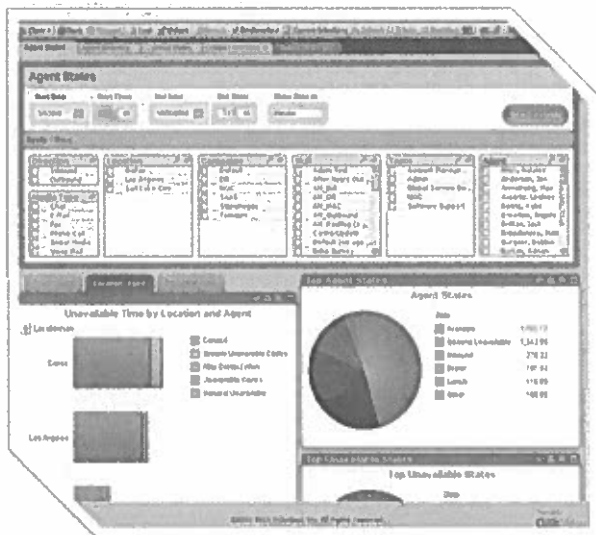
If any of these behaviors or events impact any of our customers, the management of that client is immediately notified and corrective measures are agreed upon and implemented.

DESCRIBE YOUR ORGANIZATION'S APPROACH TO ENSURE A CONSISTENT RESPONSE AND LEVEL OF SERVICE TO CALLERS.

We address quality control from multiple angles: both technology and personnel, both preventive and remedial.

- All calls are recorded and all customer service staff calls are listened to live by our Call Center Supervisors.
- We also monitor call statistics closely and address any deviation promptly
- There is a supervisor and a dispatcher on all shifts to handle elevated calls

Each Call Center Supervisor listens to and evaluates calls monthly for each CSR in his/her group & outside their groups quarterly for quality control. The supervisor listens to recorded calls, performs live monitoring and side-by-side monitoring to evaluate service provided. If the supervisor determines that a CSR's performance needs immediate improvement, he/she may address the issue with the CSR, or meet with the Call Center Manager to outline a plan of action.



While monitoring live calls, the supervisor evaluates:

- Tone of voice
- Understanding of the policies of the program
- Understanding the customer's needs
- Ability to handle calls in a timely manner
- Ability to answer callers' questions accurately
- Ability to provide a pleasant telephone experience to the caller

This ensures the highest possible standard of customer care by providing a support system to the Customer Service Representatives and management staff to handle escalated calls as needed.

PROVIDE A HIGH-LEVEL DESCRIPTION OF THE IMPLEMENTATION SCHEDULE FOR THE SERVICES TO BE PROVIDED.

Implementation for emergency services calls usually takes 4 to 6 weeks. We can of course shorten that if there is an emergency pending. Implementation of full service overflow call taking for all customer service calls generally takes 4 to 8 weeks depending on the complexity of the member utility's policies, procedures, billing software and rates. If the member is interested in our lockbox services, we can be ready in 4 weeks, but it generally takes the client utility's bank 8 weeks to go through their security set up to accept Check 21 remote deposits.

UTILITY CALL CENTER IMPLEMENTATION SCHEDULE – PRIMARY STEPS

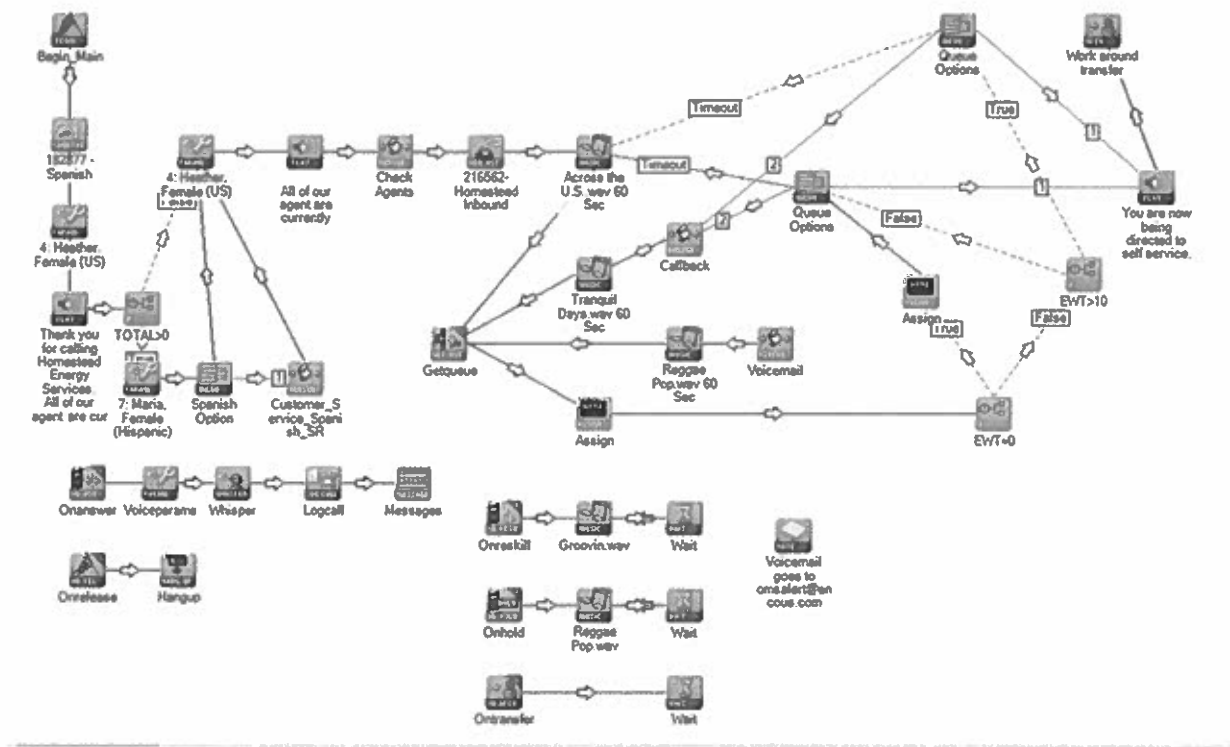
- Codify and agree on services to delivered and schedule
- Prepare service delivery diagram(s) and secure agreement
- Develop service priorities and requirements for call center metrics
- Review security protocols with member utility's management and technical staff
- Develop and agree on reports and delivery schedules
- Develop and process contractual agreement(s)
- Set up meeting schedules along with quality control joint "ride- along" schedule
- Develop policies and procedures for routine and escalated call handling
- Codify schedule for receipt of call out lists and the procedures for performing call outs
- Exchange contact lists
- Determine desired phone system set up; program phone system and test
- Review and establish remote access set up and testing
- Review Client website and customer information
- Review Client policies and procedures plus rules and rates for general knowledge
- Review any existing training materials of the client
- Prepare Training materials
- Obtain approval of training material approval
- Training & practice by ENCO staff
- Set up member utility staff access to ENCO systems
- Training member utility staff on access to and use of ENCO systems/ software as needed
- One note – CSR Handbook Set up
- Set up ENCO systems with member utility data for back up and OMS as needed
- Review set up and use with member utility
- Implement services using remote connection to FMPA
- Complete security monitoring for 6 months to achieve certification
- Implement additional services and use of local systems

DESCRIBE THE MANAGEMENT PROCESS USED TO ENSURE THE DELIVERY OF SECURE CUSTOMER VOICE AND DATA COMMUNICATIONS.

All Calls are queued in the cloud on the Verizon big switch via the Version Virtual Contact Center and then delivered to our call takers.

Integrated Voice Response – Custom Call Path

ENCO works with each client utility to set up a custom call path within the Verizon VCC software. This allows the caller to select specific language queues, speak to a live agent or use the automated order system. If call volume is high, the caller can also hang up and still hold their position in queue and receive a call back when the live agent is available.



This allows us to deliver a custom experience for each utility client with separate queues for English and Spanish. Each phone line provide to the utility is separately programmed.

Once security protocols are in place that are acceptable to both ENCO and member utility, if desired by member utility, ENCO will pre-populate the ENCO OMS with member utility’s basic customer information. SEE SECURITY INFORMATION THAT BEGINS ON PAGE 16

RELATED EXPERIENCE:

FUNCTIONALITIES UNIQUE TO OUR SOLUTIONS - COMPETITIVE EDGE

ENCO was a sister company to Southern California Edison. We not only speak electric, we live it. Our senior managers each have over 30 years' experience delivering these same services in the regulated utility environment.

ENCO has deep experience in providing utility type call center and dispatch services for both emergency and routine calls. We have developed software, procedures and training curriculum that are specific to the electric utility industry. Over the last several years, we have leveraged that knowledge to expand into other utility services areas to provide bill calculation services and call handling for water, wastewater and refuse disposal services. We even have one customer for whom we handle after hours telecommunications service related calls providing trouble shooting support. We process rebate incentive applications for electric and gas utilities and governmental entities. We explain complicated time-of-use billings and Net Energy Metering. We manage public service programs such as the Energy Assistance (Low Income) Program and the Level Payment Plan.

We currently provide utility call center service for both routine and emergency customer calls along with dispatch services to:

Florida	City of Winter Park, Florida City of Newberry, Florida Homestead Electric, Homestead, Florida Florida Pubic Utility, Marianna and Fernandina Beach, Florida
Arizona	Electrical District No. 3 (ED3), Arizona Gila River Indian Community Utility Authority (GRICUA), Arizona AkChin Electric Utility Authority (sub contract to ED3)
California	City of Moreno Valley, Moreno Valley Utility, CA City of Industry, Industry Public Utilities Commission (IPUC), CA Greenfield Communications Inc.

In addition to call center services, we currently provide billing services that include provision for and use of our billing software, sewer and electric utility bill calculation using the client utility's rates; bill printing and mailing; payment processing via walk in, mailed in payments, online and pay

by phone; outbound courtesy text, email and automated IVR calls; water meter reading data preparation:

Customer	Type Utility	State	Current Meters	Services
City of Belleview	Municipal Utilitly	FL	8,000	Courtesy Reminders
City of Newberry	Municipal Utilitly	FL	4,000	Call Center
City of Winter Park	Municipal Utilitly	FL	14,800	Call Center
Florida Public Utility	Public Utility	FL	75,000	Call Center
Homestead Electric	Public Power Utility	FL	22,500	Call Center
Ak-Chin Tribal Council (ED3 Sub)	Tribal Electric - Public Power - Irrigation District	AZ	5,000	Call Center
Electrical District No. 3	Public Power - Irrigation District	AZ	24,000	Call Center
Gila River Indian Community Utility Authority (GRICUA)	Tribal Electric Utility	AZ	4,500	Call Center
Community Utility Billing Service (CUBS)	Apartment Billing	CA	10,000	Remittance Processing
Greenfield Communications	Telecom Provider	CA	12,000	Call Center
Industry Public Utility District	Municipal Utilitly	CA	122	Call Center, Billing, Remittance Processing
Moreno Valley Utility	Municipal Utilitly	CA	6,400	Full Service
Ventura County	County Gov Utility	CA	9,000	Remittance Processing
City of Canton, GA	Municipal Utilitly	GA	4,500	Remittance Processing
City of Chattanooga	Municipal Utilitly	TN	55,000	Billing Data Processing
City of Rossville	Municipal Utilitly	GA	1,500	Call Center, Billing, Remittance Processing
Hamilton County WWTAA	Municipal Utilitly	TN	15,000	Billing & Remittance Processing
Cypress LTD / Boulder County, CO	Energy Services Provider	CO		Rebate Processing
City of Bellevue, WA	Municipal Utilitly	WA	10,000	Remittance Processing

REFERENCES

City of Winter Park, Florida

Dan D'Alessandro, Director of Electric Utility Division

(407) 643-1664

ddalessandro@cityofwinterpark.org

Delsia Margraf, Utility Customer Service Manager

(407) 599-3371

dmargraf@cityofwinterpark.org

401 Park Avenue South

Winter Park, FL 32789

ENCO provides after hours call center services for water, sewer and trash and provides 24/7 electrical emergency call center services including dispatch of crews. The City of Winter Park, Florida went "live" in March 2005 and currently serves about 14,700 electrical, utility customers.

CITY OF HOMESTEAD, FLORIDA

Barbara Quiñones

Director - Homestead Energy Services

City of Homestead

(305) 224-4704

bquinones@Cityofhomestead.com

ENCO provides overflow and after hours call center services for electric and water and provides 24/7 electrical emergency call center services. This service includes the use of ENCO's OMS by Homestead dispatcher to dispatch Homestead crews. Homestead, Florida went "live" in April 2014 and currently serves about 22,500 electric utility customers.

CITY OF NEWBERRY, FLORIDA

Dallas Lee

Director of Finance & Administration City of Homestead

(352) 472-2161

Dallas.Lee@ci.newberry.fl.us

ENCO provides overflow and after hours call center services for electric 24/7 electrical emergency call center services. This service includes the use of ENCO's OMS by Newberry management staff as needed during storm conditions. ENCO dispatches orders from the ENCO OMS to City crews. Newberry, Florida went "live" in January 2016 and currently serves about 4,000 electric utility customers.

LETTERS OF RECOMMENDATION FOLLOW:

Ruby Irigoyen

From: Misty Simmons
Sent: Tuesday, August 9, 2016 3:43 PM
To: Ruby Irigoyen
Subject: FW: Enco Call Center Services

Misty Simmons

From: Delsia Margraf (mailto:dmargraf@cityofwinterpark.org)
Sent: Tuesday, August 9, 2016 3:15 PM
To: Misty Simmons <simmons@encous.com>
Subject: Enco Call Center Services

I am pleased to recommend Enco's Call Center Services. As Manager of Utility Services, I have had the pleasure of working with Ruby Irigoyen and her staff for over ten years, and have always been completely satisfied. Their call center does an excellent job handling our utility calls, are professional, and meets our needs. Plus they offer competitive rates.

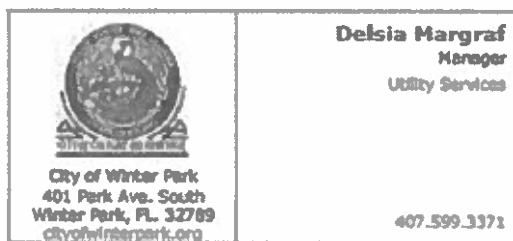
Their approach to managing maintenance, support, and training is highly professional. Ruby is easy to work with, offers an on-hand personal touch to training, and effectively communicates.

For all the reasons mentioned above, I have no doubts you will be exceptionally pleased if you use Enco Call Center Services. If you have any questions, please feel free to contact me.

Best regards,

Delsia Margraf

Utility Services Manger
Utility Billing Division
Finance Department
Phone 407.599.3371
dmargraf@cityofwinterpark.org



Ruby Irigoyen

From: Barbara Quinones <BQuinones@cityofhomestead.com>
Sent: Wednesday, August 10, 2016 4:45 PM
To: Misty Simmons; Ruby Irigoyen
Subject: Homestead's review of ENCO's services

Our experience in the City of Homestead with ENCO Utility Services has been outstanding. Homestead has electric, water & sewer, and solid waste utilities. We began using ENCO to field our Electric Outage and after-hours Customer Service calls in early 2014 and have had our customers remark that the representatives are helpful and courteous. In the last year ENCO added the fielding of customer service overflow calls during normal business hours as well.

We have encountered a few problems with the service over the years, but that is actually when ENCO has truly shined. When a problem arises, ENCO's staff provides personalized attention to our concerns and problems, and has not once left a problem unsolved. They conduct a standard monthly WebEx meeting with us to ensure things are going well, and to provide updates on any changes they are making to improve their services and to address previous concerns we've raised. They are also always available to discuss any issues which come up that can't wait for the monthly meeting.

The team at ENCO also provides excellent training for their employees and has even provided our local on-site Customer Service team with the ENCO CSR (Customer Service Representative) Handbook specific to our city. This tool helps our local CSR's by providing a standard reference for common customer questions and requests.

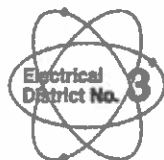
The staff at ENCO are professional, knowledgeable and courteous. They have their own Outage Management System and are fully versed in all aspects of utilities, from billing to power line work. They respond quickly to any questions or issues we raise. Their prices are reasonable. In summary, the team at ENCO is a joy to work with and I'm happy that our city partners with them!

Sincerely,

Barbara Quinones
Director - Homestead Energy Services
City of Homestead
(305) 224-4704
bquinones@cityofhomestead.com



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~Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public-records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.~



**ELECTRICAL DISTRICT NO. 3 OF PINAL COUNTY
ADMINISTRATION OFFICE**

CUSTOMER SERVICE OFFICE
19756 John Wayne Parkway, Suite 101
Maricopa, AZ 85139

DISTRICT MAILING ADDRESS
41830 W. Louis Johnson Drive
Maricopa, AZ 85138-5402

Main (520) 424-8311 • Fax (520) 423-4848
www.ed3online.org

June 22, 2016

SUBJECT: ENCO UTILITY SERVICES

To Whom It May Concern:

ENCO Utility Services provided Electric District No. 3 (ED3) with electric utility engineering, system design, construction, operations and maintenance services, along with billing, call center and lockbox services for 12 years from 2002 through 2014. These services were delivered for an area served exclusively with underground distribution facilities encompassing 12,500 electric customers.

Although, ED3 has made a decision to perform the field functions in-house going forward, we do recommend ENCO Utility Services to the City of Industry or other public entities for delivery of these services.

Needless to say, ED3 considers ENCO a valued partner and in fact, ENCO continues to provide overflow and after-hours call center support for our customers.

If you have any questions, please don't hesitate to give me a call at (520) 424-0420.

Sincerely,

William H. Stacy, P.E.
CEO / General Manager

QUALIFICATIONS OF STAFF:

Following is the project team's resumes. ENCO interviews and performs background checks for all new staff prior to start of work. ENCO provides a 2 to 4-week training program that in coupled with assignment of the trainee to a senior, journeyman call taker. This allows the trainee and the senior call taker to sit side by side for experiential emersion.

The trainee is on a dual headset with the senior staff member and only listens and takes notes, then the trainee and senior staff person reverse the trainee takes the calls. The senior staff person coaches through the calls as needed. Remedial training is provided on a one on one basis as needed. Once the preliminary process is complete, the trainee is seated next to a senior person their supervisor for each access and so that the senior person can still provide coaching as needed. Each staff member, trainee and senior person's calls are listened to monthly and scored by both the supervisor and at least quarterly by a different supervisor. All monitored calls are scored (see scoring sheet and quality control)

We have very little turn over in the Call Center and in Billing. The turnover is less than 10%. ENCO provides full benefits including medical, dental and vision care.

Training Curricula includes:

- Basic Electricity
- Customer Service Goals
- Customer Service Rep Roles
- General Training – CSR Handbook, Call Handling, Spanish Speakers, Language Line, Security of information, Quality Control, Quality Goals and Responsibilities, Quality Call Management
- Conservation Techniques
- High Bill Complaint Handling
- Emergency Service Calls – Distribution Operations & Maintenance; Circuit Maps; Field Equipment; OMS; Call Backs; ETR's; Field Crew Call Outs; Breakers & Fuses; When in Doubt, Call it Out; Troubleshooting and Sectionalizing
- Call Tracker Use
- Billing – Rates, Rules, Fees, Policies
- Payment Processing
- Safety – In the office; Office Safety Check List; In the field
- Payment Arrangements & Collections
- Phone System
- Specific Utility Training
- Dispatching
- Etiquette for TTY
- Stress Training
- Leadership – Supervising for Quality

SUMMARY RESUMES PROJECT TEAM

Ruby M. Irigoyen, Senior Vice President of Customer Service

Ruby is responsible for the delivery of billing and customer care services for all ENCO clients regardless of location. In addition, she is responsible for the delivery of demand side management, and energy efficiency programs. While at Southern California Edison during her 29-year career, she worked extensively in the areas of public affairs, customer field services, accounting, credit, collection, and call center service delivery. She also directed all aspects of the state-of-the-art facility known as the Customer Technology Application Center (CTAC) to develop, test, and demonstrate new energy efficient technology applications for Southern California Edison customers. She has more than 30 years' experience delivering customer services to utility and municipal customers. Ruby is responsible for the development, implementation, enhancement and support of call center systems, technologies, and strategies. This includes the customer information system, telephone system, procedures, and policies to ensure that the needs of customers are met. We practice daily "tailboards" to ensure that all members of the team are on the same page each day.

Misty Simmons, Call Center/Collection/Training Manager:

Misty reports directly to the Sr. Vice President of Customer Services and is responsible for providing leadership and direction for the Call Center. This includes monitoring and directing the overall activity and performance of the organization. Misty has been with ENCO for 7 years and has been instrumental in the development of customer service training and quality controls.

Specific responsibilities:

- Oversees the daily operations of all Call Center functions and dispatch center.
- Ensures activities run smoothly and efficiently.
- Promotes the image of the Company & our clients in a professional & positive manner.
- Provides supervision, guidance, coaching, recognition, motivation and training to department personnel.
- Participates in development of quality control & achievement of customer service goals.
- Establishes standards of performance for the operation and manages the staff to achieve performance standards.
- Performs direct supervisory duties of department staff and coordinates staff for coverage in all related areas.
- Maintain and create Dispatch procedures and training materials for personnel.
- Take over escalated calls while providing excellent customer service.
- Supervise Call Center and Collections staff members.
- Trains all local and on-site staff needed.
- Maintains all training records.
- Maintains dispatch procedures, virtual handbook updates and station.
- Remain in queue to stay up to date with all customer service needs and suggestions.
- Ability to train, motivate, and supervise customer service employees.
- Maintain the dispatch station for personnel.

Bobbie Sue Angelucci, Call Center Manager Florida

Current Responsibilities:

Bobbie Sue is our Call Center Manager for our new Florida Call Center being established late this summer. She is responsible for hiring and training a new call center staff to support our Florida clients and backup the California call center. In addition, she will train and supervise billing services at the new location. She will visit existing clients and present overviews of our service offerings to our potential new clients. At this facility, she will provide support to our payment center located in Chattanooga, Tennessee as well. Prior to this assignment, Bobbie Sue was ENCO's Office Manager for its electric distributions field operations for the City of Winter Park and was responsible for management of expenditures; monthly reconciliations; supervision of office staff, payroll, purchasing, receiving, work orders, inventory, and payables. She participated in major decision-making discussions with regard to the utility operation and customer service. Designed a tracking tool Winter Park's 8-year undergrounding project including timelines and costs. In addition, Bobbie Sue worked for Superior as a Product Support Specialist supporting the use of their GL software which includes bank set-ups, procurement cards, imports, budgets, projects, and batch processing from upstream applications. Education: University of Central Florida – Orlando, Florida: B.A.S. Business, Supervision and Management, 2010; Valencia Community College – Orlando Florida: A.S. Accounting Technology, 1998.

Jordan Foster, IT Manager/Network Specialist

Jordan is our IT Manager and provides oversight of all IT functions for our enterprise. He has expertise in Windows networking and administration. He is certified in MCSE/ MCSA, Windows Server 2003 and 2000 with specialty in security, is a Zerto Certified Professional and a Parallels Certified Engineer. His functions include networking administration via topology planning implementation and maintenance, systems administration on the workstation and server assets, virtualization administration of infrastructure architecture, implementation and maintenance, Active Directory management, security administration over network/systems/services/etc., project management for all integrations and functional changes of internal components, as well as custom creating managed service offerings.

He assists with all client set up for remote access to ENCO systems and services.

Jordan is currently working through CompTIA Cyber Security Analyst (CSA+) and CompTIA Advanced Security Practitioner (CASP) with an end goal of being certified as a CISSP.

RESUMES CORPORATE MANAGEMENT TEAM

These corporate resumes are provided to demonstrate the depth of knowledge and experience that can be provided in support of call center and dispatch services or other services that may be desired by FMPA and its member utilities:

Ruby M. Irigoyen, Senior Vice President Customer Services

Ruby M. Irigoyen is Senior Vice President of Customer Services at ENCO Utility Services. She is responsible for market planning; delivery of billing, remittance processing, collections, meter reading and customer care services. She is also responsible for planning and implementation of marketing and advertising functions. She develops long-term financial and energy projections by project for all utility projects. She is responsible for the development of client utility rates, rules, and procedures for delivery of utility services.

PROFESSIONAL EXPERIENCE

Director, Edison Utility Alliances, Edison International and Edison Enterprises: Co-developed the alliances business plan for a new unregulated business. Concept was accepted by Edison International (EIX) executive management and launched under the umbrella of the unregulated EIX affiliate, Edison Enterprises.

Manager of Program Development for Load Growth & Mass Markets, Southern California Edison: Developed, implemented, and managed all load growth programs for 3.4 million residential, and 800,000 small commercial customers.

Sales Manager, Southern California Edison: Directed and managed sales activities for retail energy efficiency, environmental technology applications, pricing, and tariff analysis.

Manager, Customer Technology Application Center, Southern California Edison: Directed design, construction, staffing and operation of the Customer Technology Application Center, Research Center, and the Agricultural Technology Application Center from inception through the first 5 years of operations. Won seven national awards including the prestigious Presidential Environmental Award.

Region Manager, Public Affairs, Riverside County, CA, Southern California Edison: Responsible for all public affairs activities for Southern California Edison with local government, media and public officials.

Budget and Services Manager, Customer Service, Southern California Edison: Managed 125 personnel in field services, meter reading, local offices, and utility accounting areas. Additionally, performed public affairs responsibilities for cities of Riverside and Hemet.

Education and Training

B.S., Administrative Science, Pepperdine University; Numerous sales leadership and executive sales management courses and certifications.

ROBERT M. H. DE KORNÉ, SENIOR VICE PRESIDENT

Robert (Bob) M. H. de Korné is Senior Vice President of Operations and Engineering for ENCO Utility Services. Mr. de Korné is responsible for ENCO's electric distribution and solar operations and engineering activities. Previously at Southern California Edison, during his 31-year career, Bob held many leadership positions. He directed the design, construction, and operations of the electric system for several districts and regions while managing the delivery of customer service and supporting community affairs.

Professional Experience

Engineering and Design Manager, Orange County, Southern California Edison:

Led the electrical engineering and design organization serving 1.2 million electric meters in SCE's Orange County Region.

Project Manager, Corporate Staff, Southern California Edison:

Developed SCE's first computerized budgeting system, a management strategy for the largest utility-owned street-lighting system in the country, and restructured the customer service training organization

District Manager, Western Riverside County, Southern California Edison:

Managed the design, construction, operation, maintenance, customer services, accounting, and public affairs activities in fastest growing region in the country. During his tenure, the district grew by 100,000 electric meters and 240,000 residents in a five-year period.

District Manager, Santa Barbara County, Southern California Edison:

Managed the design, construction, operation, maintenance, customer services, accounting, and public affairs activities in one of Edison's most politically and environmentally sensitive regions.

Operations Manager, Palm Springs District, Southern California Edison

Managed the construction, operation, maintenance, repair and service restoration for all customers in the Coachella Valley including Palm Springs, Cathedral City, Rancho Mirage, Palm Desert and Indian Wells. Managed the most aggressive conversion of overhead distribution lines to underground in the history of the company.

Education

Completed undergraduate courses at Santa Monica City College, San Bernardino Valley College, and University of Phoenix. Graduate of the Senior Executive Program, USC School of Business

Adhurim (Al) Kepuska

Al Kepuska is the Engineering Manager at ENCO Utility Services. He manages the planning and engineering organization for all of ENCO's clients. Al is responsible to plan, direct, supervise, and coordinate the system planning, design, construction, operations and maintenance of each electrical distribution system; prepare plans, specifications, and cost estimates for the installation, maintenance, repair and expansion of Client utility's electrical distribution system; to provide highly responsible and technical staff assistance; and to perform related work as assigned.

Professional Experience

Distribution Engineer – Engineering & Planning, ENCO Utility Services. Provides engineering and planning services for ENCO utility projects in California. Responsible for the design of overhead and underground electrical distribution systems for utility applications. Prepares detailed design plans, develops standards and specifications, and prepares studies and reports. Works directly with our clients to facilitate the startup process of new electric utility infrastructures.

Technical Business Analyst, ENCO Utility Services. Provide analysis and design of business procedures and forms by way of Visual Basic for Application (VBA), SQL, or other programming languages for streamlining processes to increase efficiency and improve control procedures for ENCO and its clients. Identifying options for improving business systems and bridging the needs of the business with the use of IT.

Special Projects Analyst, ENCO Utility Services. Project manage the acquirement of telecommunication lines for Atwell Island Solar 20MW Project, including the construction of a 14-mile line extension and 11-mile line extension. The lines include Direct Transfer Trip as part of the Pacific Gas and Electric transmission power scheme and other communication lines.

Education and Training

2008 Bachelor of Science in Electrical Engineering, California State University, Fullerton, CA

2010 Master of Science in Financial Engineering, Claremont Graduate University, Claremont, CA

Past Affiliations

2008 President, Tau Beta Pi - The Engineering Honor Society, Fullerton CA

AVAILABILITY OF RESOURCES:

DESCRIBE THE PROCESS FOR DETERMINING ADEQUATE STAFFING LEVELS.

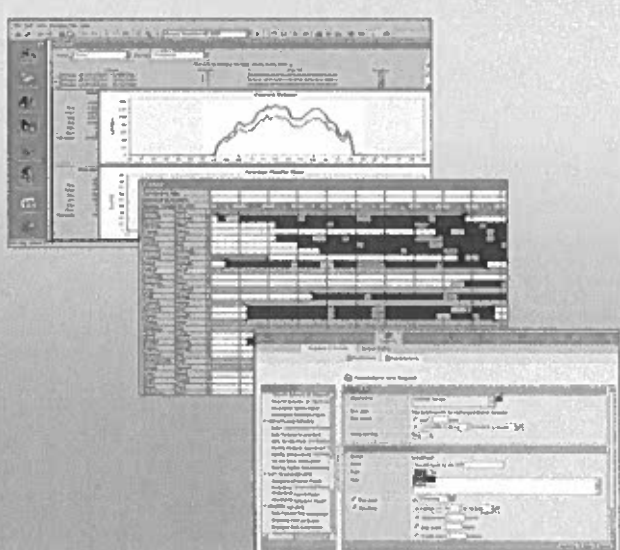
ENCO uses the Erlang calculation for estimating the initial level of staff required for each utility, then runs the same calculation for all utility clients as a group. The calls are spread over a 24/7 operational schedule and timeframes, Monday through Friday, weekends and holidays.

Once the base is determined, we use our Work Force Management tool to review the history of total calls per hour for all clients, add in expected special items like weather and forecast volume by time of day to determine total staffing by hour to meet our base goal of answering 85% of all calls within 30 seconds. Specific criteria for each utility is achieved by utilization of client utility specific queues and CSR skill sets.

A simple and intuitive work force management system that provides actionable intelligence to accurately forecast and schedule your contact center to meet your customer needs

Benefits of Work Force Management

- ❑ Forecast calls and workload to determine staffing requirements
- ❑ Create optimal schedules to improve customer satisfaction and agent performance
- ❑ Monitor agent adherence
- ❑ Respond during the day with intra-day management capabilities
- ❑ Manage contact center to improve performance through operational metrics

The image displays three overlapping screenshots of a Work Force Management (WFM) software interface. The top screenshot shows a line graph titled 'Forecasted Volume' with a peak in the middle of the day. The middle screenshot shows a detailed agent schedule grid with columns for agents and rows for time slots, with some cells highlighted in black. The bottom screenshot shows a configuration or settings window with various tabs and options, including 'Agent Groups' and 'Skill Sets'.

Effectiveness is reviewed via daily every morning reports and ongoing reviews throughout each day from the phone system.

Schedules are issued each Thursday. ENCO will work with FMPA member utilities to determine staffing and to update as events arise such as storms or special events. ENCO can cover for utility staff for meetings, vacations, and weather events.

PROVIDE A DESCRIPTION OF YOUR TELECOMMUNICATIONS AND OTHER INFRASTRUCTURE USED TO PROVIDE SERVICES.

TELECOMMUNICATIONS

The Virtual Contact Center allows ENCO incoming client calls to be taken at any location from a land-based or cellular-based phone. Geographic redundancy and per site redundant architecture helps improve fault-tolerance and uptime. Local offices with Call Center trained staff are available to assist with heavy volume and temporary support staff are prearranged to assist with storms.

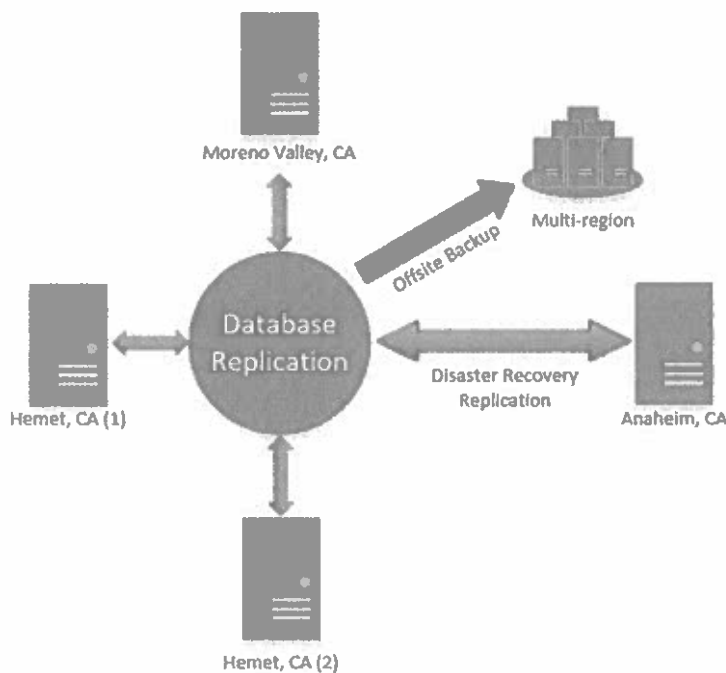
INFORMATION TECHNOLOGY

ENCO maintains a corporate policy, and underlying procedures, that requires disaster contingency planning with, as a minimum, the following outlined and tested per site:

- Emergency Response Plans – Who is to be contacted, when and how, plus immediate actions
- Succession Plan and Timeline – Flow of responsibility through recovery
- Data Study – Understanding of data criticality stored on systems
- Criticality of Service – Service order of importance for restoration
- Data Backup and Restoration Plan – How data is backed-up and how it is to be recovered
- Equipment Replacement Plan – What to obtain, if necessary, and where to go
- Recovery Time Objective – Estimated recovery time
- Responsibilities – Testing and updating

DATA BACKUP AND RESTORATION

ENCO utilizes off-site backups and replication for critical data protection and disaster recovery. In the example below, for the Call Tracker Software (CTS), data is replicated between the database servers in the event of local disruptions, next a primary server is replicated to a DR site in the event of a site disruption and finally nightly created backups are moved off-site in the event of geographic disruptions, providing multiple layers of data resiliency.



ENCO goes through planning for each critical system/service and outlines the appropriate backup and recovery function.

SECURITY

PHYSICAL SECURITY:

All workstations are protected from entry at our HCSC. This site is equipped with required door codes for building access. Servers and networking devices are secured at all locations behind locked doors and/or cabinets with restricted access to authorized personnel only. Visitors to ENCO's NOC are escorted and accompanied always and on-site video surveillance provides alerting for activity in sensitive locations and historical review.

NETWORK SECURITY:

ENCO utilizes a defense-in-depth security approach to provide the necessary protection, and insight, to our environment and meet our corporate security objectives. These objectives are affirmed annually with ENCO's SOC 2 Type 2 audit and penetration testing. Below are some examples of security approaches:

- Robust next-generation firewalls (NGFW) with deep packet inspection, application layer awareness, scanning of traffic attempting to exploit vulnerabilities, spyware signature scanning, virus signature scanning, malicious URL filtering and behavioral anomalies indicating potentially unknown objects.
- Network segmentation and rule restrictions to separate critical systems

- Cylance PROTECT endpoint protection and MHIPS solutions monitored 24x7 by industry proven MSSP The DigiTrust Group. Includes pre-defined escalation procedures and professional incident response by the MSSP SOC team.
- Centralized logging for applicable devices (i.e. NGFW) to a SIEM monitored 24x7 by industry recognized MSSP Cygiant. Includes pre-defined escalation processes for incident response.
- Maintained IDS/IPS solution
- Network device intelligence identification for up-to-date asset inventories and anomaly detection
- On-going vulnerability and patching management

SOFTWARE/APPLICATION SECURITY:

ENCO follows the principle of least privilege and corporate policy mandates all users be authenticated by means of Active Directory, which our databases are tied.

All customer data resides in two database solutions with access restricted to authorized users and privilege based on the least possible permissions necessary to complete a job function. Sensitive customer data (i.e. SSN's) is relegated to access only by the highest-level accounts. User addition/removal is documented during on-boarding, termination or modification. This data is audited in near real time through an internal system which both alerts and reports on the Active Directory account modifications as well as database changes. These real-time alerts are sent to the IT Manager for review to ensure the activity is planned/expected.

SOFTWARE

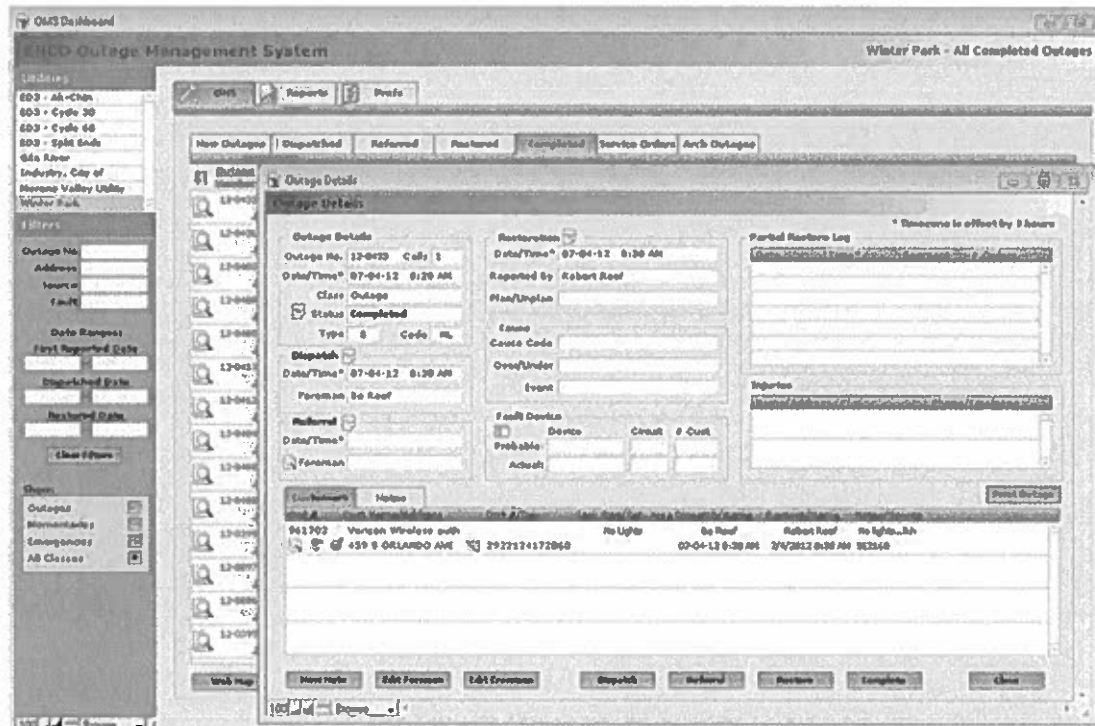
Call Tracker Software (CTS)- Multiple instances for customized call taking, backup, customized reports

ENCO has developed its own customer call tracker software that it utilizes to handle all incoming and outgoing calls for client utility customers. The software is the front-end feed to the OMS and allows for easy toggling from the live input, call taking environment to the dispatch functions on OMS. It is integrated with automated order dissimulation to field organizations and billing services for any follow up requirements. CTS has a full complement of reports that are easily exported to Excel for further analysis or to PDF for ease of viewing. Our CTS is specifically designed to handle utility related calls for turn on of service, move outs, billing inquiries, payment arrangements and for emergency order processing such as No Lights, Part Lights, and line down calls. With this software we can handle any routine or emergency order. We will make this system available to the FMPA member utilities so their customer service representatives can also use the system if desired.

Outage Management System, OMS

ENCO developed its own OMS and uses it with all of its electric utility clients. General description of the system functionally follows: ENCO develops a database for all utility customers whereby, each customer is assigned to its serving distribution transformer. Each transformer is assigned to an in-line device such as a branch line fuse or automatic recloser if one exists. If none exist in the line then

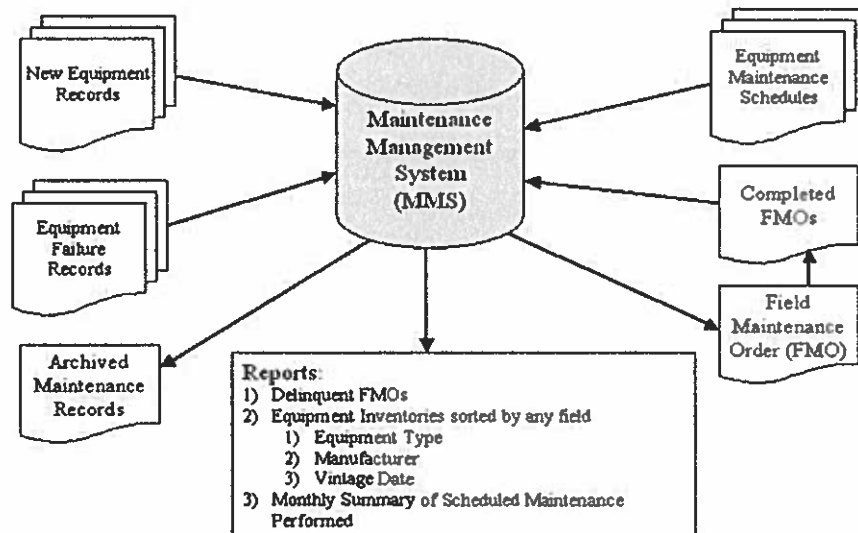
the transformer is assigned to the appropriate circuit and then substation circuit breaker. If multiple upstream devices exist in the line, then the customer connectivity will reflect the transformer and all in-line devices to the circuit breaker.



Artificial intelligence is used to group customer outage calls to transformers, in-line devices and circuit breakers. This allows our dispatcher in the call center to better predict the location and type of outage cause. The dispatcher relays this information to the crew assigned to the outage. All predicted customer outages are displayed on an electronic map of the city in the call center, the operations center and any city locations if desired. All outages are saved into one of several tabs such as "waiting to be dispatched"; "assigned to a crew"; "temporary repairs made", "service restored". All completed outage repairs are archived. If desired, customers who called in outages are called back to confirm that their service has been restored. The system includes automated text and IVR calls to customers to advise of restoration or of ETR's if provided.

ENCO uses the OMS, along with input from the field crews, as the source of data for the preparation of the electric utility reliability reports.

Utility Material Management System, UMMS



Like the OMS, this software is a module within ENCO's Call Tracker Software. UMMS holds the inspection and maintenance requirements for all major overhead and underground equipment, poles, circuits and substations. When these inspection and maintenance standards are approved by the client utility, they are input into UMMS. A schedule is established for all inspections and maintenance. UMMS generates online orders monthly, based upon the predetermined maintenance cycle for each piece of electrical equipment. The completed inspection and maintenance activity is entered into the system by the technician in the field, using an iPad, and creating a permanent record. A monthly report identifies all inspections and maintenance completed and delinquencies, if any.

IVR and Online Self-Serve Outage Orders

This software allows ENCO to provide a link on each client utility's website for the customers of that utility to create their own outage or streetlight out order. The link is tied to the ENCO Call Tracker system and auto-generates a service order in the system. The order then populates the ENCO OMS and is dispatched by the ENCO dispatcher of the client utility's dispatcher. The software allows the customer creating the order to opt in to receive automated updates when the outage is restored or receive ETR's if they are available. The online orders are in English and or Spanish as selected by the customer.

Virtual Call Center, VCC Queue In The Cloud Via Verizon Switch Custom Skill Sets, Queuing, Call Recording And Retrieval

ENCO uses the Verizon big switch in the cloud to queue all its incoming calls for all its utility clients. Each utility is assigned one or more custom toll-free numbers. When a call is delivered via the

assigned number, the system whispers in the CSR's ear the name of the utility so that an appropriate greeting can be delivered.

The system has separate skillsets for each utility client with built in customizable IVR self service as well. Skillsets can be set by language preference as well for both English and Spanish. We can increase the number of queuing positions as needed by call volume. All calls are recorded. By using the Verizon switch for delivery, the potential for single delivery point failure is eliminated. The guaranteed uptime from Verizon is 99.9%.

Each utility queue is customized for call routing with message customization.

Billmaster Billing Software:

ENCO uses the Datawest BillMaster® Utility Billing Software for all billing services it provides to its clients. BillMaster® is a powerful, flexible and secure utility billing and management software solution with a well-established, loyal customer base. Combining the ease-of-use of Windows with the speed and reliability of Microsoft SQL Server, BillMaster is designed specifically for water & sewer, electric, and natural gas utilities.

The software allows for easy setup of custom rates, seasonal rates, variable tax charges, pro-ration formulas.

ENCO also provides E-Bill & E-Pay options that provide you with the option to email invoices to those customers who request it. Statements are posted on a secure website where customers can view their current and prior bills, make payments and request various services from your customer service staff, including recurring ACH and credit card payments.

DESCRIBE THE METHODS TO PROVIDE CALL CENTER REDUNDANCY.

Local offices with Call Center trained staff are available to assist with heavy volume and temporary support staff are prearranged to assist with storms. In addition, ENCO utilizes the staff in its other departments to assist as well. Once the call center in Florida is up and running, it will provide redundancy for the overall customer service operations. As additional staff are needed to support the full call volume, the staff will be added to the Florida facility. The base call center system for call queueing is delivered using the Verizon in the Cloud solution. This allows for call takers to log in remotely from anywhere to take calls.

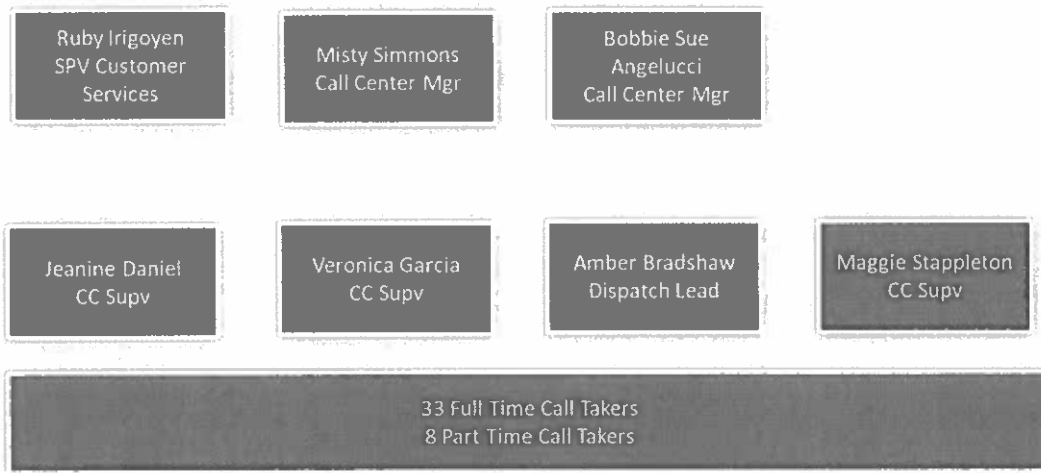
IMPLEMENTATION APPROACH

We will work with each client utility to understand their needs and issues and prepare a customized program for implementation for each. We will start with the people, technology, and processes to be deployed, and then the steps to that deployment:

PEOPLE

Project Team: ENCO will assign the following project team to ensure a successful implementation and ongoing operations:

Management & Administration



Technical Support



Ruby will act as the overall project manager and primary contact with management of FMPA and its member utilities to ensure professional delivery of services as specified.

Misty will be responsible for the development of training materials, One Note CSR Handbook, training of ENCO Call Center staff and day to day delivery of call center services. Bobbie Sue will assist and back up Misty in this effort. Bobbie Sue will set up the Florida Call Center operations and with Misty's help select the staff and train the staff for this location. They will also work with Verizon to set up the FMPA member utility's VCC skill set, scripts, and daily Call Center reports as specified and approved by FMPA member utilities.

Jordan will be responsible for securing remote access in conjunction with the IT staff of FMPA member utilities, providing availability of ENCO IT infrastructure and security protocol and all ENCO systems and software. Jordan is also the ENCO lead on maintaining our secure network in compliance with security protocols and certifications.

Call Center supervisors and Dispatch Lead will monitor and coach as needed to deliver services as specified by FMPA member utilities.

TECHNOLOGY

Verify needs and what software will be used:

FMPA Member Utility Telephone System: Customers of FMPA member utilities can call either the ENCO provided toll free number direct or will call FMPA member utility's normal incoming number, select the option to report an outage and will be transferred to ENCO.

Virtual Contact Center (VCC):

- ENCO will be utilizing the Verizon VCC cloud queueing system for receiving calls transferred from FMPA member utilities. Customers will deliver to the queue by the assigned skill set via the toll-free number provided by ENCO for that skill set.
- The VCC will record all calls both incoming and outgoing made by customers of FMPA member utility, staff of FMPA member utility and staff of ENCO.
- Customers will be offered the option of being delivered to a live agent, or if very high volume the customer can hold their place in queue and be called by the VCC when an agent is available or the customer can leave a message.

FMPA's Member Utility Outage Management System: If the FMPA member utility would like ENCO to use the member's software, then ENCO staff will enter all customer call information into FMPA member utility's OMS and dispatch to FMPA member utility's field staff as needed based on the FMPA member utility's requirements. ENCO will call out FMPA personnel to respond to the emergencies using the call out list(s) provided by FMPA member utility.

Note: if the FMPA member utility's OMS goes down or cannot be accessed, ENCO can temporarily enter emergency service requests in ENCO's Call Tracker system so that customer incoming calls can be handled uninterrupted. In this event, ENCO can dispatch the orders from ENCO's OMS and if needed allow FMPA member utility's staff access to ENCO's OMS as a stop gap measure.

DOCUMENTATION AND KNOWLEDGE

Document the process and policies of the utility:

This phase of call center transition starts with a project kick-off meeting with all the key stakeholders, to make sure that adequate resources are allocated to commence the knowledge acquisition. Misty will be responsible for this review and documentation process for ENCO. FMPA member utility staff will provide Misty training on the utility's systems as required and Misty will prepare the training materials for ENCO staff. Misty will prepare written procedures for ENCO Dispatchers with the assistance of Amber Bradshaw, Lead Dispatcher, to codify how FMPA member utility require handling of incoming Authority calls, Field Service Tech calls, and outbound dispatches. This will also include the procedures and documentation for:

- Calling out FMPA member utility staff to respond to customer emergency calls
- Requesting from FMPA member utility's field staff ETRs and providing ETR information to FMPA customers

In addition, she will review the FMPA member utility's website and prepare overview information for ENCO staff to learn more about FMPA member utility and thus be better armed to act in FMPA member utility's stead. Misty will document process details and call flows.

Before this stage ends, the team will ensure that all the required documentations are approved and signed-off by the FMPA member utility's staff.

TRANSFERRING -MIGRATION AND IMPLEMENTATION

- ENCO will add staff as needed to handle additional call center load and provide Toll free numbers for FMPA member utilities.
- ENCO will program ENCO's VCC to FMPA member utility's requirements. This telephone system programming will be performed to allow for transfer of callers from FMPA member utility's phone system to ENCO's VCC.
- ENCO will ensure that new reports are programmed and scheduled for daily delivery per FMPA member utility's requirements.
- ENCO will prepare training materials for FMPA member utility's approval and then train and test its staff on the materials and use of the member's software as needed.
- ENCO will work with the member to ensure that secure remote access is established and tested for FMPA member utility's software.
- ENCO work with the member to ensure that all telephone systems on both sides are tested to ensure workability
- All the ENCO staff will be required to clear a process knowledge evaluation before they begin answering live calls.
- The infrastructure and systems used for the project will be tested against varied measurement parameters. A test run of the infrastructure will be carried out to authenticate the technology and stability of the process from FMPA member utility to ENCO facilities.
- After obtaining the approval of FMPA member utility's stakeholders, ENCO project team will go forward with the "Go Live phase".

OPERATIONS - GO-LIVE, THE PROJECT BEGINS

This phase begins with an evaluation of all the parameters involved in the call center project. If all the parameters are met including entry of customer orders, receipt and handling of authority calls, and dispatch to FMPA member utility's field staff, then performance reporting and monitoring will begin.

Quality control and assessment will be performed by FMPA member utility and ENCO to achieve desired results. The Quality of the project will be maintained through daily data integrity checks, weekly and monthly call monitoring and regular coaching. Project review meetings will be conducted on a weekly basis, to measure the performance. If gaps are identified, it will be addressed by an action plan and a deadline for the implementation.

The project team will follow a task-oriented approach to ensure consistent performance and compliance. Training and knowledge base aids will be developed and updated the ENCO CSR Handbook along with training and communications from the ENCO Call Center Manager(s) and supervisors.

In the event of an escalated call or a more complex interaction ENCO management and supervisor staff will attempt to handle the customer call to resolution. ENCO will do its best to route the call to the person most qualified to handle it at FMPA member utility if ENCO is unable to satisfy the customer. ENCO may with the customer's agreement send an email requesting follow-up the next business day by a FMPA member utility staff member if necessary. Security and Infrastructure are given high priority so that the seamless flow of information and the security of data are assured.

PROCESSES

We've taken a leaf out of the electric utility industry's operating manuals and trained our staff specifically to handling utility type calls. We have written procedures and other materials already in place for handling both routine and emergency type customer calls and requests.

In addition, ENCO will prepare written materials detailing the processes and procedures of FMPA member utilities to ensure the ENCO staff can act in the stead of FMPA member utility's employees in the handling of customer calls. Our Call Center aims for operational and service excellence 24x7. This is characterized by:

- Well-designed, standardized processes
- Proactive problem identification and resolution
- Consistently successful business outcomes
- Customized training and ongoing monitoring and reports

LOCATION OF CALL CENTERS:

The proposal must include the location of the call center(s) to be used for this project, the number of staff located in each call center, including key staff who may be assigned to projects associated with this RFP, and any backup plans to ensure continuity during emergency events.

Hemet Customer Service Center
380 N. San Jacinto St
Hemet, CA 92543-3112
Staff: 33 Full Time; 8 Part Time

Florida Call Center and Billing Services Office:

Location is being finalized and we expect to operationalize in late summer 2018.

Staff: Currently the Call Center Manager, staff will start at 5 FTE's plus the manager and grow

USE OF SUBCONTRACTORS:

Our proposal does not assume the use of subcontractors for basic Call Center services. Subcontractors are used for database programming, localized bill printing and mailing, security monitoring services, software for our lockbox services, and provision of our Virtual Call Center queuing in the cloud.

Subcontractors are:

- Verizon: Verizon Virtual Call Center for our call center queuing software and in the cloud queuing
- ACG Technologies, 22521 Avenida Empresa, Suite 101, Rancho Santa Margarita, CA 92688: ENCO uses ACG for our database programming and development
- Municode, 1700 Capital Circle SW, Tallahassee, FL 32310: Municode provides our Florida billing customer bill printing and mailing services.
- JetPay, 316 S. Baylen St. Ste 590, Pensacola, FL 32502: Jetpay provides our merchant bill payment services supporting online and pay by phone services
- Profit Stars, Jack Henry & Associates: We use the Profit Stars RemitPlus software for our mailed in payment process and remote Check 21 deposits

OWNERSHIP STRUCTURE:

In 1997, Edison International formed a new affiliate called Edison Utility Services. This affiliate was formed for the purpose of providing electric distribution services to municipal electric utilities. In 2001, Edison Utility Services was acquired by SRM-ENCO LLC and subsequently changed its name to ENCO Utility Services. Today, ENCO is the leading provider of bundled electric utility services in the US. ENCO also provides a menu of unbundled utility services such as billing, bill printing and mailing plus lockbox remittance processing, call center and answering services.

ENCO Utility Services is comprised of five limited liability companies: ENCO Utility Services LLC; ENCO Utility Services Moreno Valley LLC, ENCO Utility Services Florida LLC, Nevada Utility Services LLC and ENCO Solar Services LLC. Collectively these form the Company.

ENCO currently has offices in Anaheim CA (headquarters), Hemet CA (call center and customer services), Moreno Valley CA (customer) and Chattanooga, TN (customer). ENCO formed a Florida corporation in 2004, ENCO Utility Services Florida LLC and is in the process of setting up new offices in Florida. We anticipate opening this office as an extension of our call center and billing services in late summer this year, 2018.

In this proposal, ENCO will offer to deliver the services requested with the highest customer service possible in the industry. Given our experience working with government and commercial entities alike, we are extremely confident that we can execute a successful project consistent with the proposal guidelines.

CORPORATE STRUCTURE AND LICENSES

ENCO UTILITY SERVICES LLC

Federal Tax ID: 81-0559110 - Legal Structure: LLC – Date of Incorporation Delaware 06-28-2001, California Contractor's License #748072, C10

ENCO UTILITY SERVICES FLORIDA LLC

Federal Tax ID: 20-2160616 - Legal Structure: LLC – Date of incorporation Florida: 09-14-2004
Florida Certified Electrical Contractor's License: EC13002998

Corporate Headquarters

8141 E. Kaiser Blvd., Ste 212
Anaheim, CA 92808

Location of Customer Service Center (adding new facility in Florida by late summer):

Hemet Customer Service Center
380 N. San Jacinto St
Hemet, CA 92543-3112

PROPOSER INFORMATION FORM

See last section: RFP Forms

PRICING:

ENCO's pricing is generic so that any FMPA Member utility can utilize these services under this proposal and associated agreement.

ENCO's pricing is firm for a period of two years after any agreements are executed with an annual pricing increase of 3% for year 3 and beyond. FMPA may evaluate pricing increases each year to determine if they are appropriate and reasonable.

ENCO's pricing is scaled to accommodate additional participating member utilities. The pricing is scaled such that as members join and take services, the volumes for discounts are based on the total volumes for all participating members combined.

Call Center Services

Call Center Service	Set up price per Meter, One Time	Monthly Minimum	Price per Call per Month
Price is per customer call handled monthly, 24/7 or overflow Call volumes are based on total calls for all participating FMPA Member Utilities	See Below	None	
If total calls are 500 or less			\$2.95
If total calls per month are between 501 and 2000			\$2.85
If total calls per month are between 2001 and 5000			\$2.75
If total calls per month are between 5001 and higher			\$2.57
Autoserv Emergency Orders Online & IVR			\$1.50
Outbound Text Messaging			No Charge
Outbound IVR Calls			\$0.50

Set up of customer data in our call center software and training of our staff on member utility's systems are included with the exception that travel expenses and other out of pocket expenses shall be reimbursable at cost with no mark up.

Such reimbursable expenses include, but are not limited to, all travel expenses (with mileage at the IRS approved rate), lodging, long distance telephone and facsimile charges, photo-copying and printing costs, taxis and auto rental, postage, filing fees, word processing costs, transcript costs, secretarial overtime, notary fees and other expenses incurred on behalf of FMPA member utilities.

Full Service - All Billing Service and Call Center Offer:

Full Service Solution	Set up	Ongoing
Set up		
Call Center Services 24/7 for all Routine and Emergency Calls		
OMS & Set up	Included	
Training – (excludes travel which is billed at cost)	Included	
Billing		
Billing Software License (one Time)	\$ 28,000	
Rates Set up - Water, Electric & Sewer	\$ 10,000	
Statement Setup	Included	
Customer accounting, meter read review and upload, bill calculation, rate maintenance	Included	
Credit & Collections Processing - Active Accts	Included	
Courtesy Notifications	Included	
User License per Remote User -\$1500 per User - One time (estimated 5; 3 included)	\$ 3,000	
Client staff training	Included	
<i>Excludes Meter Reading & all Field Services</i>		
Bill Printing & Mailing (bill stock and printing)	Included	
Postage included at \$.365	included	
CASS Certification	Included	
Bill Stuffers	at Cost	
Lockbox	\$ 3,500	
Custom Programming - Cost + 9%	TBD	
Ongoing - Per Meter Per Month (electric, water, gas)		\$ 1.57

FMPA member utilities can take the following services as stand-alone services as well. The delivery of these services are managed by ENCO and delivered by ENCO or as in the case of printing and mailing of utility bills, are delivered by our subcontractor / partner Municode from Tallahassee.

The payment processing services for mailed in payments will be delivered via our new offices in Florida.

Other Stand-Alone Services:

Stand Along Services - per Utility	
Stand Alone Bill Printing & Mailing	
Set up	\$ 400
Monthly Base Charge	\$ 500
Ongoing per Bill	
25,000 or greater	\$ 0.105
15,000 to 24,999	\$ 0.110
10,000 to 14,999	\$ 0.115
5,000 to 9,999	\$ 0.125
2,000 to 4,999	\$ 0.135
0 to 1,999	\$250 min. Flat Fee
Postage - at cost. Estimated average at \$0.365 if CASS Certified and qualifying quantity. Mailing from our partner's facility in Tallahassee	
	\$ 0.365
Stand Alone Lockbox Services for mailed in payments	
Set up	\$ 3,500
Monthly Base Charge	\$ 350
Ongoing per Payment	\$ 0.35
Includes access to RemitWeb, training of your staff Processing at our facility in Florida	
Courtesy Notifications	
Set up	None
Monthly Base Charge	\$ 150
Type of Alert	Per Alert
Email	\$ 0.22
Text	\$ 0.20
IVR Calls	\$ 0.30

For all services offered, any integration with client utility's software or systems are billed at ENCO billable rates for ENCO labor and any subcontractor costs are bill at cost plus 9%.

Customer Services Billable Rates:

Title	Hourly Rate
Customer Services Project Mgr	\$ 110.00
Data Programming	\$ 175.00
Billing Software Programming	\$ 225.00
IT Senior Technician	\$ 85.00
Data Senior Technician	\$ 65.00
Clerical	\$ 25.00

Hourly rates may be adjusted annually. Such annual adjustments shall not reflect a greater increase than the Florida consumer price index for that year.

Electric Distribution Engineering, Design, Construction, Operations and Maintenance Services

ENCO also offers complete electric distribution engineering, design, construction, operation and maintenance services at the following billable rates plus equipment cost and travel expenses, if any:

Title	Hourly Rate
Engineer	\$ 84.50
Service Planner	\$ 58.00
Operations Mgr	\$ 110.00
General Foreman	\$ 78.00
Foreman	\$ 72.00
Lineman	\$ 67.00
Groundman	\$ 46.50
Project Coordinator	\$ 60.00
Facility Locator	\$ 54.00
Mapping Coordinator	\$ 40.00

Hourly rates may be adjusted annually. Such annual adjustments shall not reflect a greater increase than the Florida consumer price index for that year.

RFP FORMS

DRUG-FREE WORKPLACE COMPLIANCE FORM

IDENTICAL TIE PROPOSALS

Preference shall be given to businesses with drug-free workplace programs. Whenever two or more proposals which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a proposal received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing the proposals will be followed if none of the ties vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that
ENCO Utility Services does:
(Name of business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in Subsection 1.
4. In the statement specified in Subsection 1, notify the employees that, as a condition of working on the commodities or contractual services that are under proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 1893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this form complies fully with the above requirements.

Ruby M. Irigoyen
Vendor's Signature

08-02-18
Date

PROPOSER INFORMATION FORM
Exceptions & Clarifications
 FMPA RFP 2018-214

✓	
✓	We DO NOT take exception to any items included in the RFP or Master Services Agreement.

	We TAKE exception as follows:

Company Name:	ENCO Utility Services LLC
Authorized Signature:	<i>Ruby M. Irigoyen</i>
Print/Type Name of Signer:	Ruby M. Irigoyen
Company Address:	8141 E. Kaiser Blvd. Ste 212, Anaheim, CA 92808
Telephone Number:	Office: (951) 925-8092 cell: (951) 236-1571
Contact Email Address:	irigoyen@encous.com
Date:	08-02-18

Company is a certified minority business enterprise. YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>

Anti-Lobbying Declaration
Certification for Contracts, Grants, Loans and Cooperative Agreements
APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements (To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor/bidder] certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form- LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor/Bidder, ENCO Utility Services certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 *et seq.*, apply to this certification and disclosure, if any.

Ruby M. Irigoyen
Signature of Contractor's Authorized Official

Ruby M. Irigoyen, SVP Customer Services
Name and Title of Contractor's Authorized Official

08-02-18
Date

Compliance Declaration

NOTICE: Because purchases pursuant to this RFP may qualify for Federal Emergency Management Agency ("FEMA") financial assistance, this RFP and subsequent purchase orders are intended to comply with federal competitive selection and contractual requirements, including the requirements of 2 C.F.R. §§ 200.31-.326.

Certification for Contracts, Grants, Loans, and Cooperative Agreements
(To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor/Bidder] certifies to the best of his or her knowledge, agrees, complies with the following federal acts or requirements.

FEMA Reimbursement

Remedies

Equal Employment Opportunity

Contract Hours and Safety Standards Act

Clean Air Act

Federal Water Pollution Control Act

Access to Records

Suspension and Debarment

Byrd Anti-Lobbying Amendment

Procurement of Recovered Materials

DHS Seal, Logo, and Flags

Ruby M. Irigoyen

Signature of Contractor's Authorized Official

Ruby M. Irigoyen

Name and Title of Contractor's Authorized Official

08-02-18

Date