



FAIRFAX COUNTY WATER AUTHORITY
8570 Executive Park Avenue
Fairfax, Virginia 22031-2218
www.fairfaxwater.org

OFFICE OF PROCUREMENT
Elizabeth B. Dooley, CPPO, CPPB
Procurement Manager

Notice of Award

VIA (email)

April 7, 2023

Mr. Bart Thielbar
Utegration, LLC
1415 Louisiana Street, Suite 2375
Houston, TX 77002

RE: *RFP 22-041 – Customer Service Modernization – Service Cloud*

Dear Mr. Thielbar:

Fairfax Water (FW) has determined Utegration, LLC., as the best overall value in response to RFP 22-041 – for the Customer Service Modernization using SAP Service Cloud Platform. Fairfax Water Board has authorized the contract award.

The contract term shall commence on April 24, 2023, through December 31, 2024.

If you have any questions, please feel free to contact me at 703-289-6261 or by email at edooley@fairfaxwater.org.

Regards,



Elizabeth B. Dooley, CPPO, CPPB
Procurement Manager