



ACSA Instructions to Access Digital RFP

The ACSA has partnered with Validos to utilize a digital RFx tool to streamline the procurement process. To access the digital RFP, use the link <u>https://tinyurl.com/mr2cwwe8</u>

For further details on how to access the RFP and accept the invitation to respond within the digital RFx tool you may use the training and instructions below. By getting started on the response in the digital tool, the ACSA assumes you have accepted the invitation to respond.

Only <u>one</u> representative from your company should register to accept the invitation and be the point of contact. You may then add additional team members to the digital RFx tool.

For an overview of how to respond to questions within the RFP and put together your proposal, you can find additional information here- <u>https://tinyurl.com/3uukuajx</u>

The response is **due July 3, 2025 at 4pm EST**. If you have any questions, please contact Tanya at <u>tjohnson@serviceauthority.org</u>

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Access RFP

<u>Step 1</u>

Access the RFP through https://tinyurl.com/mr2cwwe8

Click on the "CLICK HERE TO PARTICIPATE" button at the bottom of the page

Introduction The Albemaria County Service Authority (ACSA') is issuing this Request for Proposal (RFP) to selact a solution and service provider ("Responder" "Provider") to replace their existing Calsioner Information System (CIS), Bill/Bastier as well as infrance their customer experience with a new customer portal and implement a Mobile Fieldwork solution. The ACSA sets to contract and participant with a single prime Provider for proposal (RFP) to selact a solution and service provider ("Responder" "Provider") to replace their existing Calsioner Information System (CIS), Bill/Bastier as well as infrance their customer experience with a new customer portal and implement a Mobile Fieldwork solution. The ACSA sets to contract and participant with a single provider ("Responder" "Provider") to replace their existing Calsioner to the service to contract and participant with a single and enhanced support of these new technologies as an opportunity to add automation and efficiencies to business functions, improve customer experience, and improve productivity. Diglical RFP Summary The ACSA and Validos have collaborated to create this digital RFP be enhance the procurement process and save time and resources for toth responders and ACSA. The RFP and its orresponding responses will be administered through Validos com and this digital tool, which not only facilitates standardized responses but also ensures equilable comparisons between automissions. Albemarie County Service Authority Company Profile Located in central Virgina, 100 miles southwest of Washington, DC, and less then 65 miles west of Richmond, the ACSA was established in 1964, pursuant to the Virginia Waler and	✔ responsive Revolutionize your RFP response with Responsive Get Faster, smarter, and more efficient results than ever before!
Week Authorities Act, to provide water and severe service to those jurisdictional arress in the County of Albernarie designated by the County's Board of Supervisor. The current service arress node the whome of major source the Origo of County of Albernarie designated by the County's Board of Supervisor. The current service argointed by the County Supervisors for renewable four-year terms, appoints the Executive Director and gootweens ACSA operations and policies. Project Funding and Resourcing The ACSA has reviewed and approved the initial concepts and budget to fund this project. Through this evaluation and selection, the ACSA regressis that the Provider identify, analyze, confirm, and price ALL appends of the proposed solutions required to mark the identified requirements in this RFP. The final solution(s), services, and resources, along with the associated price, will be prevented to the ACSA has direct utimate funding and contractual approval. Project Success Measures and Quiding Principles The ACSA aims to achieve the following objectives with this project: • Improve Customer Experiance: Continuous the channel customer experience.	LEARN MORE
Clarification Submission Due Date Jun 13, 2025 Result Announcement Date Sep 30, 2025 CLICK HIERE TO PARTICIPATE	PREFERRED BY LEADING COMPANIES Google Microsoft Linked

<u>Step 2</u>

You will be asked to set up a new account by inputting your organization's information as well as your personal details.





Back WALDOS		1 of 2
Create your accou	nt	
Create a free organization account by	[,] providing your organization's name, website URL, and inc	dustry type, in a few clicks.
Company Name *		
Company Name		
ndustry Type		
Industry Type		•
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	CONTINUE	

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Add personal details	
You're almost there! Create your user account by filling in your name, email ID, and designation.	
Full Name *	
Validos	
Email *	
victoria@validos.com	
Designation	
Designation	
Contact Number	
555-123-1234	
REQUEST ACCESS TO RFP	





Step 3

When you have successfully requested access to the RFP, you will be emailed a one-time password (OTP) to verify your email.

Jeresponsive
We're Stoked That You Joined Responsive One Time Password for Validos.
Hi provider@validos.com,
Welcome aboard, RFP responder! Ready to get started on your first awesome request in Responsive?
Company name : Validos
OTP code : 404748
You received this email to update you about important changes to your Responsive product or account. © 2025 Responsive, 4931 SW 76th Ave., #260 Portland, OR 97225, P: +1-971-470-3112

Type your code in to Responsive.



Verify Your Email

To verify your email, please enter the one-time password (OTP) sent to your email id util***@validos.com. For security reasons, do not disclose or share the OTP.







<u>Step 4</u>

Once you type in the OTP and verify your email, you will get a screen like below, indicating that we've received your request and pending approval



Step 5

Upon approval, you will receive an invitation. Click on View RFP





yresponsive

Invitation: Join us for RFP Engagement



Hi,

Validos has invited you to be a responder to a RFP due on 2025-07-03 16:00 GMT-4. If you have any questions regarding this request, please contact andre@validos.com, vanessa@validos.com, shannon@validos.com.

For support using Responsive, please contact requestshelp@responsive.io with a brief summary of your issue.

If this is your first time responding to a Request using Responsive, use this Help Page to get started quickly!

Message:

The Albemarle County Service Authority (ACSA) is issuing this Request for Proposal (RFP) to select a solution and service provider to replace their existing Customer Information System (CIS) due on July 3, 2025. Contact TJohnson@serviceauthority.com for any clarification.



Step 6

After clicking **View RFP**, you will be asked to verify your email again. Once you are logged into Responsive, you will be asked to reenter your personal details and create a password. It is recommended to complete the entire registration process once you click on **View RFP**.





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Verify `	Your Email
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Verify Your emails disclose or share	Your Email ail, please enter the one-time password (OTP) sent to your email id util***@validos.com. For security reasons, do not the OTP.

Step 7

Upon typing in your OTP and verifying your email, you will be redirected to the screen below. Click on the **Continue to Preview** button located at the bottom of the screen.

VALIDOS		
CIS Upgrade/Replac	cement for the ACSA	
Invited By vanessa@validos.com Email	Due Date 2025-07-03 Desdline for submission	Y responsive
Summary		Revolutionize your RFP response with Personsive
Introduction The Albemarle County Service Authority ("A Customer Information System (CIS), BillMas	USA ⁽¹⁾ is issuing this Request for Proposal (RFP) to select a solution and service provider ("Responder" "Provider") to replace their existing ster as well as enhance their customer expenence with a new customer portal and implement a Mobile Fieldwork solution.	Get Faster, smarter, and more efficient
The ACSA seeks to contract and partner with support of these new technologies as an op Motetal RFP Summary	h a single prime Provider for professional and technology services. The ACSA views the evaluation, selection, implementation, and enhanced sporturity to add automation and efficiencies to business functions, improve customer experience, and improve productivity.	results than ever before!
Clarification Submission Due Date		
2025-06-13		Learn More
Result Announcement Date		
2020-09-30		
		PREFERRED BY LEADING COMPANIES
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<u>Step 8</u>

At this point, you have the option to preview the RFP. To start your response, click the **Accept Invite** button in the upper right-hand corner.

← CIS Upgrade/Replacement for the ACSA			Sub	mission due date D 03-07-2025	ecline	Accept Invite
22 Sections 150 Q/A 🔄	 4. Functional Fit 					
1. Executive Summary Total 1 QA available	Description					
2. Financial Stability, Terms and Total 4 QA available	The ACSA seeks a comprehensive integrated customer solution. This includes a Customer In The CIS must support all customer metric-to-calb business processes and be the system of r Customer Service Processes (detailed in section 4.1) Metering and Fairle Processes (detailed in section 4.2) Billing and Rates Processes (detailed in section 4.3)	Information System (CLS), a Mobile fieldwork solution, and a customer self-service solution record for customer data. The customer meter-to-cash processes that the proposed integrate	d solution must enable include:			Ohere Marrie
3. Provider Profile and Qualificat Total 4 QA available						Show More
4. Functional Fit > Total 72 QA available	4.1. The Utility seeks to understand the components that make	e up the provider's proposed solution and how they have beer	n priced for this respo	nse. *		
5. Technical Fit	Proposed Solution Components	Component Description	Project Scope	Provider Proposed Solution	* (Provider Comments
Total 7 QA available	Utility Customer Information Solution	Manages all aspects of the utilities customer meter-to-cash processes	In Scope		~	
e Implementation Plan and App	Integrated Mobile Fieldwork Solution	Manages the field work related to customer meter-to-cash	In Scope	,	~	

Step 9

After accepting the invitation, you will need to provide information about your organization and yourself. Click on the **Register** button after doing so. After accepting the invitation, you can provide your response to questions and complete your proposal. You will have the opportunity to add team members to help you respond to the RFP.







Personal Details

Enter your personal details to create your user account with Responsive

First Name *	
Victoria	
Last Name *	
Validos	
Email *	
utility@validos.com	
Phone Number	
5551231234	
Job Title	
Job Title	
Password *	
	Ø
O Atleast 8 characters	
O At least one number	
At least one special character	
Confirm Password *	
	<u>©</u>
Duccenting an account you arrest to the terms and conditions and our privacy policy.	
By creating an account you agree to the terms and conditions and our privacy policy	
REGISTER	

<u>Step 10</u>

Once you are registered you can review the background information in the first section, **CIS Upgrade - Enhancing the Customer Experience**.

Scroll down to see the rest of the sections. Clicking on each section's title will allow you to expand and collapse it.

Your response will start in the second section, Executive Summary.





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	3 Provider Profile and Qualifications		Complete Section	i :

Respond to RFP

Below are brief instructions on the functionality available within the tool.

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You have the option to format your response as you wish for each question.

On the right-hand side, you will notice an arrow pointing to the left. By clicking on it, you will expand an extra menu that allows you to view recommendations (if any) and make internal comments.





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You can also click on the three dots on the top right of a question in a section to assign the question to someone, view or submit questions/communications to Validos/The ACSA in reference to the question, view and add internal comments about the question, and flag it.





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9	1. Please upload the most recent year of audited financial statements of the company that will be the prime provider for this work.	💿 晟 🤇	9 🖂 🕴
₿₩ ₩	2. Please acknowledge your acceptance of the attached terms and conditions. Detail any exceptions if applicable.	🔁 🕱	Q II I
	3. Do you have a standard Statement of Work?	2 	0 F :
	3 Provider Profile and Qualifications	Complete Section	i
	4 Functional Fit	Complete Section	÷ :

To add users to write and approve responses. See Add A Team Member/New User section below.

Export Response for your Records

You may also export the RFP and your response by selecting the Export option on the left-hand side menu and then clicking on the New Export Package button.



You have the option to export the RFP and your response as a Word document, Excel file, or a PDF. Once you have chosen your format, click on the **Next** button.





Projects / Export / CIS Upgrade, Create Export Package	Replacement for t Replacement for t	s (D) Templates (E) Export Settings	Cancel	Next 🗘 🖓 👐
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4.1. Functional Fit - Customer Services	0/20	🗮 Not Started	Paragraph 🗸 🗸	
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4.3. Functional Fit - Billing and Rates	0/15	🗮 Not Started	Paragraph 🗸 🗸	

Select the Default Template, then click Next



Click on Export





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	The ACSA wants a mobile solution for field workers to create and update requests and that seamlessly integrates to the new CIS to allow for real-time updates for improved information sharing between the field office, and customers. Evaluate the proposed solution using the requirements listed in the table below.			Table	
	Customer communications at the ACSA have been identified as needing significant improvement. Currentl communications are manual. ACSA aims to streamline this process through automation. The organization seeks functionality that supports the creation and maintenance of standardized templates for various commer communications, incorporating variables for message personalization. The new solution should automate customer communications based on business rules and allow users to access and review all correspondence within the application. Evaluate the proposed solution using the requirements listed in the table below.			Table	
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	Field manua seeks requir	workers complete work using City Works or pa al, multi-step process with no automated closs to streamline this process and introduce more ements listed in the table below.	per orders and update the system accordingly. This is a ure of service orders in the CIS or Cityworks. The ACSA automation. Evaluate the proposed solution using the	Table	

Track RFP Response Progress

The digital RFP tool also allows you to track the progress of your response by selecting Dashboard from the left-hand side menu. In the Dashboard, you can also view how many questions are assigned to each person on your team. Clicking on their bar in the graph will take you to that individual's assigned questions.

Projects / CIS U Dashboard	Jpgrade/Replacement for the ACSA	🗄 Jul 03 ANSWERED 0% Cancel Project Submit Project Q 🤨 🥺
About	Project Dashboard	
Sections		
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Documents		17
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	Not Started (22 Sections) In Progress (1 Sections)	0
	Completed (0 Sections)	· · · · · · · · · · · · · · · · · · ·
	Flagged Questions	Recent Activities View All
	\frown	Victoria Validos Sections : Author Changed - Executive Summary 3 minutes ago
*		





Add A Team Member/New User

To add users to your Team, click on Team from the left-hand side menu.

Click on + Add Team Members and then on Add New Users

Projects / CIS Team	Upgrade/Replacement for the ACSA			H Jul 03 ANSWERED 0%	Q Search = Ca	ncel Project Subm	iit Project 🔮 📀 🔽
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Documents	🗆 👦 Vanessa Test		rvan2295@gmail.com			Manager	i
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Enter the email(s) of the users you would like to add and click Invite

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CSA's RFP	
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•	CSA's RFP.

The new user(s) will receive an email where they can follow the link to get started and create their password.





Jeresponsive
Victoria Validos invites you to join your team on Responsive!
New Provider uses Responsive to centralize, manage, and improve responses to information requests like RFPs, RFIs, DDQs, security questionnaires, sales proposals, and more.
We invite you to activate your account and start working with your teammates today.
Join your team
Having Trouble? We're here to help. Contact Responsive.

From the Teams screen, you can reassign and remove users

Projects / CIS Team	Upgrade/Replacement for the ACSA			🛱 Jul 03 ANSWE	RED 0% Q Search	, ⊂a	incel Project	Submit Project	Q 🖲 🚾
About	Team Members (3)							+ Add Tea	m Members 💉
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To edit permissions, reset other users' passwords, deactivate users, and remove users from your organization

Click on your initials in the top right-hand corner, then click on Organization Settings





Organization Settings Q Search Organization Settings p 0 😡 B New Provider B Overview Manage Users ☆ 8 My Account All 5 Active 4 Inactive 0 Not Verified 1 Add New Q Search Users Organization Organization Settings A Users 🗆 NAME 🗢 \Xi EMAIL 🗘 \Xi ROLE = LAST ACTIVE DATE 🕃 🔟 Manage Users Logout 🗌 👽 Victoria Validos TODAY Company Information utility@validos.com Restricted Super Admin provider@validos.com provider@validos.com Manager 🗆 😈 Victoria Testing TODAY victoria@validos.com Manager 🔲 💧 Shannon Test lvvd@validos.com Manager TODAY 🗆 😈 Vanessa Test TODAY rvan2295@gmail.com Manager

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Company Information >	Uictoria Validos	utility@validos.com	Restricted Super Admin	TODAY	
	provider@validos.com	provider@validos.com	Manager	-	
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