

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 <https://tinyurl.com/mr2cwwe8>

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 one 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- <https://tinyurl.com/3uukuajx>

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

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Access RFP

Step 1

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

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

The screenshot displays a webpage for an RFP. On the left, there is a white sidebar with text under various headings: 'Introduction', 'Digital RFP Summary', 'Albemarle County Service Authority Company Profile', 'Project Funding and Resourcing', 'Project Success Measures and Guiding Principles', 'Clarification Submission Due Date' (Jun 13, 2025), and 'Result Announcement Date' (Sep 30, 2025). At the bottom of this sidebar, a button labeled 'CLICK HERE TO PARTICIPATE' is highlighted with a red rectangular box. On the right, there is a blue sidebar for 'responsive' with the text 'Revolutionize your RFP response with Responsive' and 'Get Faster, smarter, and more efficient results than ever before!'. Below this is a 'LEARN MORE' button and logos for Google, Microsoft, and LinkedIn.

Step 2

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

< Back **VALIDOS** 1 of 2

Create your account

Create a free organization account by providing your organization's name, website URL, and industry type, in a few clicks.

Company Name *

Industry Type

Website

CONTINUE

< Back **VALIDOS** 2 of 2

Add personal details

You're almost there! Create your user account by filling in your name, email ID, and designation.

Full Name *

Email *

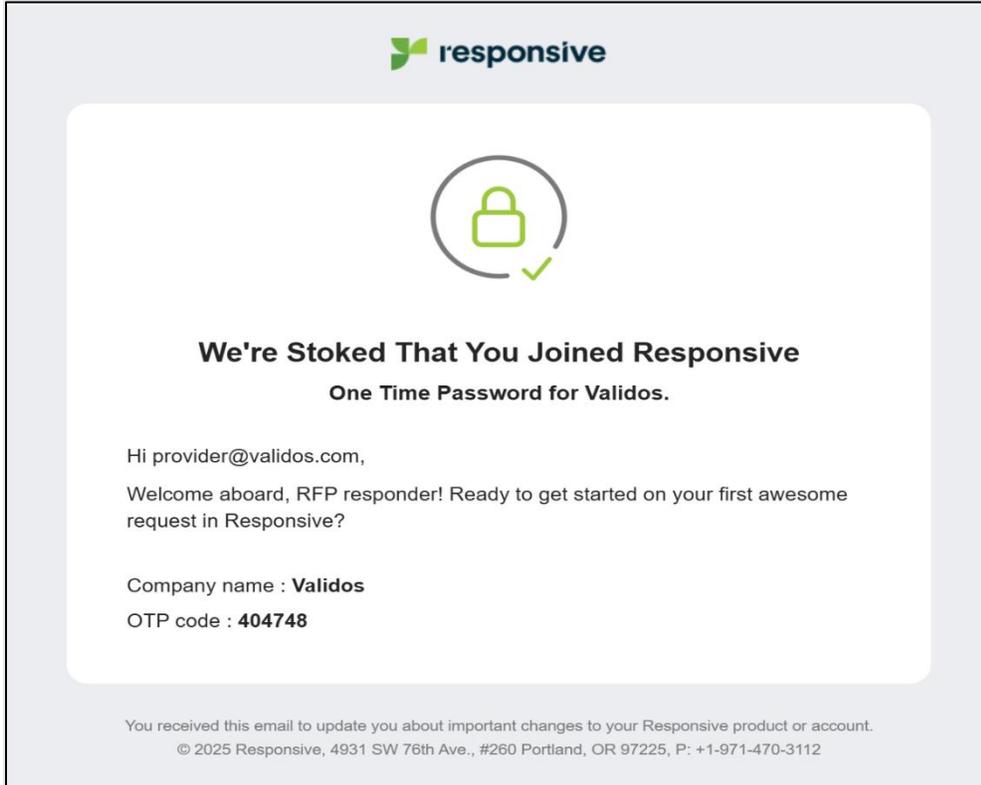
Designation

Contact Number

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.



Type your code in to Responsive.



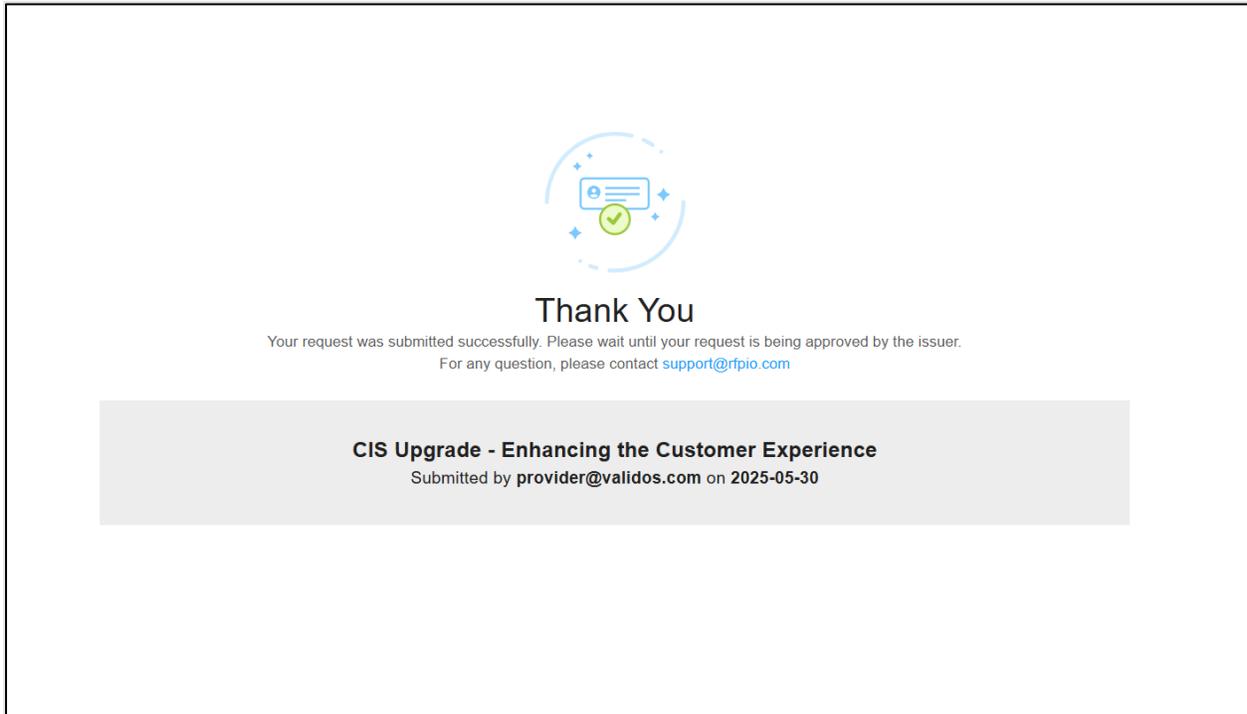
Verify Your Email

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.

Resend code in 00:46

Step 4

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**



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.

[View RFP](#)

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**.



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.

Resend code in 00:46

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/Replacement for the ACSA

Invited By: vanessa@validos.com (Email)
Due Date: 2025-07-03 (Deadline for submission)

Summary

Introduction
The Albemarle County Service Authority ("ACSA") is issuing this Request for Proposal (RFP) to select a solution and service provider ("Responder"/"Provider") to replace their existing Customer Information System (CIS), BillMaster as well as enhance their customer experience with a new customer portal and implement a Mobile Fieldwork solution. The ACSA seeks to contract and partner with a single prime Provider for professional and technology services. The ACSA views the evaluation, selection, implementation, and enhanced support of these new technologies as an opportunity to add automation and efficiencies to business functions, improve customer experience, and improve productivity.
[View RFP Summary](#)

Clarification Submission Due Date: 2025-06-13
Result Announcement Date: 2025-09-30

Continue to Preview

Revolutionize your RFP response with Responsive

Get Faster, smarter, and more efficient results than ever before!

[Learn More](#)

REFERRED BY LEADING COMPANIES
Google Microsoft LinkedIn

Step 8

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 Submission due date 03-07-2025 Decline Accept Invite

22 Sections 150 QA

1. Executive Summary
Total 1 QA available

2. Financial Stability, Terms and ...
Total 4 QA available

3. Provider Profile and Qualificat...
Total 4 QA available

4. Functional Fit
Total 72 QA available

5. Technical Fit
Total 7 QA available

4. Functional Fit

Description

The ACSA seeks a comprehensive integrated customer solution. This includes a Customer Information System (CIS), a Mobile fieldwork solution, and a customer self-service solution. The CIS must support all customer meter-to-cash business processes and be the system of record for customer data. The customer meter-to-cash processes that the proposed integrated solution must enable include:

- Customer Service Processes (detailed in section 4.1)
- Metering and Field Processes (detailed in section 4.2)
- Billing and Rates Processes (detailed in section 4.3)

[Show More](#)

4.1. The Utility seeks to understand the components that make up the provider's proposed solution and how they have been priced for this response. *

Complete the table below (refer to attachment 4.1 for the additional context) *

Proposed Solution Components	Component Description	Project Scope	Provider Proposed Solution	Provider Comments
Utility Customer Information Solution	Manages all aspects of the utilities customer meter-to-cash processes	In Scope	▼	
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.



1 of 2

Company Information

Enter your company details. These details would be used to create a company

Add your Organization logo
 Hover and click on logo on left to add. You can add png, jpeg files upto 10MB at least 400px by 400px.

Company Name *

Industry Type

Website

Continue

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 *

- ✔ At least 8 characters
- ✔ At least one uppercase letter
- ✔ At least one number
- ✔ At least one special character

Confirm Password *

By creating an account you agree to the [terms and conditions](#) and our [privacy policy](#)

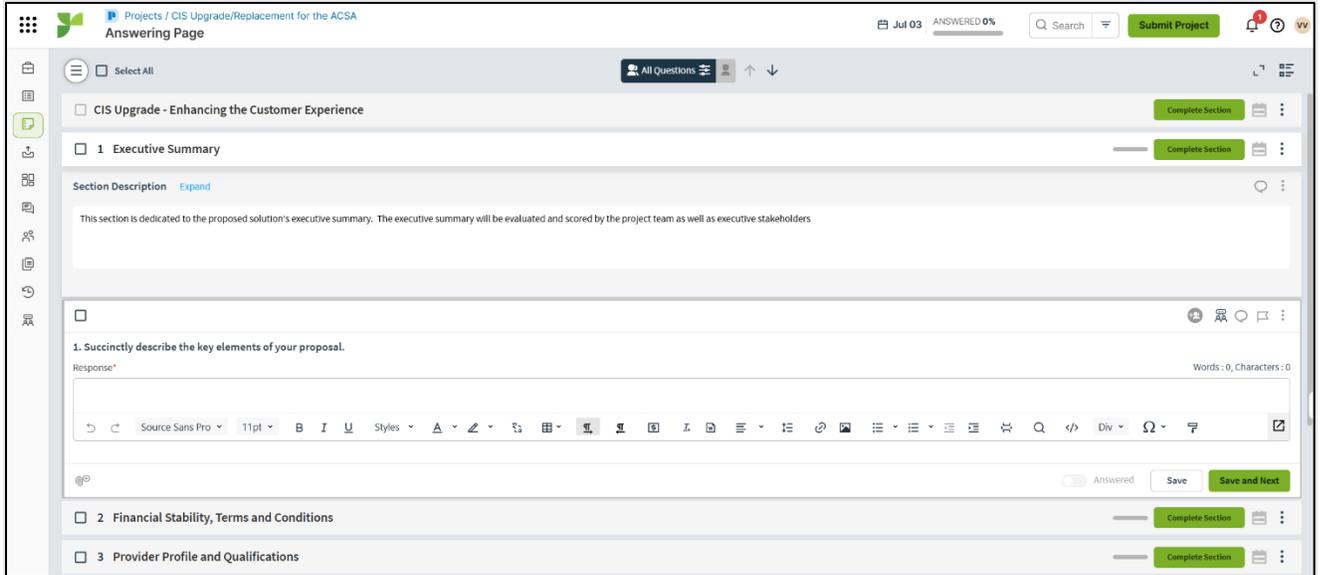
REGISTER

Step 10

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.

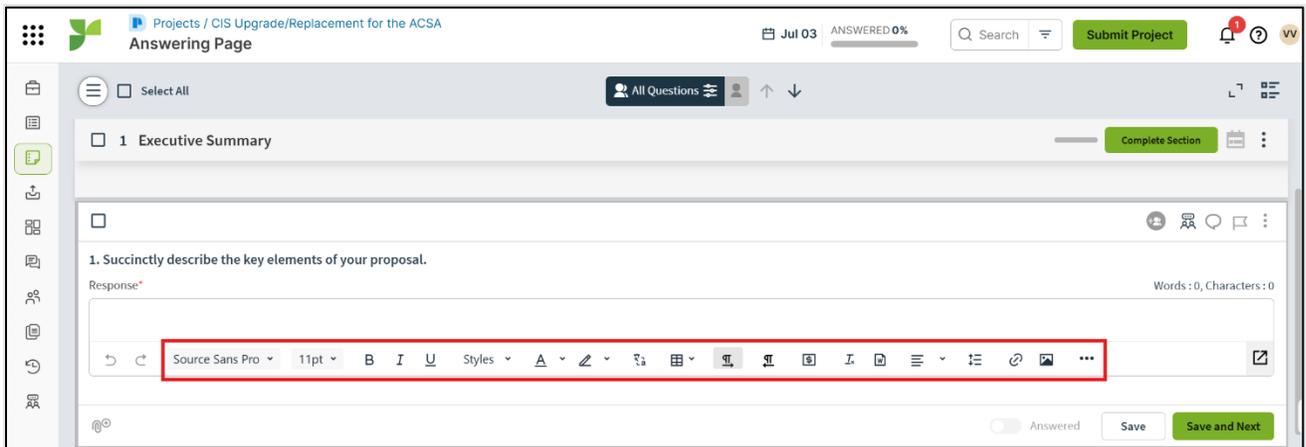
Your response will start in the second section, **Executive Summary**.



Respond to RFP

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

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

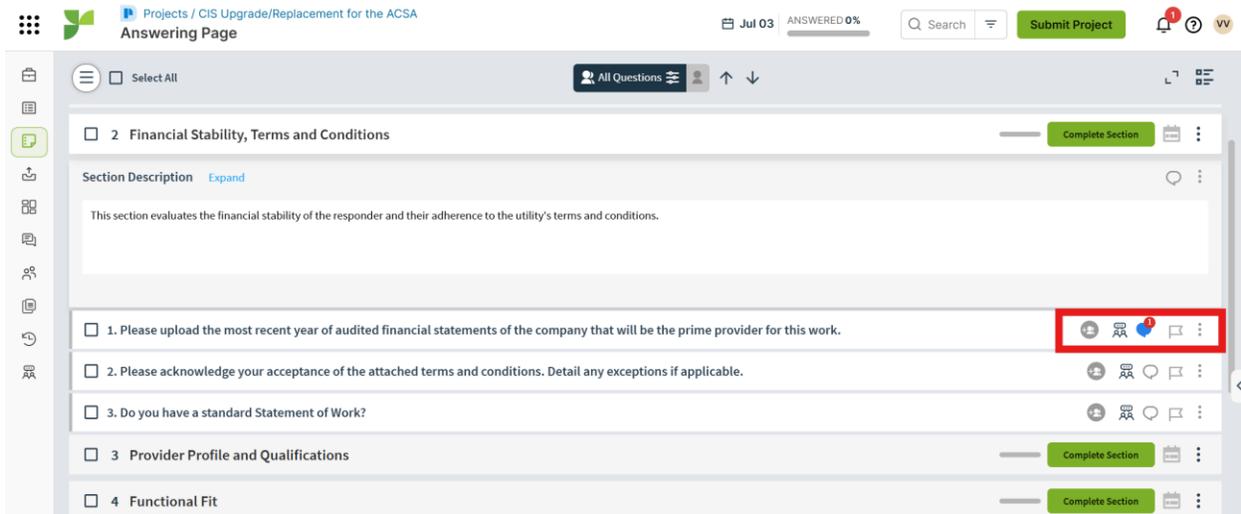


On the right-hand side, you will notice an arrow pointing to the left. By clicking on it, you will expand an extra menu that allows you to view recommendations (if any) and make internal comments.

The screenshot shows the 'Answering Page' for a project titled 'CIS Upgrade/Replacement for the ACSA'. The page is dated 'Jul 03' and shows 'ANSWERED 0%'. The main content area is titled '1 Executive Summary' and contains a question: '1. Succinctly describe the key elements of your proposal.' Below the question is a text input field with a character count of 'Words : 0, Characters : 0'. At the bottom of the question area, there are buttons for 'Answered', 'Save', and 'Save and Next'. A red box highlights the three-dot menu icon on the top right of the question area.

This screenshot shows the same 'Answering Page' but with the 'Recommendations' and 'Comments' tabs highlighted by a red box. The 'Recommendations' tab is active, showing a search bar with the text 'Succinctly describe the key elements of your proposal.' and a search result of '0 / 0 Record(s)'. Below the search results, there is a message that says 'No results found' and 'Try again using different keywords and filter' with a 'Clear Filters' link.

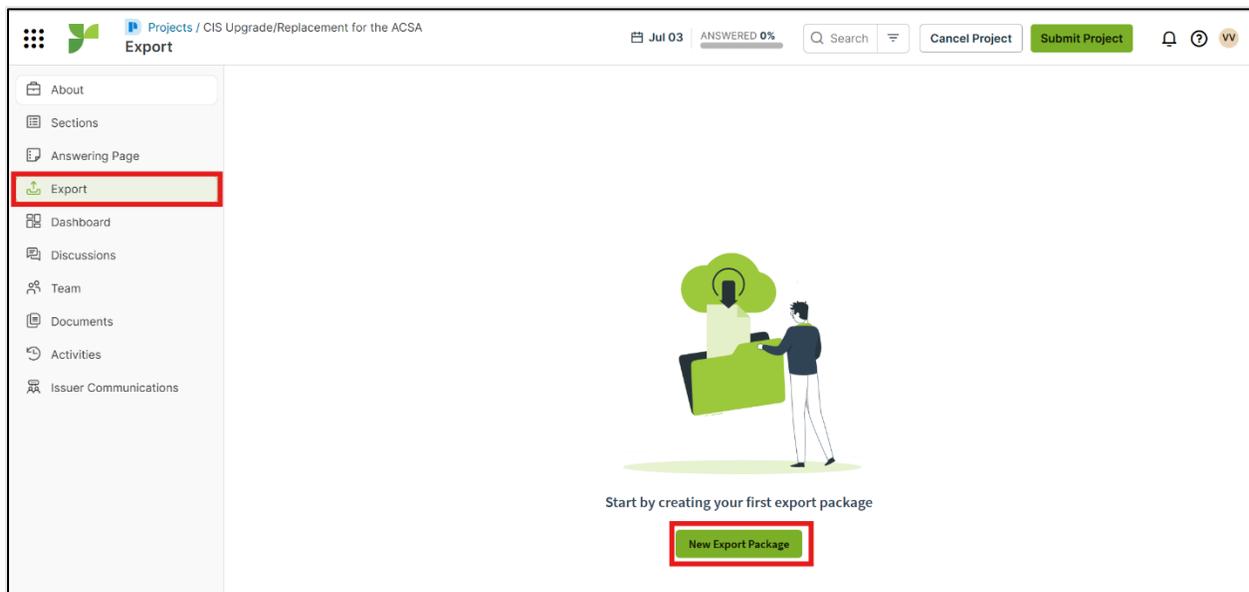
You can also click on the three dots on the top right of a question in a section to assign the question to someone, view or submit questions/communications to Validos/The ACSA in reference to the question, view and add internal comments about the question, and flag it.



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/Replacement for L...
Section Details — Templates — Export Settings
Cancel **Next** 🔔 ⓘ

Package Name*
CIS Upgrade/Replacement for the ACSA

Export Type*
Word
Word
Default Excel
PDF

23 Section(s) selected | Clear Update Export

Search by Section

Section Name	Status	Export Format
<input checked="" type="checkbox"/> CIS Upgrade - Enhancing the Customer Experience	In Progress	Paragraph
<input checked="" type="checkbox"/> 1. Executive Summary	Not Started	Paragraph
<input checked="" type="checkbox"/> 2. Financial Stability, Terms and Conditions	Not Started	Paragraph
<input checked="" type="checkbox"/> 3. Provider Profile and Qualifications	Not Started	Paragraph
<input checked="" type="checkbox"/> 4. Functional Fit	Not Started	Paragraph
<input checked="" type="checkbox"/> 4.1. Functional Fit - Customer Services	Not Started	Paragraph
<input checked="" type="checkbox"/> 4.2. Functional Fit - Metering and Field	Not Started	Paragraph
<input checked="" type="checkbox"/> 4.3. Functional Fit - Billing and Rates	Not Started	Paragraph

Select the Default Template, then click **Next**

Projects / Export / CIS Upgrade/Replacement for L...
Section Details — Templates — Export Settings
Cancel **Next** 🔔 ⓘ

Select Template

Default Template
2025-05-30

Click on **Export**

Projects / Export / CIS Upgrade/Replacement for L...
Create Export Package

Section Details Templates Export Settings

Cancel Export

Export Settings

Selected Template: Default Template

Report: Include Report

Attachments to Include: All Selected Sections None

Answers To Export

Answer Header	Answer Type
<input checked="" type="checkbox"/> 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
<input checked="" type="checkbox"/> Customer communications at the ACSA have been identified as needing significant improvement. Currently, 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 customer 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
<input checked="" type="checkbox"/> Select an option below	Radio
<input checked="" type="checkbox"/> Field workers complete work using City Works or paper orders and update the system accordingly. This is a manual, multi-step process with no automated closure of service orders in the CIS or Cityworks. The ACSA seeks to streamline this process and introduce more automation. Evaluate the proposed solution using the requirements listed in the table below.	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 Upgrade/Replacement for the ACSA
Dashboard

Jul 03 ANSWERED 0% Cancel Project Submit Project

Project Dashboard

2025-07-03 Project Due Date

1 Team Members

Sections Summary Questions Summary Authors

By Question

23

Not Started (22 Sections) In Progress (1 Sections) Completed (0 Sections)

Answered Not Answered

Flagged Questions

Recent Activities

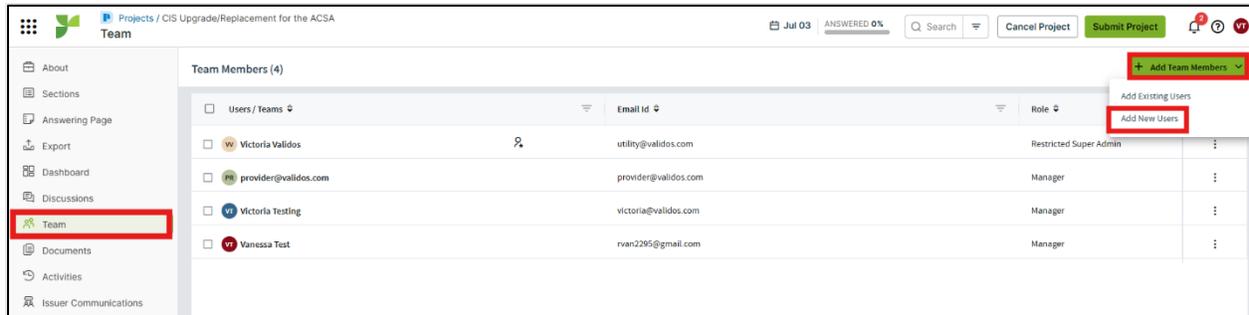
View All

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**



Enter the email(s) of the users you would like to add and click **Invite**

Invite New User ✕

Enter email address * Press *Enter* to add email

newuser@validos.com x

✕

Additional Message

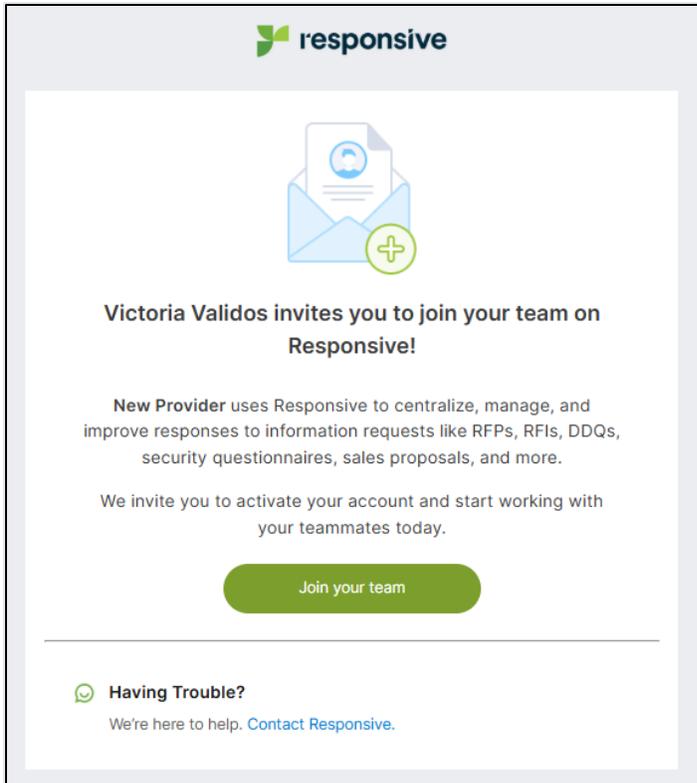
Hello,

Please join Responsive to help respond to The ACSA's RFP.

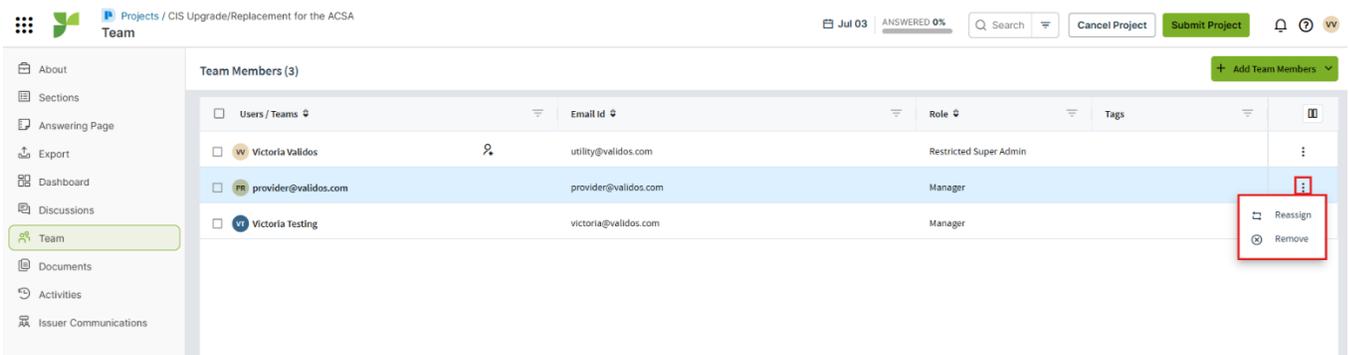
Thank you

Cancel Invite

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



From the **Teams** screen, you can reassign and remove users



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**

- Overview
- Organization
- Users
 - Manage Users
- Company Information

Manage Users

All 5 Active 4 Inactive 0 Not Verified 1

Search Users Add New

NAME	EMAIL	ROLE	LAST ACTIVE DATE
Victoria Validos	utility@validos.com	Restricted Super Admin	TODAY
provider@validos.com	provider@validos.com	Manager	-
Victoria Testing	victoria@validos.com	Manager	TODAY
Shannon Test	lvvd@validos.com	Manager	TODAY
Vanessa Test	rvan2295@gmail.com	Manager	TODAY

New Provider

My Account

Organization Settings

Logout

- Overview
- Organization
- Users
 - Manage Users
- Company Information

Manage Users

All 5 Active 4 Inactive 0 Not Verified 1

Search Users Add New

NAME	EMAIL	ROLE	LAST ACTIVE DATE
Victoria Validos	utility@validos.com	Restricted Super Admin	TODAY
provider@validos.com	provider@validos.com	Manager	-
Victoria Testing	victoria@validos.com	Manager	TODAY
Shannon Test	lvvd@validos.com	Manager	TODAY
Vanessa Test	rvan2295@gmail.com	Manager	TODAY

Edit Permissions

Force Reset Password

Deactivate User

Remove User