



LOC No. 1

Date: April 29, 2025
To: Prospective Interested Parties
From: Napa Valley Transportation Authority (NVTA)
Re: Letter of Clarification No. 1 to RFI CAD/AVL & On-Demand Auto Dispatching

This Letter of Clarification is being issued by the Napa Valley Transportation Authority (NVTA) to provide a response to the questions received.

1. RFI 25-R23, Interested Parties Questions and Answers Matrix (Attached)

This document is being provided to you as additional information.

We thank you for your continued interest and look forward to receiving your response to the RFI.

**Interested Parties Questions and Answers Matrix for
RFI 25-R23
RFI CAD-AVL + AUTO DISPATCHING**

| No. | SEC & PG NO. | QUESTION/COMMENT | RESPONSE |
|-----|-----------------|---|--|
| 1. | | Is NVTA looking for software provider for both, fixed route (The Vine) and ADA Paratransit (VineGo)? | Software for fixed route and demand response. Additional information on ADA paratransit software is not required but can be submitted. |
| 2. | | When is the contract with the incumbent software provider, Transdev, Inc. ending? What were the issues or setbacks, if any, the Agency was facing with the incumbent? | <i>Please refer to 2.0 "Goals".</i> |
| 3. | | Is there a budget for this project in year one and in subsequent years? | <i>NVTA is in the information seeking phase of procurement planning and therefore cannot reasonably estimate the cost of this project at this time to secure a budget.</i> |
| 4. | | Does NVTA plan to expand its fleet? And what will be the total number of vehicles required for the project? | <i>NVTA does not plan to expand its fleet. At this time. NVTA has 41 fixed route vehicles and 6 demand response vehicles. The number varies slightly year to year.</i> |
| 5. | | What are the Operating Systems & Versions, being utilized by the current Getax Tablets? | <i>GMV Syncromatics and Trapeze Drivermate Software</i> |
| 6. | | Will NVTA purchase the MDTs or hardware required for the operator interface or will the vendor provide them? | <i>Under current contract, these are provided by our vendor, however at this time we do not necessarily have a preference one way or another</i> |
| 7. | | If the proposed solution has the capability to do comingling between both Fixed Route and On-Demand | Yes |

| No. | SEC & PG NO. | QUESTION/COMMENT | RESPONSE |
|-----|--------------|---|---|
| | | Services, will NVTA be interested in providing both the services using the same fleet? | |
| 8. | | Does NVTA want integration of the existing fare payment systems or is it open for new payment systems? | <i>We would require integration of the existing fare payment system</i> |
| 9. | | Kindly confirm the expected timeline for the Fixed Route and On-Demand Services, if any. | <i>No established timeline as NVTA is the in information gathering phase</i> |
| 10. | | <p>Please provide the submission instructions.</p> <p>a. Can NVTA allow vendors to use electronic signatures on the cover letter and required forms?</p> <p>b. Is the NVTA open to electronic submission? If yes, please provide details.</p> | <p><i>Yes, electronic submissions with electronic signatures are allowed.</i></p> <p><i>Submissions are to be emailed to Renel Coombs, at rcoombs@nvta.ca.gov by 4:00 PM (PST/Local), Wednesday, May 14, 2025 (Addendum No. 1)</i></p> <p><i>Respondents may use discretion on how the information is organized and/or developed for the submission and how it is formatted, making sure to include the information requested in 2.0 Goals, 3.0 Supplier Information, and 4.0 Response Format.</i></p> |
| 11. | | Is NVTA looking for a vendor to provide additional staff for the operations? | <i>No</i> |
| 12. | | Is online training sufficient or does NVTA prefer on-site training? | <i>NVTA would seek a mix of periodic in-person training and remote training once systems are functional. Over time we would seek technicians to come in person to troubleshoot any issues as we do not have full-time IT staff.</i> |
| 13. | | Is there a DBE requirement for this project? If yes, does the vendor need to be already DBE certified in California to submit a proposal? | <i>There is no DBE goal established for this Request for Information (RFI); however, if NVTA chooses to follow-</i> |

| No. | SEC & PG NO. | QUESTION/COMMENT | RESPONSE |
|-----|--------------|---|---|
| | | | <i>up this RFI with a Request for Proposals (RFP), a DBE goal may be established at that time.</i> |
| 14. | | Are there any bid or performance bond requirements for this project? | <i>No bonding requirements are necessary for this RFI since no work will result from this solicitation.</i> |
| 15. | | Is it possible for NVTA to kindly extend the submission date so that the offerors can provide more responsive, solid, and informative responses? | <i>The deadline has been extended to May 14, 2025 at 4pm (Addendum No. 1)</i> |
| 16. | | Do your agency's fixed routes operate on a set schedule, headways, deviated pickups, or a combination thereof? | <i>Fixed routes operate on a set schedule. Community shuttles operate on-demand.</i> |
| 17. | | Do your agency's fixed routes operate blocks/interlines? | Yes |
| 18. | | Is the agency interested in procuring other on-board technologies such as automatic voice announcements, integration with the interior dynamic message sign (DMS) for ADA purposes, integration with automatic passenger counters (APCs), etc? | Yes |
| 19. | | Does the agency desire that the system be entirely browser-based, with no software installation required on local devices? | Yes |
| 20. | | In reviewing the schedule, we noticed that the timeline between deadline for questions and response submission date is 10 business days. To deliver a more thoughtful response, would NVTA be willing to extend the due date for final submission by 5 business days to May 9 th ? | <i>The deadline has been extended to May 14, 2025 at 4pm (Addendum No. 1)</i> |

| No. | SEC & PG NO. | QUESTION/COMMENT | RESPONSE |
|-----|--------------|---|---|
| 21. | | The RFI asks “What type of maintenance services has your firm provided to other agency’s CAD/AVL and/or automated dispatching software service? Are these services included for the duration of those contracts?” Please elaborate on NVTA’s intention with this request. Is NVTA looking for default support, preventative maintenance, or something else? | <i>This request pertains to what ongoing maintenance services has your firm provided to other transit agencies, i.e., as issues arise, what services will your firm provide to alleviate maintenance issues? This can also include preventative maintenance services.</i> |
| 22. | | Please elaborate on overarching or specific challenges that NVTA is aiming to resolve related to CAD/AVL. | <i>Low percentage of trip updates and vehicle positions on a daily basis. Low level of connectivity of routers. Trouble with consistent driver sign ins.</i> |
| 23. | | Please confirm the following: a. Confirm the type, number, and model of destination signs requiring integration per vehicle? b. Confirm the PA amplifier model aboard each bus? c. Confirm the specific integration required with the camera system? | <ul style="list-style-type: none"> a. <i>Twin Vision (15 vehicles)</i> <i>Transign (6 vehicles)</i> <i>Hanover (20 vehicles)</i> <i>I/O Controls (7 vehicles)</i> <i>Luminator (4 vehicles)</i> b. <i>N/A</i> c. <i>TSI Nexus Series Cameras</i> |
| 24. | | What is the anticipated contract award date for this project? | <i>There will be no award made from this RFI; however, NVTA is hoping this RFI provides solutions to encourage a future RFP whereas the anticipated award date will be provided at that time.</i> |
| 25. | | Do you want to seek alternatives to your paratransit scheduling software, Trapeze V21? | <i>No</i> |
| 26. | | Do you have dedicated vehicles for your demand response service, or are you using fixed route vehicles that will run deviations? | <i>We have dedicated vehicles for fixed route and dedicated vehicles for demand response service, however some DR vehicles are CAD/AVL integrated, as (1) they may be used on a fixed route, and (2) we are currently piloting vehicle tracking for paratransit, so certain paratransit vehicles are integrated with CAD AVL for this purpose.</i> |

| No. | SEC & PG NO. | QUESTION/COMMENT | RESPONSE |
|-----|--------------|---|---|
| 27. | | Is NVTA interested in an Automated Voice Announcement system? | Yes |
| 28. | | Would NVTA like an ITS system to integrate with UTA APC sensors, or would NVTA be open to a replacement system? | <i>Yes, must integrate with UTA existing UTA's Model 30 IR System as well as newer vehicles have the UTA Model 31 Hella system.</i> |
| 29. | | Would you consider solution sets by which your dispatchers can locate vehicles on the same dispatch screen, but utilize different tailored methods for dispatching vehicles - depending whether the trips are on a fixed route bus, or on a van or cutaway vehicle? | <i>Yes, we will consider all options as we are in the information gathering phase trying to determine what is possible.</i> |
| 30. | | Can we interpret your final sentence in your Goals section - <i>"NVTA is open to other new technologies and/or possibilities if the overall goal of streamlining the capabilities of these systems and enhancement of predictability of demand response service is achieved."</i> - To mean that we could offer a blended platform on the back end with a streamlined and customer friendly solution on the customer facing platform? | Yes, that is a valid interpretation. |