



**NOTICE IS HEREBY GIVEN that the Napa Valley Transportation Authority is
issuing a**

Request for Information (RFI)

(RFI No. 25-R23)

for

**Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) System &
Automated Demand-Response Dispatch Software System**

Date Released: 03-26-2025

Issued By:

Napa Valley Transportation Authority

625 Burnell Street

Napa, CA 94558

RESPONSES DUE:

2:00 PM (PST/local), FRIDAY MAY 02, 2025

Late responses may be accepted

This Request for Information is to gather industry capabilities with providing both a Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) and an Automated Demand-Response Dispatch Software system utilizing the latest technologies. The responses provided may be used to assist the Agency in the preparation of a RFP to solicit for a CAD/AVL & Automatic Dispatching Software System. Interested parties who submit a response to this RFI will be directly solicited, if NVTA publishes a RFP following this RFI.

Requests for clarification and/or questions should be directed to Renel Coombs, Procurement and Contracts Administrator, by email at: rcoombs@nvta.ca.gov by Friday, April 18, 2025 at 5:00PM (PST). Please include the RFI Number and Project Title in the subject line.

Contractors operating under an existing Master Agreement or Cooperative, please reference the Master Agreement number as part of your submittal.

The information provided in the RFI is subject to change and not binding on NVTA.

All submissions become the property of NVTA and will not be returned.

Sincerely,



03/26/2025

Kate Miller

Executive Director

TABLE OF CONTENTS

1. Agency Description & Background
 - 1.1. Background
 - 1.2. Rights of parties
 - 1.3. Schedule
 - 1.4. Vehicles and Service Description
 - 1.5. Existing Technology
2. Goals
3. Supplier Information
4. Response Format
5. Appendix A – Fleet Information

1. AGENCY DESCRIPTION AND BACKGROUND

1.1. Background

The Napa Valley Transportation Authority (NVTA) is a joint powers authority established in June of 1998 with members including the cities of American Canyon, Calistoga, Napa, St. Helena, the Town of Yountville, and the County of Napa. The work activities of NVTA are defined by the joint powers agreement and overseen by the Board of Directors made up of elected officials from the respective member agencies, and an ex-officio member from the Paratransit Coordinating Council (PCC).

NVTA serves as the countywide transportation planning body for the incorporated and unincorporated areas within Napa County and is responsible for programming State and Federal funding for transportation projects within the county. NVTA is charged with coordinating short and long term planning and funding within an intermodal policy framework in the areas of highways, streets and roads, transit and paratransit, and bicycle improvements.

NVTA also manages the Vine Transit System. Vine Transit provides fixed route transit throughout Napa Valley and connections to the greater Bay Area via the Vallejo Ferry Terminal, El Cerrito Del Norte BART Station, Fairfield Transit Center and the Suisun Train Depot. Additionally, Vine Transit operates geofenced on-demand shuttles in each local jurisdiction (American Canyon, City of Napa, Yountville, St. Helena and Calistoga) and paratransit services within 0.75mi of fixed transit stops throughout Napa County.

NVTA’s administrative offices are located at the Authority’s primary transit terminal, Soscol Gateway Transit Center, 625 Burnell Street, Napa, CA 94559. The NVTA fixed route (The Vine) and ADA Paratransit (VineGo) services are operated by a contractor, currently Transdev, Inc. Transdev is responsible for all reservations, scheduling, delivery of trips and customer service.

1.2 Rights of Agency

This RFI does not commit NVTA to issue a subsequent Request for Proposals (RFP), nor award a contract, nor does it create any obligation to pay for any costs incurred in the preparation and submission of vendor responses or in anticipation of a contract.

RFI responses will be reviewed only by staff members of NVTA. All material submitted will be held confidentially to the best extent possible. Submission information considered proprietary and/or confidential must be clearly labeled as such. All submissions are subject to the Freedom of Information Act (FOIA) unless protected as proprietary and/or confidential.

1.3 Schedule

RFI Released	Monday March 24, 2025
RFI Due to NVTA	Friday May 02, 2025
NVTA Review, including potentially asking questions or clarifications of the firms	Monday May 05 – Friday May 30, 2025

1.4 Vehicles and Service Descriptions

Vine Transit primarily offers fixed route service throughout Napa Valley and select neighboring counties. Additionally, it operates a demand-responsive service in each local jurisdiction in addition to or instead of a fixed route. All fixed-route vehicles are owned by NVTA.

Current Number of Fixed Route Coaches	41
Current Number of Demand Response	6
Current Number of Paratransit Vehicles	10

Average Number of Vehicles Operating in Maximum Service (in FY 24)	45
Number of Fixed Routes	11
Number of On-Demand Services	5
Number of Bus Stops	374

1.5 Existing Technology

- CAD/AVL System: GMV Syncromatics Fixed Route and VineGo
 - MDT: Getac Tablets, via the GMV Syncromatics system
 - Routers: Mix of Digi TX64 and WR64 and CradlePoint IBR900
- Automated Demand Response Dispatch System: Transloc
 - iPads: Equipped with the Transloc Driver app
- Voice & Data Communications: Motorola XPR5550E UHF Radios for voice communications
- Fare Payment:
 - Fareboxes: Mix of Genfare Odyssey and FastFare
 - Card Payment: Clipper, which is a regional fare payment system powered by Cubic. The Clipper farebox system is tied into the CAD/AVL system so payments can be adjusted by route.
- APCs: UTA's Model 30 IR System
- Headsigns: Various including Luminator, Hanover, I/O Controls and TransSign
- Cameras: TSI hardware
- WLAN in Bus Yards: WiFi access points at the Bus Maintenance Facility
- GTFS Static: Trillium
- Paratransit Scheduling: Trapeze Version 21
 - License: Held through TransDev operations contract and the app is on the same MDTs that control the CAD/AVL System
- Real-Time Signs: Real time signage, or electronic transit information displays (eTIDS) is currently, or planned to be located in the following locations:

- Soscol Gateway Transit Center: Five existing computer monitors display the real time arrivals via a web URL. Four of the encased monitors are located on pedestals in each individual transit center bay while the fifth is hanging in the customer service office window.
- Imola Park & Ride: Two new real-time signs were installed in early 2025. They are located at the Northbound and Southbound shelters and will contain a monitor that displays a web URL.
- Redwood Park & Ride: Construction improvements are scheduled to take place in 2025. As part of the improvements, real time signs will be installed on the site. They are expected to resemble the ones installed at the Imola Park & Ride.

2.0 Goals

The existing NVTA's Contracted Vendors for CAD/AVL is GMV Syncromatics and for Automated Dispatching Software is Transloc. Prior to expiration, as early as this year, NVTA is seeking information on vendor capabilities to provide both of NVTA's CAD/AVL and Automated Dispatching needs as a single system, tying the operations of these systems together. NVTA has been operating an automated demand-response dispatching software system for its geofenced community shuttle service (Calistoga Shuttle, St Helena Shuttle, Yountville Bee, previous on-demand service in the City of Napa from 2020-2024 and American Canyon Transit) since 2017 and is interested in exploring new technologies that are integrated with a CAD/AVL system. The current automated dispatching software (Transloc) NVTA utilizes was last upgraded in 2022. The primary goal of this effort would be to deploy the latest ITS technology that will enhance customer service by improving the predictability of demand response service and enhance the agency's efficiencies by having its CAD/AVL and automated dispatching software integrated as a single system. 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.

3.0 Supplier Information

NVTA requests interested parties submit a response containing the following information:

1. The reasons for your interest in responding to this RFI
2. History of your firm.
3. Your firm's experience in providing similar products and/or services to other transit agencies or government entities
4. Your estimated time frame for completing the project

5. What methodology and technology does your firm use to ensure real-time accuracy in tracking vehicle locations and movements? How do you handle discrepancies or inaccuracies?
6. 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?

4.0 Response Format

Responses are to be straightforward, clear, and concise. Submissions must include:

1. Transmittal Letter
2. Supplier Information Response
3. Description of proposed solution, including any alternate solutions, that your Company feels would best meet NVTA's goals.
4. Estimated timeframe and costs to complete conversion, if any.
5. Software licensing details and whether proposed technology/system presents any compatibility issues with other systems. Include estimates if system(s) are operated on a subscription-based software.
6. Include data collection details and system safeguards.
7. Clearly outline the opportunities, benefits and risks to your proposed solution(s).
8. Indicate whether the solutions proposed include training opportunities and/or include real-time troubleshooting options.
9. Include system reporting capabilities and whether these reports are deliverable and/or accessible by NVTA.
10. List similar Government Transit Agencies currently operating the proposed solution and include their Agency name and most recent contact information for Agency representative most qualified to speak on behalf of the system.

5.0 Presentations

NVTA may request Companies who present a viable solution, to provide a presentation to get a better understanding of how the system operates.

APPENDIX A

Fleet Information

Vehicles				Automatic Passenger Counters (APC)	Automatic Voice Annunciators (AVA)		Farebox	Headsign	Cameras/DVR
Qty	Make	Model Year	Model	System Installed?	Microphone/PA System	AVA Installed?	Make/Model	Make/Model	Make/Model
11	El Dorado	2013, 2016	40' diesel	UTA model 30	Yes	Yes	Genfare Odyssey	4 Luminator 7 Hanover	TSI Nexus Series
8	El Dorado	2013, 2016	35' diesel	UTA model 30	Yes	Yes	Genfare Odyssey	6 Luminator 2 Hanover	TSI Nexus Series
5	El Dorado	2013	35' CNG	UTA model 30	Yes	Yes	Genfare Odyssey	Luminator	TSI Nexus Series
4	Ford	2020	Glavals	UTA model 30	Yes	Yes	Genfare Odyssey	Hanover	TSI Nexus Series
5	BYD	2021	30' electric	UTA model 30	Yes	Yes	Genfare Odyssey	I/O Controls	TSI Nexus Series
15	Ford**	2007, 2008, 2011, 2012, 2014, 2016	Paratransit Cutaway	N/A	No, except for six Glavals	Yes	Genfare Odyssey	19 Luminator 3 Hanover	TSI Nexus Series
4	El Dorado*	2011	Aerolight Cutaway	N/A	Yes	Yes	Genfare Odyssey	Luminator	TSI Nexus Series
14	Gillig**	2025	40' electric	UTA model 30	Yes	Yes	Genfare FastFare	Hanover	TSI Nexus Series
4	Ford	2024	Starcraft	UTA model 30	Yes	Yes	Genfare Odyssey	Hanover	TSI Nexus Series
2	Ford	2024	Glavals	UTA model 30	Yes	Yes	Genfare Odyssey	Hanover	TSI Nexus Series
72									

* - Due to low spare ratio, cutaways are occasionally used in fixed route service

** - expected to be delivered June 2025 and in service in Summer 2025

Communications: High-band Motorola Model XPR5550e, 4G cellular data modem

MDC/VLU GPS receiver:
Garmin/Can310 Mobile Access

Routers: Digi/Transport WR64
& CradlePoint IBR900