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Press Release

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[MTA Headquarters](#)

IMMEDIATE

### MTA Issues Transformation Implementation RFP – Marking Major Milestone in Agency's First Reorganization in Half a Century

#### ***RFP Ensures Continued Success of Plan to Transform MTA into High-Performing Agency that Riders and Taxpayers Demand and Deserve***

The Metropolitan Transportation Authority (MTA), on Friday, Oct. 25, issued the Transformation Plan Request for Proposal (RFP) – marking a major milestone in the agency's first reorganization in over half a century. The RFP follows the development of MTA's Transformation Plan in partnership with AlixPartners, which will position the agency to dramatically improve service, end project delays and cost overruns, and finally deliver the modern, reliable and efficient transportation system customers deserve.

The RFP advances the MTA's historic Transformation Plan by inviting vendors with specific expertise in four major categories -- reorganization and consolidation of Administration and Back Office Support functions, Police and Safety, Construction and Development, and External Communications -- to submit bids.

"The MTA is transforming how we do business so we can better serve our customers and provide them with the reliable service they demand and deserve," said MTA Chairman and CEO Patrick J. Foye. "This solicitation will bring world-class expertise to support the MTA as we continue to increase efficiency, sharpen our focus and improve performance across the board. This is a crucial next step in making this transformation a reality, and I look forward to continuing our work to drive change and reform."

The RFP is focused on updating, standardizing and simplifying the MTA's administrative and back office processes, to reduce redundancies and drive clearer lines of accountability. These reforms will allow the organization to exclusively turn its attention to operational excellence, and focus on core issues such as safety, day-to-day operations and maintenance. In capital projects delivery, the agency is also working to address slow, costly and bureaucratic processes related to significant construction projects by centralizing all capital project planning, development and delivery to one unified group. And the MTA will also create a new central customer communication function to create clear, high quality, and consistent customer engagement.

The MTA Transformation Plan will consolidate these support functions across the six MTA operating agencies – MTA New York City Transit, MTA Bus Company, MTA Long Island Rail Road, MTA Metro-North Railroad, MTA Bridges and Tunnels, MTA Capital Construction -- and its headquarters. Currently, each agency maintains its own functions regarding 14 areas: Finance; External Affairs and Customer Communications; Procurement; Human Resources; Labor Relations; Training; Engineering; Operation Standards; Construction and Development; Diversity and EEO; Information Technology; Legal and Compliance; Safety Health, and Environment; and Police and Security. At the end of the implementation these functions will be unified and redesigned.

While the Implementation RFP is an important element of advancing Transformation, the MTA has also made progress on the reorganization by moving forward on multiple fronts. This includes advancing the hiring of critical new senior leadership positions, including a Chief Transformation Officer who will be responsible for leading the execution of the Transformation and delivering on the implementation plan. It also includes refining the initial Transformation recommendations developed with AlixPartners, and developing a draft detailed implementation roadmap to guide the Implementation RFP and the work of the selected vendor(s).

The vendor or vendors selected from the RFP will directly support implementation under the Chief Transformation Officer. To be successful in this effort, the RFP requests proposers have specific skills related to the aforementioned four major categories, as well as expertise in project management consulting, deep business process reengineering experience, IT capabilities with PeopleSoft and data governance, and be proficient in working with transportation agencies and organizations with union employees.

Proposers will be able to submit bids on one or more of the RFP categories, and Minority and Women-Owned Business Enterprises (MWBs) are encouraged to apply.

To view the full MTA transformation recommendations, click here: [new.mta.info/transformation](https://www.mta.info/transformation)