

**DATE: 06/26/2024**

## NON-CONSTRUCTION CONTRACT SOLICITATION NOTICE

MTA- NYCT IS NOW ADVERTISING FOR THE FOLLOWING:

**SSE #:** 0000468625

**OPENING/DUE DATE:** 08/08/2024

**TYPE OF SOLICITATION:** RFP

**DOCUMENT AVAILABILITY DATE:** 06/26/2024

**SOLICITATION TITLE: Paratransit Technology Solution**

**DESCRIPTION:** In accordance with the Americans With Disabilities Act of 1990 ("ADA") and as governed by the Federal Transportation Authority ("FTA"), New York City Transit ("NYCT" or "Authority") provides on a 24-hours, 7-days per week basis under the name "Access-A-Ride", an origin-to-destination, demand responsive, shared ride paratransit service ("Paratransit") for individuals with disabilities who meet the eligibility criteria set forth in the ADA. Paratransit service is provided on behalf of NYCT by separate third parties, including dedicated and non-dedicated service providers. Dedicated service providers focus solely on providing transportation services to NYCT Paratransit customers using NYCT-owned vehicles, and non-dedicated providers provide Paratransit service in addition to their existing operations utilizing vehicles that are not owned by NYCT. To provide Paratransit service to approximately 176,000 NYCT customers with disabilities, Paratransit uses complex technology systems, which include: (i) a system to manage and track customer eligibility; (ii) scheduling & dispatching software to plan, disburse, and monitor trips; (iii) an AVL System (comprising software and hardware) to manage drivers and vehicles; (iv) a computerized Interactive Voice Response ("IVR") system that performs call-outs to customers when their vehicle is approaching; and (v) a customer interface to enable customers to perform self-sufficient Paratransit transactions. The Authority is currently utilizing an enterprise system for customer management, reservations, scheduling, and dispatching Paratransit trips (the "Legacy Solution"). The Legacy Solution was written in 1999 and has been deployed by the Authority since 2001. 3. General Overview of the Work. The Contractor shall provide, implement, configure, and maintain a new enterprise system for customer management, reservations, scheduling, and dispatching Paratransit trips to replace Authority-identified portions of the Legacy Solution.

Funding: 100% Operating  
Contract Term: 10 Years

Goals: N/A

Est \$ Range: \$10M - \$50M

**(X) PRE-BID CONFERENCE**

**DATE 07/09/2024**

**TIME: 11:00AM**

Virtual via Microsoft Teams- Please contact the assigned procurement representative at [magdalena.tatarczuk@nyct.com](mailto:magdalena.tatarczuk@nyct.com) to register

**( ) SITE TOUR**

**DATE:**

**TIME:**

**PLACE:**

**FOR MORE INFORMATION, PLEASE CONTACT:**

**PROCUREMENT REPRESENTATIVE: Magdalena Tatarczuk**

**EMAIL: magdalena.tatarczuk@nyct .com**