

**DATE: 9/23/2024**

**NON-CONSTRUCTION CONTRACT SOLICITATION NOTICE**

MTA- HQ IS NOW ADVERTISING FOR THE FOLLOWING:

**SSE #:** 0000475398

**OPENING/DUE DATE:** 11/07/2024

**TYPE OF SOLICITATION:** RFP

**DOCUMENT AVAILABILITY DATE:** 9/23/2024

**SOLICITATION TITLE:** Homeless Program Staffing Services.

**DESCRIPTION:** The issue of homelessness continues to be a public health crisis and has also created a safety and security concern amongst MTA passengers, which the MTA is addressing in coordination with the offices of the New York State Governor’s and New York City Mayor. The issue and what is being done by MTA are discussed in more detail in the Scope of Work. The Metropolitan Transportation Authority and its agencies (collectively the "MTA") hereby solicit a technical and cost proposal in connection with MTA contracting with a staffing firm (“Contractor”) that will provide MTA with staffing services for MTA’s homeless outreach Program covering the New York City subway system operated by New York City Transit Authority (“NYCT”), Long Island Rail Road (“LIRR”) and Metro North Railroad (“MNRR”) in accordance with the attached Scope of Work. The Contractor’s staff will provide MTA with real time field observations, data, and analytics that will be used to address the homeless conditions and improve safety within the NYCT, LIRR and MNR. The Contractor’s staff will not be responsible for interacting or meeting with or evaluating the homeless or their social service’s needs, which will be the responsibility of MTA and external stakeholders.

Funding: 100% Operating    Goals: 15% MBE; 15% WBE; 6% SDVOB    Est \$ Range: \$1M - \$5M  
 Contract Term: 5 Years

**\*\*\*\*PLEASE SEE THE ATTACHED SCOPE OF WORK FOR ADDITIONAL INFORMATION\*\*\*\***

**(X) PRE-BID CONFERENCE:**

**DATE:** 10/9/2024

**TIME:** 10:00 AM

**Location:** Virtual via Microsoft Teams Meeting- please contact the procurement representative at [TMiller@MTABSC.org](mailto:TMiller@MTABSC.org) to register

**( ) SITE TOUR** N/A

**DATE:**

**TIME:**

**PLACE:**

**FOR MORE INFORMATION, PLEASE CONTACT**

**PROCUREMENT REPRESENTATIVE:** Terri Miller

**EMAIL:** [TMiller@MTABSC.org](mailto:TMiller@MTABSC.org)

## **HOMELESS PROGRAM OFFICE FIELD SERVICES**

**January 2025 – December 2027**

### **SCOPE OF WORK**

#### **HOMELESS OUTREACH STAFFING CONTRACTOR**

#### **INTRODUCTION**

Metropolitan Transportation Authority's (MTA's) goal is to maintain a safe and secure transportation environment for MTA customers and employees. The staffing contractor will provide MTA with real time data and analytics on the homeless population within MTA's transportation facilities. The Contractor will not interact with the homeless. The data and analytics will be used by MTA to identify and implement strategies that will result in the availability and delivery of the services needed by the homeless and encourage the homeless to remove themselves from MTA facilities and to start receiving the services they need. See page for the current full-time staffing required by the MTA. The MTA expects these staffing levels to continue with the contractor ("Contractor") awarded this Scope. The MTA encourages but does not require the Contractor awarded this Scope to consider employing for this scope the current contractor's staff.

The MTA will appropriately oversee and manage the Contractor in the field, as well as administratively by reviewing timesheets and collected data from the Contractor's staff.

Background: The issue of homelessness continues to not only be a public health crisis but has also created a safety and security concern amongst MTA's transportation service riders. Throughout NYC, there has been behavior and incidents in assaults, exhibitions of aggressive behavior, and panhandling that have impacted customer perceptions. On February 18, 2022, Governor Hochul, Mayor Adams, and MTA Chair Lieber announced the Subway Safety Plan to address these issues. Since the announcement, the governor's and the mayor's offices, in 2022, designed and the MTA adopted the Subway Safety Plan to create and implement mitigation strategies that increase interagency coordination and aid from the governor's and the mayor's offices to stem the flood of homeless, mental health and quality of life related issues adversely impacting ridership of New York City Transit. The Subway Safety Plan began in February 2022 and continues.

MTA Headquarters Homeless Program Office ("HPO") Field Programs managed by the MTA's Senior Director of Homeless Programs Field Operations, supports the Subway Safety Plan through the design and implementation of data driven programs that provide data collection, data analysis, and complaint management to address the homeless conditions and improve safety within the network. In addition to this operating need for the subways, MTA is focusing on expanding the program service territory from NYCT to the entire MTA rail Network encompassing Long Island Railroad ("LIRR") and Metro North Railroad ("MNR"), providing comprehensive data collection and data reporting, and identifying other social service providers to address these conditions.

#### **HPO Field Programs:**

##### The Subway Co-Response Outreach Team (SCOUT)

The Subway Co-Response Outreach Team (SCOUT) program is a collaborative effort between Metropolitan Transportation Authority (MTA), the MTA Police Department (MTAPD), and the NYC Department of Homeless Services (DHS), to promptly respond to individuals experiencing severe mental illness harm to themselves or others. SCOUT travels to the scene of a mental health incident and prioritizes locating and assisting Emotionally Disturbed Persons (EDP)

even when they are on board moving trains or otherwise not at a fixed location. This intervention approach provides immediate response engagement, which differs from other mental health outreach, which focuses on long-term engagement – aiming for many “touches” with the client over weeks or months. The SCOUT program aims instead to move the EDP out of the subway environment promptly, reducing their distress and connecting the EDP to mental health services or other resources.

### Connective community Initiative

The CCI initiative in New York City, and the Eastern, and Northern regions of MTA’s service region, connects with local Community Based Organizations (CBOs), leveraging their in-kind resources to engage the homeless population. Additionally, HPO has forged strong relationships with NYS Safe Option Support (SOS) homeless outreach teams, who began routine visits to railroad stations in these areas, including Connecticut, from Fall 2023 onwards. As part of their efforts, HPO tracks customer and MTA agency complaints across the LIRR and MNRR rail systems, collaborating with community partners who offer outreach services at selected stations. These CBOs report their activities, including the number of visits and placements made monthly, contributing to a coordinated approach to address homelessness within the transit network.

### Homeless and Quality of Life Complaint Management:

Network-wide complaint management allows HPO to track, organize, record, and follow up on the various complaints made by group station managers, branch line managers, commuters, and service partners we receive throughout the entire 5000sq mile network. Field Analysts provide onsite coordination and complaint verifications.

### Homeless Program Office Counter Program Census:

Homeless survey count throughout all 472 NYCT Stations and on the trains at the 24 End Of Line (EOL) stations representing each subway line that goes to an end terminus station. This data is used to develop a baseline of the average homeless population throughout the NYCT system and create data driven mitigation plans and strategies. The 472 stations count is done a quarterly basis and The EOL train count is done on a monthly cadence.

24 hour counts at Complex Multi-agency/jurisdictional stations (i.e., Penn Station, GCT, Jamaica Sutphin Blvd. etc.)  
Overnight End of Line (EOL) Analyst program

The HPO Overnight analysts provide both summative (performance assessing) and formative (performance enhancing) reports for the Joint Operations taking place at 24 EOL stations. These reports are provided to key (external) stakeholders who participate in the operation, such as the Department of Health and Mental Hygiene (DOHMH), New York Police Department (NYPD), MTA Police Department (MTAPD), Department of Homeless Services (DHS), Department of Social Services (DSS), Office of Temporary and Disability Assistance (OTDA) etc. for service improvement.

The enhanced EOL Program involves joint operations at high profile stations that include law enforcement professionals such as MTAPD and NYPD, as well as representatives from DOHMH, DHS, DSS, OTDA.

MTAHQ Homeless Counter Program within the NYCT system and the Complaint Management Program under HPO are the only programs dedicated to providing hard data, real-time insights, and trend analysis of unhoused persons utilizing the NYCT system as surrogate shelters. As a result, the Subway Safety Plan’s execution and efficacy can be evaluated and adjusted based on hard data as opposed to intuition, anecdotal observations, or guesswork as in the past.

These programs benefit the MTA by providing MTAPD, MTA Senior and Executive Leadership, and key external stakeholders with real-time insights into homeless conditions that help optimize operational performance. MTAPD utilizes the data generated from the programs to assess the success of their mitigation plans as a part of the EOL

Initiative. Senior Leadership uses the data to make decisions that align with the Agencies' goals to promote safety and increase customer appeal. External Stakeholders use our analytics for strategic deployment of their very limited social service resources.

The MTA shall utilize this Contractor's staffing to perform: (1.) counting of the homeless within the transit system; and (2) field overview and reporting on the various coordinated field activities within the Homeless Program Office's field services program. Field outreach is the program's focus and requires reliable staff that reflects this emphasis, and are available for day, evening, and overnight shifts. The Contractor's staffing must be "W-2" employees of the Contractor. Staffing may not be 1099 employees (independent contractors) or employees of another company.

### **Staffing Firm:**

This RFP solicitation is open to staffing firms to propose that are ready, willing and able to quickly staff and maintain both the full-time field team and the office positions. A firm must be able to fill each position with a qualified individual and conduct a thorough background check on the candidates. All individuals will be subjected to approval from the MTA. Preferably, a staffing firm should have experience working with a government agency.

### **Service Area**

This staffing firm's service is to be provided within the MTA Network, from New York City through Nassau and Suffolk counties on Long Island, and in Westchester, Dutchess and Putnam New York State counties and Fairfield and New Haven Counties in southwest Connecticut.

#### **TRAINING:**

The following is intended as a very general overview of training. Training will also include on the job mentoring and supervision.

#### **\*\*Training Schedule: \*\***

1. **\*\*First Day Overview: \*\***
  - New staff will receive an overview of the program, their role, and the necessary equipment for their roles.
  - They will be provided with their MTA passes for official business use only.
  - Completion of mandatory sexual harassment training.
- New Employees will be provided with the following MTA supplied devices for official use only:
  1. An iPhone or iPad
  2. Laptop for official business, if needed for the person's job function
2. **\*\*Department-specific training: \*\***
  - **\*\*Field Supervision: \*\***
    - The Director of Field Operations guide field supervisors on tasks they're responsible for and the team they will manage.
    - The following provides an overview of the training provided to Field Supervision, which may include mentoring and OJT and supervision:
      - Will be given a guide that provides an overview of the role, workflow/daily schedule, policies, procedures, and how to identify homelessness.
      - Field Training:
        - End of line ("EOL") Subway Counts

- Station Counts
    - Top Client Program
    - Introduction to other stakeholders they may come across in the field
  - Applications
    - Survey 123 - Survey 123 – used for EOL Subway Counts and Station Counts; the Counters are shown how to download, sign in, and use the application
  - Power Apps – application used to build surveys for data collection; Field Supervisors shown how to download, and use the application
    - Entrenched Client App
    - Check – In Call App
    - EOL Initiative Data Collection (Overnight Only)
    - Police and Homeless Train Count
- **\*\*Counters: \*\***
- Field supervisors will train counters for their fieldwork tasks including mentoring and on the job training and supervision.
  - The following summarizes the training provided to the Counters:
    - Will be given a guide that provides an overview of the role, workflow/daily schedule, policies, procedures, and how to identify homelessness.
    - Field Training
      - EOL Subway Counts
      - Station Counts
    - Applications
      - Survey 123 - Survey 123 – used for EOL Subway Counts and Station Counts; the Counters are shown how to download, sign in, and use the application
- **\*\*Overnight Analyst: \*\***
- Trained by the Overnight Field Supervisor and Overnight Program Coordinator
  - The following provides an overview of the training provided to the Overnight Analysts:
    - Will be given a guide that provides an overview of the role, workflow/daily schedule, policies, procedures, and how to identify homelessness.
    - Field Training
      - EOL Subway Counts
      - Station Counts
      - EOL Initiative Observations
    - Applications
      - Survey 123 – used for EOL Subway Counts and Station Counts; the Overnight Analysts will be shown how to download, sign in, and use the application
      - Power Apps – application used to build surveys for data collection; the Overnight Analysts will be shown how to download, and use the application
        - EOL Initiative Data Collection
        - Entrenched Client App
        - Police and Homeless Train Count
- **\*\*Data Analysts: \*\***
- Training, either in-office or online via Teams, will be conducted by the Senior Program Manager of Data Analytics.

- Analysts will receive training on various applications and ongoing reports.
- Necessary software will be provided by MTA for their tasks.

- **\*\*Finance Analysts: \*\***

- Analysts will receive a training guide and walkthrough on the reconciliation process.

**\*\*Complaint Management: \*\***

- Analyst will receive training on all of the following

1. Dashboards Training- Analyst will be shown how to read and access all dashboards. These include
  - a. HPO Complaint Management
  - b. Station walkthrough
  - c. Joint Operations
  - d. Call log Tracker
  - e. Analyst Metrics
  - f. Top Client
  - g. Homeless Client Group
  - h. EDP
2. Power apps Training- Analyst will be shown how to access and enter data into the following
  - a. Tracking Complaints Form
  - b. Call Logs
  - c. Homeless client report
  - d. Station walkthrough
  - e. Joint Operation
  - f. Commuter Rails
  - g. Homeless Client Group Tracker
3. Stakeholder engagement Training- Analyst will be shown how to prepare for, attend, follow up, provide minutes:
  - a. Roundtable meetings
  - b. DHS meetings
  - c. BRC (Bowery Resident Committee) meetings
  - d. GSM (General Station Manager) meetings
  - e. Transit District meetings
  - f. MNR branch manager meetings
  - g. Coordinated Behavioral health taskforce Meeting
  - h. Steering Committee meetings
  - i. Homeless Taskforce meetings
  - j. EOL meetings
4. Database Training- Analyst will be shown how to access and navigate and edit the following databases
  - a. Tracking Complaints form
  - b. Call Logs
  - c. Station Walkthrough
  - d. Joint Operation
  - e. Commuter Rails
  - f. Homeless Client Group Tracker
5. Office 365 training – Analyst will be shown how to access and use the following along with Refresher courses
  - a. Outlook

- b. Word
- c. Excel
- d. PowerPoint
- e. One Drive
- f. Planner
- g. SharePoint
- h. Stream

## **-STAFFING --ASSIGNMENTS**

### **Job Titles and current authorized number of full-time staff (includes vacant positions)**

#### **Senior Service Analyst--**

- SSA 1 Program Support Manager (2)
- SSA 1 Complaint Management Analyst (3)
- SSA 2 Data Analyst (3)
- SSA 2 Program Coordinator (1)

#### **Service Analyst**

- SA 1 Finance Analyst (1)
- SA 2 Admin Manager (1)
- SA 3 Field Supervisor (3)
- SA 4 Service Analyst (10)

#### **Counter**

- C1 Counter (20)
- C2 Counter (3)

Total: 47 full time staff

PART TIME STAFF MAY ALSO BE REQUIRED AS NEEDED.

The MTA's Homeless Program Office seeks Contractor provided staffing that, through the Contractor's supervisors will report to the MTA's Senior Director of Homeless Security and Quality of Life Program, Cynthia Wilson, and perform the following assignments/responsibilities:

#### **A. Assignment: Counter Program**

##### **Counter Level 1 and Level 2**

Staff are required to count the number of homeless individuals within the entire MTA Transit Network. They will be assigned, to count the homeless at all of MTA's 472 subway stations and on subways trains over the course of 24-hour periods. Shifts will be 8 or 12 hours, 7 days per week. Staff will be provided with access to the subway system at no cost to them by being provided with Temporary Transportation Passes which will allow access without paying the fare for official business only.

Staff while working may be required to provide real time GPS location information, train car numbers, conductor names, and police officer names to document their locations during assignments.

### Role and Responsibilities

Responsible for identifying and providing the count of potential (apparent but not confirmed) homeless individuals within MTA's subway system.

Must cover all 472 stations. Travel will be via public transport.

Accurate data collection and reporting of individuals on trains at assigned end of the line stations.

Use of MTA provided survey software (Survey123, PowerApps), which is a simple and intuitive form-centric data gathering solution for station and subway surveys.

Use of survey software to count the amount of outreach, security, and police during station counts.

Observe, document and report homeless individuals who are in violation of NYCT's code of conduct to onsite police officers.

Communicate to fellow team members and field supervision by asynchronous communications software, station conditions and changes. .

### **Counter Level 1**

Use Survey123 software to conduct counts at MTA designated top 8 stations alongside enforcement agencies.

Report field conditions in real time using asynchronous communications platforms and NYC 311 applications as needed.

### Qualifications and Education Requirements

18 years of age or over

High School diploma and some post-secondary education

### Preferred Skills

Must be detail oriented • Must possess a keen awareness of immediate and general surroundings • Must be able to work with little direct supervision • Must be able to stand and walk for extended periods • Must be extremely reliable • Willing to work a flexible work schedule • Basic reading and arithmetic skills • Must be able to interpret and use a train schedule and follow directions • Good interpersonal skills • A neat appearance and professional demeanor • Must be able to work quickly, quietly, accurately, and in an organized manner. Must Be Tech Savvy with the ability to use an iPad and navigate through Apple/Android apps.

### Languages

English



## **B. Assignment: Overnight Service**

### **Analyst: Service Analyst 4**

#### **Overnight EOL Analyst:**

The Overnight Service Analysts observe and monitor the EOL Operations at a subset of the 24 EOL station (Enhanced EOL) every night from 12:00am-5:00am. During this period from 5:00am-8:00am when there is a gap in service provision the Overnight Service Analysts are required to monitor and observe the operation. During this time, they document the conditions that result from the gap in services and conduct surveys of MTA staff onsite to see how homeless conditions and quality of life conditions affect their work environment (the information is represented in a Power bi dashboard).

During the EOL Operations Overnight Analysts record information into a power app and document:

- instances where cleaners are prevented from doing their job due to homeless conditions on the train and in the station
- Instances when police do not or cannot remove homeless who are violating codes of conduct.
- Instances and reasons why outreach worker did not engage with homeless individual. on the platform on the train
- Instances where homeless could reboard or immediately board another train.

#### **Role and Responsibilities**

Observe and report on social service provider's adherence and performance

Identify issues and coordinate a response.

Make tactical decisions on the ground to achieve planned outcomes.

Identify pain points and make recommendations to various contract supervisors and stakeholders working at MTA stations.

Use electronic devices to count the homeless on the trains and platforms at the EOL stations.

#### **Qualifications and Education Requirements**

Over 18 years of age • High School diploma and some post-secondary education

#### **Preferred Skills**

Must be extremely reliable • Willing to work a flexible work schedule • Basic reading and arithmetic skills • Must be able to interpret and use a train schedule and follow directions • Good interpersonal skills • A neat appearance and professional demeanor • Must be able to work quickly, quietly, accurately, and in an organized manner. Must be tech savvy with the ability to use an iPad and navigate through Apple/Android apps.

## **C. Assignment: Field Supervision**

### **Service Analyst 3**

### Role and Responsibilities

Responsible to ensure that field staff on shift are properly equipped for their job; equipment is operational.

Responsible for field training and ensuring Counters are complying with the HPO policies, procedures, and protocols outlined for the Counter and overnight Analyst Programs

Perform site/station spot checks.

Conduct frontline video check in calls via MS teams.

Document attendance and onsite readiness recording data via HPO handheld applications (PowerApps).

Report on team activities and station conditions with management and fellow field supervision.

Visit all 472 stations on a scheduled basis.

Act as HPO liaison with law enforcement, outreach, and station personnel on the frontlines  
Produce shift change and station reports.

### Qualifications and minimum Education Requirements

Over 18 years of age • High School diploma and some post-secondary education

### Preferred Skills

Must be able to work with little direct supervision other than initial training • Must possess supervisory capabilities • Must be extremely reliable • Must possess excellent communication skills • Willing to work a flexible work schedule • Basic reading and arithmetic skills • Must be able to interpret a train schedule and follow directions • Good interpersonal skills • A neat appearance and professional demeanor • Must be able to work quickly, quietly, accurately, and in an organized manner.

Must Be Tech Savvy with the ability to use an iPad and navigate through Apple/Android apps.

### Languages

English

## **D. Assignment: Program Coordinator**

### **Senior Service Analyst 2**

### Role and Responsibilities

Coordinate deployment of overnight analyst and overnight counter staff

Observe and report on policy adherence and performance

Identify issues and coordinate a timely response

Make tactical decisions on the ground to achieve planned/optimal outcomes

Identify pain points and make recommendations to various MTA designated contract supervisors and stakeholders working at MTA stations

Use electronic devices to collect data on station conditions, activities, and the movement of homeless individuals

Produce daily End of Line Initiative Observations and Summary Report

Communicate policy and procedural changes to overnight staff

Manage data collection and reporting of overnight analysts

Develop and prepare daily, monthly, quarterly, and annual reports

Meet and liaise with Outreach, police, security supervision and warming bus and transport bus dispatcher to keep abreast of EOL Initiative activities

#### Qualifications and Education Requirements

Over 18 years of age • bachelor's degree

#### Preferred Skills

Leadership abilities • Ability to work independently, with little supervision • Excellent time-management • Detail oriented • Effective communicator; possess active listening skills • Must be extremely reliable • Willing to work a flexible work schedule • Basic reading and arithmetic skills • Must be able to interpret a train schedule and follow directions • Good interpersonal skills • A neat appearance and professional demeanor • Must be able to work quickly, quietly, accurately, and in an organized manner • Must be tech savvy with the ability to use an iPad and navigate through Apple/Android apps.

### **E. Assignment: Data Analysts**

#### **Senior Service Analyst 2**

#### Role and Responsibilities

Update dashboards as needed in Power BI

Create new dashboards as needed, reflecting goals of the program

Program in DAX code (Power BI language) to carry out creating/updating dashboards

Statistical analyses in excel (or statistical software of choice)

Data management in Azure and ArcGIS

Ad Hoc data analysis, with software of choice

Write reports, summarizing results of program

Write technical manuals as needed

Develop metrics, and program to address Team's internal performance

#### Qualifications and Education Requirements

Over 18 years of age • bachelor's degree • or high school diploma with some post-secondary education and one year of full-time satisfactory experience with data input and statistics.

#### Preferred Skills

Must have knowledge of statistics, quantitative and qualitative data analysis, empirical research methods and procedures including sampling and surveying techniques and analytical skills

Must have knowledge of principles of data science, including database architecture, object-oriented programming languages, and geographic information systems.

Must have experience meeting report filing deadlines for analysis reports with recommendations, strategy implementations and statistical findings at an executive level

Demonstrated ability in statistical analysis of problems and interpretation of key statistical measures

#### **F. Assignment: Admin Manager**

##### **Service Analyst 2**

#### Role and Responsibilities

Initial point of contact for all new employees

Responsible for onboarding and orientation of new employees and coordinates related scheduling throughout team

Liaise with staffing agencies on employee changes and staffing needs

Keep track of staffing changes and provide updates to management and team as needed

Manages and tracks inventory for the department; maintains documentation of same Secures and prepares equipment (iPad, iPhone, chargers, etc.) for use and distribution

Assigns and facilitates distribution of all equipment, fare passes, and support resources; hardware/devices, ID, Vests, and, if a person terminates, recovers the aforesaid and performs other exit functions.

Coordinates with IT for trouble shooting

Acquires and distributes official business MetroCards for DHS field teams outreach service contractors Communicates policy changes and reminders to team members throughout program; advises staffing agencies of same

Assists in reporting and research on ad hoc projects

Ad hoc support for EOL Security Liaison Program

#### Qualifications and Education Requirements

Over 18 years of age • High School diploma and some post-secondary education

### Preferred Skills

Demonstrates clear and effective (verbal/written) communication skills • Must be extremely reliable, with the ability to work independently with little supervision • Willing to work a flexible work schedule • Basic reading and arithmetic skills • Must be able to interpret a train schedule and follow directions • Good interpersonal skills • A neat appearance and professional demeanor • Organizational skills • Time management/ability to prioritize and respond to evolving priorities • Must be able to work quickly, quietly and accurately • Must Be Tech Savvy with the ability to use an iPad and navigate through Apple/Android apps.

### Languages

English

## **G. Assignment: Finance Analyst**

### Service Analyst 2

Finance Analyst Role for MTA Homeless Program Office.

Support processes related to invoicing, budget tracking and reporting, procurement, scheduling, coordination meetings, and transportation.

Support HPO units by providing administrative and technical support for on the ground programs.

Assist with reviewing invoices with the use of spreadsheets to confirm expenses to be paid.

Check invoice packets to confirm they meet MTA and quality assurance standards.

Write reports, summarizing results of program

Write technical manuals as needed

Develop metrics, and program to address Team's internal performance

### Role and Responsibilities

Responsible for time sheet management by monitoring and analyzing employee timesheets and time tracking (recorded work hours)

Maintain timesheets by ensuring time and attendance data is submitted accurately

Verify attendance, hours work, and pay adjustments

Report and document on any discrepancies

Responsible for reviewing vendor Invoice packets (Verifying documentation, Resolving billing errors, Report suspected and identified irregularities, Cross checking, Data entry as a part of the HPO invoice processing).

Support Scheduler and Dispatcher as needed

Assist in producing reports for the department A/P, reconciliation of vendor invoices,

Perform forecasting, costing, benefits/fringe calculations

## Qualifications and Education Requirements

18 years of age or over • bachelor's degree (Accounting/Finance)

## Preferred Skills

Prior employment experience within Finance/Accounting • Advance Excel skills • Multitasking • Excellent time-management • planning and organizing • Demonstrate clear and concise verbal/written communication • Ability to work collaboratively with co-workers, leaders and vendor partners • Must be able use a computer • proficient in Excel formulas • must have knowledge of mathematical reasoning and analytical skills • Must be able to work quickly, quietly, accurately, and in an organized manner. • A neat appearance and professional demeanor

## **Languages**

English,

## **H. Assignment: Service Analyst**

### Service Analyst 4

A Service Analyst acts as a liaison between the station manager, homeless outreach programs, and other stakeholders to bridge any service knowledge, or other gap between New York City Transit and the other agencies that are responsible for addressing homeless conditions within the stations.

The Service Analyst collects information on homeless conditions in the stations and redirects the concerns to the appropriate agency for resolution.

It is important to note, the function of a Service Analyst is not to resolve complaints and other homeless issues, to accurately and effectively redirect them to the programs that are responsible for resolving them.

### Analyst's objectives include:

Documenting findings, recommending improvements, and identifying areas of weakness.

Maintaining a quality environment for MTA customers and employees.

Managing and responding to e-mail correspondences regarding assignments, locations, etc., as requested by Department of Homeless Services (DHS) administrators.

Reviewing the day-to-day operations and administration of the field program, comprised of Social Service Outreach staff, MTAPD, and NYCPD.

Maintaining communication between MTAHQ field workers, OTDA, MTAPD, NYCPD, and the transportation service providers.

### Role and Responsibilities

Observe and report on policy adherence and performance

Identify issues and coordinate a timely response to complaints

Identify pain points and make recommendations to various contract supervisors and stakeholders working at MTA stations

Facilitate weekly meetings with GSMs

Attend monthly meetings with Transit District Officers

Daily/Weekly complaint submission quota

Extensive knowledge and use of PowerApps and Databases such as Tracking Complaints Form app, Call Log tracker, MS Forms, and Excel

Extensive use of Microsoft Office Suite

### Qualifications and Education Requirements

Over 18 years of age • High School diploma and some post-secondary education

### Preferred Skills

Must be extremely reliable • Willing to work a flexible work schedule • Basic reading and arithmetic skills • Must be able to interpret and use a train schedule and follow directions • Good interpersonal skills • A neat appearance and professional demeanor • Must be able to work quickly, quietly, accurately, and in an organized manner. Must Be Tech Savvy with the ability to use an iPad and navigate through Apple/Android apps.

### **Languages**

English

### **I. Assignment: Complaint Field Service analyst**

#### **Service Analyst 3**

#### Role and Responsibilities

Build relationships with Homeless Program Office stakeholders including MTAPD, DHS, NYPD, and NYCT

Attend in person meetings at different locations including Penn Station, Grand Central Terminal, and Jamaica Sutphin/Archer

Identify pain points and make recommendations to various contract supervisors and stakeholders working at Metro North and Long Island Railroad stations

Attend meetings with Branch Line Managers and NYCT GSMs

Extensive Use of PowerApps and Databases such as Commuter Rails app, Call Log tracker, MS Forms, and Excel

Make tactical decisions on the ground to get the planned outcomes

Observe and report on policy adherence and performance

Identify issues and coordinate a response

Extensive use of Microsoft Office Suite

#### Qualifications and Education Requirements

Over 18 years of age • High School diploma and some post-secondary education

#### Preferred Skills

Must be extremely reliable • Willing to work a flexible work schedule • Basic reading and arithmetic skills • Must be able to interpret a train schedule and follow directions • Good interpersonal skills • A neat appearance and professional demeanor • Must be able to work quickly, quietly, accurately, and in an organized manner. Must Be Tech Savvy with the ability to use an iPad and navigate through Apple/Android apps.

#### Languages

English

#### Qualifications and Education Requirements

Over 18 years of age • High School diploma and some post-secondary education

### **J. Assignment: Program Manager**

#### Senior Service Analyst (SSA 1)

The Homeless Program Office has created several programs that address homeless conditions, quality of life, and safety issues throughout New York City, Long Island, southeastern New York State north of NYC, and southwestern Connecticut.

Program Managers (or comparable titles) will be assigned to supervise the Contractor's analysts, to review business processes from end to end and to identify and address operational, financial, and technological risks.

These Program Managers will provide leadership to team members; articulating ideas and viewpoints to senior management; identifying and initiating projects; managing resources; driving the resolution of issues; and partnering with internal and external customers to ensure systems provided meet the long-term business strategies

#### Role and Responsibilities

Responsible for maintaining communication and management across Microsoft Teams

Support the development of internal controls and assessments

Ensures mass notification for conditions, concerns, and service coordination

Develop and maintain a weekly schedule to ensure that workers arrive at the right site

Create and generate reports, managing various and simultaneous workflows and business process reviews

Provide program strategy, project delegation, and lead in strategic decision making



## Manage Program Support Team

### Qualifications and Education Requirements

Over 18 years of age • bachelor's Degree but Master's Degree preferred

### Preferred Skills

Leadership skills • Must possess sound judgement • Time-management • Must be able to recognize and respond to shifting priorities • Must possess Organizational skills • Must demonstrate excellent verbal and written communication • Must be extremely reliable • Willing to work a flexible work schedule • Basic reading and arithmetic skills • Must be able to interpret a train schedule and follow directions • Good interpersonal skills • A neat appearance and professional demeanor • Comfortable with Microsoft suite • Must be able to work quickly, quietly, accurately, and in an organized manner. Must Be Tech Savvy with the ability to use an iPad and navigate through Apple/Android apps.

### Languages

English

The HPO Project Manager for this contract reserves the right to increase or decrease quantities, modify assignments, and/or modify locations and schedules for staff assigned under this Scope of Work, as necessary.

### Attire

At all times while on duty, staff shall be representative of the MTA and shall be neatly dressed and well groomed. Pants to the top of the ankles are standard for all staff. Examples of what staff should **NOT** wear:

Athletic wear/Work-out clothing.

Clothing with visible slogans or brand logos;

Distressed denim (for example, jeans with rips, tears, or frays);

Open toed shoes or shoes that do not have a back; or

Shorts, skirts, or dresses.

MTA will provide Personal Protective Equipment, as necessary. All personal protective equipment provided to staff for use in the field will be returned as instructed (at the end of a shift, assignment, etc.).

Official identification will be provided by MTA's pass office and should be displayed at all times while on any MTA site.

*Any deviation from the above may result in MTA requiring Contractor to immediately remedy the deviation up to and including requiring the Contractor to remove the person from performing services under this scope.*

## Qualification Requirements

The Staffing Agency will ensure the following requirements are met for each staff member providing services under this scope:

The Contractor shall conduct an appropriate lawful skills evaluation and background check to confirm that the person possesses no less than the required skills, is properly licensed where applicable, and meets no less than the applicable age, education and other MTA and statutory requirements for the applicable staff position. Contractor will retain records and documentation for the job application, evaluation, and background check, which must include no less than verification of, employment, education and criminal history. As part of the application process, an applicant will be required by Contractor to consent to authorizing Contractor to provide MTA with the application and the results of the evaluation and, if applicable, background check. MTA does not require Contractor to have a background check performed for any current employees. The background check is required by MTA only for new persons who contractor is considering for employment under this scope.

*[Note: any delay or background check issues must be discussed and resolved with the Project Manager. The Contractor will clearly identify those candidates who have had background checks successfully completed vs. those who have not.]*

All candidates referred shall possess the ability to use Microsoft Office applications and information management systems, as required.

All referrals for assignment shall possess the ability to read, write, and communicate in English.

All referrals for assignment shall possess a working knowledge of the NYCT subway system within the four (4) borough service areas and be able to read and understand the subway map.

All staff are required to have a cell phone available for communication with all stakeholders.

### **Contractor Invoicing:**

**Weekly Submission of Timesheets:** The Contractor shall transmit submitted timesheets on a weekly basis to the Metropolitan Transportation Authority (MTA) for review and subsequent approval by the designated Program Manager. Timesheets should show the days and the hours during which the employee was working.

**Monthly Reconciliation Process:** On a monthly basis, the Contractor shall furnish the MTA with a comprehensive reconciliation package. This package shall include:

1. An official signed cover letter bearing a unique document identification (ID), clearly indicating the relevant Invoice number and MTA Purchase Order number.
2. Contractor and MTA Approved timesheets encompassing all activities conducted throughout the month.

Additionally, MTA reserves the right to request additional supporting documentation covering compliance with contractual obligations and regulatory requirements.

**Transition:**

**The Contractor's transition to and implementation of its services shall be well planned, smooth and seamless, and subject to MTA's prior approval. MTA currently anticipates there will be a minimum of \_6 weeks between notification of contract award and the first day the awarded firm is performing its services under this scope.**

**Evaluation of Staff Assignment:** The Contractor is encouraged but not required to offer employment to the current staff. If and to the extent Contractor intends to consider for employment any or all of the current contractor's employees, the Contractor's Human Resources Department or comparable (HRD) shall undertake a comprehensive outreach recruitment effort to identify current employees who may be interested in such employment with Contractor, and to consider for employment those current employees who express such an interest and apply for employment with Contractor. .

**Information Gathering Process:** HRD through the HPO will coordinate with the current contractor and its employees to facilitate communication with the Contractor enabling the current employees to acquire essential information pertaining to the available positions with Contractor and how the transition will be managed. The Contractor shall be responsible for evaluating and making individual decisions regarding offers of employment, if any, to current employees, with the employment decisions to be made at least four weeks prior to the commencement of MTA's contract with Contractor.

**Contingency Recruitment Plan for new hires:** In the event that Contractor decides not to offer employment to some but not r all current employees., or a current employee is offered but rejects employment, Contractor, in coordination with MTA, will promptly initiate the Contractor's recruitment plan to fill positions not filled by a current employees, ensuring a seamless transition for the start date for Contractor. The time that new hires are onboarding and trained by MTA will be compensated.