

**DATE: May 02, 2019**

## **NON-CONSTRUCTION CONTRACT SOLICITATION NOTICE**

**MTA- NYCT IS NOW ADVERTISING FOR THE FOLLOWING:**

**SSE #:** 0000254942

**OPENING/DUE DATE:** 06/11/2019

**TYPE OF SOLICITATION:** RFP

**DOCUMENT AVAILABILITY DATE:** 05/09/2019

**SOLICITATION TITLE:** The Operation of the NYC Transit Paratransit Call Center for the Access-A-Ride (AAR) Program

**DESCRIPTION:** The Paratransit Call Center is a 24/7/365 operation whereas the Contractor is responsible for managing all Call Center related functions to include staffing, providing accurate information and courteous customer service to all callers, meeting performance metrics, and working closely with NYC Transit on a daily basis.

**PRE-BID CONFERENCE**

**DATE:** 05/16/2019

**TIME:** 10:00AM

**LOCATION:** 2 Broadway, New York, NY 10004 Conference Rm C18.01

**SITE TOUR** N/A

**DATE:**

**TIME:**

**PLACE:**

**FOR MORE INFORMATION, PLEASE CONTACT:**

**PROCUREMENT REPRESENTATIVE:** Amy Hull

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