

MTA - NEW YORK CITY TRANSIT

2 BROADWAY  
NEW YORK, NY 10004

DIVISION OF MATERIEL  
[www.mta.info/nyct/procure/nyctproc.htm](http://www.mta.info/nyct/procure/nyctproc.htm)  
[Vreplies@nyct.com](mailto:Vreplies@nyct.com)

0000020733

NOTICE

-OF-

ADDENDUM

ADDENDUM # 2

INCLUDES DRAWING(S): () YES (X) NO  
CURRENT OPENING/DUE DATE: 02/23/12



**RFP20733  
BROKER CAR SERVICE FOR PARATRANSIT  
ADDENDUM #2  
CLOSING DATE- FEBRUARY 23, 2012**

January 25, 2012

To All Proposers:

You are hereby notified of the following change to the above-referenced Request for Proposal (RFP):

1. The RFP closing date (or due date) has been extended to **February 23, 2012**.
2. The attendance sheet and presentation titled "**Paratransit Fact Base for Potential Bidders for Broker Services**" from the Pre-proposal Conference held on **Wednesday, January 18, 2012** have been attached to this Addendum. Please note that the presentation attached to this Addendum is for informational purposes only and is not otherwise binding on the Authority. The Authority has chosen not to release the other presentations used at the Pre-proposal Conference, as it considers those presentations a summary of the information already contained in the RFP.
3. Questions posed by Proposers will be answered in a subsequent addendum.

Please be governed accordingly.

Sincerely,

Candace Sheppard  
Procurement Specialist

DRAFT

# Paratransit fact base for potential bidders for broker services

Information packet

December 2011

CONFIDENTIAL & PROPRIETARY

# Contents

Overview of MTA Paratransit and  
the broker program

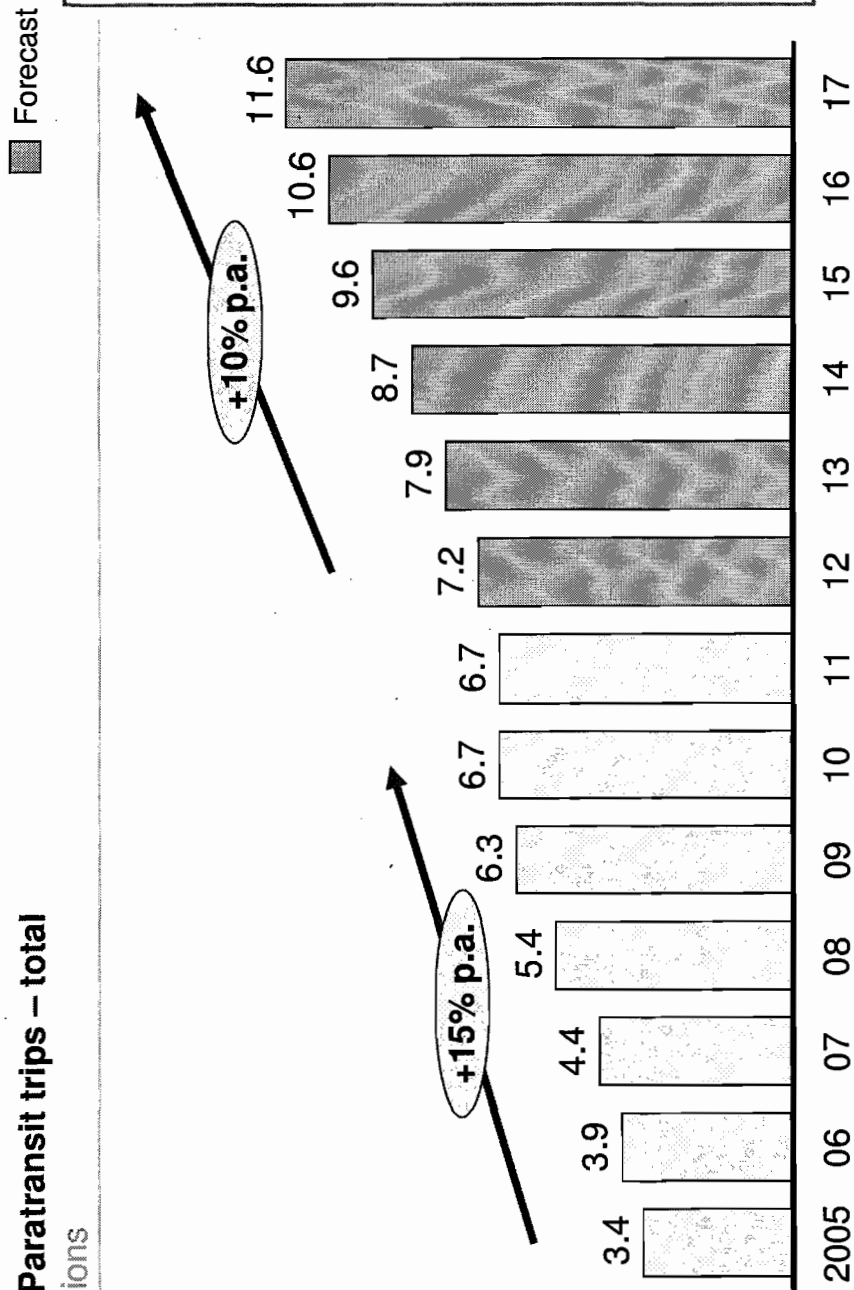
Ridership statistics

Appendix



# As demand continues to grow, MTA Paratransit is expanding the ways in which to serve its customers

MTA Paratransit trips – total  
in millions



- By 2017 MTA Paratransit will be conducting 5 million more trips than it is today
- Paratransit must prepare for this anticipated growth by exploring new ways to serve its customers

Source: Paratransit Operating Statistics; Baseline model

## Overview of MTA Paratransit and the broker program

### MTA Paratransit's mandate

- To satisfy the Americans with Disabilities Act (ADA) requirements by providing comparable service to those who **cannot use the fixed route system without assistance or cannot get to the fixed route on their own**

### Delivery of MTA Paratransit's services

- MTA Paratransit delivers **door-to-door** service through a variety of transport options for passengers with disabilities who are unable to use public bus or subway service for some or all of their trips. Door-to-door service consists of:
  - Broker car service
  - Carriers under MTA contract
  - Taxi companies
  - Voucher car companies (i.e. livery car companies)

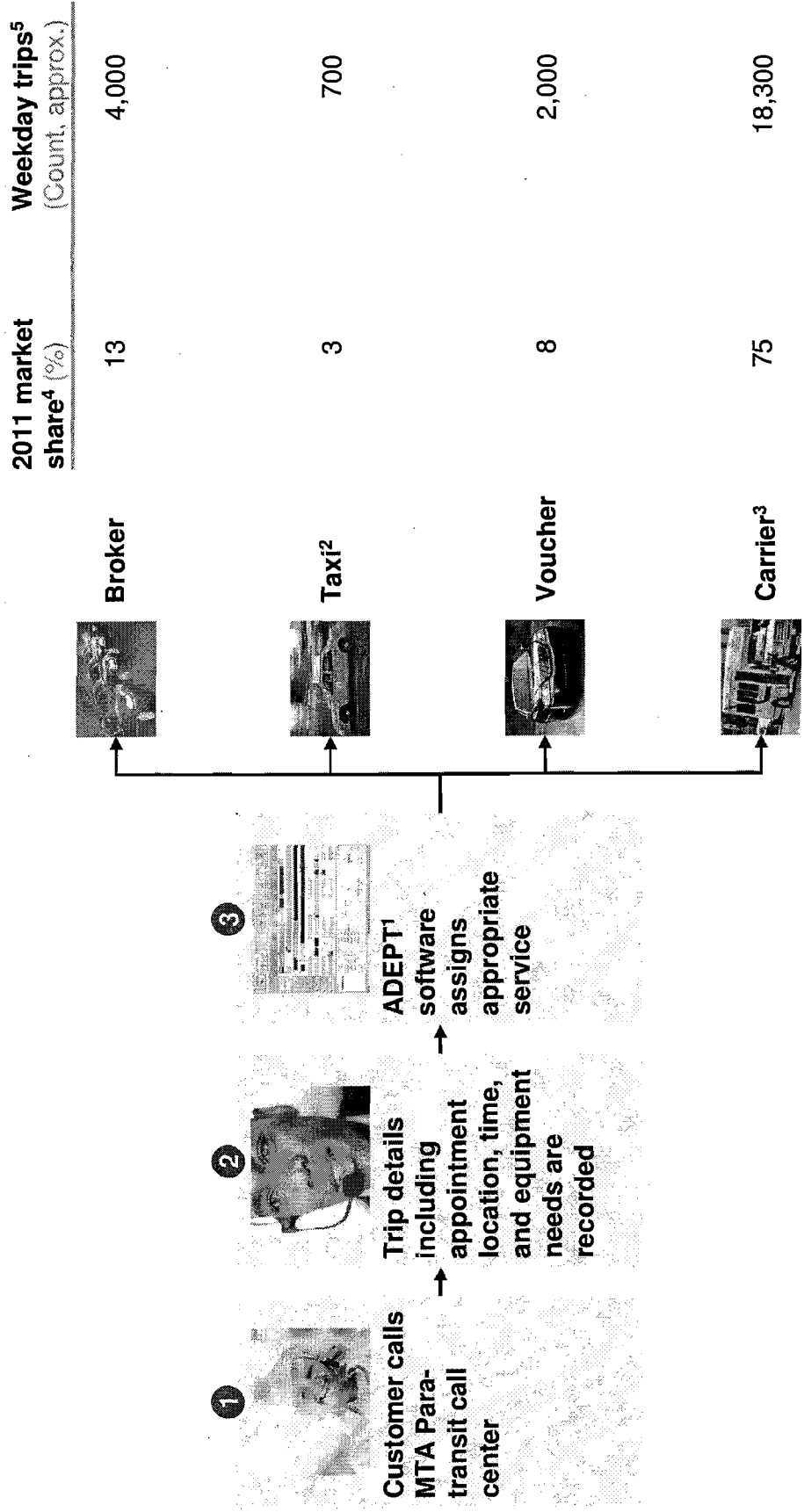
### History of the broker program

- Broker program piloted in 2011 to offer **cost effective Access-A-Ride** services that meet existing service standards
- Currently accounts for 13% of Paratransit trips, **projected to grow to 30% by 2017**

### Broker program process

- The broker will be **responsible for completion of trips allocated to them daily** by MTA Paratransit
- Broker can **assign these trips either to their own fleet or their Network Service Providers**
- Refer to the statement of work and other RFP documents for more details

# Process for pairing MTA Paratransit customers with door-to-door service



1 ADEPT is a reservations and scheduling software

2 Taxi trips are not assigned by ADEPT but customers do need to call to get pre-approval to use a taxi for their trip

3 If an ADA-accessible vehicle is needed, the trip is automatically scheduled for a carrier trip

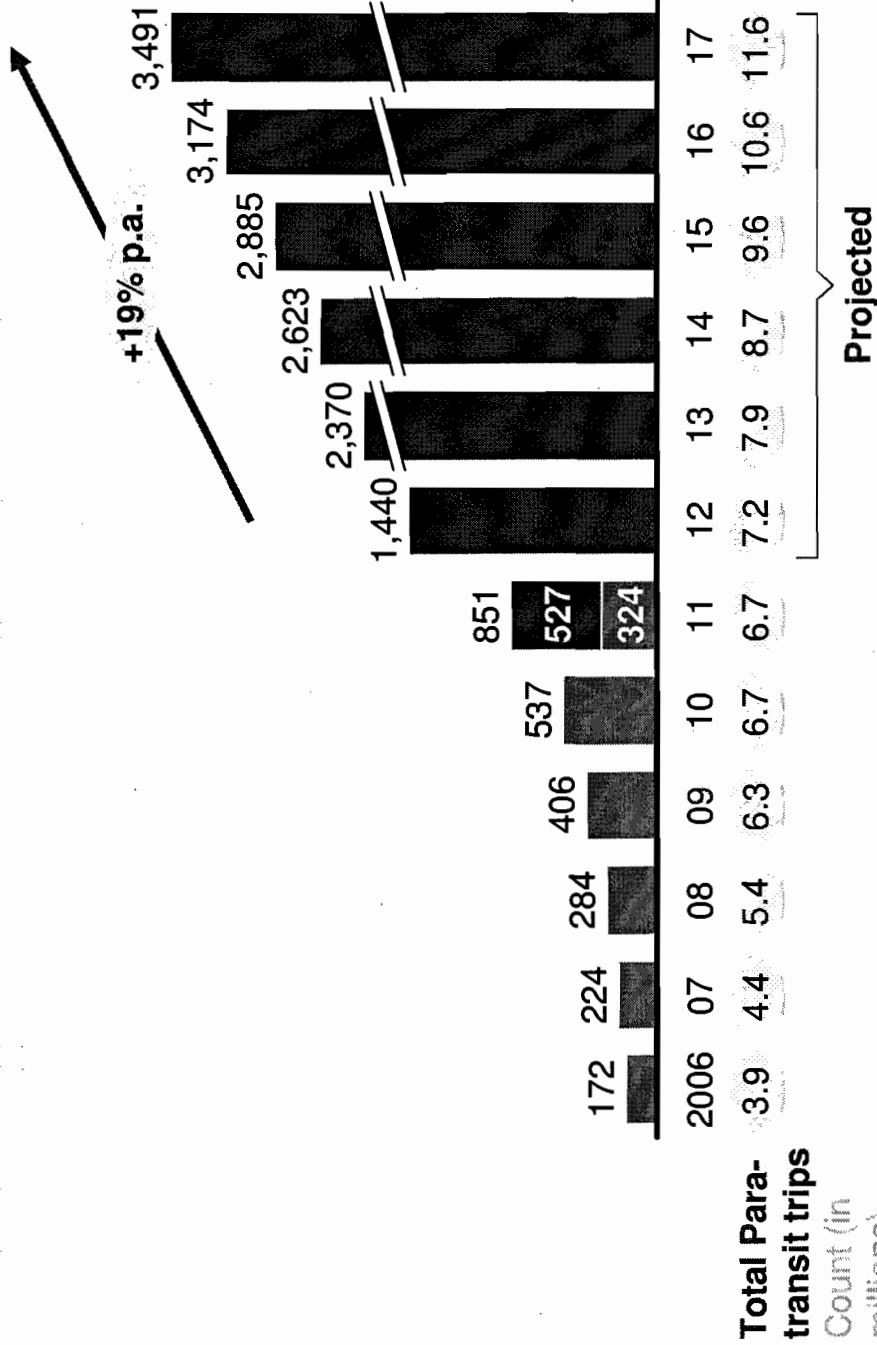
4 Numbers reflect projected 2011 market share estimates and may not add up to 100% because of rounding

5 Weekday trip numbers reflect approximates and are current as of November 28, 2011

# Use of broker services between 2012-2017 is expected to continue growing faster than overall trip demand

Vouchers  
 Brokers

Voucher/broker trips  
Count (in '000)



Trips allocated to the broker are expected to reach 30% of total trips by the end of 2012

Source: Paratransit operating statistics

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the broker program

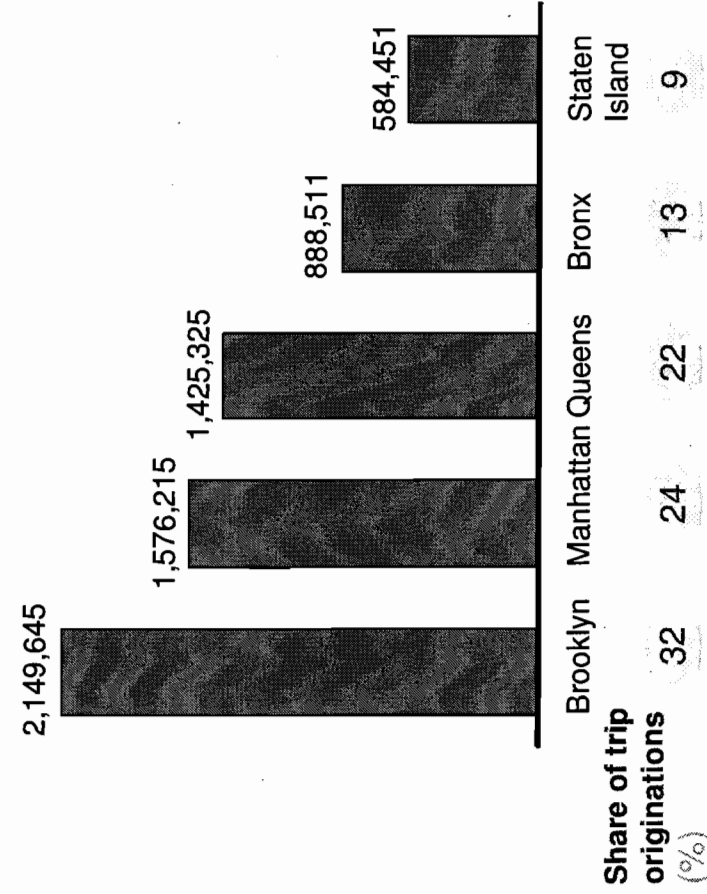
Ridership statistics

Appendix

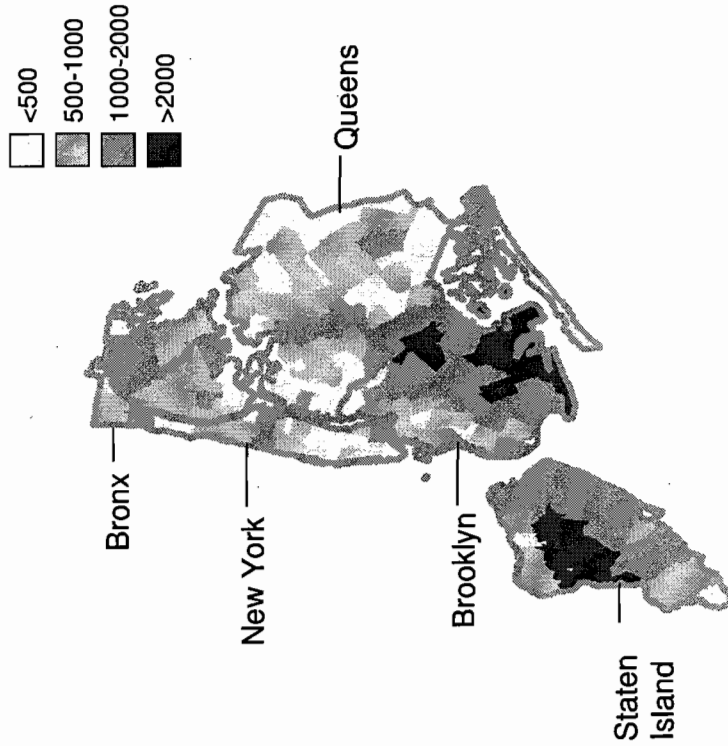


# Paratransit registrant and trip origination distribution throughout New York City

Paratransit trip originations between November 2010 and November 2011<sup>2</sup>  
# of trips



Registrant population density  
Thousand people

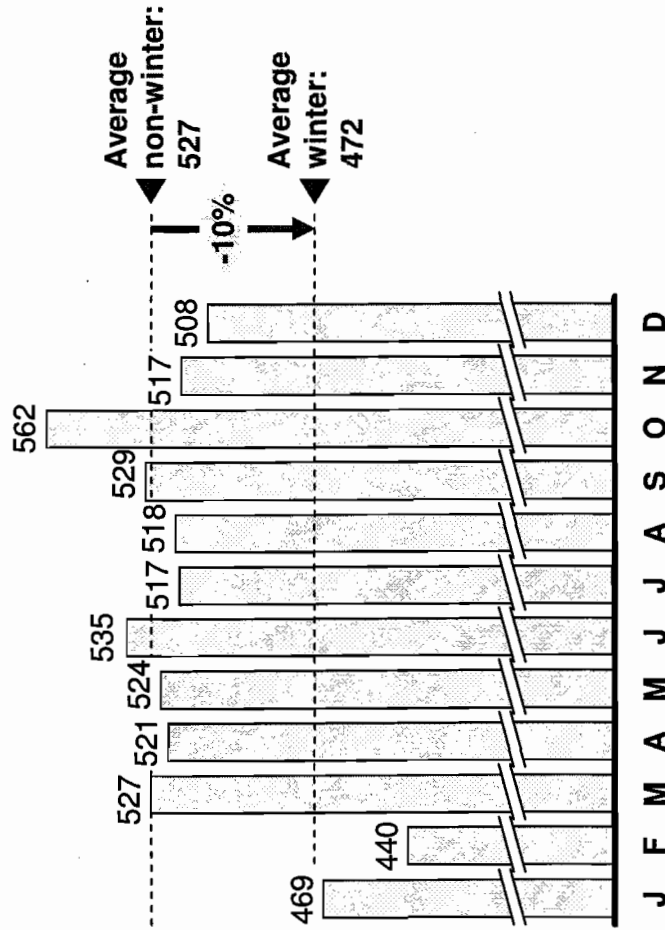


1 Non-ambulatory passengers are usually wheelchair users  
2 Paratransit does perform a minimal number of trips into neighboring counties, including Westchester, Nassau and Yonkers  
Source: ADEPT data, Team analysis, Paratransit operating statistics

# Distribution of Paratransit trips by month, day and hour

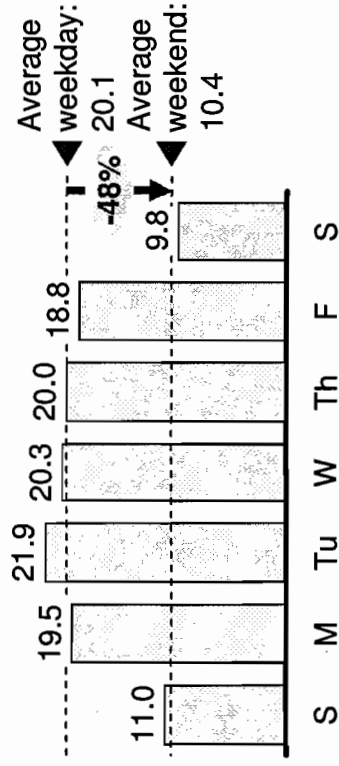
Average completed trips by month, 2008-2010

Number of trips, thousands



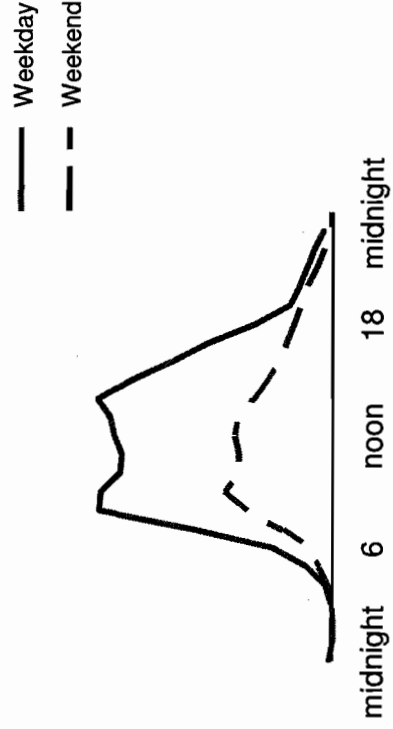
Average completed trips by day, in select recent months<sup>1</sup>

Number of trips, thousands



Average completed trips hour

Number of trips, thousands



Note: Winter defined as December, January, and February

<sup>1</sup> Select recent months include August 2010, January 2011, March 2011 (selected for largest volume month, lowest volume month, and representative avg)

Source: Operations Statistics March 2011

# Contents

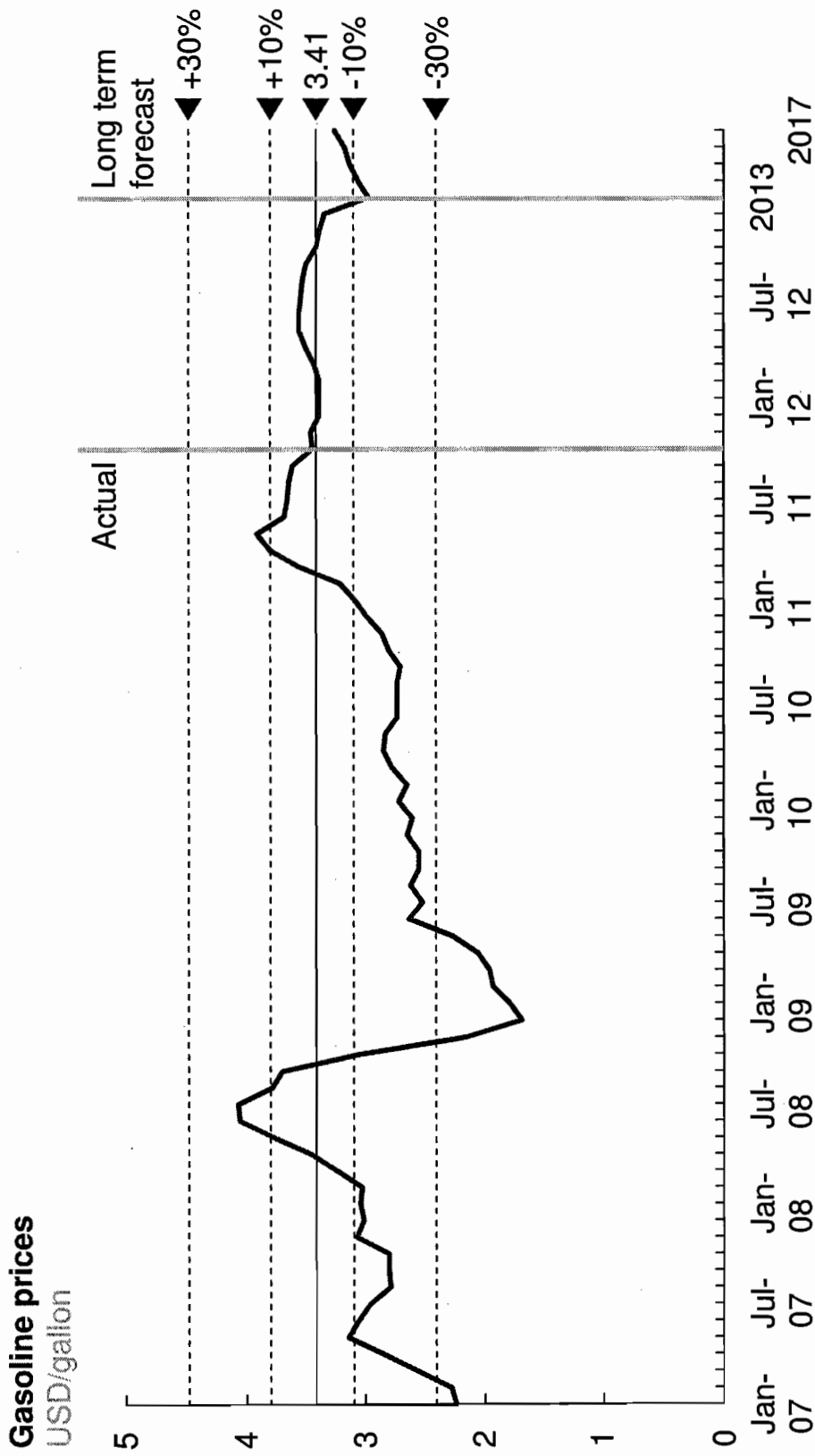
Overview of MTA Paratransit and  
the broker program

Ridership statistics

Appendix



# Gasoline prices are an important driver of broker costs



Source: U.S. Energy Information Administration



ATTENDANCE SHEET

Subject: RFP20733- Broker Car Service for Paratransit  
PRE-PROPOSAL CONFERENCE

Date: Wednesday, January 18, 2012, 11:00AM, 2 Broadway, New York, NY, Conference RM C-20<sup>th</sup> Flr.

| NAME               | COMPANY                  | TELEPHONE                          | EMAIL ADDRESS              |
|--------------------|--------------------------|------------------------------------|----------------------------|
| Roy Cox            | Enidan                   | 301 535 8822                       | rcox@enidanenterprises.com |
| D.C. Jaganarine    | Enidan                   | 646-820 8543                       | Jagan@ENIDL.COM            |
| Juan Ventura       | MYCAR SERVICE            | 347 424 3439                       | mycarservice.mta@live.com  |
| Brad Wagnan        | MY CAR SERVICE           | OFFICE 718 426 6666 ext 7186900999 | mycarservice.mta@live.com  |
| Ed Griffin         | MV Transpart             | 407-455-2632                       | edgriffin@mvtranspart.com  |
| March Aganessan    | ETG                      | 718 438 1100                       | maganessan@etg.com         |
| Margy Kassey       | TEG                      | 718 438 1100                       | mjkassey@etg.com           |
| Dan                | Warp                     |                                    |                            |
| DVDY MULIC         | DETTOYS CARSEN           | 718-447-2100                       | DETTOYS.NET@RC.COM         |
| Tommy S Glos       | Riverside Radio Dispatch | 212 927 3589                       |                            |
| David Sedham       | Big Apple Car            | (646) 235-5066                     | said.sedham@yahoo.com      |
| Michael Beer       | Big Apple Car            | (732) 610-5298                     | MBeer@BigAppleCar.com      |
| LOU FINE           | TOTAL TRANS              | 511-528-8204                       | TFARIN@TOTALTRANS.CO       |
| DENNIS LIND        | ETC                      | 718-272-2060 X111                  | LIND@EmpireDoc.com         |
| Charles Mattera Jr | Dedicated Trans          | 718-558-8900                       | desiterra@dedicated.com    |
| Patricia Parbore   | MV Transpart             | 347 739 4145                       | parbore@mvtranspart.com    |

| NAME               | COMPANY                      | TELEPHONE             | EMAIL ADDRESS                 |
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| Quinto Kapreols    | MV Public Transp             | 718 219 1990          | Quinto.Kapreols@mottrans.com  |
| Joseph Sabery      | Communicare inc              | 718 418 1100          | Joseph.Sabery@communicare.com |
| Robert Smith       | Coff Cendant                 | 718-418-1100          | Robert.Smith@coff.com         |
| NEIL MANCUSO       | CBT PARA TRANSIT             | 718 346-9600          | MANCUSO@CBTTRANS.COM          |
| STEVEN GENOVISE    | CBT PARA TRANSIT             | 718 346 9600          | GENOVISE@CBTTRANS.COM         |
| David Silva        | CareRide                     | (408) 366-3100        | DSILVA@CARERIDE.NET           |
| WARREN SCOTT       | EXCLUSIVE AMULETS            | (714) 296-2400 X 2681 | WARREN@EXCLUSIVEAMULETS.COM   |
| SCOTT ORLANSKI     | CARERIDE                     | 718 366 3100          | SOULANSKI@CARERIDE.NET        |
| JOHN LEONARDI      | A-1 Us Worldwide             | 718-881-1111          | PLAZA 913 @ A-1.CA            |
| ERIKKA WEINGARTEN  | A-1                          | 718 881 1111          | edgarwe@edgetrans.com         |
| Arenny Ahmed       | Pica Car Rents               | 718-859-0100          | arenny@picacar.com            |
| Alexandra Gonzalez | Pica Car Rents               | 718-859-0100          | yesenia@picacar.com           |
| Andrew Glinker     | NMAU                         | 631 389 2098          | andrew@nabimed.com            |
| Greg Sullivan      | NMAU                         | 914 484 8232          |                               |
| James Miller       | United Multi Transport       | 914 968 2500          | LVEE21966@MAIL.COM            |
| Frank L. Parr      | First Transport              | 718 353 4262          | JAMES.MILLER@DNVCA            |
| Carly Z            | D-I                          | 718 828 9800          | ATARR@deltek.com              |
| Josephine Henschel | Golden Touch / Super Shuttle | 212 209 7000          | L.H.Z@SuperShuttle.com        |
| Michael Edelmann   | Golden Touch Transp          | 718 886 5204 X10913   | j.henschel@gtt.com            |
| Jeff Cohen         | Exclusive Amuletts           | 718 327-5500 x 2600   | ME@ExclusiveAmuletts.com      |
| Timothy Leonard    | AMTI                         | 718-996-3915          |                               |
| Christopher Cole   | Piemier Paratransit          | 347 733 8529          | isp@piemierparatransit.com    |
| Joseph Minkwitz    | Coling Medical Transport     | 347-992-7040          | Colingtransit@col.com         |
|                    | LogisTICame Solutions        | 347-421-3295          | Josephku@logisticame.com      |

| NAME                 | COMPANY                   | TELEPHONE          | EMAIL ADDRESS               |
|----------------------|---------------------------|--------------------|-----------------------------|
| Robin Hamilton       | Logisticscare . Solutions | 861-684-0409       | Robin.h@logisticscare.com   |
| MICHAEL STOCKS       | GVC                       | 718 863 1306       | mstocks@gvcii.com           |
| JULIANA MEJIA        | GVC                       | 718 863 1306       | jmejia@gvcii.com            |
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| ATI FUATTEE          | CONCORD                   | 917-882-9100       | atlahead@concordllc.com     |
| ANIK KABESSA         | Livery for All            | 917-583-3882       | ANIK_CABANEL@hotmail.com    |
| DAN REMAZZA          | " "                       | 646 3032715        | john.carmelz@hotmail.com    |
| Kevin Dumban         | KOLIA TRANS               | 6480-403-4907      | Kevin.Dumban@kolia.com      |
| Pon Brooks           | KOLIA TRANS               | 480-403-4907       | Pon.Brooks@kolia.com        |
| PRATHABAN SIVAPATHAM | DELTA CARS (S.F)          | (917)-545-6040     | psivaipatham@gmail.com      |
| Kevin Carrol         | ZSS Transport Inc.        | 631-518-2233       | kevin.carrol@gmail.com      |
| Rem Samsundram       | Delta Cars                | (718) 447-0777     | RemSamsundram@gmail.com     |
| DAN ROBERTS          | VPI                       | 410-340-0146       | DANROBERTS@vpi.com          |
| James Grosso Jr.     | NJM Inc.                  | (646) 996-3632     | midisland2@aol.com          |
| Alaina Macia         | MTM                       | (636) 695-5503     | alaina@mtm-inc.net          |
| Maxid Medrano        | Excellent                 | 917-930-8114       | Maxid.Medrano@gmail.com     |
| Nicole DeLorenzo     | Areas Two Trees           | 718 967 3232       | AreasTwoTrees@aol.com       |
| Manuel Bolano        | Eastern Wtury Inc         | 718 4993355        | 222 15th Brooklyn           |
| MARVIN ALFARO        | ESTERON LUXURY            | 11                 | "                           |
| Jay Paquette         | Vital Transportation      | 718-472-2500 x3078 | jay@govaltel.com            |
| N. ORESZOU           | CTC                       | 718 936 0901       | NOREZOU@NYC2WAY.COM         |
| G. SUNIN             | EXCELLENT C/S             | 718-731-7777       | BR.FLORES70@yahoo.com       |
| FRANCO FLORES        | Rainbow Car Service INC   | 917-776-3564       | rainbowcarservice@gmail.com |
| Heslie Grant         | GT06                      | 718-943-4845       | eps4frs@ut06.com            |
| ELIGS PASAROS        |                           |                    |                             |



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**0000020733**

**NOTICE  
-OF-  
ADDENDUM**

**ADDENDUM # 1**

**CURRENT OPENING/DUE DATE: 2/2/12-A CD will be  
sent overnight via UPS.**



**RFP20733  
BROKER CAR SERVICE FOR PARATRANSIT  
ADDENDUM NO. 1**

January 12, 2012

To All Proposers:

You are hereby notified of the following change to the above-referenced Request for Proposal (RFP):

1. **Schedule G- Rider to Contract Documents. Item 1.B, General Contract Provisions, ARTICLE 219: LIABILITY AND INDEMNIFICATION**, subparagraph B.2.b is modified as follows:

**“b. The Contractor shall complete and submit an “Assurance of Assumption of Liability and Defense” (Attachment No. 9) to each Claim within ten (10) days of transmittal by the Authority of each such Notice of Claim.”**

**Attachment No. 9-** “Assurance of Assumption of Liability and Defense” has been attached to this Addendum.

2. In the Overview and Procedures, **Paragraph 9- Proposal Submission Requirements**, the following statement is added to the end of the Paragraph as subparagraph **9.5.s**:

**“s. The Estimated Trip Volumes/Roll-Out Schedule. Use this schedule form attached to this RFP as Attachment No. 8.”**

3. In the Overview and Procedures, **Paragraph 9- Proposal Submission Requirements**, the reference to “Article 110, Privacy Act” in subparagraph 9.5.g is hereby deleted.

4. A disc with a revised Price Proposal and Estimated Trip Volumes/Roll-Out Schedule (Attachment No. 8 to this RFP) is also included with this Addendum. Revisions to the Price Proposal include clarification to instructions for completing each section in the proposal and the addition of a price format in a separate section for Alternate Price Proposals. Instructions for completing the Estimated Trip Volumes/Roll-Out Schedule have also been clarified. Please disregard the original versions of the above-referenced documents and refer to these revised versions for your proposals.



**Please be advised that Addenda notification is sent via email to the email address each firm provided in the Bid Document Order Form. Bidders may obtain copies of all Addenda on the NYC Transit website at <http://mta.info/nyct/procure/rfppage.htm>.**

Please be governed accordingly.

Sincerely,

A handwritten signature in black ink, appearing to read 'Candace Sheppard', written over a horizontal line.

Candace Sheppard  
Procurement Specialist



**New York City Transit**

**CONTRACT NO. RFP20733**

**BROKER CAR SERVICE FOR PARATRANSIT**

**ATTACHMENT 9**

**Assurance of Assumption of Liability and Defense**

**ATTACHMENT NO. 9**

**Assurance of Assumption of Liability and Defense**

Date: \_\_\_\_\_

Claimant: \_\_\_\_\_

Index #: \_\_\_\_\_

Contractor Claim #: \_\_\_\_\_

This shall serve as the written assurance described in Article 213(d) and Article 219 of the Broker Car Services Agreement between the New York City Transit Authority (the "Authority") and \_\_\_\_\_ Contract No. \_\_\_\_\_ (the "Contract") that Contractor shall assume the defense of the above-referenced claim in all respects in accordance with the requirements of Article 219 of the Contract.

The following law firm: \_\_\_\_\_ will defend the Authority in regard to the above referenced claim. All expenses relative to the defense of this claim shall be borne by the Contractor.