

DATE: 09/29/2023

NON-CONSTRUCTION CONTRACT SOLICITATION NOTICE

MTA- HQ IS NOW ADVERTISING FOR THE FOLLOWING:

SSE #: 0000446463

OPENING/DUE DATE: 10/24/2023

TYPE OF SOLICITATION: IFB

DOCUMENT AVAILABILITY DATE: 09/29/2023

SOLICITATION TITLE: Salesforce Professional Services

DESCRIPTION: MTA customer service departments are currently in the process of a Consolidation, Modernization and Standardization program. As part of this effort, we require the support of a vendor to provide enhancements and managed services for our Salesforce Service Cloud and Marketing Cloud solutions. The selected vendor is expected to utilize an Agile incremental methodology of Define>Build>Test>Release>Operate in sprints. The scope of services for this engagement includes an evolving list of Salesforce product-based backlog requirements collected, reviewed, prioritized, configured, and scheduled for release. Product backlog requirements will be produced and published by the selected vendor in the form of Epics/Features/Stories as identified by the MTA. The backlog will include new functionalities, enhancements, and defects for Salesforce applications.

Funding:100% Operating
Contract Term: 12 Months

Goals: 15% MBE; 15% WBE; 6% SDVOB

Est \$ Range: \$1M - \$5M

PRE-BID CONFERENCE

DATE: 10/05/2023

TIME: 1:00PM

Virtual via Microsoft Teams- Please contact the assigned procurement representative at nasir.ashfaq@mtahq.org to register

SITE TOUR N/A

DATE:

TIME:

PLACE:

FOR MORE INFORMATION, PLEASE CONTACT:

PROCUREMENT REPRESENTATIVE: Nasir Ashfaq

EMAIL: nasir.ashfaq@mtahq.org