

**MAY 2025**

**LIST OF NONCOMPETITIVE PROCUREMENTS FOR BOARD APPROVAL**

**Procurements Requiring Majority Vote:**

**F. Personal Service Contracts**

(Staff Summaries required for items estimated to be greater than \$1,000,000.)

**1. Marine Tiger Technologies Corporation      \$5,571,180 (est.)      *Staff Summary Attached***

**Three years**

**Contract# 600000000035710**

Award of a contract to provide consulting services to support Paratransit Intelligent Transportation Systems and technology projects.

<b>Item Number: 1</b>			
<b>Department:</b> Paratransit, Rachel Cohen			
<b>Internal Approvals</b>			
<b>Order</b>	<b>Approval</b>	<b>Order</b>	<b>Approval</b>
1	Procurement		
2	IT		
3	DDCR		
4	Legal		
5	CFO		

<b>SUMMARY INFORMATION</b>	
<b>Vendor Name(s)</b> Marine Tiger Technologies Corporation	<b>Master Contract</b> 600000000035710
<b>Description</b> Professional Services for Paratransit Intelligent Transportation Systems	
<b>Total Amount:</b> <b>\$5,571,180 (estimated)</b>	
<b>Contract Term (including Options, if any)</b> Three Years	
<b>Option(s) included in Total Amount?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A	
<b>Renewal?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>Procurement Type</b> <input type="checkbox"/> Competitive <input checked="" type="checkbox"/> Noncompetitive	
<b>Solicitation Type</b> <input type="checkbox"/> RFP <input type="checkbox"/> Bid <input checked="" type="checkbox"/> Other: Sole-Source	
<b>Funding Source</b> <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

## Purpose

MTA Headquarters is seeking Board approval to award a noncompetitive personal service contract to Marine Tiger Technologies Corporation (“Marine Tiger”) to provide consulting services to support the transition to new Paratransit Intelligent Transportation Systems (“ITS”), which provide essential support for daily Paratransit operations, enable efficiencies, and improve customer experience. The contract is for a period of three years, coinciding with the implementation timeframe for the Paratransit Technology System (“PTS”) upgrade. The estimated contract value is \$5,571,180.

## Discussion

In 2022, Paratransit faced significant daily operational challenges due to (1) its 20-year-old PTS system, and (2) the incumbent PTS vendor’s failure to deliver a scheduled upgrade to that system. The MTA completed a competitive discretionary procurement process, in which four firms participated, to select a technology consultant to develop and execute a strategy to address Paratransit’s technology risks, vulnerabilities, and opportunities. Marine Tiger, a New York State certified WBE and DBE firm focused entirely on transportation technology solutions, was retained in 2022 via this procurement. Marine Tiger’s selected team of consultants have been fully embedded within Paratransit since 2022 and understand the many complex and unique aspects of Paratransit in general and NYC Transit’s Paratransit operation specifically. Leveraging its technical and operational expertise and experience, Marine Tiger successfully identified the root causes of these technology system failures and provided comprehensive recommendations to Paratransit on a path forward toward a more sustainable technology solution. Marine Tiger collaborated with Paratransit to immediately develop requirements for a new technology platform.

In the second phase of this engagement, Marine Tiger was tasked with gathering system requirements from across the business for a comprehensive scope of work and system specifications for the new platform that will replace the failing PTS system. Marine Tiger successfully led a year-plus effort to develop an RFP based on these business requirements. This RFP was released in 2024 and is currently undergoing proposal evaluation phase; Marine Tiger has served in a technical advisory capacity throughout this RFP process. Marine Tiger successfully completed both phases of its initial engagement.

Once the above-referenced RFP is awarded later this year, the MTA will begin to implement the comprehensive overhaul to its PTS. The MTA plans to re-engage Marine Tiger to play a key role in ensuring a timely and effective transition and implementation of the new system. Each member of the Marine Tiger team has demonstrated in-depth knowledge and experience in ITS and the capability to provide expertise and guidance through this once-in-a-generation technological change. Based on its technology expertise and time spent embedded with the Paratransit team, Marine Tiger has a unique technical and operational understanding of every element of Paratransit’s business and technological needs. They successfully delivered a technology transition strategy and developed the scope and technical requirements for the PTS RFP, and in this new contract term will ensure timely and successful delivery of that new PTS system. Marine Tiger’s team will bring its expertise in technology systems management, paratransit operations, and organizational change management to bear in order to ensure successful delivery of the PTS project, which will yield significant, long-term benefit for the operation and the customer.

Marine Tiger's continued efforts throughout this process are critical to ensure system compliance with all of MTA's business requirements. The firm has worked with the MTA from the beginning of the PTS scope development and will continue through full implementation of the new technology platform. The team of consultants will collaborate with the selected PTS vendor to configure and implement the platform, ensuring it fully meets the organization's needs. The goal is to maintain continuity of Marine Tiger's involvement in delivering a comprehensive end-to-end solution that integrates seamlessly with existing ancillary systems and to do so in a timely and cost-effective fashion.

Under this new agreement, Marine Tiger is obligated to work closely with the selected PTS system provider to ensure successful implementation of the new PTS. They will play a critical project management role to ensure the project remains on time and on budget, while MTA staff continue to operate the current/legacy system in parallel until completion/cutover to the new system. Marine Tiger's negotiated level of effort supporting every milestone under the PTS contract will be heavily monitored on a weekly basis and any lapse in performance or delays duly caused by Marine Tiger are subject to penalty provisions established in the contract. This new contract requires Marine Tiger to adhere to an evaluation program that allows the MTA to reduce payments in the event of any lapse in its performance related to three criteria: (1) the response time of their submittals for specific milestones under the new PTS system implementation project; (2) their ability to properly monitor and control project budget/hours for the new PTS during implementation and; (3) their ability to ensure that the PTS system implementation stays within an MTA-approved project timeline. This provision ensures timely completion of every implementation milestone while minimizing any risk of cost overruns by Marine Tiger and/or the new PTS system provider.

In February 2025, a noncompetitive public advertisement was posted in the *NYS Contract Reporter*, the *Daily News*, and on the MTA website citing the MTA's intention to award this contract to Marine Tiger. Vendor responses were received, but none possessed the expertise necessary to fully meet and support the Scope of Work for this engagement. Furthermore, introducing a new vendor at this time will disrupt the transition and implementation of the critical new PTS. The new vendor would need to spend substantial time and effort to fully understand the business and system requirements from user groups and may need to perform its own independent validation in order to properly oversee the installation and perform the necessary project management work. This effort would delay PTS implementation and further strain the resources of the NYCT Paratransit team. Marine Tiger understands Paratransit's operations and needs and provides a unique blend of subject-matter expertise and strategic guidance. Its continued engagement will help ensure that the MTA works effectively through the significant technological changes Paratransit's operation will undergo over the next three years and continue to improve efficiency and effectiveness.

Paratransit plans to conclude Marine Tiger's services in Year 3 (2028) and finalize work on all open projects and tasks specified under the contract and transition into the maintenance phase. At this time, the Paratransit Management Office will assume the role of maintaining these products for daily use by the operation.

Procurement negotiated a 20 percent reduction from Marine Tiger's original price proposal from \$6.964 million to \$5.571 million for the three-year contract period. Marine Tiger's hourly labor rates range from \$160 to \$289 and are 14 percent lower than the original proposed rates. The MTA Cost/Price Group completed an analysis of Marine Tiger's hourly labor rates based on audited overhead statement, margin and along with Procurement negotiated varied rates for remote and on-site work. Compared to a similar Board-approved consulting contract for systems integration services, Marine Tiger's rates are 23–40 percent lower for Program Manager to Project Manager titles. In addition, Marine Tiger's negotiated rate is 19 percent below current market rates received compared to a similarly situated consulting contractor providing a Senior Project Manager title. These Marine Tiger hourly rates are fixed for the entire contract period. The MTA Cost/Price Group deemed the rates fair and reasonable.

Marine Tiger has certified its compliance to MTA cybersecurity requirements, including requirements under federal, state, and local law regulations. Applicable cybersecurity requirements will be included in the final contract.

Marine Tiger has certified that pursuant to EO 16, it is not doing business in Russia.

## **M/W/DBE Information**

The MTA Department of Diversity and Civil Rights (DDCR) has established zero MBE, WBE, or SDVOB goals for this contract.

## **Impact on Funding**

This contract will be funded by NYC Transit's Operating budget.

## **Alternatives**

*Perform services in-house:* This alternative is not feasible as Paratransit has neither the bandwidth nor the experience with complex technology implementations and integrations.

*Do not approve award:* This alternative is not advisable. Replacing the current Marine Tiger consultant would be detrimental, as it would result in Paratransit incurring a significant setback in projects critical to its operation, including the development and implementation of PTS. Changing consultants at this time would cause significant issues and delays, adversely impacting Paratransit's operational capabilities. In the event of a consultant change, NYC Transit would lose valuable time and progress on work already developed by Marine Tiger and risk a less effective PTS implementation.

### **Recommendation**

It is recommended that the Board approve the award of this noncompetitive personal service contract to Marine Tiger to provide consulting services to Paratransit.

