

FEBRUARY 2026**LIST OF COMPETITIVE 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. **Essey Group, LLC d/b/a The TemPositions Group of Companies** **\$7,586,401** *Staff Summary Attached*
Three years + one 2-year Option
Contract # 475398

Contract award for Homeless Outreach Staffing Services in support of the MTA Headquarters' Homeless Program Office initiative to maintain a safe and secure transportation environment for MTA customers and employees.

Item Number: 1			
Department: MTA Homeless Security and Quality of Life Program Cynthia Wilson and Michael Kemper			
Internal Approvals			
Order	Approval	Order	Approval
1	Procurement		
2	Legal		
3	DDCR		
4	CFO		

SUMMARY INFORMATION	
Vendor Name Essey Group, LLC d/b/a The TemPositions Group of Companies	Contract No. 475398
Description: Homeless Outreach Staffing Services	
Total Amount: \$7,586,401	
Contract Term (including Options, if any) April 1, 2026–March 31, 2031 (Three years plus one 2-year Option)	
Option(s) included in Total Amount? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	
Renewal? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Procurement Type <input checked="" type="checkbox"/> Competitive <input type="checkbox"/> Noncompetitive	
Solicitation Type <input checked="" type="checkbox"/> RFP <input type="checkbox"/> Bid <input type="checkbox"/> Other:	
Funding Source <input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> Federal <input type="checkbox"/> Other:	

Purpose

Board approval is sought to award a competitively negotiated professional services contract to Essey Group, LLC d/b/a The TemPositions Group of Companies (“Essey”) to provide Homeless Outreach Staffing Services in support of the MTA Homeless Security and Quality of Life Program (“HSQLP”) initiative 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 quality-of-life conditions within MTA’s transportation facilities. The period of performance is three years plus one 2-year option (April 1, 2026–March 31, 2031), for the total not-to-exceed amount of \$7,586,401. The contract with the current provider, ATC Healthcare Services LLC, expires March 31, 2026. The Board is also requested to authorize the Assistant Deputy Procurement Officer, MTA Procurement Operations, to approve the exercised option.

Discussion

Mental health, homelessness, substance use, and other quality-of-life conditions together are a public health crisis that has created safety and security concerns among the MTA’s ridership and workforce.

For several years, partner agencies and the MTA have been actively adopting new mitigation strategies to stem the flood of mental health and quality of life–related issues adversely impacting ridership of the transportation system, with increased interagency coordination and aid from the Governor’s and Mayor’s offices. Efforts encompass all 472 subway stations throughout the MTA. The HSQLP works with multiple city and state agencies such as the NYC Department of Homeless Services (“NYC DHS”), the NYC Police Department (“NYPD”), Bowery Residents Committee (“BRC”), City Hall, NYS Office of Mental Health (“NYS OMH”), NYS Office of Addiction Services and Supports (“NYS OASAS”), and the Safe Options Support (“SOS”) Teams coordinated by NYS OMH.

In 2023, the MTA launched the Subway Co-response Outreach Teams (“SCOUT”) on a pilot basis in partnership with NYC DHS. With support from the Governor’s office, SCOUT has since expanded from the original two teams to the current ten teams, with a proposal in the 2026 State of the State to further expand to 15 teams. This initiative pairs nurses from NYC DHS with police officers from the MTA Police Department (“MTAPD”). SCOUT focuses on locating and assessing people who appear to be suffering from severe mental illness (“SMI”). Based on the nurses’ clinical assessments, SCOUT teams work to facilitate appropriate outcomes case by case—including involuntary transport to the hospital for psychiatric assessment, voluntary transport to the hospital for medical care, and shelter placements. SCOUT teams work weekday and overnight shifts. They utilize a range of canvassing strategies, including focus on end-of-line stations, inspecting moving trains, and inspecting stations throughout the subway system. Each day, locations are selected based on reports of conditions collected over the previous few days. On a typical night, approximately 50 or more people with SMI are receiving inpatient hospital care rather than remaining in the subway system as a result of SCOUT and other co-response initiatives it has inspired. (The City of New York runs Partnership Assistance for Transit Homelessness [“PATH”], a similar initiative pairing nurses from NYC DHS with police officers from the NYPD.)

The goal of this contract, if awarded to Essey, is to help maximize the productivity of SCOUT, SOS, PATH and other initiatives driven by MTA's city and state agency partners. The collection of up-to-date information regarding subway station conditions allows SCOUT and other programs to direct resources to where they can be most impactful. Similarly, the MTA shares this data with partner agencies to guide their own resource planning. This is the only effort to systematically assess these conditions across the subway system. All other data is reliant on inbound reports from customers and employees, which is useful but not comprehensive or systematic.

Segments targeted by this contract include:

- **Complex and end-of-line (EOL) stations:** Quality of life conditions are notably prevalent at “complex” stations in the subway system. These stations are characterized by their large size, their prominence to the public, multiple subway lines and other transit modes converging, and the presence of retail and food services. The complex stations are notable both due to their high visibility and the shared nature of station property, requiring strong coordination. Significant attention is also given to EOL stations, where longer headways allow for more extensive data collection and outreach efforts. Under a current contract that is being phased out, the HSQLP uses contracted personnel to coordinate SCOUT, PATH, MTAPD, NYPD, SOS, NYC DHS, and BRC outreach efforts with Amtrak, Port Authority of New York and New Jersey, NJ Transit, and the U.S. Department of Veterans Affairs, primarily via station-specific steering committees. To inform this unique coordination, contracted personnel conduct 24-hour homeless counts once or twice per week, focusing on complex and EOL stations to equip outreach providers with detailed time-of-day and location insights needed to schedule visits at these high-profile stations. Further, contracted analysts currently provide detailed qualitative reports, allowing for tailored and thus more effective outreach and case management.
- **People who appear to be suffering with SMI:** SCOUT's daily schedule will be directly informed through data collected under this proposed contract, including data on (1) the distribution of the population experiencing homelessness throughout the system and (2) station quality-of-life conditions, especially at complex stations and EOL stations. Further, by monitoring stations over time, analysts can assist in identifying individuals as potentially needing assessment by SCOUT or PATH nurses. The HSQLP can then add a visit to the relevant location to SCOUT's schedule. HSQLP can also make referrals to PATH.
- **Other people experiencing homelessness:** NYC DHS (through its own staff and its contractor BRC) and SOS hold the primary mandate to provide outreach to people experiencing homelessness within the subway system. Through the current contract now being phased out, the HSQLP plays a vital role in collecting data, integrating across data sources, and coordinating stakeholders via borough roundtables and smaller coordination meetings. The HSQLP identifies locations requiring attention, communicates these with stakeholders, and requests dispositions at borough roundtables. HSQLP can use contracted analysts to gather detailed qualitative information about specific locations to support case management for known individuals. With the support of contracted personnel, HSQLP also identifies opportunities for joint response by multiple partners and coordinates such efforts.

This proposed contract, if awarded, would allow this unique coordination and data collection to continue and improve.

The evaluation criteria for this procurement included: (1) Responsiveness to the Services Requested – Overall quality of the firm's technical approach to organizing, managing and supervising its staff and delivering high quality data and analytics; (2) Staffing Plan – Firm's plan for recruiting and employing, supervising and maintaining qualified staff, including considering existing current project staff for employment with the firm and recruiting new staff; (3) Technical Proposal – Proposer's demonstrated experience employing, managing, and maintaining quality control over persons collecting and analyzing actionable data used to implement a strategy; experience working with a multi-layered program similar to the services of this scope; strategy and ability to respond to MTA-identified problems and issues of concern; (4) Project Management – Demonstration of the firm's administrative ability to provide, supervise, and coordinate qualified staff, handle multiple tasks effectively and efficiently; (5) Timeline; and (6) Proposer's diversity practices.

The Selection Committee (“SC”) consisted of the senior director of Homeless Security and Quality of Life Program, director of Data Information and Analysis from the Office of Security, and captain of the MTA Police Department. Proposals were received from 27 vendors. Following evaluation, the SC voted to recommend six firms to advance to oral presentations: ATC Healthcare Services, LLC (“ATC Healthcare”); Cogent Infotech Corp (“Cogent”); Essey; Infojini Consulting Inc (“Infojini”); Klen Space Inc (“Klen”); and Midtown Personnel Inc d/b/a The Midtown Group (“Midtown Personnel”).

After oral presentations, the SC chose to move forward into negotiations with three firms: ATC Healthcare, Cogent, and Essey. These final proposers demonstrated their ability to (1) quickly staff the new contract; (2) track employee attendance; (3) access staffing resources; and (4) utilize company tools for employee retention. Other factors considered included the contractor's plan for managing its team, vendor experience in similar environments, and the ability to remain nimble and adapt if a new initiative is required.

The initial five-year cost proposals received from the three short-listed firms ranged from \$20.6 to \$27.3 million. Negotiations were conducted and resulted in firms reducing their proposal range from \$16.2 to 19.2 million. Best and Final Offers (“BAFOs”) were submitted as follows: Cogent at \$16,240,972, Essey at \$18,899,012, and the incumbent ATC Healthcare, at \$19,716,099. Reviews were conducted by the MTA Homeless Security and Quality of Life Program and the Department of Management & Budget Office (DMB) regarding the actual operational needs of the contract, which resulted in a reduction of proposed staffing. Revised BAFOs were requested and submitted: ATC Healthcare, \$7,966,072.48; Essey, \$7,586,401.24; and Cogent, \$6,555,556. The SC unanimously determined that Essey’s proposal provides the best value to the MTA, notwithstanding the difference in price.

Essey’s proposed fully loaded hourly rates for Years 1–3 are fixed at an average hourly rate of \$41.47. The average hourly rates for years 4–5 will increase by 8.16 percent to \$44.85. Based on the analysis and participation in negotiations, MTA Procurement finds Essey’s Final Price of \$7,586,401 for the five years of Homeless Program Staffing Services Contract (\$4,408,133 for the base term and \$3,178,267 for the options period) to be fair and reasonable.

This contract has been evaluated to determine the necessity and appropriate scope, if any, of cybersecurity requirements, including any requirements under federal, state, and local law and regulations. Any applicable cybersecurity requirements, to the extent required, have been included in the contract terms and conditions.

Essey 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 15 percent MBE, 15 percent WBE, and 6 percent SDVOB goals on this contract, as per New York State law. Essey’s MWBE/SDVOB utilization plan was conditionally approved by DDCR. Essey has not recently completed any MTA contracts with goals; therefore, no assessment of the performance is available at this time.

Impact on Funding

Funding for services associated with this contract will be provided by operating accounts from the Security Budget.

Alternatives

Provide services utilizing MTA personnel: This alternative complements existing resources while offering increased flexibility and qualified analytic expertise relevant to this topic.

Elimination of the Service will reduce the availability of crucial and tactical information needed to address people experiencing homelessness in the system. Data is shared with internal and external stakeholders providing insights into emerging trends, resulting in fewer individuals being connected to housing and supportive services. Additionally, this will reduce oversight and accountability of outreach efforts, limiting the effectiveness of MTA’s response to people experiencing homelessness within its complex transit network.