

DATE: 8/13/2026

NON-CONSTRUCTION CONTRACT SOLICITATION NOTICE

MTA- HQ IS NOW ADVERTISING FOR THE FOLLOWING:
SSE #: 00554725-1

OPENING/DUE DATE: 09/08/2026

TYPE OF SOLICITATION: IFB

DOCUMENT AVAILABILITY DATE: 08/13/2026

SOLICITATION TITLE: Beacon Maintenance & Support

DESCRIPTION: The following services are included in the on-going maintenance provided by the Contractor and invoiced as part of the monthly recurring fee for Ongoing Maintenance Support Services.

Availability of a Technical Support Specialist (TSS) via telephone and/or e-mail 24 hours a day, 7 days a week, to provide on-call, engineering support for maintenance and troubleshooting issues, as described in paragraph (b) below, to assist in the identification and resolution of technical issues affecting the operation.

Guaranteed response to provide telephone support is within 15 minutes (including weekends and holidays). Guaranteed response to provide e-mail support is within (1) one day (Monday – Friday, excluding weekends and holidays) from the time of notification. (I.e. Phone to call any procedure. Log to be kept for when the call was made and response. Log of correspondence for the incident/call) Contractor will perform technical investigations on incidents, repeated faults, etc. and will identify the cause of the incident or fault and provide assistance with resolution of routine maintenance matters. The Contractor will provide short-term and long-term recommendations for correction of these issues. The processes employed by Piper in performing their remote access to the system are in compliance with Cybersecurity policies.

Funding: 100% Operating **Est \$ Range:** \$1M- \$5M **Contract Terms:** 3 Years plus 2 one-year options

() PRE-BID CONFERENCE:
DATE: N/A

TIME: N/A

() SITE TOUR: N/A

DATE: N/A

TIME: N/A

LOCATION:
FOR MORE INFORMATION, PLEASE CONTACT:
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