



Thursday, April 2, 2026

Dear Sir or Madam:

**Subject: Request for Proposal No. 26-00025-AKQC - Customer Service Social Skills Training for Surface / Rail Transportation and Station Personnel Project**

Southeastern Pennsylvania Transportation Authority ("SEPTA") is soliciting proposals from qualified consultants for **Customer Service Social Skills Training for Surface / Rail Transportation and Station Personnel Project**. The purpose of this project is to provide Professional Consulting Services which may include, but are not limited to the following: to design, deliver, and provide a Customer Service Social Skills Training Course for newly-hired and veteran front-facing employees and a Customer Service and Motivational Techniques, Communication, and Conflict Management Skills Training course for Operations Division managers within SEPTA.

**Pre-Proposal Meeting:** A non-mandatory Pre-Proposal Meeting will be held virtually on **Wednesday, April 15, 2026, at 11:00 a.m. ET**. It is recommended that a representative from your company attend the meeting to discuss the proposed work with representatives of SEPTA. Please use the link below to access the meeting.

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**Microsoft Teams meeting**

**Join:** <https://teams.microsoft.com/meet/25765362123144?p=LfTLylGslPpYIjPX8x>

Meeting ID: 257 653 621 231 44

Passcode: 8Pa3GF7Z

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[Need help?](#) | [System reference](#)

**Dial in by phone**

[+1 312-593-1554](tel:+13125931554), [925518598](tel:+1925518598) United States, Chicago

[Find a local number](#)

Phone conference ID: 925 518 598#

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

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**Questions and Answers:** All questions pertaining to this request must be submitted, via email, to the Contract Administrator listed below. All questions must be received **by Wednesday, April 22, 2026, by 4:00 pm ET**. Answers to submitted questions will be issued to all Proposers, via an Addendum, no later than **COB on Wednesday, April 29, 2026**.

**Submission of Proposals:** Proposals should be submitted in two (2) separate parts, enclosed in two (2) separate packages, and identified as Technical Proposal and Cost Proposal.

Submission:

- One (1) hard copy of the Technical Proposal
- One (1) hard copy of the Cost Proposal
- One (1) electronic copy of both proposals (placed on a flash or thumb drive) and



placed with the technical proposal

**Proposals **MUST** be **hand delivered** no later than Thursday, May 14, 2026 by 4:00 pm ET to:**

**Southeastern Pennsylvania Transportation Authority (SEPTA)**

Attention: Karen Cyphers, Sr. Contract Administrator  
- Procurement and Supply Chain Management  
1234 Market Street, 11th Floor  
Philadelphia, PA 19107-3780

Oral, telegraphic, or telephonic proposals or modifications will not be considered.

**CAUTION:** Subsequent correspondence and follow-up documentation concerning this **Request for Proposal No. 26-00025-AKQC - Customer Service Social Skills Training for Surface / Rail Transportation and Station Personnel Project** will only be sent to consultants who have submitted written requests (via email) for the proposal documents. It is the consultant's responsibility to assure that it has all the necessary correspondence and documents from SEPTA to properly prepare its proposal.

Any request for change, modification, addition, or deletion of any aspect of these Contract Documents must be made in writing and submitted with your technical proposal. Contract changes, modifications, additions, or deletions can be affected only by a written addendum issued by SEPTA.

Subject to SEPTA's right to reject any and all proposals and/or to negotiate separately with any firm in any manner deemed appropriate to serve its best interests, if any award is made as a result of these proposals, it will be made on the basis of the proposal which best satisfies the intent of the RFP and other factors considered in the best interests of SEPTA.

SEPTA, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 253, 42 U.S.C. 2000d to 2000d-4, and Title 49, Code of Federal Regulations, Department of Transportation, SubTitle A, Office of the Secretary, Department of Transportation, in Federally Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all proposers that it will affirmatively, insure that in regard to any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full opportunity to submit proposals in response to this invitation, and will not be discriminated against on the grounds of race, sex, color, or national origin in consideration for an award.

Consultant will be required to comply with all applicable Equal Employment Opportunity laws and regulations. All proposers will be required to certify compliance with Executive Order 12549 (ineligible contractors).

Any contract issued as result of this solicitation is subject to a financial assistance contract between SEPTA and U.S. Department of Transportation.



***NOTE: The Contract Administrator listed below is the Sole Point of Contact for this Procurement. During the procurement process, all correspondence will be directed to the Contract Administrator ONLY. At no time are Proposers to contact or speak with any other SEPTA personnel about this project unless authorized by the Contract Administrator. All changes, updates, Q&As, etc. will be funneled into, and out from, the Contract Administrator and will be issued to all Proposers via an Addendum.***

Sincerely,

A handwritten signature in black ink, appearing to read 'Tinamarie Rintye'.

Tinamarie Rintye  
Contract Administrator  
Procurement & Supply Chain Management