



May 11, 2026

Dear Sir/Madam:

Enclosed please find Addendum No. 02 to SEPTA's Request for Proposal #26-00025-AKQC, *Customer Service Social Skills Training for Surface and Rail Transportation and Station Personnel*.

Please be advised that the proposal due date and time of **Thursday, May 14, 2026, at 4:00 PM (ET)** has been changed to **Thursday, May 21, 2026, at 4:00 PM (ET)**. Proposals must be hand-delivered as specified in the solicitation. This addendum provides responses to questions submitted during the question period, along with any applicable supporting attachments referenced therein.

Addendum No. 2 must be acknowledged by signing the attached Acknowledgement Sheet and including that sheet as part of your technical proposal.

Any inquiries regarding this bid must be directed to Tinamarie Rintye, Contract Administrator at (215) 580-6075.

Thank you for your interest in the Authority.

Sincerely,

A handwritten signature in black ink, appearing to be 'Tinamarie Rintye', written in a cursive style.

Tinamarie Rintye  
Contract Administrator  
Procurement & Supply Chain Management

TR Enclosure



Addendum 02  
Date: May 11, 2026  
Page 1 of 5

**Request for Proposal #26-00025-AKQC**  
*Customer Service Social Skills Training for Surface and Rail Transportation and Station Personnel*  
**Addendum No. 02**

To All Proposers:

The following constitutes Addendum No. 02 to SEPTA's Request for Proposal #26-00025-AKQC, Customer Service Social Skills Training for Surface and Rail Transportation and Station Personnel. Addendum No. 02 must be acknowledged by inserting the date on the Addenda Response form. Failure to do so may render a bidder's proposal as non-responsive.

**A. General**

1. The proposal submittal date and time have been changed and are now scheduled for Thursday, May 21, 2026, at 4:00 PM (ET).
2. Question 74 is addressed herein. Responses to the remaining questions will be provided in a future addendum.
3. Attachment 9 Certification Regarding Compliance with Immigration Reform and Control Act of 1986 of the contract, which was previously noted as not required in the RFP, is in fact required and has been included on page 03 of this addendum.

**B. Specifications**

1. Not applicable

**C. Drawings**

1. Not applicable



Addendum 02  
Date: May 11, 2026  
Page 2 of 5

**Request for Proposal #26-00025-AKQC**  
*Customer Service Social Skills Training for Surface and Rail Transportation and Station Personnel*  
**Addendum No. 02**

Questions and Answers to 74

Item #	Question	Answers
74	<p>Documented Workforce Impact: The scope references chronic urban trauma, domestic and community violence, and working with homeless and opioid-affected populations as core training content areas. Can SEPTA share context about how these dynamics have specifically affected the frontline workforce, including impacts on morale, retention, absenteeism, grievances, or behavioral incident rates? That context would allow proposers to design curriculum grounded in SEPTA's actual conditions rather than generalizations about public transit workers.</p>	<p>One primary objective of this training is to develop frontline workforce skills and resources to manage the challenges that come with providing service in a large, complex urban environment like Philadelphia, which is not unlike other large cities, with all the challenges as you outline in your question. We recommend that you build in costs to conduct an initial needs assessment to determine how you will measure impact.</p>



Addendum 02  
Date: May 11, 2026  
Page 3 of 5

**Attachment 9**  
**Certification Regarding Compliance with Immigration**  
**Reform and Control Act of 1986**



Addendum 02  
Date: May 11, 2026  
Page 4 of 5

**Certification Regarding Compliance with  
Immigration Reform and Control Act of 1986**

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. Contractor has and will continue to comply with, for the duration of this Contract, the requirements of 8 U.S.C. § 1324a with respect to the hiring, recruiting, or referral for employment of an alien in the United States of America.
2. Contractor will:
  1. Complete the Employee Eligibility Form (I-9) for each person that it hires
  2. Utilize the electronic employment verification system (“E-Verify”) designated in Executive Order 12989 and shall keep each I-9 Form on file for at least three (3) years, or one (1) year after employment ends, whichever is longer.
3. Contractor shall require that the provisions of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification represents fact upon which reliance was placed when the parties entered this Contract. Submission of this certification is a prerequisite for making or entering this transaction imposed by Act 43 of 2006, the Illegal Alien Labor on Assisted Act, also known as the Prohibition of Illegal Alien Labor on Assisted Projects Act.

Signature: \_\_\_\_\_

Company Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_



Addendum 02  
Date: May 11, 2026  
Page 5 of 5

**Addendum No. 02**

**Request for Proposal #26-00025-AKQC**

*Customer Service Social Skills Training for Surface and Rail Transportation and Station Personnel*

The attached Addendum No. 2 to the Contract Documents is hereby made part of the same and is incorporated in full as part of the Project.

Proposer should acknowledge Addendum No. 2 by signing and returning the Acknowledgement Sheet with the Technical Proposal.

**NOTICE**

I hereby certify that the changes covered by this Addendum No. 2 have been taken into account in the total price of the proposal.

**FIRM NAME (typed or printed)** \_\_\_\_\_

**AUTHORIZED SIGNATURE** \_\_\_\_\_ **TITLE** \_\_\_\_\_

**NAME (typed or printed)** \_\_\_\_\_ **DATE** \_\_\_\_\_

**Addendum No. 1 includes:**

- 1. Question 74
- 2. Attachment 9