



May 14, 2026

Dear Sir/Madam:

Enclosed please find Addendum No. 03 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 21, 2026, at 4:00 PM (ET)** remain unchanged. 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. 3 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 read "Tinamarie Rintye", written in a cursive style.

Tinamarie Rintye
Contract Administrator
Procurement & Supply Chain Management

TR Enclosure



Addendum 03
Date: May 14, 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. 03

To All Proposers:

The following constitutes Addendum No. 03 to SEPTA's Request for Proposal #26-00025-AKQC, Customer Service Social Skills Training for Surface and Rail Transportation and Station Personnel. Addendum No. 03 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 remain unchanged and are scheduled for Thursday, May 21, 2026, at 4:00 PM (ET).
2. Questions 42-49, 54, and 108 are addressed herein.

B. Specifications

1. Not applicable

C. Drawings

1. Not applicable



Request for Proposal #26-00025-AKQC
Customer Service Social Skills Training for Surface and Rail Transportation and Station Personnel
Addendum No. 03

Questions and Answers to 42-49, 54, and 108

Item #	Question	Answers
42	<p>Section 9.A. should have the following changes:</p> <p>Delete “number of hours worked, hourly rate” found in 9th line and replace with “percent of effort”. In 11th line, insert, “if subconsultant uses hourly rate, hourly rate shall be provided, or percent effort”, after hourly.</p>	Rejected
43	<p>Section 10 should include the following language added to the end of the section:</p> <p>“The Proposer, as a recipient of federal funding, complies with the audit requirements outlined in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (commonly referred to as the Uniform Guidance, 2 CFR Part 200, Subpart F). These requirements mandate that entities expending \$750,000 or more in federal awards within a fiscal year are subject to a Single Audit. The Single Audit promotes sound financial management and effective internal controls over federal funds administered by state and local governments, institutions of higher education, and nonprofit organizations.</p> <p>Proposer undergoes an annual Single Audit, and the results are publicly available through the Federal Audit Clearinghouse at https://www.fac.gov.”</p>	Accepted as to the Proposer.



Item #	Question	Answers
44	<p>Section 12 should have the following language removed:</p> <p>“or are evolved or developed by Contractor/Consultant (or by others under its direction or supervision)”</p>	Rejected
45	<p>Section 16.C. should have the following language removed:</p> <p>“With regard to any claim or dispute with respect to payment of a subconsultant or subcontractor, or supplier at any tier, Contractor/Consultant expressly agrees to defend, indemnify and hold SEPTA harmless in the event any suit is brought on account of a dispute between any of the parties including but not limited to subconsultants, subcontractors, suppliers and materialmen and in particular, Contractor/Consultant shall assume the defense affirmatively at its sole cost whenever such suit is brought in any jurisdiction”</p>	Rejected. SEPTA should not be liable of payment to subs.
46	<p>Section 18 should have the following language deleted:</p> <p>“defend, indemnify and save harmless SEPTA, its Board Members, officers, agents, servants, workmen, employees, subsidizers and indemnities from liability of any kind and will pay all costs and expenses, including consequential damages” and replace with “be responsible”</p>	Rejected. "Be responsible" is too vague and does not obligate Contractor to indemnify.
47	<p>Section 20 should include the following language added to the end of the section:</p> <p>Contractor/Consultant possesses the same termination for convenience rights as SEPTA.</p>	Rejected.
48	<p>Section 21’s final paragraph should be modified as follows:</p> <p>The Contractor/Consultant will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract as well as the cost of non-cancellable commitments.</p>	<p>Accepted with edit below:</p> <p>The Contractor/Consultant will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract as well as the reasonable cost of non-cancellable commitments.</p>
49	<p>Section 22 should be deleted and replaced by the following sentence:</p> <p>Each party will be responsible for its own negligence.</p>	Section 22 is Termination for Cause so not sure which Section this comment relates to or is seeking to delete.



Addendum 03
Date: May 14, 2026
Page 4 of 5

Item #	Question	Answers
54	Section 30.A. should have the following language added at the end of the section: “At anytime, Contractor/Consultant may enter into a court of competent jurisdiction for any matter that has adversely affected the Contractor/Consultant in a financial matter”.	Rejected but agree to replace the last sentence with "If Contactor disagrees with the final decision of the Assistant General Manage of Procurement & Supply Chain Management, or his/her authorized representative, then Contractor may pursue its rights under Section 28."
108	Measurement and Evaluation as a Separate Cost May proposers include a separate annual line item for measurement, evaluation, and continuous improvement activities, such as pre- and post-program data analysis, ROI reporting, and curriculum refinement based on participant feedback? Or must those costs also be absorbed into delivery rates?	Separate costs associated with Course Development, Course Modification only. Per the pricing proposal, costs should be included.



Addendum 03
Date: May 14, 2026
Page 5 of 5

Addendum No. 03

Request for Proposal #26-00025-AKQC

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

The attached Addendum No. 3 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. 3 by signing and returning the Acknowledgement Sheet with the Technical Proposal.

NOTICE

I hereby certify that the changes covered by this Addendum No. 3 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. Questions 42-49, 54, and 108