



1234 Market Street, 11<sup>th</sup> Floor  
Philadelphia, PA 19107

July 12, 2018

To Whom It May Concern:

Subject: RFP No. 18-00093-ARLW-CCT Reservations Call Center

The Southeastern Pennsylvania Transportation Authority (SEPTA) is issuing this Request for Proposals (RFP) to enter into a three (3) year Contract with 2 individual one year options with a qualified Contractor to operate the CCT Reservations Call Center.

Any inquiries regarding this Request for Proposal ("RFP") should be directed to Rebecca Ware at (215) 580-8325, or [rware@septa.org](mailto:rware@septa.org), or at Procurement, Supply Chain & DBE Division, Southeastern Pennsylvania Transportation Authority, 1234 Market Street, 11th Floor, Philadelphia, Pennsylvania 19107.

A Pre-Proposal Meeting will be held on Tuesday, July 24, 2018 at 2:00 P.M. (Prevailing Eastern Time) in Conference Room 11-C at SEPTA at 1234 Market Street, 11<sup>th</sup> Floor, Philadelphia, PA 19107. A representative of your company should be present to discuss the proposed work with representatives of SEPTA.

Please be advised that new security procedures have been implemented for access to SEPTA's 1234 Market Street building. All visitors are now required to sign-in at the front desk located in the lobby area and provide photo identification. Please allow adequate time when submitting procurement documents or when attending any public or private meeting in the building. This process will take approximately 15 to 30 minutes to complete.

All questions pertaining to this request for proposal must be submitted in writing by Tuesday, July 31, 2018 by 11:00 A.M. (Prevailing Eastern Time), to Rebecca L. Ware via e-mail at [rware@septa.org](mailto:rware@septa.org). The answers to all questions submitted will be included in an addendum.

Each proposal shall be submitted in two (2) separate parts, enclosed in two (2) separate envelopes, and identified as Technical Proposal and Price Proposal.

One (1) original (clearly marked) and four (4) copies of the Technical Proposal, plus one CD in searchable "PDF" format and One (1) original (clearly marked) and four (4) copies of the Price Proposal are to be submitted to SEPTA, in writing by Tuesday, August 21, 2018 by 11:00 A.M. (Prevailing Eastern Time).

Please direct all correspondence to:

Rebecca L. Ware  
Senior Contract Administrator  
Procurement, Supply Chain, & DBE Division  
1234 Market Street, 11<sup>th</sup> Floor  
Philadelphia, Pennsylvania 19107  
RFP No. 18-00093-ARLW-CCT Reservations Call Center

Anyone desiring to receive the Request for Proposal documents must respond to SEPTA in writing. Written requests should be submitted to SEPTA's Procurement, Supply Chain and DBE Division, 1234 Market Street, 11<sup>th</sup> Floor, Philadelphia, PA 19107 or may be sent via e-mail to [Rware@septa.org](mailto:Rware@septa.org) (telephone no. 215-580-8325).

**CAUTION:** Any subsequent correspondence and follow-up documentation concerning this Request for Proposal No. 18-00093-ARLW- CCT Reservations Call Center will only be sent to proposers who have submitted written requests (via e-mail to Rebecca Ware) for the proposal documents. It is the proposer'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 the Contract Documents **must be made in writing and submitted with the questions**. 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.

Contractor will be required to comply with all applicable Equal Employment Opportunity laws and regulations.

July 12, 2018

All proposers will be required to certify compliance with Executive Order 12549 (ineligible contractors).

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

Sincerely,

*Rebecca L. Ware*

Rebecca L. Ware  
Senior Contract Administrator  
Procurement, Supply Chain & DBE Division