



SEPTA - Unified Endpoint Management (UEM) Managed Services Program Expression of Interest (EOI)

Date: April 9, 2026

1. Purpose

The purpose of this EOI is to identify vendors capable of delivering fully outsourced UEM managed services supporting frontline, shift-based operations across SEPTA's operating footprint.

Qualified firms must demonstrate the ability to:

- a) Provide end-to-end ownership of device lifecycle management for corporate-owned iPad devices.
- b) Operate UEM platforms in a 24x7, mission-critical transit environment.
- c) Provide direct Service Desk support to frontline users.
- d) Manage cellular service providers on behalf of SEPTA, including lifecycle and cost governance.
- e) Enforce cybersecurity, authentication, and Data Loss Prevention (DLP) controls.
- f) Integrate all operational activity with SEPTA's IT Service Management (ServiceNow) platform.
- g) Support geographically distributed operations including depots, yards, stations, and major people centers.

2. Background

- a) SEPTA is the sixth-largest transit agency in the United States, serving a five-county region in southeastern Pennsylvania. SEPTA operate hundreds of routes, stations, depots, and facilities and supports a large, distributed frontline workforce operating on a 24x7 basis.
- b) SEPTA is expanding the use of corporate-owned mobile devices to support frontline operations, safety, and service delivery. This requires a secure, scalable, and operationally resilient UEM managed services model that does not rely on SEPTA staff for day-to-day execution.

3. Information Requested

SEPTA seek firms with the following core capabilities:

- a) UEM Managed Services Expertise
 - Demonstrated experience delivering fully outsourced UEM services in large public-sector or critical infrastructure environments.
 - Experience supporting frontline, shift-based workforces at scale (1,000+ devices preferred).
- b) Device Lifecycle Management
 - End-to-end lifecycle ownership including procurement, enrollment, deployment, support, refresh, and decommissioning.
 - Zero-touch enrollment and full asset traceability across device, user, UEM, and cellular services
- c) Service Desk and Field Support
 - Direct Service Desk support for frontline users as the single point of contact.
 - Remote remediation and on-site support at depots and major people centers, including same-day swap-out where operational impact is high.

- d) Cellular Service Provider Management
 - Management of cellular service providers on behalf of SEPTA, including line activation, suspension, modification, and deactivation.
- e) Usage monitoring, cost controls, roaming management, and billing reconciliation.
 - Immediate cellular suspension for security or offboarding events.
- f) Cybersecurity, Authentication, and DLP
 - Enforcement of device security baselines and OS compliance.
 - User and device-based authentication with immediate access revocation upon non-compliance or separation.
 - Application-level DLP controls preventing unauthorized data movement.
 - Automated removal of corporate data upon offboarding, loss, or theft.
- g) ITSM / ServiceNow Integration
 - Integration with SEPTA's ITSM platform as the system of record.
 - Incident, request, change, asset, and lifecycle events tracked through ServiceNow.
 - SLA, compliance, and governance reporting derived from ITSM data.
- h) Device Refresh
 - Planned device refresh aligned to a SEPTA-approved lifecycle (e.g., 36–48 months).
 - Advance refresh forecasting and same-day swap-out at high-impact locations where feasible.

4. Vendor Response Requirements

- a) Company Overview
 - Company name, headquarters, and primary point of contact
 - Years of experience delivering managed mobility or UEM services
- b) Experience and References
 - At least three relevant case studies in public-sector, transit, or critical operations environments
 - Client references with contact information
- c) Proposed Operating Model
 - Description of fully outsourced delivery approach
 - Service Desk and field support model
 - Carrier management approach
 - Cybersecurity and DLP enforcement model
- d) Staffing and Key Personnel
 - Roles, qualifications, and relevant experience
 - Transit or public-sector experience preferred
- e) Assumptions and Dependencies
 - Vendor assumptions
 - SEPTA governance touchpoints
 - Risks and mitigation strategies

5. Vendor Response Requirements

- a) Deadline: May 8, 2026
- b) Format: PDF or Word document
- c) Submission Method: Email to [jbenante@septa.org]
- d) Subject Line: “EOI – UEM Managed Services – [Firm Name]”

6. Next Steps

SEPTA will review EOI submissions to assess market capability and may invite select respondents to participate in follow-up discussions or demonstrations. Information gathered will inform the development of a potential RFP.

7. Disclaimer

This EOI is issued for information-gathering purposes only and does not obligate SEPTA to issue a solicitation, award a contract, or reimburse any costs incurred in responding.