



SEPTA - UNIFIED ENTERPRISE TRANSIT OPERATIONS PLATFORM

Expression of Interest (“EOI”)

Date: March 25, 2026

1.0 Introduction

The Southeastern Pennsylvania Transportation Authority (“SEPTA”) is issuing this Expression of Interest (“EOI”) to gather information from qualified vendors capable of providing:

- 1.1 An enterprise transit operations software platform, and/or
- 1.2 Professional services to support implementation, integration, and modernization of such a platform

The intent is to identify solutions that can support SEPTA’s transition to a modern, integrated enterprise architecture, with alignment to enterprise workforce and financial systems.

SEPTA operates a large, multi-modal transportation system, including bus, rail, and specialized services, supported by a complex, unionized workforce. As part of ongoing modernization efforts, SEPTA seeks to evolve its operational platforms to be scalable, data-driven, and tightly integrated across the enterprise.

2.0 Purpose

- 2.1 The purpose of this EOI is to:
 - 2.1.1 Identify vendors with proven software platforms and/or professional service capabilities supporting enterprise transit operations
 - 2.1.2 Understand available technology solutions and implementation approaches across the market
 - 2.1.3 Evaluate vendor capabilities to design, implement, and integrate transit operations platforms within an enterprise environment
 - 2.1.4 Assess vendor experience supporting large, unionized, multi-modal transportation authorities

This EOI is for information-gathering purposes only and does not constitute a commitment to procure.

3.0 Background

3.1 SEPTA currently operate systems supporting:

- 3.1.1 Scheduling and workforce planning
- 3.1.2 Dispatch and real-time operations
- 3.1.3 Workforce time capture and attendance tracking

3.2 SEPTA is transitioning to a modern enterprise architecture with clear separation between:

- 3.2.1 Operational systems (transit platform)
- 3.2.2 Enterprise systems (workforce, payroll, financial)

The future-state environment will require tight integration and elimination of overlapping functionality.

4.0 Scope of Interest

4.1 SEPTA is interested in solutions that can:

- 4.1.2 Provide a unified transit operations platform, or
- 4.1.3 Provide specialized capabilities and integration services that support the target architecture

4.2 Solutions may include:

- 4.2.1 Full platforms
- 4.2.2 Modular components
- 4.2.3 Integration frameworks and approaches
- 4.2.4 Professional Services

5.0 Functional Requirements

5.1 Scheduling & Planning

Vendors should describe capabilities for:

- Timetabling and service design
- Vehicle blocking and run cutting
- Operator bidding and roster generation

- Scenario modeling and optimization

5.2 Dispatch & Real-Time Operations

Vendors should describe capabilities for:

- Workforce dispatch and assignment
- Real-time operational adjustments
- Incident and disruption management
- Integration with control center systems

5.3 Workforce Operations

Vendors should describe capabilities for:

- Attendance tracking
- Exception management
- Labor rule enforcement

5.4 Time Capture

Vendors should describe capabilities for:

- Methods for capturing workforce activity and time worked
- Data accuracy and validation controls
- Output formats for enterprise integration

5.5 Optimization

Vendors should describe capabilities for:

- Optimization capabilities
- Scenario analysis
- Resource and cost modeling

6.0 Platform Architecture & Design

6.1 Vendors should describe their solution that:

6.1.1 Supports a planning-first, structured workflow model

6.1.2 Uses centralized scheduling as the operational foundation

6.1.3 Minimizes manual intervention through rule-based processing

6.1.4 Supports data-driven decision making

7.0 Workforce & Labor Capabilities

7.1 Vendors should demonstrate:

7.1.1 Support for multiple unions and labor agreements

7.1.2 Configurable labor rule engines

7.1.3 Ability to manage seniority-based assignments

8.0 Integration & Enterprise Alignment

8.1 Integration Approach

Vendors should describe:

- API capabilities
- Middleware compatibility
- Real-time vs batch processing

8.2 Data Exchange

Vendors should describe how their solution handles:

- Inbound workforce data
- Outbound time and attendance data
- Exception and event reporting

8.3 Data Governance

Vendors should describe:

- Data validation processes
- Error handling
- Reconciliation capabilities

9.0 Implementation Approach

9.1 Vendors should describe:

- High-Level Implementation Approach
- Implementation methodology
- Transition strategy
- Coexistence with existing systems
- Risk mitigation approach

10.0 Vendor Qualifications

10.1 Vendors must provide:

- Experience with large transit agencies
- Multi-modal deployment experience
- Experience in unionized environments
- Integration experience with enterprise systems

11.0 Vendor Response Format

11.1 Responses should include:

- Executive Summary
- Company Overview
- Solution Overview
- Functional Capabilities
- Architecture & Integration Approach
- Labor Rule Management in alignment with a Governing ERP Approach
- Implementation Strategy
- Relevant Experience & References

12.0 Evaluation Considerations

12.1 Responses will be reviewed based on:

- Alignment with requirements
- Demonstrated experience
- Integration capabilities
- Scalability and reliability
- Innovation and optimization capabilities

13.0 Disclaimer

This Expression of Interest is issued for information-gathering purposes only and does not oblige SEPTA to issue a solicitation or award a contract. SEPTA reserve the right to modify, cancel, or take no further action related to this EOI at its sole discretion

14.0 Submission Details

14.1 Deadline: April 24, 2026 by 11:00 am ET

14.2 Format: PDF or Word document, maximum 15 pages

14.3 Contact: Karen Cyphers - karen.cyphers@septa.org

14.4 Subject Line: "EOI – Unified Enterprise Transit Operations Platform – [Firm Name]"

Submissions should clearly describe the firm's approach, methodology, relevant experience, and proposed engagement model across all four workstreams

SEPTA will review all submissions and develop a shortlist of qualified firms. Selected firms may be invited to engage with SEPTA stakeholders to further discuss their approach and demonstrate alignment with SEPTA's technical and business requirements.

Information gathered through this EOI will inform SEPTA's development of a formal competitive solicitation.

15.0 Next Steps

SEPTA will review all submissions and develop a shortlist of qualified firms. Selected firms may be invited to engage with SEPTA stakeholders to further discuss their approach and demonstrate alignment with SEPTA's technical and business requirements. Information gathered through this EOI will inform SEPTA's development of a formal competitive solicitation.

16.0 Conclusion

SEPTA is seeking insight into modern, enterprise transit operations platforms capable of supporting complex, large-scale operations while aligning with a broader enterprise systems strategy.