



SEPTA – Integrated Platform-as-a-Service (iPaaS)

Expression of Interest (EOI)

Date: April 6, 2026

1. Introduction

The Southeastern Pennsylvania Transportation Authority (SEPTA) is the Nation's 6th largest provider of Public Transportation service in the City of Philadelphia and the five surrounding Counties in Southeastern Pennsylvania and also provides service to residents of New Jersey and Delaware. SEPTA provides bus, trolley, subway, and commuter rail services and employs over 9,500 union and non-union employees.

2. Objective

SEPTA is soliciting Expressions of Interest from qualified firms/vendors to provide an **Integrated Platform-as-a-Service (iPaaS)** solution to support enterprise-wide integration, automation, orchestration, and API management.

The purpose of this EOI is to gain interest from qualified firms/vendors to source an integrated iPaaS platform that provides:

- Secure and scalable integration between applications and systems
- API lifecycle management and governance
- Workflow automation and orchestration
- Data transformation and mapping
- Real-time and batch integration capabilities
- Monitoring, logging, alerting, and performance analytics
- Support for hybrid cloud architectures

The objective of the iPaaS solution is for SEPTA to achieve the following:

- Reduce time and cost of system integration
- Improve data quality and interoperability
- Enable reusable integration assets and API catalogs
- Strengthen integration governance and security
- Support modernization initiatives and cloud migration
- Improve operational visibility and integration reliability

3. Scope of Services

The selected vendor(s) will be responsible for delivering an iPaaS solution that includes, but is not limited to, the following capabilities:

3.1 Integration Capabilities

- Pre-built connectors for common enterprise platforms (ERP, CRM, HRIS, finance, messaging, databases, cloud platforms)
- Support for REST, SOAP, GraphQL, SFTP, MQTT, event streaming, and message queues
- ETL/ELT and data mapping capabilities
- Event-driven and real-time integration support
- Support for microservices and containerized workloads

3.2 API Management

- API design, publishing, versioning, and retirement
- API gateway functionality and policy enforcement
- Developer portal and API documentation tools
- API security and throttling controls
- API monetization support (optional)

3.3 Automation & Orchestration

- Workflow automation and orchestration
- Business process integration and low-code/no-code tools
- Support for integration triggers, scheduling, and event handling
- Integration with enterprise service management tools

3.4 Security & Compliance

- Role-based access control (RBAC) and identity integration (SAML, OAuth2, OpenID Connect, LDAP/AD)
- Encryption in transit and at rest
- Audit logging and compliance reporting
- Secure key and secrets management
- Compliance alignment (SOC 2, ISO 27001, HIPAA, PCI, GDPR, etc. as applicable)

3.5 Observability & Operations

- Centralized monitoring dashboard
- End-to-end integration tracing
- Alerting, incident reporting, and SLA reporting
- Automated error handling and retry mechanisms
- Logging integration with SIEM platforms

3.6 Deployment & Architecture

- Support for SaaS-based iPaaS and hybrid deployment models
- Multi-tenant architecture options
- High availability, scalability, and disaster recovery support
- Support for sandbox, test, and production environments

3.7 Implementation & Support Services

- Implementation and onboarding services
- Training for administrators, developers, and business users
- Ongoing managed services options
- Technical support model and SLAs
- Upgrade and roadmap management

4. Vendor Qualifications

Vendors responding to this EOI should provide the following information:

4.1 Vendor Profile

- Company overview, headquarters location, years in operation
- Relevant certifications and compliance standards
- Financial stability summary (optional)
- Experience in similar industries or comparable organizations

4.2 Solution Overview

- Product description and core platform features
- Architecture and deployment options (SaaS, hybrid, on-prem support)
- Integration, API management, and automation capabilities
- Scalability limits and performance benchmarks

4.3 Technical Capabilities

- Supported connectors and integration protocols
- Support for event-driven architecture
- API gateway and management features
- DevOps enablement (CI/CD integration, infrastructure-as-code support)
- Data transformation and schema mapping capabilities

4.4 Security & Compliance

- Identity management integration and access controls
- Security architecture and encryption standards
- Compliance certifications (SOC2, ISO, FedRAMP, etc.)
- Data residency options and tenant isolation model

4.5 Support and Service Model

- Support model (24/7 availability, response times, escalation process)
- SLAs and uptime guarantees
- Customer success model and training offerings
- Implementation methodology and typical delivery timeline

4.6 Licensing and Commercial Model (Optional)

- Licensing approach (subscription, usage-based, tiered pricing)
- Estimated cost ranges for mid-sized and enterprise deployments
- Cost factors (connectors, transactions, environments, API calls, runtime instances)
- Contract term options and renewal policies

4.7 References and Case Studies

- At least three (3) relevant customer references
- Case studies demonstrating similar integration challenges
- Examples of measurable outcomes (reduced integration time, improved reliability, etc.)

4.8 Roadmap and Innovation

- Product roadmap for the next 12–24 months
- AI/ML integration capabilities (if applicable)
- Future support for emerging standards and technologies

5. Submission Details

- Deadline: April 30, 2026
- Format: PDF or Word document, maximum 15 pages
- Contact: Racquel Burden
- Subject Line: “EOI – Integrated Platform-as-a-Service – [Firm Name]”

Submissions should clearly describe the firm’s approach, methodology, and relevant experience for providing an Integrated Platform-as-a-Service solution for SEPTA.

6. 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.

7. 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.