

## **EOI – INTEGRATED PLATFORM-AS-A-SERVICE (iPaaS)**

### **QUESTIONS AND ANSWERS**

1. Could SEPTA share details of its current integration landscape, including the primary technologies, platforms, and middleware in use today?  
Information regarding SEPTA's technology infrastructure and landscape will be provided in the upcoming RFP.
2. Has SEPTA already identified or shortlisted any preferred iPaaS platforms under consideration, or is the evaluation fully open?  
The purpose of this EOI is to establish a shortlist of qualified vendors based on the responses received.
3. Are there existing vendor partnerships or technology standards that influence platform selection?  
SEPTA is currently in the process of modernizing its technology infrastructure to meet current information technology standards.
4. What are the current pain points SEPTA faces with integration (e.g., data silos, latency, lack of API governance, manual workflows)?  
The current technology infrastructure is segmented and lacks scalability and expandability that a modern technology infrastructure has to integrate multiple data sources.
5. Is there a strong preference for cloud-first deployment, or will hybrid/on-premise models be equally considered?  
SEPTA strongly prefers a cloud environment model.
6. What is SEPTA's expected transaction volume and scalability requirements for the iPaaS solution?  
More information regarding current transaction volume will be provided in the upcoming RFP.
7. Could SEPTA outline its integration roadmap for the next 12–24 months, including major modernization or cloud migration initiatives?  
SEPTA will complete an initiative to obtain and implement an Enterprise Resource Planning platform for the organization. The projected timeframe for completion is within 36 months.



8. Are there specific business transformation projects that the iPaaS solution should support in the next 12-24 months?  
Information regarding SEPTA's business transformation projects will be provided in the upcoming RFP.
9. Could SEPTA provide insight into the complexity of its current ETL/ELT processes, and the data volumes and throughput requirements?  
Information regarding SEPTA's ETL/ELT processes, and the data volumes and throughput requirements will be provided in more detail in the upcoming RFP.
10. What ERP, HRIS, CRM, and financial systems are currently in use? (Infor, SuccessFactors, etc.)?  
The purpose of this EOI.
11. How many distinct applications and systems need to be integrated, both now and in the next 2–3 years?  
SEPTA is currently in the process of modernizing its technology infrastructure to meet current information technology standards. More information will be provided with the release of the upcoming RFP.
12. Are there any legacy on-premise systems that must remain on-prem long-term, or is full cloud migration the eventual goal?  
SEPTA's goal is to realize a fully cloud based application
13. What are the approximate transaction volumes per day/month across integrations?  
More information regarding current transaction volume will be provided in the upcoming RFP.
14. What is the largest payload size anticipated? Are there bulk file transfers (e.g., SFTP batch files from payroll or finance)?  
More information regarding current transaction volume will be provided in the upcoming RFP.
15. Are there any real-time, sub-second latency requirements, and for which specific use cases?  
More information will be provided in the upcoming RFP.



16. What cloud platforms does SEPTA currently use or plan to adopt (Azure, AWS, GCP)?  
Information regarding SEPTA's technology infrastructure and landscape will be provided in the upcoming RFP.
17. Does SEPTA have an existing API gateway in place (Apigee, AWS API Gateway, Azure APIM), or is API management a greenfield need?  
More information will be provided in the upcoming RFP.
18. Beyond the protocols listed, are there any transit-specific standards required — e.g., GTFS, GTFS-RT, or NTD reporting integrations?  
More information will be provided in the upcoming RFP.
19. Are there any EDI requirements (X12, EDIFACT) for vendor or partner integrations?  
More information will be provided in the upcoming RFP.
20. Is there a need to integrate with SCADA or OT systems for rail/infrastructure operations?  
More information will be provided in the upcoming RFP.
21. Is Apache Kafka or any event streaming platform already in use?  
More information will be provided in the upcoming RFP.
22. Which operational systems generate events that need to be streamed (e.g., vehicle telemetry, fare collection, incident management)?  
More information will be provided in the upcoming RFP.
23. Does SEPTA fall under any federal cybersecurity mandates (e.g., TSA cybersecurity directives for public transit, FTA requirements)?  
Security requirements will be provided in the upcoming EOI.
24. Is FedRAMP authorization a hard requirement, or a preference?  
More information will be provided in the upcoming RFP.
25. What identity provider does SEPTA use (Azure AD, Okta, on-prem Active Directory)?  
More information will be provided in the upcoming RFP.

26. Are there data residency requirements — must data remain within the US or within Pennsylvania specifically?  
More information will be provided in the upcoming RFP.
27. Is there a specific SIEM platform in use today (Splunk, Microsoft Sentinel) that log integration must support?  
More information will be provided in the upcoming RFP.
28. How many integration developers and architects are on staff today?  
More information will be provided in the upcoming RFP.
29. Is there an existing API catalog or policy framework, or is this being built from scratch?  
More information will be provided in the upcoming RFP.
30. What is the anticipated go-live timeline, and are there any hard deadlines tied to system retirements or go-lives of other platforms?  
More information will be provided in the upcoming RFP.
31. What is SEPTA's rough budget range or expected pricing model preference (subscription, consumption-based)?  
More information will be provided in the upcoming RFP.
32. Are there MBE/WBE or local subcontracting requirements that a prime vendor would need to satisfy?  
More information will be provided in the upcoming RFP.
33. Beyond this EOI, what does SEPTA's evaluation process look like — will there be a formal RFP, oral presentations, or a proof-of-concept/demo requirement?  
After review of the responses from this EOI, SEPTA plans to release a formal RFP for potential vendors to respond.