

May 13, 2025

To Whom It May Concern:

Subject: Expression of Interest – Key Advantage Transit Benefits CRM Platform

SEPTA is conducting an industry review to gain market insight with the goal of finalizing its Request for Proposal (“RFP”) solicitation documents for the Key Advantage Transit Benefits CRM Platform.

SEPTA requests that interested parties submit an EOI response document containing responses to the Authority’s questions and technical specification comments **no later than 3:00 PM. (Prevailing Eastern Time) Friday May 30, 2025.**

SEPTA does not intend to hold discussions at this time; however, SEPTA may contact interested parties to schedule individual meetings with SEPTA’s staff either at our headquarters in Philadelphia or virtually via video conference. When the review is completed, SEPTA intends to solicit and then award a contract.

If your organization is interested in this project, please submit all documentation to me at jcoombs@septa.org.

By participating in this EOI the Proposer is unconditionally agreeing to the following: (i) SEPTA will be authorized to use any information submitted, referenced, or presented during this EOI including, but not limited to a potential Scope of Services; (ii) SEPTA shall be authorized to reproduce, distribute, display, and create derivative works from any information received during this EOI; and (iii) SEPTA shall not be obligated to engage or otherwise compensate Proposer in any manner or for any reason for SEPTA’s use of any information and/or material submitted by Proposer during this EOI or information contained therein, or any other right granted hereunder.

Please note that this is not a vendor selection process. This letter must not be interpreted as an award of a contract or as a commitment to reimburse for any costs incurred in the preparation or participation of this EOI.

Thank you for your interest in the Authority.

Sincerely,

A handwritten signature in black ink that reads 'James Coombs'.

James Coombs
Director, Contract Administration
SEPTA’s Procurement and Supply Chain Management