



April 24, 2025

To Whom It May Concern:

**Subject:** Expression of Interest – Outsourcing of Medical Services

SEPTA is conducting an industry review to gain market insight with the potential for a future solicitation of a Request for Proposal (“RFP”) for the Outsourcing of Medical Services.

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 PM. (Prevailing Eastern Time) Thursday May 22, 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.

All questions pertaining to this EOI must be submitted in writing to James Coombs, via e-mail, **no later than 3 PM (Prevailing Eastern Time) Thursday May 1, 2025.** The answers to all questions submitted will be forwarded to all prospective respondents.

If your organization is interested in this project, please submit all documentation to me at [jcoombs@septa.org](mailto: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' in a cursive script.

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

SEPTA's Office of Budgets & Transformation is seeking an Expression of Interest (EOI) from qualified medical service providers regarding the potential outsourcing of medical services – for full or partial outsourcing – for the Authority. Medical services may include, but are not limited to: pre-employment and periodical examinations, drug and alcohol testing, management of work-related injuries, return-to-work evaluations, vaccines, ongoing occupational health services and other health screenings. Testing and services must be aligned with the requirements of the Department of Transportation (DOT), Federal Railroad Administration (FRA) and Federal Transit Administration (FTA) as necessary.

This is the first investigation into the option to outsource medical services, so we are seeking information regarding contract models, performance oversight, benefits and challenges to such an arrangement, and key considerations. The objective is to understand market capabilities and explore potential partnership models that support our operational, regulatory, and employee health needs. SEPTA invites submissions to reflect partial or full outsourcing, a phased approach or any combination that will result in cost reduction, improved service quality, enhanced regulatory compliance, and greater expediency in the employee hiring and onboarding process.

Submissions are requested to provide guidance on the following components:

- **Scope of Services:** What functions are typically outsourced (e.g., pre-employment physicals, occupational health, compliance screenings)? Capacity for scaling?
- **Vendor Capabilities:** What key qualifications, certifications, and performance benchmarks should we look for? Typical KPIs to track vendor performance?
- **Technology platforms and reporting capabilities:** What does communication look like for the vendor/client relationship? Access to information, data and reporting?
- **Transition Process:** What are the critical steps, challenges, and lessons learned from peer transit agencies? Key factors to ensure continuity of service during implementation? Internal staffing levels to manage outsourcing of services?
- **Cost & Compliance:** What are the standard pricing models? How do agencies ensure regulatory alignment (DOT, OSHA, FMLA) and mitigate risks? Maintain data security and compliance?
- **Employee Impact:** How have other agencies effectively communicated such a transition and addressed labor concerns?
- Any additional key considerations.