



**Southeastern Pennsylvania Transportation
Authority (SEPTA)**

**Real Estate
Management
System**

V.4

Expression of Interest

March 2025



Introduction

The Southeastern Pennsylvania Transportation Authority (SEPTA), the sixth-largest public transportation system in the United States, is seeking input from qualified vendors, solution providers, and integrators regarding Commercial Off-The-Shelf (COTS) real estate management systems.

SEPTA manage a diverse and growing portfolio of property assets across Southeastern Pennsylvania, including land parcels, buildings, lease properties, easements, right-of-way and critical infrastructure. To support its strategic goals in asset optimization, lease administration, compliance, and development opportunities, SEPTA is exploring a modern, cloud-based solution that can enhance the efficiency, visibility, and automation of real estate operations.

This Expression of Interest (EOI) is designed to:

- Gauge industry capabilities and innovations
- Solicit feedback on proposed features and scope
- Identify potential solution partners
- Inform a future solicitation (RFP or other procurement process)

This EOI is not a Request for Proposal (RFP). Instead, it serves as an early market engagement tool to:

- Gather industry best practices
- Understand available solution models
- Validate our preliminary scope
- Explore implementation timelines and services
- Identify concerns or improvements to our current direction

Vendors are encouraged to suggest additional capabilities, integration approaches, or solution architectures based on their expertise and lessons learned from similar deployments.

Current Environment

SEPTA currently use a mix of legacy systems and manual processes to manage leases and renewals, property inspections, easement tracking, document management, and financial billing. Our goal is to replace fragmented practices with a unified system supporting real estate lifecycle management with:

- Modern digital workflows
- Centralize Data Store
- Geospatial intelligence
- Security and compliance
- Data integration with enterprise tools (Microsoft 365, SharePoint, ERP)



Preliminary Scope of Services

The selected Real Estate Management System (REMS) should include the following capabilities:

Property & Lease Management

- Centralized database for property records, including buildings, land parcels, easements, right-of-way, agreements, and operational leases.
- Automated lease tracking, including contract start/end dates, amendments, rent escalations, and renewal notifications.
- Critical Date Alerts, including active/expiring/inactive agreements, certificates of insurance, leases, payments, right of way.
- Tenant management, including contact information, lease compliance, automated invoicing, and invoice management.
- Document storage and versioning for deeds, agreements, leases, certificates of insurance, and other legal contracts and documents.
- Property inspections and condition reports with scheduled workflows and maintenance tracking.

Financial & Accounting Management

- General ledger, accounts payable, and accounts receivable integration.
- Multi-entity, multi-property accounting for portfolio-wide financial tracking.
- Budgeting and forecasting tools for real estate expenditures.
- Common Area Maintenance (CAM) reconciliation and expense allocation.
- Automated invoice generation and tracking with approval workflows.

Reporting & Business Intelligence

- Customizable dashboards for real-time portfolio insights.
- Automated lease performance tracking with vacancy analytics.
- AI-driven revenue forecasting and predictive modeling.
- Expense-to-income ratio analysis for cost efficiency assessment.
- Regulatory compliance and audit logs with historical tracking.

Security & Compliance

- End-to-end data encryption for sensitive financial and lease data.
- Role-based access controls and multi-factor authentication (MFA).
- Comprehensive audit logging and fraud detection.
- Regulatory compliance tracking (FASB, IFRS, ASC 842, GDPR, HIPAA, etc.).



Maintenance & Work Order Management

- Work order management for scheduling, assigning, and tracking maintenance tasks.
- Preventive maintenance scheduling for property assets and leased spaces.
- Predictive analytics for asset lifecycle tracking and cost forecasting.
- IoT sensor integration for real-time monitoring of HVAC, plumbing, and other building systems.
- Cost tracking and contractor performance reporting.

GIS & Mapping Integration

- Parcel boundary visualization with Google Maps & ESRI ArcGIS integration.
- Heatmaps for lease occupancy, revenue generation, and risk assessment.
- Location-based lease tracking and zoning overlay support.

Key Business, Non-Technical, and Technical Requirements (Preliminary)

Business Requirements:

- Multi-property, multi-asset management across SEPTA's portfolio.
- Automated workflows for lease management, payments, and compliance tracking.
- Multi-departmental collaboration for Finance, Legal, Risk Management, and Engineering.
- Regulatory compliance with local, state, and federal real estate laws.
- Configurable role-based access control for project managers, finance teams, and executives.

Non-Technical Requirements:

- Vendor must provide full implementation services, including data migration and system configuration.
- Comprehensive user training with ongoing support and maintenance.
- Scalability for future expansion, supporting new lease types and property records.
- Native integration with Microsoft 365, SharePoint, and financial ERP systems.

Technical Requirements:

- Cloud-based SaaS solution (AWS, Azure, or equivalent).
- SSO authentication support via SAML or OIDC (Microsoft Azure AD).
- TLS 1.2+ encryption for secure data transmission.
- REST API support for integration with third-party applications.
- Full compatibility with Windows 10, iOS mobile devices, and modern web browsers.



Implementation Timeline & Deliverables (Target)

SEPTA intends to issue a formal Request for Proposal (RFP) by mid-July 2025 based on the business, functional, and technical capabilities obtained from the market via the EOI responses and seeks for the system to be operational within 30 to 90 days after signing of contract. The implementation phases are as follows:

- Phase 1: Requirement gathering, data assessment, and system configuration.
- Phase 2: Data migration and third-party integration setup.
- Phase 3: User training, testing, and quality assurance.
- Phase 4: Go-live and support handoff

Areas for Industry Feedback

- Feedback on proposed scope and timeline
- Suggestions for integration and security models
- Experience with public sector deployments

Proposal Submission Instructions

Interested vendors must submit a proposal including:

- Company background
- Solution architecture and case studies
- Implementation approach, timeline and price ranges (optional)
- Training & Support Plan

SEPTA is committed to acquiring a scalable, fully integrated Real Estate Management System solution that enhances operational efficiency, security, and regulatory compliance. Vendors should demonstrate proven expertise in real estate technology solutions and enterprise-level system deployments.

Attachments:

- Appendix A: Acceptance Criteria Grid



Appendix A: Preliminary Acceptance Criteria Grid

Category	Requirement Description	Must-Have / Should Have	Vendor Notes
Property Management	Centralized database for properties and leases	Must-Have	
Lease Administration	Automated lease tracking and renewal notifications	Must-Have	
Tenant Management	Contact, invoicing, and compliance management	Must-Have	
Document Control	Versioning and secure storage of legal documents	Must-Have	
Work Order Management	Preventive maintenance, AI and tracking	Should-Have	
GIS Integration	Parcel boundary and zoning overlays with ESRI or Google Maps	Must-Have	
Security	Role-based access controls and MFA	Must-Have	
Financial Integration	ERP integration and CAM reconciliation	Must-Have	
Reporting & BI	Dashboards and predictive analytics	Should-Have	
Compliance	Support for ASC 842, GDPR, HIPAA	Must-Have	