

ATTACHMENT 2 - REQUEST FOR PROPOSAL SAP SUPPORT SERVICES

For: TPA SAP Level 2 Incident Management and SAP Enhancement Services

Please review the attached document and submit your Proposal to the address noted below by the closing deadline of **12:00 noon (local Toronto time) on November 6, 2020**

Proposals will not be considered unless:

Received by the date and time specified above; and

Received at the email address specified below.

Submission by facsimile or mail is not acceptable.

Information and/or site meeting requirements:

Required: (yes/no)	No
Attendance Requirement: (mandatory/voluntary)	Voluntary <i>(Note: Please submit any initial questions you may have in advance of the information session to the contact noted below)</i>
Date:	October 23, 2020
Time:	1:00 PM
Location:	Virtual link will be provided to respondents wishing to attend

Deadline for Final Questions (must be emailed):	October 30, 2020 12:00PM (Noon)
Deadline for Issuance of any Addenda	November 6, 2020
Toronto Parking Authority Contact: Patrick Morgan (e) TPA20200915@greenpparking.com	

All response submissions must be submitted by email to: proposalresponse@greenpparking.com and include the subject line: **RFP #TPA20200915 SAP Support & Enhancement Services.**

The Purchasing Department will not be held responsible for submission documents submitted in email(s) that are not labelled in accordance with the above instructions.

Schedule of Events:

The following table outlines the RFP Schedule of Events of this RFP

Dates	Activity
Sep 18, 2020	RFP Issue Date
Oct 23, 2020	Meeting with TPA - Virtual
Oct 30, 2020	Deadline for Proponents' questions
Nov 6, 2020	RFP response deadline
Nov 27, 2020	RFP proposal presentation (if requested)
Dec 4, 2020	Reference checks
Dec 11, 2020	Approval and Contract execution
Feb 2021	Implementation / Transition

TABLE OF CONTENTS

1	TERMINOLOGY	4
1.1	References to Labeled Provisions	4
1.2	Definitions.....	4
1.3	Interpretation	6
1.4	RFP Process Terms and Conditions.....	7
2	PURPOSE AND BACKGROUND	7
2.1	Purpose.....	7
2.2	Voluntary Information Meeting.....	7
2.3	Organizational Background	7
2.4	Background	8
3	INSTRUCTIONS TO RESPONDENTS.....	8
3.1	Term.....	8
3.2	RFP Instructions.....	9
3.3	Schedule of Events.....	9
3.4	Communication with TPA	9
3.5	Inquiries Regarding this RFP	9
3.6	Addenda/Addendum.....	10
3.7	Ownership of Response	10
3.8	Respondents shall bear their own costs	10
3.9	Limitation of Liability	10
3.10	Municipal Freedom of Information and Protection of Privacy Act	10
3.11	Intellectual Property Rights.....	11
3.12	TPA Confidential Information	11
3.13	Cancellation.....	11
4	TPA SAP SOLUTION SCOPE	11
5	SCOPE OF WORK (SOW)	12
5.1	General Preamble	12
5.2	Staffing	12
5.2.2	Staff Changeover.....	13
5.2.3	TPA & Vendor Staff Interactions.....	13
5.2.4	Vendor Staff Confidentiality	13
5.3	Service Delivery Ramp-Up	13
5.4	Incidents and Enhancements.....	14

5.4.1	Incidents.....	14
5.4.2	Enhancements and Extensibilities	14
5.4.3	Escalations.....	15
5.4.4	SLAs and SLOs.....	15
5.4.5	Project Implementations	15
5.5	Level 2 Incident Management Service	16
5.5.1	Help Desk Delivery	16
5.5.2	Automated Incident Calls.....	17
5.5.3	Incident Close Out	17
5.5.4	Extended and Emergency Support Hours.....	17
5.5.5	Service Reporting.....	17
5.6	Business Continuity Plans	18
5.7	Continuous Improvement and Annual Review	18
6	PROPOSAL EVALUATION AND SELECTION PROCESS.....	18
6.1	Selection Committee	18
6.2	Selection Criteria	18
6.3	Selection Process.....	19
6.4	Schedule of Events.....	19
6.5	Clarifications.....	20
6.6	Interviews or Demonstrations	20
6.7	Evaluation Results.....	20
6.8	Negotiations and Agreement	21
7	PROPOSAL SUBMISSION REQUIREMENTS	21
7.1	General Overview.....	21
7.2	Proposal Documentation and Delivery.....	22
7.3	Proposal Content.....	23
	APPENDIX A - RFP Process Terms and Conditions.....	29
	APPENDIX B - Agreement Terms and Conditions	37
	APPENDIX C – Standard Submission Forms	44
	APPENDIX D - SUPPLEMENTARY SUBMISSION FORMS.....	50
	APPENDIX E - PROPOSAL EVALUATION TABLE	51

1 TERMINOLOGY

1.1 References to Labeled Provisions

Each reference in this Request for Proposal to a numbered or lettered “section”, “subsection”, “paragraph”, “subparagraph”, “clause” or “subclause” shall, unless otherwise expressly indicated, be taken as a reference to the correspondingly labelled provision of this Request for Proposal (RFP).

1.2 Definitions

Throughout this Request for Proposal, unless inconsistent with the subject matter or context,

“Addendum” or “Addenda” means any document or documents issued by the Toronto Parking Authority prior to the Closing Deadline that changes the terms of the RFP or contains additional information related to the RFP;

“Affiliated Person” means everyone related to the Proponent including, but not limited to employees, agents, representatives, organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, parent companies, and subsidiaries, whether partly or wholly-owned, as well as individuals, and directors, if:

- A. Directly or indirectly either one controls or has the power to control the other,
or
- B. A third party has the power to control both.

“Agreement” means any written contract between the Toronto Parking Authority and a Vendor or any purchase order issued by the Toronto Parking Authority to the Vendor with respect to the Services contemplated by this RFP, and shall be deemed to include the terms and conditions for the provision of the Services as set out in this RFP.

“Bidder” means any legal entity, being a person, partnership or firm that submits a Bid, on its own behalf or in behalf of a consortium of two or more Bidders, in response to a formal Request for Proposal Call and “Bidders” shall have a corresponding meaning.

“Business Day” means Monday to Friday inclusive, other than a day that is observed as a statutory holiday in the Province of Ontario.

“Business Hours” means between 08:00 and 17:00 (local time in Toronto, Ontario) on a Business Day. Some specific Locations may have earlier or later open/close times.

“City” means the City of Toronto.

“Closing Deadline” means the date and time specified on the RFP Cover Page or any Addenda issued by the Toronto Parking Authority, as the date and time by which Proponents must submit their Proposal;

“Conflict of Interest” includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, the Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having or having access to information in the preparation of its Proposal that is confidential to the Toronto Parking Authority and not available to other Proponents; (ii) communicating with any person with a view to influencing preferred treatment in the RFP process including the giving of a benefit of any kind, by or on behalf of the Proponent to anyone employed by, or otherwise connected with, the Toronto Parking

Authority ; or (iii) engaging in conduct that compromises or could be seen to compromise the integrity of the open and competitive RFP process and render that process non-competitive and unfair; or (b) in relation to the performance of its contractual obligations in the Toronto Parking Authority contract, the Vendor's other commitments, relationships or financial interests (i) could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or (ii) could or could be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations;

"Council" means City Council.

"Deliverables" means all tasks and activities to be developed for or provided by the Vendor to the Toronto Parking Authority as required by this RFP.

"Effective Date" means the date that the Toronto Parking Authority and the Vendor agree in the Agreement(s) shall be the effective date of the Agreement(s).

"Incident" or "Incidences" an unplanned interruption to or quality reduction of an SAP service, module or component.

"MFIPPA" means the Municipal Freedom of Information and Protection of Privacy Act.

"must", "shall" and "will" used in this RFP denote imperative (mandatory), meaning Proposals not satisfying imperative (mandatory) requirements will be deemed to be non compliant and will not be considered for contract award.

"Project Manager" means the main contact person at the Toronto Parking Authority for all matters relating to the project.

"PCoE" refers to SAP Partner Centre of Expertise

"Proponent" means a legal entity that submits a Proposal. If two or more legal entities wish to submit a Proposal as a consortium, one member of the consortium must be identified as the Proponent with whom the Toronto Parking Authority may enter into an Agreement, and the other member(s) must be identified as subcontractors to that Proponent.

"Proposal" means an offer submitted by a Proponent in response to this RFP, which includes all of the documentation necessary to satisfy the submission requirements of the RFP.

"Purchase Order" means a document issued to the Vendor under the authority of the President that sets out the terms and conditions applicable to the supply of goods and services by a supplier, including reference to any other Contract documents and the contract value.

"Requirements" means all Functional, Technical and Non-Functional Requirements and Documentation for the solution as set out in this RFP.

"RFP" means this Request for Proposal package in its entirety, inclusive of all Appendices and any bulletins or Addenda that may be issued by the Toronto Parking Authority.

"Services" means all services and deliverables to be provided by a Vendor as described in this RFP.

"Service Level Agreement" (frequently referred to as "SLA") means a part of a service contract in which the level of service is formally defined. The Agreement details minimum performance measures at or above which the service delivered is considered acceptable and contains the specific services provided, hours of availability, response times, and systems supported.

"Statement of Work" (frequently referred to as "SOW") is a formal document that captures and defines the work activities, deliverables, and timeline a Vendor must execute in performance of specified work.

"Solution" means a set of goods and services meeting the Toronto Parking Authority's requirements, as set out in this RFP.

"Supplier Code of Conduct" means business ethical standards contained in Article 13 Chapter 195, Purchasing, of the Toronto Municipal Code;

"Vendor" means the successful Proponent with whom the Toronto Parking Authority enters into an Agreement.

"TPA" means the Toronto Parking Authority.

"Toronto Parking Authority Contact" means the TPA employee(s) designated as TPA Contact on the Notice to Potential Proponents for all matters related to the RFP call process.

1.3 Interpretation

In this RFP and in the Agreement, unless the context otherwise necessitates,

- (a) any reference to an officer or representative of the TPA shall be construed to mean the person holding that office from time to time, and the designate or deputy of that person, and shall be deemed to include a reference to any person holding a successor office or the designate or deputy of that person;
- (b) a reference to any Act, bylaw, rule or regulation or to a provision thereof shall be deemed to include a reference to any Act, bylaw, rule or regulation or provision enacted in substitution thereof or amendment thereof;
- (c) all amounts are expressed in Canadian dollars and are to be secured and payable in Canadian dollars;
- (d) all references to time shall be deemed to be references to current time in the City;
- (e) a word importing only the masculine, feminine or neuter gender includes members of the other genders; and a word defined in or importing the singular number has the same meaning when used in the plural number, and vice versa;
- (f) any words and abbreviations which have well-known professional, technical or trade meanings, are used in accordance with such recognized meanings;
- (g) all accounting terms have the meaning recognized by or ascribed to those terms by the Canadian Institute of Chartered Accountants; and

(h) all index and reference numbers in the RFP or any related TPA document are given for the convenience of Proponents and such must be taken only as a general guide to the items referred to. It must not be assumed that such numbering is the only reference to each item. The documents as a whole must be fully read in detail for each item.

1.4 RFP Process Terms and Conditions

This RFP process is governed by the terms and conditions in Appendix 'A'.

2 PURPOSE AND BACKGROUND

2.1 Purpose

The purpose of this RFP is to select a qualified PCoE organization to partner with the Toronto Parking Authority (TPA) to provide services for the ongoing support and development of its SAP environment. More specifically for:

1. Level 2 Incident Management Services;
2. Enhancement Services; and
3. Project Implementation (potential).

2.2 Voluntary Information Meeting

Interested Proponents should attend the information meeting to familiarize themselves with the Project and ascertain the full extent of the work required.

Proponents wishing to attend the meeting must submit an email regarding their intent to attend to: TPA20200915@greenpparking.com and include the subject line: **RFP #TPA20200915 Voluntary Information Meeting RSVP, before October 21, 2020 12:00PM.**

Interested Proponents will receive an email from TPA, detailing the necessary information required to attend the meeting on **October 22, 2020**.

Proponents are expected to designate one (1) individual from their organization to speak on the call with respect to any questions, clarifications, etc. that they might have.

2.3 Organizational Background

The Toronto Parking Authority, branded as "GreenP", is a self-sustaining Agency owned by the City of Toronto, or "the City", or "COT". The TPA's mandate is to provide safe, attractive, conveniently located and competitively priced off and on-street public parking. The TPA provides approximately 22,000 parking spaces in over 250 off-street facilities including 24 parking garages and provides close to 19,000 on-street spaces. The TPA also operates a number of sites on behalf of third party organizations and, administers and manages a portfolio of real-estate holdings. The TPA also operates a bicycle sharing system located in Toronto called Bikeshare which features approximately 270 rental stations located around the City of Toronto.

2.4 Background

In August of 2018, TPA initiated a comprehensive market scan through a formal Request for Information (RFI) process to obtain information about commercially available ERP & Reporting solutions.

As a result of the RFI process, TPA would leverage the terms and conditions of the City of Toronto's Master Services Agreement with SAP Canada, provided for the delivery of a non-customized, single tenant cloud-based software-as-a-service ERP to support TPA's financial and operational growth with a fully hosted, robust, standardized and scalable platform.

In June of 2019, the TPA Board of Directors approved entering into a contract with SAP Canada to provide an SAP S/4HANA Enterprise Resource Planning and Reporting Solution, along with other SAP products and components, software licensing and professional services.

In November 2019, the TPA commenced work to implement the SAP environment. TPA's strategic plan includes a number of significant enterprise projects, transformational in nature. The implementation of SAP enterprise resource planning system, S/4HANA is deemed a critical priority project for 2020. The project scope includes:

- Effective, efficient, transparent, exception management focused back office administration to support growth and transformation.
- Accurate and timely business information and metrics to support decision making, daily management and oversight of operations to employees, managers and senior management, including analysis and relevant feedback on the impact of decisions made.
- Operational efficiency to support customer service focus.
- Visibility to monitor and manage governance and compliance risk.
- Effective, efficient contract management and procurement tools.
- Reduced cost of administration through use of standard work flows and automated controls
- Visibility to compliance risk areas, such as contract management, procurement, asset management and revenue control
- Work order and asset management to align resources and staff activities
- HR functionality – recruiting, cost of hire, training, performance management.
- Finance the ability to move from data entry and transactional processing to providing relevant and timely performance management information.
- Clear visibility to analytics, metrics, trends, operational or statutory compliance risks.

3 INSTRUCTIONS TO RESPONDENTS

The following section details the instructions that Respondents are to follow in their response to the RFP. Only legal entities (i.e. sole proprietorships, partnerships or corporations) able to enter into contracts may submit a Proposal to this RFP.

3.1 Term

The term of the Agreement between TPA and the successful proponent for the required services shall commence February, 2021 and terminate three (3) years from commencement. The TPA, in its sole discretion, has the option to extend the term by two (2) additional one (1) year term(s).

3.2 RFP Instructions

It is the sole responsibility of the Respondent to submit their Response Package to the TPA no later than the closing deadline: **November 6, 2020 at 12:00pm eastern time**. Response Packages submitted after the Closing Date and Time will not be considered.

Response Packages must be marked with a subject of “**RFP #TPA20200916 SAP Support & Enhancement Services**” and must be received by email only at the acceptable email address of: proposalresponse@greenpparking.com

Response Packages submitted by email shall be considered successfully received upon receipt of an email at the specified address referenced above before the defined Close Date and Time. The TPA will not be held liable for any delay as a result of technological issues, such as spam, filters, firewalls, job queues and file size limitations.

3.3 Schedule of Events

The following table outlines the RFP Schedule of Events of this RFP.

Dates	Activity
Sep 18, 2020	RFP Issue Date
Oct 23, 2020	Meeting with TPA - Virtual
Oct 30, 2020	Deadline for Proponents' Final questions
Nov 6, 2020	RFP response deadline
Nov 20, 2020	RFP proposal presentation (if requested)
Nov 27, 2020	Reference checks
Dec 4, 2020	Approval and Contract execution
Feb 2021	Implementation / Transition

3.4 Communication with TPA

All communications, unless otherwise explicitly stated, regarding this RFP from Respondents and other sources must be directed to the Bid Coordinator as follows. Contact with any other TPA employee regarding this procurement is explicitly prohibited.

Title: Bid Coordinator

Name: Patrick Morgan

Email: TPA20200915@greenpparking.com

3.5 Inquiries Regarding this RFP

The TPA will be holding a voluntary virtual information session on October 23, 2020 as noted on the first page of this package. TPA will endeavor to provide more information regarding its need for SAP support and enhancement services at this meeting. The TPA asks that any questions prospective proponents may have, leading up to this meeting, that they submit them to TPA20200915@greenpparking.com before October 22, 2020 at 12:00PM. The TPA will do its best to provide answers to these questions during the call.

Subsequent to the Information Session it is the Respondent's sole responsibility to seek clarity on any information contained in this RFP that the Respondent considers to be unclear before **October 30, 2020 at 12:00pm eastern time**.

Requests for clarifications must be submitted by email, only at the acceptable email address of TPA20200915@greenpparking.com. All requests for clarification must reference the respective section number and title and question number. The TPA shall determine, at its sole discretion, whether the clarification requires a response, and such responses will be made available to all Respondents by issue of Addenda.

When reviewing Information Packages, the TPA may request further information from the Respondent in order to verify, clarify or supplement the information provided in the Respondent's Information Package. If the TPA makes a request to a Respondent for clarification of its Information Package, the Respondent will provide a written response accordingly, which shall then form part of the Information Package.

3.6 Addenda/Addendum

Should the TPA determine that an Addendum be required to supplement the RFP, the Addendum will be posted publicly and shall be considered a part of the RFP. Respondents are required to include a signed copy of each Addenda issued with their Information Package. It is the sole responsibility of Respondent's to ensure it has retrieved all Addenda and/or questions and answers issued by the TPA before the Closing Date and Time. The TPA reserves the right to revise this RFP up to the Closing Date and Time.

3.7 Ownership of Response

All information packages submitted in response to this RFP become the property of the TPA and will not be returned to Respondents.

3.8 Respondents shall bear their own costs

Respondents are solely responsible for their own expenses in preparing and submitting Information Packages and for any subsequent meetings, discussions with or presentation and demonstrations to the TPA, relating to or arising from this RFP.

3.9 Limitation of Liability

The TPA shall not be liable for any costs, expenses, loss or damage incurred, sustained or suffered by any Respondents prior, or subsequent to, or by reason of the acceptance or the non-acceptance by the TPA of any Information Package, or by reason of any delay in the acceptance of an Information Package, except as provided in this RFP.

3.10 Municipal Freedom of Information and Protection of Privacy Act

All of the contents of Proposals submitted in response to this RFP are subject to the Municipal Freedom of Information and Protection of Privacy Act ("MFIPPA"). As a result, the TPA retains the right to disclose any and all information included in Proposals submitted in response to this RFP pursuant to "MFIPPA". Moreover, the TPA may be required to disclose any of the information include in Information Packages submitted pursuant to other Applicable Laws and Requirements regarding disclosure of information and production of documents, including (but not limited to) the Federal Courts Rules, the Ontario Rules of

Civil Procedure, the Criminal Code of Canada, subpoenas and summonses to witness, court orders, and any other federal, provincial or municipal statutory power that compels the TPA to disclose such information and documents. Respondents are asked to label all information included in their Proposal that is deemed to be proprietary or confidential.

3.11 Intellectual Property Rights

Each Respondent warrants that the information contained in its Proposal does not infringe any third party intellectual property right and agrees to indemnify and save harmless the TPA, its staff and its consultants, if any, against all claims, actions, suits and proceedings, including all costs incurred by the TPA brought by any person in respect of the infringement or alleged infringement of any patent, copyright, trademark, or other intellectual property right in connection with their Information Package.

3.12 TPA Confidential Information

TPA Confidential Information provided by TPA staff to any Respondent in connection with, or arising out of this RFP or provided by TPA staff to any Respondent in connection with or arising out of the acceptance of any Response:

- a) is and shall remain the property of the TPA;
- b) must be treated by Respondent as confidential and not disclosed to any third party or staff of the Respondent who do not have a "need to know" the TPA Confidential Information;
- c) must not be used for any purpose other than for replying to this RFP.

3.13 Cancellation

The TPA may cancel or amend the RFP process without liability at any time.

4 TPA SAP SOLUTION SCOPE

At the time of entering into a signed agreement with the successful proponent the TPA SAP environment will be fully functional and live with the following SAP components:

1. S/4 HANA Enterprise Cloud version 1809
 - a. Finance & Controlling
 - b. Plant Maintenance
 - c. Materials Management
2. Cloud Platform Integration (CPI)
3. SuccessFactors
 - a. Employee Central
4. SAP Asset Management (SAM/EAM)
5. SAP Enable Now

Immediately after successful implementation of the above, the TPA will proceed with planning and implementation of a number of additional modules and components. While it is expected that both Level 2 Incident Management, AND, Enhancement Services will be provided for the TPA SAP environment and any future or additional modules and components, the TPA might also request the successful proponent to provide implementation services associated with two (2) additional modules and other components:

1. Success Factors
 - a. Recruiting
 - b. Learning
 - c. Compensation
 - d. Performance and goals
 - e. Succession and Development
2. SAP Analytics Cloud for BI
 - a. General ledger management
 - b. Purchasing
 - c. Accounts payable
 - d. Accounts receivable
 - e. Inventory management
 - f. Cash receipt management
 - g. Job and project costing
 - h. Budgeting and planning
 - i. Reporting
 - j. Asset management
 - k. Work order management
 - l. Fixed asset management
 - m. Contract management

5 SCOPE OF WORK (SOW)

To facilitate a thorough understanding by Proponents of this RFP, this (Scope of Work) section details the deliverables and the approach with which the Proponent is to provide Level 2 Incident Management Services and Enhancement Services

5.1 General Preamble

The TPA requires Level 2 Incident Support and Enhancement Services from a SAP PCoE certified supplier to deliver high reliability, 'best in class' services to support TPA SAP environment continue to deliver and meet the needs of its business and customers. The successful Proponent will support multiple lines of business across the organization, deliver timely, proactive and on demand Level 2 Incident Management services. In addition, seamless Enhancements and Extensibility delivery, comprehensive reporting, to achieve Client satisfaction.

5.2 Staffing

5.2.1.1 Account Executive Role and Proposed Staff

TPA requires that the Vendor assign primary responsibility of its account to an executive relationship manager whom has authority to manage the Vendor's resources and can effect changes in process to deliver "the" services within this RFP to TPA. An account executive relationship manager should have previous experience with accounts of similar size and functional needs to the TPA.

The Account Relationship Manager will have overall responsibility for the TPA account and act as primary point of contact in proactively managing strategic goals and day to day operations of the TPA account.

TPA will designate a staff member as the primary point of contact for the Vendor.

TPA will co-develop with the Vendor, a 'Responsibility Matrix'. This matrix will be published internally to TPA to clearly define the roles and responsibilities of each party in this agreement. This document may change over time; TPA and the Vendor will ensure consistent upkeep of the information in this matrix.

5.2.2 Staff Changeover

In the event of Staff changeovers, the Vendor will provide replacement staff with experience performing their respective roles with customers of similar size and scope to the TPA. TPA reserves the right to request replacement of Vendor resources upon written notice that do not, in the opinion of the TPA, fulfill the expected responsibilities.

5.2.3 TPA & Vendor Staff Interactions

In order to create an effective team that works collaboratively and without redundant communication steps, TPA has structured its SAP team in such a way as to promote direct Vendor to TPA staff interactions at the appropriate level to resolve issues. The Vendors' staff are expected to engage directly with the designated TPA staff as required and vice-versa.

5.2.4 Vendor Staff Confidentiality

Vendor staff will perform their duties in a confidential and professional manner. The Vendor will ensure that any printouts generated during any testing, troubleshooting, or maintenance work or any printouts generated by the Vendor's staff, shall remain with either the Client or left at the location of the printer. No printed, or other, material shall be removed from any location. In addition, any documents or materials at TPA offices and locations are to be treated as confidential material and not to be read by the Vendor's staff.

5.3 Service Delivery Ramp-Up

Currently, TPA has engaged other partners to provide project implementation services for some of the components listed in Section 4 above. These partners will, in addition to project implementation services, provide Level 2 Incident management services for a period following implementation.

It is expected that the successful proponent of this RFP will work with current partners, for a period of time, for the purposes of gaining a more detailed understanding of the existing environment, enhancements and expediciencies, etc. This period of time is expected to allow the successful proponent the ability to "ramp up" for successful implementation of their services.

Proponents are expected to include a period time for ramp up in their proposal. TPA expects proponents to recommend time needed for the ramp up along with a plan including details and an explanation of the proposed hand over process.

5.4 Incidents and Enhancements

5.4.1 Incidents

TPA utilizes SAP and ITIL frameworks for the designation of incidents or problems.

An incident is an event that is not part of the standard operation of a service and that interrupts or reduces the quality of a service. According to ITIL, the objective of Incident Management is to restore normal operations, as quickly as possible, with the least possible impact on either the enterprise or user, and at the lowest possible cost.

The Vendor will work with the TPA's IT and user team(s), on incidents as and when required.

5.4.1.1 Vendor Essential Duties and Responsibilities

The following list of essential duties and responsibilities is intended to be representative of some of the tasks that must be performed by the Vendor. It is not necessarily descriptive of the entirety of duties and responsibilities. The omission of any essential duty or responsibility function does not preclude Vendor undertaking said duties and responsibilities expected in delivery of required scope of services if such duties and responsibilities are an expectation for said services.

- Take ownership of TPA SAP and SAP S/4HANA Level 2 incidents and manage the incident to closure; involving other TPA and Vendor teams and Level 3 support as required.
- Have and actively manage the open incidents in the Vendor Support queue and ensure detailed updates, follow-up and resolution and closure
- Triage to determine time necessary to resolve or remediate incidents
- In the event that resolution or remediation of an incident is expected to consume more than 4 hours:
 1. Determine the impact to TPA of not resolving or remediating the incident
 2. Escalate to the TPA to discuss the incident, impact of failure to resolve or remediate, and get directions on how to proceed
- Elimination of the causes and consequences of incidents occurring in the system
- Maintenance of changes in TPA internal SAP business processes

5.4.2 Enhancements and Extensibilities

TPA will require enhancements and/or extensibilities to its SAP environment in order to deliver business requirements and improved customer service.

The Vendor is responsible for providing enhancements and/or extensibilities, as deemed necessary by the TPA, and requests by TPA staff responsible for the SAP environment and its use, over the course of the relationship

The Vendor shall both be knowledgeable and experienced in, recommending and proceeding with the development of any enhancements and/or extensibilities, using the most appropriate and effective API,

extension, business contexts, CDS/VDM views, or other appropriate solution(s) as deemed suitable by the Vendor in consultation with TPA Staff.

5.4.2.1 Types of Enhancements and Extensibilities

At present, TPA has not firmly identified any specific Enhancements or Extensibilities that it may require over the term of the relationship with the Vendor.

TPA's required Enhancements and Extensibilities, may or may not include, and are not limited to:

- A. UI Flexibility
- B. Custom Fields
- C. Custom Business Logic
- D. Custom CDS Views
- E. Custom Forms
- F. Custom Tiles and Catalog Extensions
- G. Custom Analytical Queries
- H. Custom Business Logic, and Objects

5.4.2.2 Training on Enhancements and Extensibilities

The Vendor is responsible to provide training on the use of enhancements or extensibilities to TPA if training is required by the TPA. Training may be held virtually, and scheduled by the Vendor using its own virtual platform.

The Vendor will:

- Provide the number/email contact method with their trainers in order to book the training sessions.
- Upon request, provide a training session within 24 hours of delivery of enhancement or extensibility, or, as otherwise agreed to in writing with TPA.
- Within 48 hours advance of training, provide documentation that includes all relevant information such as: web-links; FAQ's; instructions; and up to date training materials as required.

5.4.3 Escalations

The Vendor must have escalation processes that are clearly defined and easy to follow for the TPA to escalate any incident, problem, or concern related to the services being delivered by the Vendor.

5.4.4 SLAs and SLOs

Proponent will provide in their response to this RFP a listing of their proposed:

- SLAs and SLOs;
- Measurement criteria; and
- Remedies.

5.4.5 Project Implementations

From time-to-time, the Vendor may be asked to provide quotation(s) for Project Implementation Services. The Vendor will communicate a defined timeline of when the TPA can expect to receive the quotation for

Project Implementation Services within five (5) Business Days of Vendor receiving the request to provide quotation for said services.

The Vendor may be required to be onsite, at designated TPA location(s), from time to time, during any project implementations for which the Vendor may be engaged to assist. In the event that the Vendor is engaged to assist in a project implementation, the TPA will provide, as needed, physical workspace(s) located within the office space(s) occupied by TPA staff responsible for the SAP environment and its use. No designated parking will be available and TPA will not recompense the Vendor for any parking charges incurred.

5.5 Level 2 Incident Management Service

5.5.1 Help Desk Delivery

TPA will route all Level 2 related incidences and calls to a Vendor-provided support line/ticket queue.

The Vendor must provide in its proposal, a solution or recommendation to TPA, in the event that an incident is not deemed part of the Vendor's work package but must be actioned by the TPA.

5.5.1.1 Help Desk Staffing

The Vendor will provide a Help Desk for all calls/incidences. The Vendor must have the following minimum criteria for its Help Desk:

- A toll-free number that will answer calls within 3 minutes during Business Hours;
- A method to submit requests by email or web portal;
- A specially trained customer service representatives with access to the TPA's account that will resolve incidences, or create/escalate service requests as appropriate;
- Customer service representatives with the ability to answer frequently asked questions, and/or functional "how to" questions;
- Triage and coordinate incidences; and
- A workflow to escalate incidences to Level 3 Problem Management support.

5.5.1.2 Help Desk Service Levels

The Vendor Help Desk regular hours will be at a minimum, Monday to Friday 08:00 to 17:00 City time.

- Phone Requests must be acknowledged with an Incident or Ticket Number (Proponent to recommend timeframe within which the TPA will receive said acknowledgement.)
- Email or Web Portal requests must be acknowledged with an Incident or Ticket Number (Proponent to recommend timeframe within which the TPA will receive said acknowledgement.)

The Vendor will also provide, to designated TPA staff, an after-hours Emergency number(s), and process, to be used from Monday to Friday 17:01 to 07:59 and on weekends and holidays from 00:00 to 23:59, in the event of a TPA designated critical incident or issue.

5.5.1.3 Incident Ticket Status

TPA's IT and designated staff are to be able to:

- request via email or phone the status of service tickets
- review the current status, comments, and service plans of service tickets through an online portal.

5.5.1.4 Help Desk Integration

The Vendor may have the opportunity to integrate their ticketing systems with TPA ManageEngine in an effort to provide better service.

5.5.2 Automated Incident Calls

The Proponent must be able to accept automated incident calls, via email, etc. in the event TPA implements any automated service calls initiated from the Environment and sent through an alert.

Should the TPA implement automated service calls the Vendor will as appropriate:

- Contact the TPA staff who is the designated 1st Level contact to notify the TPA
- Create a ticket within the Vendors system
- Triage the incident
- Commence work on resolution of the incident

5.5.3 Incident Close Out

All activities performed by Vendor will be logged 'for review' by TPA staff, in the event TPA staff wishes to review, including details of the issue, the work performed and the resolution.

5.5.4 Extended and Emergency Support Hours

TPA operates many services, venues, and processes after normal Business Hours that may require support.

5.5.5 Service Reporting

TPA and the Vendor will work together, where required, to identify recurring issues and appropriate resolutions. Bi-weekly Service reports are required. TPA reserves the right to request services reports as required. Service reports will include, but are not limited to:

- TPA ticket number
- Vendor ticket number
- Incident details
- Module/component affected
- Indicate if each incident was resolved within the SLA/SLO time frame or not.
- The Vendor will identify trends to eliminate future incidents
- Provide Monthly Help Desk reports including, at minimum: Number of incidences, MTTA ((Mean time to Acknowledge), Incident response time, Incident time to resolution
- Ad-hoc reporting as mutually agreed to.

From time-to-time, TPA will:

- Review the service report criteria with the Vendor and provide feedback on how to improve service outcomes.

5.5.5.1 Billing Reports

The Vendor will provide monthly billing reports for the purposes of tracking designated monthly hours. Billing report will include, but are not limited to:

- Number of hours used by incident
- Number of hours remaining, or overage, in a month
- Number of hours rolling over into the pool for future period use
- In an xlsx or csv file.

5.6 Business Continuity Plans

The Vendor will supply TPA, within 90 days of contract commencement, information about their Business Continuity Plans. Plan will include alternative arrangements the Vendor has in place in the event of an outage that affects their Help Desk or online portal or other items that impact service delivery to TPA.

5.7 Continuous Improvement and Annual Review

The successful Proponent, with the assistance of the TPA, will implement a plan for continuous service improvement over the Term. The Vendor will provide an annual report with metrics on all major and minor areas of this RFP. The Vendor and TPA will conduct an annual review meeting, time of which will be agreed upon with the TPA, to discuss the report, other items and to enhance service and delivery.

6 PROPOSAL EVALUATION AND SELECTION PROCESS

6.1 Selection Committee

All Proposals will be evaluated through a comprehensive review and analysis by a Selection Committee.

The Selection Committee may at its sole discretion retain additional committee members or advisors.

The aim of the Selection Committee will be to select one (1) Proposal which in its opinion meet(s) the TPA's requirements under this RFP and provide(s) the best overall value to the TPA. The Proposal(s) selected, if any, will not necessarily be the one(s) offering the lowest fees or cost (pricing). Pricing is only one of the components that will be used to determine the best overall value for the TPA.

By responding to this RFP, Proponents will be deemed to have agreed that the decision of the Selection Committee will be final and binding.

6.2 Selection Criteria

Proposal content	Selection Criteria
Proponent profile	<ul style="list-style-type: none"> - Stability of the Proponent - Profile and Professionalism of the company

	- Proof of financial viability
Experience and qualifications of the Proponent	<ul style="list-style-type: none"> - Quality of Proponent organization experience in delivering similar services - PCoE certification - Quality of reference services
Proposed staff team and resources	<ul style="list-style-type: none"> - Sample overviews/details/resumes of staff - Quality of Proponent team
Proposed Services and Service Levels	<ul style="list-style-type: none"> - Demonstrate understanding of required services - Approach for delivering services - SLA/SLO recommendations, weighting etc.
Core pricing	<ul style="list-style-type: none"> - Cost - Block Time hours methodology

6.3 Selection Process

The Selection Committee will score the Proposals using the evaluation table in Appendix E.

If the submission fails any mandatory requirements, the Proposal will be rejected.

A Proponent's technical portion of the Proposal must score a minimum of 75% (or 56.3 points) for the Cost of Services envelope to be opened and evaluated.

The Bid Coordinator may open the Cost of Services envelopes to ensure compliance with the requirements of the RFP; however, the Selection Committee will not have any knowledge of any information contained in the Cost of Services envelopes until evaluations for the technical portion of the Proposal are complete and Proponents have been short-listed.

The Proposal that achieves the highest Total Score will be ranked first.

6.4 Schedule of Events

The following table outlines the RFP Schedule of Events of this RFP.

Dates	Activity
Sep 18, 2020	RFP Issue Date
Oct 23, 2020	Meeting with TPA - Virtual
Oct 30, 2020	Deadline for Proponents' questions
Nov 6, 2020	RFP response deadline
Nov 27, 2020	RFP proposal presentation (if requested)
Dec 4, 2020	Reference checks
Dec 11, 2020	Approval and Contract execution
Feb 2021	Implementation / Transition

This schedule is subject to change and appropriate written notice of any changes will be provided where feasible.

6.5 Clarifications

As part of the evaluation process, the Selection Committee may make requests for further information with respect to the content of any Proposal in order to clarify its understanding of the Proponent's response. The clarification process shall not be used to obtain required information that was not submitted at time of close or to promote a particular Proponent.

The Selection Committee may request this further information from one or more Proponents and not from others.

6.6 Interviews or Demonstrations

A Proponent whose written Proposal has met or exceeded the minimum score for the technical portion of the Proposal or has received a high ranking may be invited to an interview with the Selection Committee, the results of which will be used by the Selection Committee as a mechanism to revisit, revise, confirm and finalize the score and select the recommended Proponent(s). The Selection Committee may interview any Proponent(s) without interviewing others, and the TPA will be under no obligation to advise those not receiving an invitation until completion of the evaluation and selection process.

The representatives designated by the Selection Committee in its invitation to the Proponent must attend any interview scheduled as part of this evaluation process unless the TPA agrees otherwise in writing and at its sole discretion.

The representative of a Proponent at any interview scheduled is expected to be thoroughly versed and knowledgeable with respect to the requirements of this RFP and the contents of its Proposal, and must have the authority to make decisions and commitments with respect to matters discussed at the interview, which may be included in any resulting Agreement.

Where the staff team proposed by the Proponent is an important element in the selection criteria, the staff team proposed shall be present for the interviews.

No Proponent will be entitled to be present during, or otherwise receive any information regarding, any interview with any other Proponent.

Refusal of a Proponent to participate in an interview/demonstration requested by the TPA may, in the TPA's sole discretion, be considered a failure of the Proponent to comply with a Mandatory Requirement of the RFP and thus subject to disqualification.

6.7 Evaluation Results

Upon conclusion of the evaluation process, a final recommendation will be made by the Selection Committee to the appropriate TPA staff member and/or Board of Directors.

Proposal evaluation results shall be the property of the TPA and are subject to MFIPPA. Evaluation results may be subject to public release pursuant to MFIPPA.

Proponents should be aware that Council and individual Councillors have the right to view the Proposals provided that their requests have been made in accordance with the City's procedure.

6.8 Negotiations and Agreement

The award of any Agreement will be at the absolute discretion of the TPA. The selection of a recommended Proponent will not oblige the TPA to negotiate or execute an Agreement with that recommended Proponent.

Any award of an Agreement resulting from this RFP will be in accordance with the bylaws, policies and procedures of the City of Toronto and the Toronto Parking Authority.

The TPA shall have the right to negotiate on such matter(s) as it chooses with the recommended Proponent without obligation to communicate, negotiate, or review similar modifications with other Proponents. The TPA shall incur no liability to any other Proponent as a result of such negotiation or alternative arrangements.

During negotiations, the scope of the services may be refined, issues may be prioritized, responsibilities among the Proponent, all staff and sub-consultants provided by it and the TPA may be settled and the issues concerning implementation may be clarified.

Any Agreement must contain terms and conditions in the interests of the TPA and be in a form satisfactory to the City Solicitor. If the Agreement requires City Council approval, then the final Agreement must contain terms and conditions substantially as set out in the Council report authorizing the Agreement. Any Agreement will incorporate as schedules or appendices such part of the RFP (including addenda) and the Proposal submitted in response thereto as are relevant to the provision of the goods and/or services.

The terms and conditions set out in Appendix 'B' shall be incorporated in any Agreement entered into with the recommended Proponent. These terms and conditions are mandatory and are not negotiable. Any Proponent wishing to request that the TPA consider any changes to the terms and conditions set out in Appendix "B" must follow the process outlined in section 5 of Appendix "A".

If any Agreement cannot be negotiated within thirty (30) to ninety (90) business days of notification to the recommended Proponent, the TPA may, at its sole discretion, terminate negotiations with that Proponent and negotiate an Agreement with another Proponent or abort the RFP process and not enter into any Agreement with any of the Proponents.

7 PROPOSAL SUBMISSION REQUIREMENTS

7.1 General Overview

The TPA has formulated the procedures set out in this RFP to ensure that it receives Proposals through an open, competitive process, and that Proponents receive fair and equitable treatment in the solicitation, receipt and evaluation of their Proposals. The TPA may reject the Proposal of any Proponent who fails to comply with any such procedures.

Proposals are expected to address the RFP content requirements as outlined herein, and should be well ordered, detailed and comprehensive. Clarity of language, adherence to suggested structuring, and adequate accessible documentation is essential to the TPA's ability to conduct a thorough evaluation. The TPA is interested in Proposals that demonstrate efficiency and value for money. General marketing and promotional material will not be reviewed or considered.

The TPA prefers that the assumptions used by a Proponent in preparing its Proposal are kept at a minimum and to the extent possible, that Proponents will ask for clarification prior to the deadline for Proponent questions rather than make assumptions. Proponents should also review sections 3 to 6 of Appendix A with respect to asking questions about the RFP. Where a Proponent's assumptions are inconsistent with information provided in the RFP, or so extensive that the total Proposal cost is qualified, such Proponent risks disqualification by the TPA in the TPA's sole discretion.

7.2 Proposal Documentation and Delivery

The documentation for each Proposal:

- 1) Must be submitted via email and must contain a valid and full, correct return email address.
- 2) Must be in Microsoft Word or PDF format
- 3) Must consist of the following:
 - a) A Main Proposal Document as described in the section below titled Proposal Content, including all attachments and appendices as required. (Mandatory)
 - b) Form 1 (Proposal Submission Form) completed and signed by an authorized official of the Proponent. This includes the acknowledgement of all addenda received as per Appendix A, item 4. (Mandatory)
 - c) Appendix D (Price Detail Form) completed as indicated. (Mandatory)
 - d) A Copy of Respondents PCoE Certification (Mandatory)

Note: Form 1 is provided in Appendix C.

- 4) must not include:
 - a) any qualifying or restricting statements;
 - b) exceptions to the terms and conditions of the RFP that have not be approved through an addendum; or
 - c) additional terms or conditions.
- 5) Must be delivered no later than the Closing Deadline to: proposalresponse@greenpparking.com

Delays caused by any email technical issues (whether TPA, Proponent or 3rd party email services provider) shall not be grounds for any extension of the Deadline, and Proposals that arrive after the Deadline will not be accepted.

6) Two-Email System

The documentation for the Cost of Services Submission:

- a) Must be PACKAGED AND SENT IN A SEPARATE EMAIL with subject of: Cost of Services - RFP #TPA20200916 SAP Support & Enhancement Services;
- b) Must consist of Original RFP response along with copy of Appendix D (Price Detail Form) completed as indicated

- c) Must be submitted to the following email address: proposalcost@greenpparking.com

No cost information shall be included in the body of the Services portion of the Proposal or it will be rejected.

7.3 Proposal Content

The Proposal should contain the following items:

Letter of Introduction – Introducing the Proponent and signed by the person(s) authorized to sign on behalf of and to bind the Proponent to statements made in response to this RFP. This should contain the same signature as the person signing the submission forms.

Table of Contents – Include page numbers and identify all included materials in the Proposal submission.

Subsection 1 – Executive Summary

Subsection 2 – Proponent Profile

- 1) To permit the Proponent to be evaluated fully as a viable and sound enterprise, include the following information with respect to the Proponent, and if applicable, for each consortium member.
 - a) A profile and summary of corporate history including:
 - date company started;
 - products and/or services offered;
 - total number of employees;
 - major clients; and
 - business partners and the products/services they offer;
 - b) A profile and summary of corporate history of any parents or subsidiaries and affiliates and the nature of the Proponent's relationship to them (i.e., research, financing and so on).
- 2) If the Proponent is a member of a consortium, provide a description of the relationship(s) between consortium members. Please note section 2 of Appendix A regarding consortiums and the requirement that there be a single Proponent.

Subsection 3 – Experience and Qualifications of the Proponent

- 1) It is important that the Work be undertaken by a Proponent who can demonstrate specific knowledge of, and experience in performing similar work for organizations with SAP environments of comparable nature, size and scope. In particular, the Proponent should demonstrate the following in its Proposal:
 - a) Experience of the Proponent in delivering Level 2 Incident Support and Enhancement services for similar SAP environment and components
 - b) Necessary skills, experience and expertise in the design and delivery of SAP enhancements and extensibilities, and, based on these skills, experience and expertise, how they will ensure that the work done will meet the needs of the TPA as set out in this RFP.

- c) Provide a minimum of three (3) references for the purpose of evaluating the Proponent's experience and track record of success. Note that the TPA prefers references for services that are similar to the services being requested in response to this RFP. For example, services for the municipal/public sector, using the same or similar environment and components. Each reference should include:

- the identity of the reference client organization;
- a contact name and title, address and telephone number;
- the size and nature of the client's business;
- the number of years dealing with the client;
- details regarding the clients SAP environment and components;
- a description of the services/work carried out;
- the timing and duration of the Proponent's delivery of the services;
- examples of enhancements and extensibilities that were delivered;
- date of the engagement;
- client's URL address.

References and Past Performance - The TPA's evaluation may include information provided by the Proponent's references and may also consider the Proponent's past performance on previous contracts with the TPA or other related Agencies, Boards or Commissions of the City.

Please note that where the skills/expertise/experience are being provided by a subcontractor or other legal entity apart from the Proponent, a Proposal that does not include the information requested in this Subsection 3 for each such subcontractor or other entity will not be awarded full marks during the evaluation process. In providing references, Proponents agree that the TPA can contact the individuals provided as part of the evaluation process. The TPA will make its own arrangements in contacting the references. Substitution of references will not be permitted after the close of the RFP.

- 2) Confirmation that the Proponent holds PCoE certification and the amount of time Proponent has held said certification.

Subsection 4 – Proposed Staff Team and Resources

- 1) It is important that the work be undertaken by a team who can demonstrate specific knowledge of, and experience in performing similar work for projects of comparable nature, size and scope. In particular, the Proponent should provide the following in its Proposal:
- a) A list of total staff that the Proponent would have available to use for this work together and broken down by roles and levels with their professional qualifications, years experience and an indication of their duties and responsibilities in delivering similar services.
 - b) A sample of resumes for associated individuals are to be included as an Appendix to the Proposal.
 - c) Provide a statement of any conflict of interest, if applicable. Refer to Appendix A – RFP Process Terms and Conditions for information relating to conflicts of interest.

Note: The Proponent should submit signed consent forms authorizing the disclosure of personal information to the TPA, or its designated agent(s), for any resumes that are submitted; however, the Proponent will accept all liability if signed consent forms and resumes are not disclosed to the TPA.

It is important that key project individuals (i.e. major areas of responsibility) be named, with accompanying indication of guaranteed availability. Continuity of key personnel will be required, with a contractual obligation for substitutions only with full written approval of the TPA.

Subsection 5 – Proposed Services

- 1) Provide a statement of the Proponent's understanding of the goals and objectives of the project.
- 2) Provide a detailed description of how the Proponent intends to achieve the goals and objectives of the RFP including:
 - the detailed functions/characteristics/specifications of the goods/services;
 - the deliverables/outcomes that will be provided as part of the services; and
 - a summary of risks/problems/issues associated with the work and how they will be mitigated.
- 3) Provide recommended SLAs, SLOs and KPIs including:
 - a description for each of what the Proponent will do
 - the quality and timing of the service,
 - how performance will be monitored
 - how problems should be addressed
 - penalties for non-compliance
 - any situations under which the SLA or SLO might be waived

Sub-Section 6 – Cost of Services

To be submitted in the Cost of Services email as per section 7.2 above.

In the event of mathematical errors found in the pricing pages, the unit prices quoted shall prevail. Extensions and totals will be corrected accordingly by TPA staff and adjustments resulting from the correction will be applied to the Total Lump Sum Price quoted.

Prices submitted in a Proposal are to be firm for the duration of the RFP process and the term of any resulting Agreement.

All prices must be stated in Canadian currency. The Proponent shall assume all currency risk.

The TPA shall not be responsible for any additional costs.

The Proponent shall be solely responsible for all costs including but not limited to, wages, salaries, statutory deductions and any other expenses and liabilities related to its own personnel, and subcontractors and suppliers and their respective personnel.

The Proponent shall be solely responsible for any and all payments and/or deductions required to be made including, but not limited to, those required for the Canada Pension Plan, Employment Insurance, Workplace Safety and Insurance, and Income Tax.

All invoices must clearly show HST as a separate value and HST "registrant" number.

Without restricting the generality of the foregoing, the Proponent acknowledges that, if it is a non-resident person, payments to the Proponent, as a non-resident person, may be subject to withholding taxes under the Income Tax Act (Canada). Further, unless the Proponent, as a non-resident person, provides the TPA with an official letter from Canada Revenue Agency waiving the withholding requirements, the TPA will withhold the taxes it determines are required under the Income Tax Act (Canada).

A. Core Pricing

The Proponent must complete and submit the Price Detail Form located in Appendix D – Supplementary Submission Forms.

The TPA is looking for the Proponent to propose their own recommended method/solution and costing for a monthly/yearly block of hours, for both Level 2 Incident Support and Enhancement Services, that the TPA can expect to draw on over the designated period(s).

The total price quoted must include all labour, profit, other overhead, materials, equipment, licences, analysis, travel, accommodations, communication, transportation and delivery costs (courier, long distance charges, and so on), staff time, TPA/Vendor meetings (as and where deemed required by the TPA), disbursements and any/all other operational costs and fees associated with the Services, excluding all applicable taxes. The TPA shall not be responsible for any additional costs.

B. Taxes

Harmonized Sale Tax (HST) is to be applied to the prices submitted as specified in the relevant sections of the call document or in the Price Schedule provided in the call.

HST for the supply and delivery of materials/goods is to be shown as additional/separate line items on the Price Schedule and any subsequent invoices.

C. Payment Terms and Discount Schedule

- 1) Propose payment terms for Core Pricing. The TPA's standard payment terms are 60 days from the receipt of the invoice. The final payment terms may be subject to further negotiation.
- 2) Propose any prompt payment discount terms.

If all the correct billing information has been indicated on the invoice, and no acceptable discount for early payment has been offered, the TPA will endeavour to pay within the vendor's terms from the receipt date of the invoice.

Toronto Parking Authority offers secure electronic deposit payments directly to your bank account through our "Direct Deposit" program. For more information and/or to enroll for this payment option, please email us at accountspayable@greenpparking.com.

To support an electronic payable environment, the Toronto Parking Authority Accounts Payable unit will accept electronic vendor invoices submitted via email at: accountspayable@greenpparking.com.

Note: Electronic invoices submitted must be in a PDF format as an attachment. If you have any questions regarding this process, please contact our AP Unit.

D. Toronto Parking Authority's Invoice and billing requirements

To assist in prompt payment, it is essential that all required billing information is provided on the invoice submitted to the Toronto Parking Authority. If the billing information is missing from an invoice it will result in a payment delay and the invoice may be returned to you without payment.

It is the Vendor's responsibility to submit correct invoices for payment of goods /services delivered to the Toronto Parking Authority Departments. If an incorrect invoice is submitted, the vendor will be requested to issue a credit note and submit a new invoice.

1) Exceptions

The standard invoice billing requirement must be followed with the exception of vendor invoices related to an approved capital project subject to construction lien holdbacks only. Billing requirement direction will be provided by the contract custodian or TPA departmental designate.

2) Electronic Invoices

To support an electronic payable environment, the Toronto Parking Authority Accounts Payable unit will accept electronic vendor invoices submitted via email to accountspayable@greenpparking.com. Electronic invoices submitted must be in a PDF format with either single or multiple invoice(s) per attachment.

Note: Do not send statements or past due invoices to this email address, only current invoices will be accepted. Do not send hard copy invoices to Accounts Payable if you have submitted an electronic invoice.

3) Billing Requirements

- a) All original Vendor invoices **must be** addressed and be sent **DIRECTLY** to:
accountspayable@greenpparking.com
- b) Invoices submitted to the Toronto Parking Authority must have complete ship to information including:
 - i) Name of TPA Department,
 - ii) The TPA Department's contact name and phone number (the person ordering or picking up the goods and/or services),
 - iii) Delivery location of goods and/or services (excluding pick-up order),
 - iv) Purchasing document information on the invoice (purchase order (PO), or Schedule "A" must be clearly indicated on the invoice. (*This purchasing number should be provided by TPA staff at the time of order*)
 - v) Complete "Remit To" address is required on all submitted vendor invoices

Invoices that do not contain the required billing information may be returned without payment to the vendor for correction.

- c) TPA purchases with the use of a credit card/PCard, are NOT to be sent to Accounts Payable. These invoices are considered paid.

- d) Vendors are encouraged to provide packing slips and/or goods receipt confirmations directly to the ordering Department for goods/services delivered.
- e) Vendors are to provide backup documentation directly to the ordering Department, not Accounts Payable.

4) Direct Deposit

The Toronto Parking Authority offers secure electronic deposit payments directly to your bank account through our “Direct Deposit” program. For more information and/or to enroll for this payment option, please email us at accountspayable@greenpparking.com .

APPENDIX A - RFP Process Terms and Conditions

1. Proponent's Responsibility

It shall be the responsibility of each Proponent:

- a) to examine all the components of this RFP, including all appendices, forms and addenda;
- b) to acquire a clear and comprehensive knowledge of the required services before submitting a Proposal;
- c) to become familiar, and (if it becomes a successful Proponent) comply, with all of the TPA's Policies

The failure of any Proponent to receive or examine any document, form, addendum, Agreement or policy shall not relieve the Proponent of any obligation with respect to its Proposal or any Agreement entered into or Purchase Order issued based on the Proponent's Proposal.

2. Prime Proponent

A Proposal by a consortium of two or more entities may be submitted, but one person or company must be shown as the prime Proponent and be prepared to represent the consortium to the TPA by executing the Agreement, acting as the primary contact, and taking overall responsibility for performance of the Agreement.

Where a Proposal is made by a prime Proponent with associate firms working with or under the prime Proponent in either a sub-contracting or consortium relationship, it is required that those associate firms be named in the Proposal.

3. TPA Contacts and Questions

All contact and questions concerning this RFP should be directed in writing to the TPA employee(s) designated as "TPA Contact" in the Notice to Potential Proponents.

No TPA representative, whether an official, agent or employee, other than those identified "TPA Contacts" are authorized to speak for the TPA with respect to this RFP, and any Proponent who uses any information, clarification or interpretation from any other representative does so entirely at the Proponent's own risk. Not only shall the TPA not be bound by any representation made by an unauthorized person, but any attempt by a Proponent to bypass the RFP process may be grounds for rejection of its Proposal.

From and after the date of this RFP until the time of any ensuing contract award, no communication with respect to this matter shall be made by any potential Proponent, or its representatives, including a third-party representative employed or retained by it (or any unpaid representatives acting on behalf of either), to promote its Proposal or oppose any competing Proposal, nor shall any potential Proponent, or its representatives, including a third party representative employed or retained by it (or any unpaid representatives acting on behalf of either), discuss the RFP or its Proposal with any TPA staff, City staff, City officials or Council member(s), other than a communication with the "TPA Contact" identified on page 1 on this RFP.

4. Addenda

If the TPA, for any reason, determines that it is necessary to revise any part of this RFP or to provide additional information relating to this RFP, such information will be communicated to all Proponents by addenda. Each addendum shall form an integral part of this RFP. Such addenda may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the TPA.

All Proponents must acknowledge receipt of all Addenda in the space provided on the Proposal Submission Form.

The TPA reserves the right to revise this RFP up to the Closing Deadline.

If any addendum is issued after the Deadline for Issuing Addenda, the TPA may at its discretion extend the Closing Deadline for a reasonable amount of time.

The TPA's contact will make reasonable efforts to issue the final Addendum (if any) no later than two (2) days prior to the Deadline.

5. Exceptions to Mandatory Requirements, Terms and Conditions

If a Proponent wishes to suggest a change to any mandatory requirement, term or condition set forth in any part of this RFP, it should notify the TPA in writing not later than the deadline for questions. The Proponent must clearly identify any such requirement, term or condition, the proposed change and the reason for it. If the TPA wishes to accept the proposed change, the TPA will issue an Addendum as described in the article above titled

6. Exceptions to Mandatory Requirements, Terms and Conditions

If a Proponent wishes to suggest a change to any mandatory requirement, term or condition set forth in any part of this RFP, it should notify the TPA in writing not later than the deadline for questions. The Proponent must clearly identify any such requirement, term or condition, the proposed change and the reason for it. If the TPA wishes to accept the proposed change, the TPA will issue an Addendum as described in the article above titled Addenda.

The decision of the TPA shall be final and binding, from which there is no appeal. Changes to mandatory requirements, terms and conditions that have not been accepted by the TPA by the issuance of an Addendum are not permitted and any Proposal that takes exception to or does not comply with the mandatory requirements, terms and conditions of this RFP will be rejected.

7. Omissions, Discrepancies and Interpretations

A Proponent who finds omissions, discrepancies, ambiguities or conflicts in any of the RFP documentation or who is in doubt as to the meaning of any part of the RFP should notify the TPA in writing not later than the deadline for questions. If the TPA considers that a correction, explanation or interpretation is necessary or desirable, the TPA will issue an Addendum as described in the article above titled **Addenda**. The decision and interpretation of the TPA shall be final and binding, from which there is no appeal. No oral explanation or interpretation shall modify any of the requirements or provisions of the RFP documents.

8. Proponents Shall Bear Their Own Costs

Every Proponent shall bear all costs associated with or incurred by the Proponent in the preparation and presentation of its Proposal including, if applicable, costs incurred for interviews, demonstrations, or any other activity that may be requested as part of the evaluation process or the process for the negotiation or execution of an Agreement with the TPA, as the case may be.

9. Limitation of Liability

The TPA shall not be liable for any costs, expenses, loss or damage incurred, sustained or suffered by any Proponent prior, or subsequent to, or by reason of the acceptance or the non-acceptance by the TPA of any Proposal, or by reason of any delay in acceptance of a Proposal, except as provided in this RFP.

10. Post-Submission Adjustments and Withdrawal of Proposals

No unilateral adjustments by Proponents to submitted Proposals will be permitted.

At any time throughout the RFP process, a Proponent may withdraw a submitted Proposal prior to the Closing Deadline. To effect a withdrawal, a notice of withdrawal must be sent to the TPA Contact and must be signed by an authorized representative of the Proponent. The TPA is under no obligation to return withdrawn Proposals.

A Proponent who has withdrawn a Proposal may submit a new Proposal, but only in accordance with the terms of this RFP.

11. Binding Proposal

After the Closing Deadline each submitted Proposal shall be irrevocable and binding on Proponents for a period of 120 days.

12. Acceptance of Proposals

The TPA shall not be obliged to accept any Proposal in response to this RFP.

The TPA may, without incurring any liability or cost to any Proponent:

- (a) accept or reject any or all Proposal(s) at any time;
- (b) waive immaterial defects and minor irregularities in any Proposals;
- (c) modify and/or cancel this RFP prior to accepting any Proposal;
- (d) award a contract in whole or in part.

The TPA is relying on the experience and expertise of the Proponent. The TPA reserves the right to disqualify any Proponent who has given inaccurate, incomplete, false or misleading information in the sole opinion of the TPA. Proponents and their Affiliated Persons that are currently on a City of Toronto suspended vendor list are not eligible for an award.

13. Verify, Clarify and Supplement

When evaluating proposals, the TPA may request further information from the Proponent or third parties in order to verify, clarify or supplement the information provided in the Proponent's Proposal. The TPA may revisit and re-evaluate the Proponent's Proposal or ranking on the basis of any such information.

If the TPA makes a request to a Proponent for clarification of its Proposal, the Proponent will provide a written response accordingly, which shall then form part of the Proposal.

If, in the opinion of the TPA, any Proponent has clearly misinterpreted the services or underestimated the hours or value of the services to be performed as reflected in its Proposal content and submitted price/fees, or all or any or any combination of them, then the TPA may reject its Proposal as not representative of the scope of the services).

14. No Incorporation by Reference

The entire content of the Proponent's Proposal should be submitted in a fixed form and the content of websites or other external documents referred to in the Proponent's Proposal will not be considered to form part of its Proposal.

15. Unbalanced Bids (In this paragraph "Bid" refers to the Proposal)

The TPA may reject a bid if it determines, in its sole discretion, that the bid is materially imbalanced.

A bid is materially imbalanced when:

- a) it is based on prices which are significantly less than cost for some items of work and prices which are significantly overstated in relation to cost for other items of work; and
- b) the TPA had determined that the proposal may not result in the lowest overall cost to the TPA even though it may be the lowest submitted bid; or
- c) it is so unbalanced as to be tantamount to allowing an advance payment.

16. Ownership and Confidentiality of TPA-Provided Data

All correspondence, documentation and information provided by TPA staff to any Proponent or prospective Proponent in connection with, or arising out of this RFP, the Services or the acceptance of any Proposal:

- a) is and shall remain the property of the TPA;
- b) must be treated by Proponents and prospective Proponents as confidential;
- c) must not be used for any purpose other than for replying to this RFP, and for fulfillment of any related subsequent Agreement.

17. Ownership and Disclosure of Proposal Documentation

- a) The documentation comprising any Proposal submitted in response to this RFP, along with all correspondence, documentation and information provided to the TPA by any Proponent in connection with, or arising out of this RFP, once received by the TPA:
 - i) shall become the property of the TPA and may be appended to the Agreement and/or Purchase Order with the successful Proponent;
 - ii) shall become subject to the *Municipal Freedom of Information and Protection of Privacy Act* ("MFIPPA"), and may be released, pursuant to that Act.
- b) Because of MFIPPA, Proponents should identify in their Proposal material any scientific, technical, commercial, proprietary or similar confidential information, the disclosure of which could cause them injury
- c) Each Proponent's name at a minimum shall be made public.

- d) Proposals will be made available to members of City Council provided that their requests have been made in accordance with the TPA's procedure and may be released to members of the public pursuant to MFIPPA.
- e) The TPA will not return the Proposal or any accompanying documentation submitted by a Proponent.

18. Intellectual Property Rights

Each Proponent warrants that the information contained in its Proposal does not infringe any intellectual property right of any third party and agrees to indemnify and save harmless the TPA, its staff and its consultants, if any, against all claims, actions, suits and proceedings, including all costs incurred by the TPA brought by any person in respect of the infringement or alleged infringement of any patent, copyright, trademark, or other intellectual property right in connection with their Proposal.

19. Failure or Default of Proponent

If the Proponent, for any reason, fails or defaults in respect of any matter or thing which is an obligation of the Proponent under the terms of the RFP, the TPA may disqualify the Proponent from the RFP and/or from competing for future tenders or RFP issued by the TPA for a period of one year. In addition, the TPA may at its option either:

- a) Consider that the Proponent has withdrawn any offer made, or abandoned the Agreement if the offer has been accepted, whereupon the acceptance, if any, of the TPA shall be null and void; or
- b) Consider that the Proponent has abandoned any Agreement and require the Proponent to pay the TPA the difference between its Proposal and any other Proposal which the TPA accepts, if the latter is for a greater amount and, in addition, to pay the TPA any cost which the TPA may incur by reason of the Proponent's failure or default, and further the Proponent will indemnify and save harmless the TPA, its officers, employees and agents from all loss, damage, liability, cost, charge and expense whatever which it, they or any of them may suffer, incur or be put to by reason of such default or failure of the Proponent. The Proponent shall be ineligible to submit a new Proposal or bid for any Call that the TPA is required to reissue as a result of the Proponent's failure or default or where the TPA deems that the Proponent has abandoned the Agreement.

20. Publicity

The Proponent and its affiliates, associates, third-party service providers, and subcontractors shall not release for publication any information in connection with this RFP or any Agreement without prior written permission of the TPA.

21. Selection of Top-Ranked Proponent(s)

The top-ranked Proponent(s), as established under the evaluation that are selected by the TPA to enter onto an agreement pending award will be so notified by the TPA in writing.

22. Notification to Other Proponents

Once the recommended Proponent(s) is notified of their selection, the other Proponents will be notified by the TPA in writing of the outcome of the RFP process.

23. Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the selection process. All requests must be in writing to the TPA Contact and must be made within sixty (60) days of notification of the outcome of the selection process. The intent of the debriefing information session is to aid the Proponent in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the RFP process.

24. No Contract until Execution of Written Agreement

No legal relationship or obligation regarding the procurement of any good or service shall be created between the Proponent and the TPA by the RFP process until the selection of the Proponent to provide the Deliverables pursuant to an Agreement.

25. Cancellation

The TPA may cancel or amend the RFP process without liability at any time.

26. Bid Protest Procedure

a) Pre-award bid disputes.

Proponents should seek a resolution of any pre-award dispute by communicating directly with the TPA Contact as soon as possible from the time when the basis for the dispute became known to them. The TPA Contact may delay the outcome of the selection process, or any interim stage of this RFP process, pending the acknowledgement and resolution of any pre-award dispute.

b) Post-award bid disputes.

Any dispute to the outcome of this RFP process must be received in writing by the TPA Contact no later than ten (10) days after the date of the notification of the outcome of the selection process, or where a debriefing has been requested, no later than five (5) days after such debriefing is received. Any dispute that is not timely received or in writing will not receive further consideration.

Any written dispute with a procurement value over \$100,000 that cannot be resolved by the TPA Contact through consultations with the Proponent, shall be referred to City Solicitor for an impartial review, based on the following information:

- (i) A specific description of each act or omission alleged to have materially breached the procurement process;
- (ii) A specific identification of the provision in the solicitation or procurement procedure that is alleged to have been breached;
- (iii) A precise statement of the relevant facts;
- (iv) An identification of the issues to be resolved;
- (v) The Proponent's arguments, including any relevant supporting documentation; and
- (vi) The Proponent's requested remedial action.

The City Solicitor, may:

- (i) Dismiss the dispute;
- (ii) Accept the dispute and direct the TPA Contact to take appropriate remedial action, including, but not limited to, rescinding the award and any executed contract, and canceling the solicitation.

27. Supplier Code of Conduct

a) Honesty and Good Faith

Proponents must respond to the TPA's RFP in an honest, fair and comprehensive manner that accurately reflects their capacity to satisfy the requirements stipulated in the RFP. Proponents shall submit a Proposal only if they know they can satisfactorily perform all obligations of the contract in good faith. Proponents shall alert the Buyer to any factual errors, omissions and ambiguities that they discover in the RFP as early as possible in the process to avoid the RFP being cancelled.

b) Confidentiality and Disclosure

Proponents must maintain confidentiality of any confidential TPA information disclosed to the Proponent as part of the RFP.

c) Conflicts of Interest and Unfair Advantage

Proponents must declare and fully disclose any actual or potential conflict of interest or unfair advantage related to the preparation of their bid or where the Proponent foresees an actual or potential conflict of interest in the performance of the contract.

d) Collusion or Unethical Bidding Practices

No Proponent may discuss or communicate, directly or indirectly, with any other Proponent or their Affiliated Persons about the preparation of their Bid including, but not limited to, any connection, comparison of figures or arrangements with, or knowledge of any other supplier making a submission for the same work. Proponents shall disclose to the Buyer any affiliations or other relationships with other Proponents that might be seen to compromise the principle of fair competition, including any proposed subcontracting relationships.

e) Illegality

A Proponent shall disclose to the Buyer any previous convictions of itself or its Affiliated Persons for collusion, bid-rigging, price-fixing, bribery, fraud or other similar behaviours or practices prohibited under the Criminal Code, the Competition Act or other applicable law, for which they have not received a pardon.

f) Interference Prohibited

No Proponent may threaten, intimidate, harass, or otherwise interfere with any TPA employee or public office holder in relation to their procurement duties. No Proponent may likewise threaten, intimidate, harass, or otherwise interfere with an attempt by any other prospective Proponent to bid for a TPA contract or to perform any contract awarded by the TPA.

g) Gifts of Favours Prohibited

No Proponent shall offer gifts, favours or inducements of any kind to TPA employees or public office holders, or otherwise attempt to influence or interfere with their duties in relation to the RFP or management of a contract.

- h) **Misrepresentations Prohibited**
Proponents are prohibited from misrepresenting their relevant experience and qualifications in relation to the RFP and acknowledge that the TPA's process of evaluation may include information provided by the Proponent's references as well as records of past performance on previous contracts with the TPA or other public bodies.
- i) **Prohibited Communications**
No Proponent, or Affiliated Person, may discuss or communicate either verbally, or in writing, with any employee, public office holder, or the media in relation to any solicitation between the time of the issuance of the RFP to the award and execution of final form of contract, unless such communication is with the Buyer and is in compliance with Chapter 140, Lobbying of the Municipal Code.
- j) **Failure to Honour Bid**
Proponents shall honour their Bid, except where they are permitted to withdraw their bid in accordance with the process described in the RFP. Proponents shall not refuse to enter into a contract or refuse to fully perform the contract once their bid has been accepted by the TPA.
- k) **Proponent Performance**
Proponents shall fully perform their contracts with the TPA and follow any reasonable direction from the TPA to cure any default. Proponents shall maintain a satisfactory performance rating on their Contracts with the TPA and other public bodies to be qualified to be awarded similar contracts.
- l) **Disqualification for Non-Compliance with Supplier Code of Conduct**
Proponents shall be required to certify compliance with the Supplier Code of Conduct in the RFP Submission Form 1 (Appendix C), with their Bid and verify compliance, upon request from the Buyer, prior to award. Any contravention of the Supplier Code of Conduct by a Proponent, including any failure to disclose potential conflicts of interest or unfair advantages, may be grounds for the Chief Purchasing Official to disqualify a Proponent from the RFP and suspend the Proponent from future procurements.

28. Governing Law and Interpretation

The terms and conditions in this Appendix A - Terms and Conditions of RFP Process:

- a) are included for greater certainty and intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);
- b) are non-exhaustive (and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and
- c) are to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

APPENDIX B - Agreement Terms and Conditions

AGREEMENT TERMS AND CONDITIONS

Note to Appendix:

The terms set out in this Appendix shall be incorporated in any Agreement entered into with the recommended Proponent substantially in the form as presented in the Appendix. These terms are mandatory and are not negotiable. Any Proponent wishing to request that the TPA consider any changes to the terms and conditions set out in Appendix "B" must follow the process outlined in section 5 of Appendix "A".

1. Compliance with Laws

The Vendor will be required to comply, at its sole expense, with all federal, provincial and municipal laws, rules and regulations (including, without limitation, the City's Fair Wage and other policies or by-laws applicable to the TPA's vendors, the Ontario Fire Code, the Ontario Employment Standards Act, the Ontario Human Rights Code, the Ontario Labour Relations Act, the Workplace Safety and Insurance Act, the Income Tax Act and Occupational Health and Safety requirements) in relation to the provision of any Services, including the obtaining of all necessary permits and licences, and shall submit proof of such compliance to the TPA, upon request, and the Vendor shall indemnify and save the TPA harmless from any liability or cost suffered by it as a result of the vendor's failure to comply with this provision.

2. Non-Exclusivity

The awarding of an Agreement to a Vendor shall not be a guarantee of exclusivity.

3. Confidentiality

The Vendor shall treat as confidential all information of any kind which comes to the attention of the Vendor in the course of carrying out the Services and shall not disseminate such information for any reason without the express written permission of the TPA or otherwise in accordance with MFIPPA or other applicable privacy law. The Vendor may be required to enter into a detailed confidentiality and conflict of interest agreement in a form satisfactory to the TPA Legal Counsel.

4. Conflict of Interest

The Vendor shall:

- (a) avoid any Conflict of Interest in the performance of its contractual obligations;
- (b) disclose to the TPA without delay any actual or potential Conflict of Interest that arises during the performance of its contractual obligations; and
- (c) comply with any requirements prescribed by the TPA to resolve any Conflict of Interest.

In addition to all other contractual rights or rights available at law or in equity, the TPA may immediately terminate the Contract upon giving notice to the Vendor where:

- (a) the Vendor fails to disclose an actual or potential Conflict of Interest;
- (b) the Vendor fails to comply with any requirements prescribed by the TPA to resolve or manage a Conflict of Interest; or
- (c) the Vendor's Conflict of Interest cannot be resolved to the TPA's reasonable satisfaction.

5. Indemnities

The Vendor shall indemnify and save harmless the Toronto Parking Authority, its Board, City of Toronto, its Mayor, Members of Council, officers, employees, and agents from and against any losses, liens, charges, claims, demands, suits, proceedings, recoveries and judgements (including legal fees and costs) arising from or related to the Vendor's performance or non-performance of its obligations, including payment obligations to its approved subcontractors and suppliers and others, and including breach of any confidentiality obligations under this Agreement.

Upon assuming the defence of any action covered under this section the Vendor shall keep City of Toronto and the Toronto Parking Authority reasonably informed of the status of the matter, and the Vendor shall make no admission of liability or fault on Toronto Parking Authority and City of Toronto's part without Toronto Parking Authority's written permission.

6. Intellectual Property Indemnity

The Vendor shall indemnify and save harmless the Toronto Parking Authority, its Board, officers, employees, and agents from and against any losses, liens, charges, claims, demands, suits, proceedings, recoveries and judgements (including legal fees and costs) arising from infringement, actual or alleged, by the Proposal, its use or misuse, or by any of the deliverables developed or provided or supplied under or used in connection with the Services (including the provision of the Services themselves), of any Canadian, American or other copyright, moral right, trade-mark, patent, trade secret or other thing with respect to which a right in the nature of intellectual/industrial property exists.

7. Employment & WSIB Indemnity

Nothing under this Agreement shall render the TPA responsible for any employment, benefit or termination liability (including those under or in connection with the Workplace Safety and Insurance Act, 1997 or any successor legislation ("WSIA"), whether statutorily required, at common law or otherwise, resulting from Services supplied under this Agreement by persons employed or otherwise engaged by the Vendor. In the event that employment related costs, or other related responsibility falls to the TPA for any reason whatsoever, the Vendor agrees to indemnify the TPA for such costs.

8. No Assignment

The Vendor shall not assign any part of the project that may be awarded to it under the Agreement without the prior written consent of the TPA, which consent shall not be unreasonably withheld. However, such written consent shall not under any circumstances relieve the Vendor of its liabilities and obligations under this RFP and the Agreement.

9. Subcontractors

The Vendor shall be solely responsible for the payment of every subcontractor employed, engaged, or retained by it for the purpose of assisting it in the performance of its obligations under the Agreement.

The Vendor shall coordinate the services of its subcontractors in a manner acceptable to the TPA, and ensure that they comply with all the relevant requirements of the Agreement.

The Vendor shall be liable to the TPA for all costs or damages arising from acts, omissions, negligence or wilful misconduct of its subcontractors.

10. Personnel and Performance

The Vendor shall make available appropriately skilled workers, consultants or subcontractors, as appropriate, and must be able to provide the necessary materials, tools, machinery and supplies to carry out the project.

The Vendor shall be responsible for its own staff resources and for the staff resources of any subcontractors and third-party service providers.

The Vendor shall ensure that its personnel (including those of approved sub-contractors), when using any City and/or TPA buildings, premises, equipment, hardware or software shall comply with all security policies, regulations or directives relating to those buildings, premises, equipment, hardware or software.

Personnel assigned by the Vendor to perform or produce the Services or any part of it, (including those of approved subcontractors) may, in the sole discretion of the TPA, be required to sign non-disclosure Agreement(s) satisfactory to the TPA before being permitted to perform such services.

11. Independent Contractor

The Vendor and the TPA agree and acknowledge that the relationship between the TPA and the Vendor is one of owner and independent contractor and not one of employer-employee. Neither is there any intention to create a partnership, joint venture or joint enterprise between the Vendor and the TPA.

12. Insurance

The Vendor shall, at all times during the term of the Agreement, maintain the following minimum insurance coverage:

- a) Commercial General Liability Insurance issued on an occurrence basis for an amount of \$5,000,000 per occurrence/\$5,000,000 annual aggregate for claims; and
- b) Professional liability Insurance (errors & omissions) of \$2,000,000; and
- c) Employer's Liability Insurance (bodily injury and property damage) of \$2,000,000.

The Vendor will provide proof of insurance upon request.

13. Warranties and Covenants

The Vendor represents, warrants and covenants to the TPA (and acknowledges that the TPA is relying thereon) that any deliverable resulting from or to be supplied or developed under the Agreement will be in accordance with the TPA's functional and technical requirements (as set out in the RFP) and, if applicable, will function or otherwise perform in accordance with such requirements.

14. Third Party Software

Where the TPA is in possession of software containing or constituting confidential proprietary information belonging to third parties, the Vendor shall not, except in the usual incidental manner genuinely necessary for the intended use of such software on the equipment of the TPA,

- a) analyze, copy, decompile, disassemble, translate, convert, reverse engineer or duplicate any physical embodiment or part thereof, or permit any person to do so; or
- b) divulge to any unauthorized person the ideas, concepts or techniques, or make any other improper use, of such software.

The Vendor shall fully defend, save harmless and indemnify the City and the TPA from and against any loss or damages suffered by the City/TPA as a result of any failure by the Vendor, its officers, directors, partners, contract personnel, agents and employees or any of them to comply with the provisions hereof.

Should the Vendor include third party components within the Solution, the Vendor must secure the rights to use and repackage third party components and pass on those rights to the TPA without additional charges.

15. Ownership of Intellectual Property and Deliverables

The TPA will own all intellectual property rights, including (without limitation) copyright, in and to all deliverables provided by the Vendor and its subcontractors. All information, data, plans, specifications, reports, estimates, summaries, photographs and all other documentation prepared by the Vendor in the performance of the Services under the Agreement, whether they be in draft or final format, shall be the exclusive property of the TPA.

16. Payment Schedule

A payment schedule satisfactory to the TPA shall form part of the Agreement.

No fees or reimbursable expenses shall become payable to the Vendor pursuant to the Agreement other than pursuant to one or more signed schedules.

The Vendor shall submit invoices in such detail as may be required by the TPA, and the TPA reserves the right to require further proof or documentation from the Vendor in respect of services performed or expenses incurred by the Vendor and the Vendor shall provide, without delay, such further proof or documentation.

If the TPA does not approve of the Services which are the subject of the invoice, the TPA shall advise the Vendor in writing of the reasons for non-approval and the Vendor shall remedy the problem at no additional cost to the TPA before the TPA shall be obliged to pay the invoice or any part of it, as the case may be.

The Vendor shall be solely responsible for the payment of all personnel costs including statutory and otherwise (including without limitation subcontractors and suppliers and their respective personnel) made available by it and used for performance of any of the Services.

17. Termination Provisions

Upon giving the Vendor not less than thirty (30) days' prior written notice, the TPA may, at any time and without cause, cancel the Agreement, in whole or in part. In the event of such cancellation, the TPA shall not incur any liability to the Vendor apart from the payment for the goods, material, articles, equipment, work or services that have been satisfactorily delivered or performed by the Vendor at the time of cancellation.

Failure of the Vendor to perform its obligations under the Agreement shall entitle the TPA to terminate the Agreement upon ten (10) calendar days' written notice to the Vendor if a breach which is remediable is not rectified in that time. In the event of such termination, the TPA shall not incur any liability to the Vendor apart from the payment for the goods, material, articles, equipment, work or services that have been satisfactorily delivered or performed by the Vendor at the time of termination.

All rights and remedies of the TPA for any breach of the Vendor's obligations under the Agreement shall be cumulative and not exclusive or mutually exclusive alternatives and may be exercised singularly, jointly or in combination and shall not be deemed to be in exclusion of any other rights or remedies available to the TPA under the Agreement or otherwise at law.

No delay or omission by the TPA in exercising any right or remedy shall operate as a waiver of them or of any other right or remedy, and no single or partial exercise of a right or remedy shall preclude any other or further exercise of them or the exercise of any other right or remedy.

Upon termination, all originals and copies of data, plans, specifications, reports, estimates, summaries, photographs, and other documents that have been accumulated and/or prepared by the Vendor in performance of the Agreement shall be delivered to the TPA in a clean and readable format.

18. Right to Audit

The TPA may audit all financial and related records associated with the terms of the Agreement including timesheets, reimbursable out of pocket expenses, materials, goods, and equipment claimed by the Vendor. The Vendor shall at all times during the term of the contract, and for a period of 7 years following completion of the Agreement, keep and maintain records of the Work performed pursuant to this Agreement. This shall include proper records of invoices, vouchers, timesheets, and other documents that support actions taken by the Vendor. The Vendor shall at his own expense make such records available for inspection and audit by the TPA at all reasonable times.

19. Liquidated Damages

If the Vendor at any time fails to supply all goods or services to the TPA as specified within the Agreement, or fails to replace goods or services rejected by the TPA, then the TPA shall be permitted to procure such goods or services elsewhere and charge any additional costs incurred by the TPA to the vendor as liquidated damages, unless otherwise specified, and deduct such amounts from payments due to the Vendor or to otherwise collect such costs from the vendor by any other method permitted by law.

20. Right to Retain Monies

The TPA shall have the right to retain out of monies payable to the vendor under the Agreement the total amount outstanding for time to time of all claims arising out of the default of the Vendor of its obligations to the TPA. This shall include claims pursuant to this or any other contract or cause of action between the Vendor and the TPA which have not been settled between the TPA and the Vendor.

21. Occupational Health and Safety

- a) The Vendor shall comply with all federal, provincial or municipal occupational health and safety legislative requirements, including, and without limitation, the *Occupational Health and Safety Act*,

R.S.O., 1990 c.0.1 and all regulations thereunder, as amended from time to time (collectively the "OHSA").

- b) Nothing in this section shall be construed as making the TPA the "employer" (as defined in the OHSA) of any workers employed or engaged by the Vendor for the Level 2 Incident Support Services, and Enhancement Services either instead of or jointly with the Vendor.
- c) The Vendor agrees that it will ensure that all subcontractors engaged by it are qualified to perform the Level 2 Incident Support Services, and Enhancement Services and that the employees of subcontractors are trained in the health and safety hazards expected to be encountered in the Level 2 Incident Support Services, and Enhancement Services.
- d) The Vendor acknowledges and represents that:
 - i) The workers employed to carry out the Level 2 Incident Support Services, and Enhancement Services have been provided with training in the hazards of the Level 2 Incident Support Services, and Enhancement Services to be performed and possess the knowledge and skills to allow them to work safely;
 - ii) The Vendor has provided, and will provide during the course of the agreement, all necessary personal protective equipment for the protection of workers;
 - iii) The Vendor's supervisory employees are competent, as defined in the OHSA, and will carry out their duties in a diligent and responsible manner with due consideration for the health and safety of workers;
 - iv) The Vendor has in place an occupational health and safety, workplace violence and workplace harassment policies in accordance with the OHSA; and
 - v) The Vendor has a process in place to ensure that health and safety issues are identified and addressed and a process in place for reporting work-related injuries and illnesses.
- e) The Vendor shall provide, at the request of the *President* or his/her/their designate, the following as proof of the representations made in paragraph d(i) and d(iv):
 - i) documentation regarding the training programs provided or to be provided during the Level 2 Incident Support Services, and Enhancement Services (i.e. types of training, frequency of training and re-training); and
 - ii) the occupational health and safety policy.
- f) The Vendor shall immediately advise the President or his/her/their designate in the event of any of the following:
 - i) A critical injury that arises out of Level 2 Incident Support Services, and Enhancement Services that is the subject of this agreement;
 - ii) An order(s) is issued to the Vendor by the Ministry of Labour arising out of the Level 2 Incident Support Services, and Enhancement Services that is the subject of this agreement;
 - iii) A charge is laid or a conviction is entered arising out of the Level 2 Incident Support Services, and Enhancement Services that is the subject of this agreement, including but not limited to a charge or conviction under the OHSA, the *Criminal Code*, R.S.C 1985, c. C-46, as amended and the *Workplace Safety and Insurance Act*, 1997, S.O. 1997, c. 16, Sched. A, as amended.
- g) The Vendor shall be responsible for any delay in the progress of the Level 2 Incident Support Services, and Enhancement Services as a result of any violation or alleged violation of any federal, provincial or municipal health and safety requirement by the Vendor, it being understood that no such delay shall be a force majeure or uncontrollable circumstance for the purposes of extending the time for performance of the Level 2 Incident Support Services, and Enhancement

Services or entitling the Vendor to additional compensation, and the Vendor shall take all necessary steps to avoid delay in the final completion of the Level 2 Incident Support Services, and Enhancement Services without additional cost to the TPA.

- h) The parties acknowledge and agree that employees of the TPA, including senior officers, have no authority to direct, and will not direct, how employees, workers or other persons employed or engaged by the Vendor do work or perform a task that is the subject of this agreement.

22. Workplace Safety and Insurance Act

The Vendor shall secure, maintain and pay all costs for Workplace Safety and Insurance Board ("WSIB") workers' compensation coverage for its employees providing Services under this agreement, whether required statutorily or not under the Workplace Safety and Insurance Act, 1997.

The Vendor represents and warrants that it shall be in good standing with the WSIB throughout the term of this agreement. Prior to supplying the Services and prior to receiving payment, the Vendor shall produce a Clearance Certificate issued by the WSIB confirming that the Vendor has paid its assessment based on a true statement of the amount of its current payroll in respect of the Services and that the TPA is relieved of financial liability. Thereafter, throughout the period of Services being supplied, a new Clearance Certificate will be obtained from the WSIB by the Vendor and provided to the TPA every 90 days or upon expiry of the Certificate's validity period whichever comes first.

The Vendor shall ensure that any and all persons, including but not limited to volunteers, students, subcontractors and independent contractors, providing services under this agreement, have secured WSIB coverage, whether required statutorily or not, for the term of this agreement.

23. Accessibility Standards and Customer Service Training Requirements

The Vendor must ensure that all deliverables conform to the requirements of the Accessibility for Ontarians with Disabilities Act, 2005.

The Vendor shall require all applicable personnel (including those of its subcontractors) to fulfill the training requirements set out in the City's policy on Accessible Customer Service Training Requirements for Contractors, Consultants and other Services Providers. For a copy of the City of Toronto requirement, visit the website at:

<https://www.toronto.ca/business-economy/doing-business-with-the-city/understanding-the-procurement-process/purchasing-policies-legislation/accessible-customer-service-training-requirements/>

Training requirements can be fulfilled by accessing the e-learning course "Serve-Ability: Transforming Ontario's Customer Service" at:

https://www.ocapdd.on.ca/Forms/Volunteer/SAE/HTML_Eng/index.html

APPENDIX C – Standard Submission Forms

FORM 1: Proposal Submission Form – Mandatory

REQUEST FOR PROPOSAL NO. TPA20200916

Level 2 Incident Support Services, and Enhancement Services

CLOSING: 12:00 NOON (LOCAL TORONTO TIME) **November 06, 2020**

1. PROPONENT INFORMATION

Please complete following form, and name one (1) authorized person to be the contact for the procurement process and for any clarifications or amendments that might be necessary.

Full Legal Name of Proponent:	
Any Other Trade Name under Which the Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Company Website (If Any):	
Contact Person and Title:	
Contact Phone:	
Contact E-mail:	

2. REQUEST FOR PROPOSAL TERMS, CONDITIONS AND SPECIFICATIONS

By signing this form, the Proponent agrees that if selected to provide the goods and/or services described in this Request for Proposal document, they will provide those goods and/or services in accordance with the terms, conditions, and specifications contained in the Request for Proposal document and in accordance with the Proponent's proposal submission.

3. POLICIES

The Proponent has read, understood and agrees to comply with the policies, practices and statements found on the City's website at the following link:

<https://www.toronto.ca/business-economy/doing-business-with-the-city/understanding-the-procurement-process/purchasing-policies-legislation/>

Without limiting the Proponent's acknowledgement of the City's general procurement policies, by signing this form, the Proponent acknowledges and certifies that the Proponent, and any of its proposed subcontractors, will provide the goods and/or services in compliance with the following specific policies:

3.1. DECLARATION OF COMPLIANCE WITH THE CITY'S SUPPLIER CODE OF CONDUCT

By signing this form, the Proponent acknowledges that it has read and understands its obligations under the Toronto Supplier Code of Conduct and further certifies that the Proponent, and any of its proposed subcontractors, will provide the services in compliance with the Toronto's Supplier Code of Conduct.

Refer to the Supplier Code of Conduct in Article 13 of Chapter 195, Purchasing, of the Toronto Municipal Code.

3.1.1. PROHIBITION AGAINST COLLUSION AND UNETHICAL BIDDING

If the box below is left blank, the Proponent will be deemed to declare that it had no affiliation or other relationships with other Proponents that might be seen to compromise the principle of fair competition, including any proposed subcontracting relationships.

If the Proponent declares an affiliation or other relationship with other Proponents that might be seen to compromise the principle of fair competition, the Proponent must set out the details below:

Refer to the Supplier Code of Conduct in Section 3.1 of Form 1 of this RFP.

3.1.2. PROHIBITION AGAINST ILLEGALITY

If the box below is left blank, the Proponent will be deemed to declare that it has no previous convictions of itself or affiliated persons for collusion, bid-rigging, price-fixing, bribery, fraud, or other similar

behaviors or practices prohibited under the *Criminal Code*, the *Competition Act*, or other applicable law, for which the Proponent has not received a pardon.

If the Proponent declares that it has previous convictions of itself or affiliated persons, the Proponent must set out the details below:

Refer to the Supplier Code of Conduct in Section 3.1 of Form 1 of this RFP.

3.1.3. CONFLICTS OF INTEREST OR UNFAIR ADVANTAGE

For the purposes of this section, the term “**Conflict of Interest**” means

- (a) in relation to the procurement process, the Proponent has, or is seen to have, an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the TPA in the preparation of its proposal that is not available to other Proponents, (ii) communicating with any person with a view to influencing preferred treatment in the procurement process (including but not limited to the lobbying of decision makers involved in the procurement process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the procurement process; or
- (b) in relation to the performance of its contractual obligations contemplated in the contract that is the subject of this procurement, the Proponent’s other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgment, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

Potential Conflicts of Interest or unfair advantage include, but are not limited to:

- (1) Engaging current or former TPA employees or public office holders to take any part in the preparation of the proposal or the performance of the contract if awarded, any time within two (2) years of such persons having left the employ or public office of the TPA;
- (2) Engaging any family members, friends or private business associates of any public office holder which may have, or appear to have, any influence on the procurement process or performance of the contract, if awarded;
- (3) Prior involvement by the supplier or affiliated persons in developing the technical specifications or other evaluation criteria for the solicitation;
- (4) Prior access to confidential TPA information by the supplier, or affiliated persons, that is materially related to the solicitation and that was not readily accessible to other prospective Proponents; or

(5) The Proponent or its affiliated persons are indebted to or engaged in ongoing or proposed litigation with the City and/or TPA in relation to a previous contract.

If the box below is left blank, the Proponent will be deemed to declare that (a) there was no Conflict of Interest in connection with preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in this RFSQ process.

The Proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the Proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the procurement.

If the Proponent declares an actual or potential Conflict of Interest, the Proponent must set out the details below:

The following individuals, as employees, advisers, or in any other capacity (a) participated in the preparation of our proposal; **AND** (b) were employees of the TPA and have ceased that employment within twenty-four (24) months prior to the Submission Deadline:

Name of Individual:
Job Classification:
Department:
Last Date of Employment with the TPA:
Name of Last Supervisor:
Brief Description of Individual's Job Functions:
Brief Description of Nature of Individual's Participation in the Preparation of the Proposal:

(Repeat above for each identified individual. Proponents may include this information on a separate sheet if more space is required)

The Proponent agrees that, upon request, the Proponent shall provide the TPA with additional information from each individual identified above in a form prescribed by the TPA.

3.2. RIGHT TO REJECT DEBTORS AND SET OFF POLICY

For a copy of the City of Toronto Policy, visit the website:

[RIGHT TO REJECT DEBTORS AND SET OFF POLICY](#)

3.3. DECLARATION OF COMPLIANCE WITH ANTI-HARASSMENT/DISCRIMINATION LEGISLATION & TPA POLICY

Organizations/individuals in Ontario, including the Toronto Parking Authority (TPA), have obligations under the Ontario Human Rights Code, the Occupational Health and Safety Act, the Employment Standards Act, the Accessibility for Ontarians with Disabilities Act, the Criminal Code of Canada and the Charter of Rights and Freedoms. In addition, the Toronto Parking Authority also has policies that prohibit discrimination on the additional grounds of political affiliation or level of literacy, subject to the requirements of the Charter. Organizations are required to have and post policies, programs, information, instruction, plans and/or other supports, and an appropriate internal process available to their employees and service recipients to prevent, address and remedy discrimination, racism, harassment, hate and inaccessibility complaints under the applicable legislation and including the additional grounds of discrimination prohibited under City policy. Individuals are obliged to refrain from harassment/hate activity.

The Toronto Parking Authority requires all organizations and individuals that contract with the TPA to sign the following Declaration of Compliance with Anti-Harassment/Discrimination Legislation & TPA Policy. This Declaration must be signed by your organization and submitted with the contract or Letter of Understanding. The name of your organization and the fact that you have signed this declaration may be included in a public report to the Board or City Council.

Declaration:

I/we uphold our obligations under the above provincial and federal legislation. In addition, I/we uphold our obligations under TPA policies which prohibit harassment/discrimination on a number of grounds including political affiliation and level of literacy.

WHERE LEGALLY MANDATED I/we have in place the necessary policies, programs, information, instruction, plans and/or other supports that are consistent with our obligations, and I/we have an internal process available to my/our employees and service recipients to prevent, address and remedy discrimination, racism, harassment, hate and inaccessibility complaints. I/we agree that I/we shall, upon the request of the City and/or TPA, provide evidence of the policies, programs, information, instruction, plans and other supports and an appropriate internal complaint resolution process required under this Declaration which is sufficient to allow the City/TPA to determine compliance. I/We acknowledge that failure to demonstrate compliance with this declaration to the satisfaction of the operating Department, in consultation with the City Solicitor, may result in the termination of the contract.

3.4. ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE TRAINING REQUIREMENTS POLICY

For a copy of the City of Toronto Policy, visit the website:

<https://www.toronto.ca/business-economy/doing-business-with-the-city/understanding-the-procurement-process/purchasing-policies-legislation/accessible-customer-service-training-requirements/>



4. DISCLOSURE OF INFORMATION

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the TPA to the TPA's advisers retained for the purpose of evaluating or participating in the evaluation of this proposal.

The proponent shall provide the TPA with **ongoing disclosure**, should the proponent be awarded a contract and any of the information provided above change.

5. ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA BY NUMBER AND ISSUE DATE

I/WE ACKNOWLEDGE THE RECEIPT OF ALL ADDENDA ISSUED:

ADDENDUM No(s). _____ TO _____ DATED _____ TO _____

.....

SIGNATURE OF AUTHORIZED SIGNING OFFICER

PRINTED NAME OF SIGNING OFFICER

I have authority to bind the proponent and attest to the accuracy of the information provided in this proposal.



THIS FORM (6 PAGES) MUST BE COMPLETED, SIGNED AND SUBMITTED WITH YOUR PROPOSAL, OR YOUR PROPOSAL WILL BE DECLARED NON-COMPLIANT.

APPENDIX D - SUPPLEMENTARY SUBMISSION FORMS

1. Price Detail Form

For instructions on completing this form, see section 7.3, sub-section 6.

APPENDIX E - PROPOSAL EVALUATION TABLE

PROPONENT'S NAME: _____

<ul style="list-style-type: none"> COMPLIANCE WITH MANDATORY SUBMISSION REQUIREMENTS PCoE Certification 	PASS/FAIL	
	PASS/FAIL	
CRITERIA	POINTS AVAILABLE	POINTS AWARDED
A) PROPONENT COMPANY PROFILE <ul style="list-style-type: none"> Profile and professionalism of the company 	10	
B) EXPERIENCE AND QUALIFICATIONS OF THE PROPONENT <ul style="list-style-type: none"> Evidence of conducting similar scope of services Specific experience in providing Level 2 Incident Management services to clients with similar SAP environment and scope Experience in providing Enhancements and Extensibilities in similar SAP environments Examples of enhancements and extensibilities delivered for similar SAP environments 	10 5 5 5	
C) PROPOSED STAFF TEAM AND RESOURCES <ul style="list-style-type: none"> Experience of the team proposed by the Proponent. Demonstrated experience of delivering like services in similar SAP environments and components 	5 5	
D) UNDERSTANDING PROPOSED SERVICES AND SERVICE LEVELS <ul style="list-style-type: none"> Demonstrated high level of understanding of the scope of work and of the RFP services goals and requirements. Proposed Service Levels/KPIs, weighting, etc. Demonstrated ability to carry out all aspects of the services. 	10 10 10	
E) FEES/BLOCK TIME: <ul style="list-style-type: none"> Cost [FORMULA: (lowest cost Proposal / Proponent's Proposal cost x 25)] Block time method 	15 10	
TOTAL SCORE	100	

CRITERIA FOR EVALUATION SCORES SCORING SYSTEM

0 – No Value: Fails to address the component.

1 – Poor: Minimally addresses the component, but one or more major considerations of the component are not addressed.

2 – Fair: The response addresses the component adequately, but minor considerations may not be addressed.

3 – Good: The response fully addresses the component and provides a good quality solution. Good degree of confidence in the Bidder's response or proposed solution met.

4 – Very Good: All considerations of the component are addressed with a high degree of confidence in the Bidder's response or proposed solution.

5 – Excellent: All considerations of the component are addressed with the highest degree of confidence in the Bidder's response or proposed solution. The response exceeds the requirements in providing a superior response or proposed solution.

TORONTO PARKING AUTHORITY



REQUEST FOR PROPOSAL No: RFP#20200915

SAP SUPPORT & ENHANCEMENT SERVICES FOR
TORONTO PARKING AUTHORITY (TPA)

ADDENDA NO. 1

October 19th, 2020

REQUEST FOR PROPOSAL ADDENDA NO. 1

This document, Addenda No. 1 to “Request for Proposals: #TPA20200915 SAP Support and Enhancement Services, MERX 183527, amends the RFP document, issued September 19th 2020 as follows:

Clarifications to Bid Document

RFP Proponent Virtual Meeting (October 23rd) With Toronto Parking Authority

The October 23rd RFP Proponent Meeting with Toronto Parking Authority will be held as a virtual meeting.

Meeting Time: 1:00pm – 2:30pm EDT

RFP Proponent Organizations can attend the meeting through the following ZOOM Meeting Link:

Join Zoom Meeting

<https://us02web.zoom.us/j/83459661720?pwd=ZXZWQ2doQkYyUS9SWFZZTGxac1pJUT09>

+1 204 272 7920 Canada

+1 438 809 7799 Canada

+1 587 328 1099 Canada

+1 647 374 4685 Canada

+1 647 558 0588 Canada

+1 778 907 2071 Canada

Meeting ID: 834 5966 1720

Passcode: 022923

Find your local number: <https://us02web.zoom.us/j/83459661720?pwd=ZXZWQ2doQkYyUS9SWFZZTGxac1pJUT09>

RFP Proponent Questions submitted (as of Friday, October 16th) and Answers

Question 1:

Hi. I intend to attend the Voluntary Information Meeting for RFP #TPA20200915.

Can I please be added to the list and sent the log-in details?

Answer:

October 23rd ZOOM Proponent Meeting info for RFP Proponents will be provided on RFP Addendum to be posted on MERX on Monday, Oct 19th

Question 2:

The RFP states on Page # 12 that the services are required from a PCOE certified supplier. We are a Global SI and an SAP Global Strategic Service Partner.

Will the SAP Global Strategic Service Partner certification meet TPA's requirement?

Answer:

Organizations that are SAP Global Strategic Service Partner certified will be considered for this RFP.

Question 3:

1) Section 5.5.1.1 copied below, states that the vendor must have a help desk that will respond to calls within 3 minutes.

5.5.1.1 Help Desk Staffing
The Vendor will provide a Help Desk for all calls/incidences. The Vendor must have the following minimum criteria for its Help Desk:

- A toll-free number that will answer calls within 3 minutes during Business Hours;

5.5.1.3 Incident Ticket Status

- request via email or phone the status of service tickets

Can you help us understand this a little bit better?

Is this expected for every ticket, or is this for critical situations such as a systems down?

Answer:

Correction – The first 5.5.1.1 Help Desk Staffing bullet point should read: “A toll free number that will answer calls during Business Hours.”

It is expected that Proponents will provide Call Answer metrics included with other associated KPIs/SLAs/SLOs etc.

Question 4:

Can you provide an estimated breakdown of the ticket data by module, priority, and break fix versus enhancement?

Answer:

We are unable to provide breakdowns of ticket data details.

Question 5:

What are the number of users per module?

Answer:

86 SAM Users, 90 S/4 Users (approx.)

Question 6:

We wish to attend the Virtual Meeting on October 23. Do you need a list of attendees and their emails to be submitted so they are invited to the meeting?

Answer:

TPA has provided Oct 23rd RFP Proponent ZOOM meeting details within this Addendum. Organizations are allowed to have more than 1 individual attend the Meeting.

However, Proponents are expected to designate one (1) individual person from their organization to speak during this Virtual Meeting with respect to any questions, clarifications etc. they might have.

Question 7: Costing Form is missing, can you please provide?**Answer:**

There is no Costing Form – The Proponent must complete and submit the blank Price Detail Form located in Appendix D.

TPA is looking for the Proponent to propose their own recommended method/solution and costing or pricing.

Question 8:

Are you already on S/4HANA? It is mentioned that work commenced to implement S/4HANA in November 2019. Is this project still on track and is the support date start of February 2021 still the anticipated date?

Answer:

TPA has implemented S/4 & SAM on October 5th 2020. The project is on track, with Support expected to begin in February 2021.

Question 9:

Is there phase II functionality anticipated that may result in project and support overlap?

Answer:

Yes, Success Factors and SAC are expected to be implemented in 2021 which will result in an overlap of Project & Support.

Question 10:

What is the overlap between Hypercare and support transition? Will there be a requirement or opportunity to start transition prior to Feb 2021?

Answer:

Please refer to section 5.3 Service Delivery Ramp Up. TPA expects Proponents to recommend time required for Ramp Up. There is a opportunity for transition to begin prior to February 2021.

Question 11:

Please provide the number of users and their corresponding functional areas

Answer:

86 SAM Users, 90 S/4 Users (approx.)

Question 12:

Is there an estimated ticket volume based on your previous system? And how long was this system in place?

Answer:

We are unable to provide breakdowns of ticket data details.

Question 13:

Can you share the historical ticketing analytics (by functional area, by type)?

Answer:

There is no basis for comparison from legacy system & no historical data available.

Question 14:

What size do you anticipate the setup of the internal SAP Support team? (e.g. Number of super users, etc...)

Answer:

4-5 functional & 2 technical individuals.

Question 15:

10. You mention ManageEngine as your Help Desk Support tool:

- Are you planning on keeping the same tool? If not, do you want us to have a recommendation?
- If you are planning to keep ManageEngine, do you expect us to use it? Or to integrate with it? Please elaborate on your preference and expectation.

Answer:

The Vendor may have the opportunity to integrate their ticketing systems with TPA ManageEngine in an effort to provide better service.

Any integration is not part of current RFP scope, and any future discussion will be with successful proponent at TPA discretion.

TORONTO PARKING AUTHORITY



REQUEST FOR PROPOSAL No: RFP#20200915

SAP SUPPORT & ENHANCEMENT SERVICES FOR
TORONTO PARKING AUTHORITY (TPA)

ADDENDA NO. 2

October 20th, 2020

REQUEST FOR PROPOSAL ADDENDA NO. 2

This document, Addenda No. 2 to “Request for Proposals: #TPA20200915 SAP Support and Enhancement Services, MERX 183527, amends the RFP document, issued September 19th 2020 as follows:

Clarifications to Bid Document

RFP Proponent Virtual Meeting (October 23rd) With Toronto Parking Authority – Confirmation of Scheduled Meeting Time

The October 23rd RFP Proponent Meeting with Toronto Parking Authority will be held as a virtual meeting.

Meeting Time: 1:00pm – 2:30pm EDT

RFP Proponent Organizations can attend the meeting through the following ZOOM Meeting Link:

Join Zoom Meeting

<https://us02web.zoom.us/j/83459661720?pwd=ZXZWQ2doQkYyUS9SWFZZTGxac1pJUT09>

+1 204 272 7920 Canada

+1 438 809 7799 Canada

+1 587 328 1099 Canada

+1 647 374 4685 Canada

+1 647 558 0588 Canada

+1 778 907 2071 Canada

Meeting ID: 834 5966 1720

Passcode: 022923

Find your local number: <https://us02web.zoom.us/j/83459661720?pwd=ZXZWQ2doQkYyUS9SWFZZTGxac1pJUT09>

TORONTO PARKING AUTHORITY



REQUEST FOR PROPOSAL No: RFP#20200915

SAP SUPPORT & ENHANCEMENT SERVICES FOR
TORONTO PARKING AUTHORITY (TPA)

ADDENDA NO. 3

October 30th, 2020

REQUEST FOR PROPOSAL ADDENDA NO. 3

This document, Addenda No. 3 to “Request for Proposals: #TPA20200915 SAP Support and Enhancement Services, MERX 183527, amends the RFP document, issued September 19th 2020 as follows:

RFP Proponent Questions submitted (as of Friday, October 30th 9:00am) and Answers

1. Two requests via email received for submission date extensions:

A) We would like to request for an extension to the submission date by three weeks.
(via email, received on Oct 20th)

B) We would like to request an extension to the submission deadline. We are anticipating responses to our questions from last Friday to be release by next Friday which will only give us 4 business days to adjust our content, review, approve and submit.
We would appreciate if the deadline is extended by another week at least.
(via email, received Oct 26th)

Answer: There are no changes to the SAP RFP Schedule of Events and respective event dates indicated in the RFP document:

Dates	Activity
Sep 18, 2020	RFP Issue Date
Oct 23, 2020	Meeting with TPA - Virtual
Oct 30, 2020	Deadline for Proponents' questions
Nov 6, 2020	RFP response deadline
Nov 27, 2020	RFP proposal presentation (if requested)
Dec 4, 2020	Reference checks
Dec 11, 2020	Approval and Contract execution
Feb 2021	Implementation / Transition

2. Please provide us with the current ticket count by ticket severity? If the exact count is not available please provide us with high level estimate or prediction based on historical data.

Answer:

Please find below the document with SAP Support Request Summary Info all incidents logged since go-live, sorted by workstream and priority.



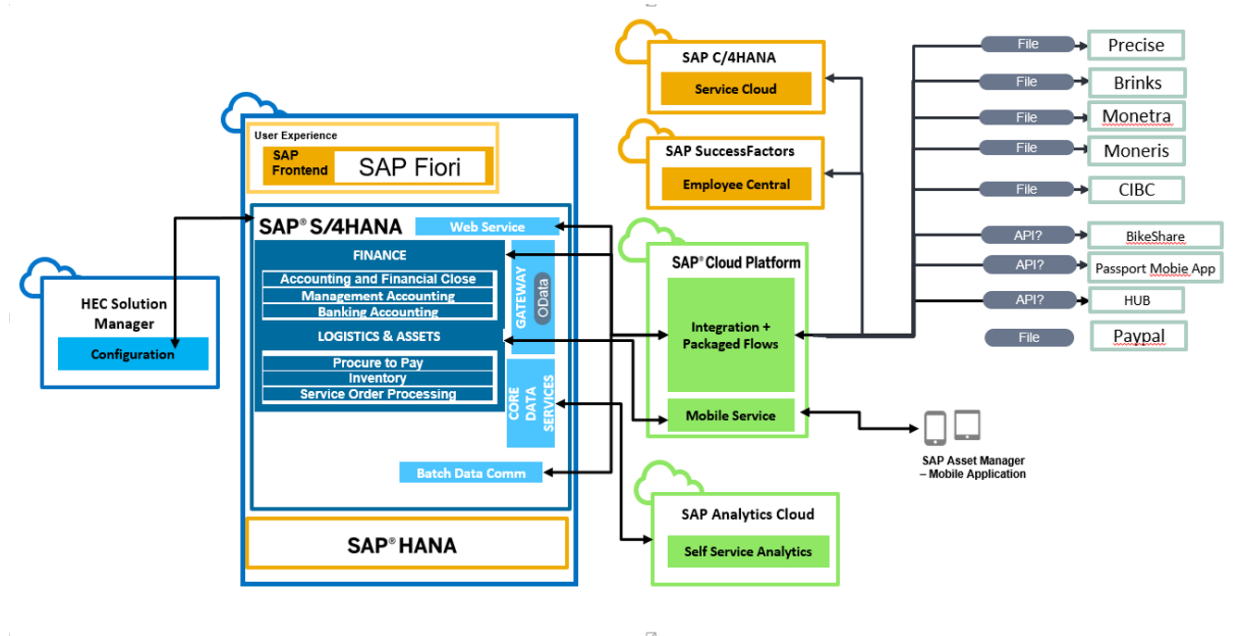
Requests_by_Priority
(Oct 23 2020 03_59 f

3. Can we have a breakdown of the users by functional area (86 SAM Users, 90 S/4 Users) to aid in the understanding of the correct resource profile to assign to your account.

Answer: User breakdown, approximately 86 SAM, 70 MM/PM, 20 FICO

4. Can you provide a list of systems to integrate with SAP ERP System.

Answer: Please see diagram below:



TORONTO PARKING AUTHORITY

REQUEST FOR PROPOSAL No: RFP#20200915

SAP SUPPORT & ENHANCEMENT SERVICES FOR
TORONTO PARKING AUTHORITY (TPA)



ADDENDA NO. 4

November 2nd 2020

Request for Proposal Addenda #4

This document, Addenda No. 4 to “Request for Proposals: #TPA20200915 SAP Support and Enhancement Services, MERX 183527, amends the RFP document, issued September 19th 2020 as follows: This Addenda provides the information contained in the the Request for Priority Excel document embedded in TPA SAP RFP Addenda #3.

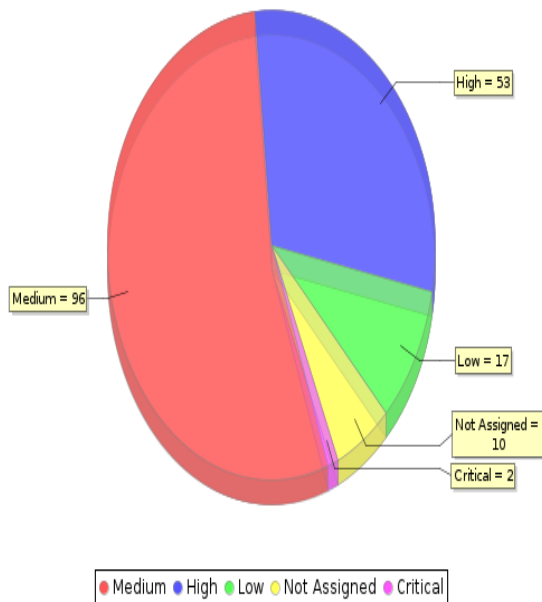


sPARK Support

Requests by Priority

Generated by carolin calvo Created on : 10-23-2020 15:58

Total records : 178



Reques	Request Mode	Priority	Created Time	Subject	Request Status
Not Assigned					
192	E-Mail	Not Assigned	10-21-2020 15:08	NEED APPROVAL- TR # TPDK901157:: Authorization error	Closed
208	E-Mail	Not	10-23-2020 15:51	Purchase Rec Problem	Open
204	E-Mail	Not	10-23-2020 14:07	Issue with Enable Now?	Open
191	E-Mail	Not	10-21-2020 13:54	RE: Access to reports	Open
Basis					
108	E-Mail	High	10-08-2020 07:12	APP update failed	Closed
144	Not Assigned	High	10-13-2020 10:15	FICO Batch Job requests	Closed
199	Not Assigned	High	10-22-2020 12:35	RSUSR003 shows an error	Closed
103	E-Mail	Low	10-07-2020 16:58	Non-Union Job Opportunity	Closed
104	E-Mail	Low	10-07-2020 17:44	RE: system logs for schedule jobs	Closed
77	E-Mail	Low	10-06-2020 16:00	RE: Link not working to review PO after approval	Closed
85	E-Mail	Medium	10-07-2020 09:23	SAP error	Closed
137	Not Assigned	Medium	10-13-2020 07:46	Emails from TPP-100 not sent/received (missing some emails from Oct 10-13)	Closed
78	E-Mail	Medium	10-06-2020 16:04	Link not working to review PO after approval	Closed
60	E-Mail	Medium	10-06-2020 05:29	Day shift issues	Closed
80	Not Assigned	Medium	10-06-2020 21:10	Production Batch Jobs cancelled	Closed
FICO					

109	Not Assigned	High	10-08-2020 07:30	Interfaces - PayPal interface file delivered twice and processed twice (Oct 8)	Closed
99	Not Assigned	High	10-07-2020 15:47	Interface - Hub short dump for Oct 1 data in TPD-102	Closed
43	Not Assigned	High	10-05-2020 12:27	Posting Period 10 closed	Closed
36	Not Assigned	High	10-05-2020 10:13	Auth issues with Brenda's profile	Closed
131	Not Assigned	High	10-09-2020 10:48	Interfaces: PayPal files are processed twice	Closed
128	Not Assigned	High	10-09-2020 10:00	Create Employee Business Partner	Closed
202	Not Assigned	High	10-23-2020 09:08	Precise files were sent twice in error (Oct 22)	Closed
121	Not Assigned	High	10-08-2020 17:36	FIARCLRK role missing access to Park Customer Invoice	Closed
74	Not Assigned	High	10-06-2020 15:42	Create display Business Partner role	Closed
193	Not Assigned	High	10-21-2020 16:21	Brinks files not being delivered to TPA SFTP folder	Test
116	Not Assigned	High	10-08-2020 12:05	CIBC EFT File needs to be un UTF-8 format	Closed
203	Not Assigned	Low	10-23-2020 10:13	Configuration required to include time stamp of entered documents in reports	Open
94	Not Assigned	Low	10-07-2020 13:09	FICO Interfaces - Custom Cash Clearing program (Transports for TPP)	Closed
196	Not Assigned	Low	10-22-2020 10:16	Precise files to be removed from interface (extraneous files)	Open
170	Not Assigned	Low	10-16-2020 16:02	FICO report - Offsetting account not displayed in display GL line item report. OSS #2911665 describes the issue & fix	Test
70	Not Assigned	Medium	10-06-2020 11:00	Error message executing 'Display Line Items in General Ledger' app	Closed
98	Not Assigned	Medium	10-07-2020 15:46	Validation rules for clearing transactions	Closed
47	Not Assigned	Medium	10-05-2020 13:41	Moneris negative entries not being processed via error handling	Closed
53	Not Assigned	Medium	10-05-2020 17:23	Phoebe requires BP access (create/change/display) customer and supplier	Closed
97	Not Assigned	Medium	10-07-2020 15:35	Moneris Interface- add store number in SGTEXT field	Closed
41	Not Assigned	Medium	10-05-2020 12:24	Monetra Failed Transactions File	Closed
76	Not Assigned	Medium	10-06-2020 15:55	Display Financial Statement app missing drop down values	Closed
119	Not Assigned	Medium	10-08-2020 15:48	Data missing from Hub transaction file authorization number	Closed
46	Not Assigned	Medium	10-05-2020 13:09	Issues with document reversal processing	Closed
153	Not Assigned	Medium	10-14-2020 07:05	Customer Invoice - Issue with HST calc. and tax exempt.	Closed

39	Not Assigned	Medium	10-05-2020 11:14	Incorrect GL account assignment for cash transactions	Closed
112	Not Assigned	Medium	10-08-2020 10:52	CIBC Interfaces - Require a process for user notification that CIBC files were sent and received by CIBC	Not a defect - change
150	Not Assigned	Medium	10-13-2020 14:28	Courtesy transactions logic for HUB transactions	Closed
107	Not Assigned	Medium	10-08-2020 00:04	Hub cash transactions posting to credit card GL account	Closed
45	Not Assigned	Medium	10-05-2020 12:47	Tax codes not being assigned to revenue accounts for Precise - Field VAT_DATE not being populated with tax reporting date	Closed
159	Not Assigned	Medium	10-15-2020 08:28	Payment cheque is missing digital signatures	Closed
188	Not Assigned	Medium	10-21-2020 07:29	Clearing Configuration update required for Bikeshare	Closed
Integration					
115	Not Assigned	High	10-08-2020 11:45	ADS error when generating Cheque form	Closed
54	Not Assigned	High	10-05-2020 18:48	Work Order creation/change Mandatory fields - SAP ticket 666628 / 2020	Closed
71	Not Assigned	Medium	10-06-2020 11:38	Park & Post: Apply OSS note 2729492	Open
Master Data					
132	E-Mail	Not Assigned	10-09-2020 13:45	FW: PR 0010000419 item 00010 requires your approval	Open
186	E-Mail	High	10-20-2020 14:30	Issues with HR Mini Master	Closed
162	E-Mail	High	10-15-2020 09:11	Employees returning to work	Open
84	E-Mail	Medium	10-07-2020 08:05	Master Data - IT SYSTEMS; Technical Object Descriptions	Closed
171	E-Mail	Medium	10-16-2020 18:21	Master Data Issue: 5009-0018 Equipment not found	Closed
156	E-Mail	Medium	10-14-2020 11:14	Release strategy - alternate Manager (level H1) for PGr 207	Not a defect - change
166	E-Mail	Medium	10-15-2020 15:36	Master Data Issue @ CP49	Closed
164	E-Mail	Medium	10-15-2020 11:12	Work Center, User list for IT	Open
32	E-Mail	Medium	10-05-2020 07:19	Master Data Issue - ONST- 5022 - Route 5022	Closed
101	Not Assigned	Medium	10-07-2020 16:11	Passport Machine 3105 missing in mapping table	Closed
MM					
130	E-Mail	Not Assigned	10-09-2020 10:27	Missing cost centers in Create Reservation	Closed
124	E-Mail	Not Assigned	10-09-2020 09:01	FW: PR 0010000419 item 00010 requires your approval	Closed
64	Not Assigned	High	10-06-2020 08:40	PO Approval email link not correct	Closed
63	Not Assigned	High	10-06-2020 08:38	PO Output Error	Closed
49	Not Assigned	High	10-05-2020 16:02	PO workflows not triggering	Closed

65	Not Assigned	High	10-06-2020 08:44	Delete Duplicate PO approval workflows PO 4500000001 & 4500000002	Closed
118	E-Mail	Low	10-08-2020 13:05	Reservation List Layout	Closed
90	E-Mail	Low	10-07-2020 11:15	Release strategy for purchase requisitions	Closed
163	Not Assigned	Medium	10-15-2020 10:44	Material type number ranges: current number incorrect	Closed
157	E-Mail	Medium	10-14-2020 13:42	Email Change in SAP	Closed
180	E-Mail	Medium	10-20-2020 09:36	FW: Approved PO	Open
93	E-Mail	Medium	10-07-2020 12:58	SAP access - MEAN transaction	Closed
50	Not Assigned	Medium	10-05-2020 16:58	PO Report Display by Account Assignment (ME2K) ABAP Dump	Closed
178	E-Mail	Medium	10-19-2020 09:20	requisition & buyer roles	Closed
185	E-Mail	Medium	10-20-2020 12:32	RE: Stock - Multiple materials.....Please open Ticket	Open
38	E-Mail	Medium	10-05-2020 11:05	SAP access - missing application	Closed
183	E-Mail	Medium	10-20-2020 11:56	FW: Training Materials .. PRs & Reservations	Not a defect - training
66	E-Mail	Medium	10-06-2020 08:53	RE: Message in SAP	Closed
117	E-Mail	Medium	10-08-2020 12:57	RE: Goods Issue Output	Open
PM					
138	E-Mail	High	10-13-2020 07:53	Sync error	Closed
75	Not Assigned	High	10-06-2020 15:53	Maintenance order cost showing up against blank value category	Closed
40	Not Assigned	High	10-05-2020 11:33	WO # (100...99) - unable to clock in or clock out.	Closed
198	E-Mail	Low	10-22-2020 11:36	RE: manually change time confirmation	Closed
88	E-Mail	Medium	10-07-2020 11:15	Technical Object Descriptions ; Parking Pay Stations, Entries, Exit Not all labeled with machine numbers found in ZMC	Closed
61	E-Mail	Medium	10-06-2020 05:31	Day shift issues	Closed
194	E-Mail	Medium	10-22-2020 07:45	Fwd: Moving furniture	Test
105	Not Assigned	Medium	10-07-2020 17:44	Configuration Change - move 'Sort Field' column to after equipment description during Notification creation	Closed
SAM					
126	E-Mail	Not	10-09-2020 09:31	SAM App Update Failed	Closed
129	E-Mail	Not Assigned	10-09-2020 10:07	Deserialization Error, Unable to Sync *Resolved on live call*	Closed
122	Not Assigned	Critical	10-09-2020 08:13	Not disappearing...and still getting no final confirmation time for some work orders	Closed
113	Not Assigned	Critical	10-08-2020 11:17	SAM - Time Confirmation is being created with empty employee number	Test
37	Not Assigned	High	10-05-2020 10:45	WO (100...90) not showing up on Mobile device	Closed
174	E-Mail	High	10-17-2020 01:17	SAM App Issue	Closed
161	Not Assigned	High	10-15-2020 08:49	SAM - SAM - Time Confirmation in SAM , 0 Hrs, and employee number empty	Open

82	E-Mail	High	10-07-2020 06:30	SAM App Completed Operations, showing as Partially completed in SAP	Closed
91	E-Mail	High	10-07-2020 11:38	Previously reported sync error	Closed
35	Not Assigned	High	10-05-2020 10:03	SAM access issue with Adrian	Closed
81	E-Mail	High	10-07-2020 06:29	SAM App Completed Operations, not showing as completed in SAP	Closed
34	Not Assigned	High	10-05-2020 09:57	SAM access issue with Kyle Cook	Closed
86	E-Mail	High	10-07-2020 10:13	Time Confirmation Issues	Closed
89	E-Mail	High	10-07-2020 11:15	Final confirmation error	Closed
106	Not Assigned	Low	10-07-2020 17:50	additional request/suggestions to make the app better for the employees	Not a defect - change
111	E-Mail	Low	10-08-2020 08:55	Sync errors	Closed
176	E-Mail	Medium	10-17-2020 01:59	SAM App Issue	Closed
73	Not Assigned	Medium	10-06-2020 14:59	SAM - Sync errors with Technicians Oct 6	Closed
155	E-Mail	Medium	10-14-2020 09:11	User PMALLIA not seeing work orders	Closed
207	Not Assigned	Medium	10-23-2020 15:40	SAM - SAP Note 2951806 is not working properly	Open
62	E-Mail	Medium	10-06-2020 07:18	attached photos not showing up in SAM or SAP	Closed
172	E-Mail	Medium	10-17-2020 01:11	SAM App Issue	Not a defect - training
123	Not Assigned	Medium	10-09-2020 08:16	SAM - Time Confirmation -	Not a defect - change
83	E-Mail	Medium	10-07-2020 07:05	Additional error regarding ID81	Closed
206	Not Assigned	Medium	10-23-2020 15:37	SAM - Cancelled Time Confirmations are you being shown back in SAM	Open
173	E-Mail	Medium	10-17-2020 01:13	SAM App Issue	Test
175	E-Mail	Medium	10-17-2020 01:20	SAM App Issue	Test
58	Not Assigned	Medium	10-05-2020 19:35	SAM - New Filter - Work Center at the Work Order Level	Not a defect - change
Security/Fiori					
134	E-Mail	Not	10-09-2020 21:56	Has ID 126 been fixed?	Closed
181	Not Assigned	High	10-20-2020 10:21	'Manage Workflows For General Journal Entry Verification' app	Closed
29	Not Assigned	High	10-05-2020 05:04	User hpham - Work Order Release Rejected, due to settlement rule issue	Closed
148	Not Assigned	High	10-13-2020 12:46	"Verify General Journal Entries – For Requester" app displaying authorization error	Closed
26	E-Mail	High	10-05-2020 01:15	sPark Sign On Error	Closed
28	E-Mail	High	10-05-2020 03:57	FW: SSO/IAS enabled in SAP CPI	Closed
133	Not Assigned	High	10-09-2020 15:14	Missing app for Controller role	Closed
165	Not Assigned	High	10-15-2020 12:31	'Display Parked Document' missing authorization	Closed
140	Not Assigned	High	10-13-2020 09:04	Brenda & Lorretta require access to Custom Cash Clearing app	Closed
158	Not Assigned	High	10-15-2020 08:08	'Manage Teams and Responsibilities' app missing authorization	Closed
72	Not Assigned	High	10-06-2020 14:54	PRD Access for user agoval.....PR/PO release	Closed

67	E-Mail	High	10-06-2020 08:53	Find Maintenance Orders - Sorting Function Not Working	Closed
120	Not Assigned	High	10-08-2020 17:33	Authorization errors with FICO reporting apps	Closed
79	E-Mail	High	10-06-2020 17:08	MM: Defect	Closed
110	Not Assigned	High	10-08-2020 08:02	FICO SEC request for Sharon Chafe - Maintain Check Lot	Closed
197	Not Assigned	High	10-22-2020 10:35	Maria Gaunt is getting an error message when attempting to delete an uploaded supplier invoice in production	Test
149	Not Assigned	High	10-13-2020 13:33	Add new app 'Manage Teams and Responsibilities'	Closed
152	E-Mail	High	10-13-2020 16:12	HR Access in Prod for BBonner and AMehta	Closed
167	Not Assigned	High	10-15-2020 16:54	Add 'Replicate Runtime Hierarchy' App	Closed
114	Not Assigned	Low	10-08-2020 11:39	FIORI tile for SU53 assigned to all users	Closed
160	Not Assigned	Low	10-15-2020 08:39	FICO SEC - Sharon Chafe does not have authorization to reverse documents for payment reversals	Test
51	E-Mail	Low	10-05-2020 17:04	RE: system logs for schedule jobs	Closed
141	Not Assigned	Low	10-13-2020 09:07	Create FIORI apps for GS01/GS02/GS03	Closed
145	E-Mail	Medium	10-13-2020 10:55	Change PM orders app missing	Test
100	E-Mail	Medium	10-07-2020 15:51	Link for Sap not working	Closed
195	Not Assigned	Medium	10-22-2020 10:12	Remove Gina's access to reverse other user's documents	Open
33	E-Mail	Medium	10-05-2020 09:46	FW: Authorization for access to the system - Jordan Tasev	Not a defect - change
200	E-Mail	Medium	10-22-2020 12:40	FW: Gated Car Parks	Test
68	E-Mail	Medium	10-06-2020 09:26	Authorization Problem	Closed
151	E-Mail	Medium	10-13-2020 14:52	Max: Authorization Issue for PR 10000419	Open
201	E-Mail	Medium	10-22-2020 14:17	RE: SAP reservation tile	Closed
127	Not Assigned	Medium	10-09-2020 09:42	Add new tile for tcode "MEAN"	Closed
139	Not Assigned	Medium	10-13-2020 08:07	Missing authorization with 'Display Financial Statements' app	Closed
184	E-Mail	Medium	10-20-2020 12:15	Trouble creating work orders	Closed
69	E-Mail	Medium	10-06-2020 09:28	RE: sPark Cutover Newsletter - Key SAP User Support for Go Live	Closed
205	Not Assigned	Medium	10-23-2020 14:12	Provide display access to 'Display Supplier Balances' app	Open
187	E-Mail	Medium	10-20-2020 14:36	RE: Can not get into SAP site	Closed
190	E-Mail	Medium	10-21-2020 13:42	RE: WO: 40000001	Closed
92	E-Mail	Medium	10-07-2020 12:17	SAP Log in Issues	Closed
48	Not Assigned	Medium	10-05-2020 15:57	Mobile support account re-activation	Closed
168	E-Mail	Medium	10-16-2020 07:56	RE: TPP access for Lien/Jose	Closed
59	Not Assigned	Medium	10-05-2020 20:28	MM inventory reports	Closed
142	Not Assigned	Medium	10-13-2020 09:18	Reset/reverse user status for equipment not working	Closed

56	Not Assigned	Medium	10-05-2020 19:30	Need "Change Maintenance order app" access in production to setup variant view for work order operation and Material tab	Closed
154	Not Assigned	Medium	10-14-2020 08:21	Remove Requisitioner role "ZCC:MM_REQUISITIONER" from Buyers and Modify Role ZCC:MM_BUYER	Closed
189	Not Assigned	Medium	10-21-2020 08:17	Assign Background Job tile to Loretta (see Incident 125 as reference)	Closed
31	Not Assigned	Medium	10-05-2020 05:40	Employee # 2202 - Ari Nollas should be assigned to the Work Center FMDAY1	Closed
42	Not Assigned	Medium	10-05-2020 12:25	Access issue with Mark DeFreitas	Closed
87	E-Mail	Medium	10-07-2020 11:10	SAP login issue	Closed
143	E-Mail	Medium	10-13-2020 09:57	issue with the "maintenance planning overview"	Test
55	Not Assigned	Medium	10-05-2020 19:03	Need Display access to all PM Fiori apps	Closed
136	E-Mail	Medium	10-12-2020 10:40	User unable to log in/set up account	Closed
169	E-Mail	Medium	10-16-2020 12:58	Access to 'Help' from launchpad ..	Closed
125	Not Assigned	Medium	10-09-2020 09:22	Add new app for Brenda	Closed
146	E-Mail	Medium	10-13-2020 11:01	FW: Please request access to UAT environment	Closed
30	Not Assigned	Medium	10-05-2020 05:30	Change Employee Ahmad Melad from FMDAY1 to FMDAY2 in SAP.	Closed
135	E-Mail	Medium	10-11-2020 13:33	FW: S/4 TPD 102 UAT Access	Closed
44	Not Assigned	Medium	10-05-2020 12:31	User requires authorization to post mass reversal transaction	Closed
96	E-Mail	Medium	10-07-2020 15:22	Access to SAP Production Site	Closed
Training/Enable Now					
177	E-Mail	Low	10-19-2020 09:18	Role as a Buyer	Closed
95	E-Mail	Medium	10-07-2020 14:29	NLAG Material Master	Open
52	Not Assigned	Medium	10-05-2020 17:21	Mtce Planning Overview & PM Reporting walk-thru	Not a defect - training
182	E-Mail	Medium	10-20-2020 11:37	Create reservation screen	Open