



BID AWARD PANEL CONTRACT AWARD

Award of Doc50780119794 to Ernst & Young LLP for ServiceNow Enterprise Monitoring and Event Management Implementation under the Province of Ontario's I&IT Solutions Consulting Services Vendor of Record Arrangement Tender 15176 for Technology Services Division

Date: July 10, 2025
To: Bid Award Panel
From: Chief Procurement Officer
Wards: All

RECOMMENDATIONS

The Chief Procurement Officer recommends that the Bid Award Panel grant authority to award the following contract:

Solicitation Number:
Request for Services Doc 50780119794

Description:
For the purchase of professional services for ServiceNow enterprise monitoring and event management implementation, under the Province of Ontario's I&IT Solutions Consulting Services Vendor of Record (VOR) Tender 15176, for a period of one (1) year, with options at the City's sole discretion to extend the agreement on the same terms and conditions for an additional term of up to six (6) months.

Should the option be exercised, then the Chief Technology Officer will request the Chief Procurement Officer to process the renewal under the same terms and conditions.

Recommended Supplier:
Ernst & Young LLP

Contract Award Value:
\$ 599,000 net of all applicable taxes and charges
\$ 676,870 including HST and all applicable charges
\$ 609,542 net of HST recoveries

Contract is expected to start on September 1, 2025 and end on August 31, 2026.

FINANCIAL IMPACT

The total potential contract award identified in this report is \$599,000 net of all applicable taxes and charges, \$676,870 including all applicable taxes and charges. The total potential cost to the City, including additional term of up to six (6) months, is \$609,542 net of HST recoveries.

Funding is available in the 2025-2034 Capital Budget and Plan for Technology Services. Complete funding details are provided in Table 1.

Table 1: Financial Impact Summary of Recommended Contract

Period	WBS Element/Cost Centre	GL Account	Total CAD (Net of HST Recoveries)
2025	CIT061-16	4038	\$ 203,181
2026	CIT061-16	4038	\$ 406,361
Grand Total		\$ 609,542	

The Chief Financial Officer and Treasurer has reviewed this report and agrees with information included in the Financial Impact section.

SOLICITATION SUMMARY

Solicitation Issued: March 19, 2025 **Solicitation Closed:** April 23, 2025

Number of Addenda Issued: Two (2)

Number of Bids: Two (2)

Table 2: Summary of Bids Received including bid price

Supplier Name	Bid Price (excluding HST)
Ernst & Young LLP	\$599,000.00*
Bell Canada**	-

*Bid Price includes initial term plus additional term of up to six (6) months

**Bell Canada did not meet thresholds set out in the Rated Requirements section of the RFS

DIVISION CONTACTS

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COMMENTS

For the recommended contract award, the following requirements have been met:

a. the firm recommended for award is the Supplier with the lowest bid meeting specifications or the highest scoring Supplier based on the evaluation criteria included in the Solicitation and meeting the requirements of the Solicitation;

b. the appropriate Division has reviewed submissions and found the price to be reasonable, within available budget and concurs with the recommendation;

c. the total contract value is less than \$20 million dollars (excluding applicable taxes) and the contract term is:

1. for a contract funded by the operating budget, 5 years or less including any option years; or

2. for a contract funded by the capital budget, within the projected term of the capital funding for the project as set out in the capital budget,

being within the authority of the Bid Award Panel;

d. the Solicitation document was advertised on the City's internet website and bids or proposals were submitted electronically in Ariba; and

e. the Fair Wage Office confirms the recommended firm understands the Fair Wage Policy and Labour Trades requirements and has agreed to comply fully.

Additional details and information for the above Solicitations are on the file in the Purchasing and Materials Management Division.

SIGNATURE

Geneviève Sharkey,
Chief Procurement Officer