



BID AWARD PANEL CONTRACT AWARD

Award of Doc5147899237 to Catalyst Consulting Group for Customer Relationship Management Solution Optimization & Continuous Improvement for the City of Toronto's Customer Experience Division.

Date: August 21, 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 Quotation Doc51478992372

Description:
Procurement of Customer Relationship Management Solution Optimization & Continuous Improvement solutions for a period of 12 (twelve) months from date of award.

Recommended Supplier:
Catalyst Consulting Group

Contract Award Value:
\$ 1,382,310 net of all applicable taxes and charges
\$ 1,562,010 including HST and all applicable charges
\$ 1,406,639 net of HST recoveries

Contract is expected to start on the date of award and end 12 (twelve) months from date of award.

FINANCIAL IMPACT

The total contract award identified in this report is \$1,562,010 including all applicable taxes and charges. The cost to the City is \$1,406,639 net of HST recoveries.

Funding is available in the 2025-2034 Capital Budget and Plan for Toronto's Customer Experience Division. Funding details are provided in Table 1 below:

Table 1: Financial Impact Summary of Recommended Contract

WBS Element & Account Name	2025 (net of HST Recoveries)	2026 (net of HST Recoveries)	Total (net of HST Recoveries)
CTO017-02 Customer Service Initiative	\$562,655	\$843,983	\$1,406,639

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

SOLICITATION SUMMARY

Solicitation Issued: May 5, 2025 **Solicitation Closed:** June 10, 2025
Number of Addenda Issued: Two (2)
Number of bids received: one (1)

Table 2: Summary of Bids Received

Supplier Name	Bid Price (excluding H.S.T.)
Catalyst Consulting Group, Inc.	\$1,382,310.00

DIVISION CONTACTS

Marianne Gonzalez Angulo, Acting Manager Purchasing and Materials Management Division Management, 416-338-3109, Marianne.gonzalezangulo@toronto.ca

S Shine Viswambharan, Portfolio Manager, Technology Services Division, 416-392-0866, Shine.Viswambharan@toronto.ca

Asim Hussain, Director Service Design & Delivery, Customer Experience Division, 647 268 3444, asim.hussain@toronto.ca

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