

## **Non-Competitive Contract with Upland Software Inc. for Telecom Expense Management Service**

**Date:** March 23, 2026

**To:** General Government Committee

**From:** Chief Technology Officer and Chief Procurement Officer

**Wards:** All

### **SUMMARY**

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The purpose of this report is to request City Council authority to enter into a non-competitive contract with Upland Software Inc. / Logiciels Upland Inc. for Cimpl, a Telecom Expense Management Service, for a term of three (3) years with option to extend the contract by two (2) additional one (1) year periods in the value of \$2,625,000 net of all taxes and applicable charges (\$2,671,200 net of Harmonized Sales Tax Recoveries).

Cimpl was procured through competitive Request for Proposal No. 3405-19-0085 in 2020. Cimpl provides the City with a platform to manage the full lifecycle of monthly expenses for network, telephony, Voice over IP, and wireless for all City Divisions. It is integrated into existing workflows and tools, like SAP and ServiceNow, to ensure effective expense management and compliance with [AU16.16 - Controls Over Telecommunication Expenses Need Improvement](#).

This report recommends proceeding with a non-competitive agreement with Upland Software Inc. to ensure continuity of access to this integrated platform.

A non-competitive procurement may be undertaken where both the proposed procurement and supplier can be justified in good faith based on an exception set out in Toronto Municipal Code Chapter 195, Procurement. This procurement will be proceeding under the exception related to Exclusive Rights, where Upland Software Inc. / Logiciels Upland Inc., and the City have determined in good faith that both the proposed procurement and the selected supplier, along with the terms and conditions of the contract, are beneficial to the City (Toronto Municipal Code, Chapter 195, Procurement, Section 7.1.C).

City Council approval is required in accordance with Municipal Code Chapter 195, Procurement, where the current request exceeds the Chief Purchasing Officer's authority of the cumulative five-year commitment for each supplier, under Article 7,

Section 195- 7.3 (D) of the Purchasing By-Law or exceeds the threshold of \$500,000 net of HST allowed under staff authority.

## RECOMMENDATIONS

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The Chief Technology Officer and the Chief Procurement Officer recommend that:

1. City Council authorize the Chief Technology Officer to negotiate and enter into a non-competitive agreement with Upland Software Inc. / Logiciels Upland Inc. in the amount of \$2,625,000 net of all taxes and applicable charges (\$2,671,200 net of Harmonized Sales Tax Recoveries) for a three (3) year period, commencing on December 1, 2026, with two (2) additional one (1) year optional periods, on terms and conditions satisfactory to the Chief Technology Officer and in a form satisfactory to the City Solicitor.

## FINANCIAL IMPACT

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The proposed contract award in this report is \$2,625,000 net of all taxes and applicable charges (\$2,671,200 net of HST Recoveries).

Funding for the current year is included in the 2026 Operating Budget for Technology Services. Funding for the requested contract term will be included in Technology Services Division 2027-2031 Operating Budget submissions for consideration through future budget processes. Additional funding details follow in Table 1.

**Table 1 – Financial Impact Summary of Recommended Contract (net of Harmonized Sales Tax recoveries)**

Division	Cost Centre	Cost Element	2027	2028	2029	2030	2031	Total
Technology Services Division	IT3001	4828	\$528,134	\$528,134	\$528,134	\$543,398	\$543,398	<b>\$2,671,200</b>

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

## DECISION HISTORY

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In April 2020, the Bid Award Panel granted authority to the Chief Purchasing Officer to award Request for Proposal Number 3405-19-0085 to Cimpl Inc. (now Upland Software Inc. / Logiciels Upland Inc.) for a Telecom Expense Management Managed Services Solution.

<https://secure.toronto.ca/council/agenda-item.do?item=2020.BA76.6>

In July 2014, the Audit Committee received 20 recommendations from the Auditor General to improve controls over the administration of telecommunication expenses, payments and management of telecommunication contracts.

<https://secure.toronto.ca/council/agenda-item.do?item=2014.AU16.16>

## COMMENTS

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Cimpl, a Technology Expense Management (TEM) software, supports City staff in managing the full telecommunication lifecycle for the City. It consolidates billing, validates invoices, and informs reporting dashboards used for compliance, monitoring, and audit purposes.

This report requests authority to execute a new, non-competitive contract for Cimpl to ensure uninterrupted access to this integrated platform and ongoing compliance with Auditor General recommendations made in *AU16.16 – Controls Over Telecommunication Expenses Need Improvement*. Cimpl provides up to date visibility into telecom assets and spending – improving invoice accuracy and protecting against duplicate payments, overages, and other avoidable costs. At the time of writing this report, City staff verified through third-party analysis that pricing in this proposed contract remains competitive.

In 2020, Technology Services Division procured Cimpl through competitive Request for Proposal Number 3405-19-0085. Through this procurement, Cimpl was integrated into existing City workflows and tools. This integration took one year to complete and now enables effective expense management of approximately 60,000 individual cellular, telephony, and network services across the City each month through tools like SAP and ServiceNow and ensures accurate payment processing across 2,803 individual cost centers through payment review, processing, and dispute management.

Through Cimpl's reporting and dashboarding capabilities and monthly review meetings with Upland, the City has realized \$1.109 million in cost avoidance across 2023-2025 by proactively cancelling unused wireless subscriptions, suspending wireless accounts early, and removing incorrect wireless account options and features. In addition, this enhanced oversight enabled the recovery of a further \$0.211 million in credits over the same period due to correction of billing inaccuracies.

This report's recommendation supports continuity of service, ongoing compliance with audit recommendations, and effective oversight and management of the City's telecommunication services.

## CONTACT

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## **SIGNATURE**

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Sonia Brar  
Chief Technology Officer

Geneviève Sharkey  
Chief Procurement Officer