

Amendment to Purchase Order 7200000116 with Medallia Inc. for Digital Data Collection and Analysis Tool

Date: July 6, 2026

To: General Government Committee

From: Interim Chief Technology Officer and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to request authority to amend Purchase Order 7200000116, established through [GG24.9](#) (Review and Renewal of Technology Maintenance Contracts for Sustainment of City Services from 2026 - 2030), with Medallia Inc., a US supplier, increasing the contract value by \$233,620 USD (\$322,395 CAD) net of all applicable taxes and charges or \$237,731 USD (\$328,069 CAD) net of Harmonized Sales Tax recoveries in 2026 and 2027 for its digital data collection and analysis tool.

Since 2018, the City of Toronto has used the provider CheckMarket (now Medallia following its acquisition in 2021) to support service delivery that involves collecting and analyzing input from the public, staff, and other stakeholders. Staff leverage Medallia to design, distribute, and analyze surveys, support intake forms and data capture, and low/no code automation across more than 30 divisions. This includes, but is not limited to, Waste Collection account registration, Toronto Public Library surveys, and internal staff training surveys.

City Council previously granted authority to renew the agreement with Medallia for a new five-year term from 2026-2030 ([GG24.9](#)). However, Medallia introduced a new licensing model in 2025, and the existing authority is no longer sufficient.

An amendment to the Purchase Order is required to ensure continuity of services enabled by Medallia while staff conduct a market scan and develop a transition strategy to migrate City divisions to a more cost-effective and sustainable solution, either within its existing technology portfolio or another supplier. This will include reviewing options to transition to a Canadian supplier, if available, to provide the required services to City divisions. Market scanning and development of the transition strategy will proceed through 2026, and staff anticipate bringing an update report to General Government Committee in 2027.

RECOMMENDATIONS

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

1. City Council, in accordance with Section 71-11.1.C of the City of Toronto Municipal Code Chapter 71 (Financial Control By-Law), grant authority to the Interim Chief Technology Officer, to amend Purchase Order 7200000116, established through [GG24.9](#), with Medallia Inc. by increasing the total ceiling authority by \$233,620 USD (\$322,395 CAD) net of all applicable taxes and charges or \$237,731 USD (\$328,069 CAD) net of Harmonized Sales Tax Recoveries, revising the total ceiling authority from \$195,364 USD to \$428,983 USD net of taxes and charges, and at the time of writing this report in May 2026, that \$1 USD = \$1.38 CAD.

FINANCIAL IMPACT

The total value of the requested amendment is \$233,620 USD (\$322,395 CAD) net of all applicable charges and taxes (\$237,731 USD (\$328,069 CAD) net of Harmonized Sales Tax Recoveries). This will increase the total ceiling authority of Purchase Order 7200000116 from \$195,364 USD (\$269,602 CAD) to \$428,983 USD (\$591,997 CAD) net of all applicable taxes and charges or \$436,533 USD (\$602,416 CAD) net of Harmonized Sales Tax Recoveries.

Table 1 – Financial Impact Summary of Recommended Contract Amendment (Net of HST Recoveries) in USD

Division	Cost Centre	Cost Element	2026	2027	Total
Technology Services Division	IT2176	5050366	\$101,202	-	\$101,202
Various Divisions	Various Cost Centres	5050366	-	\$60,852	\$60,852
Toronto Public Library	LB1000	5050366	\$2,119	\$9,158	\$11,277
Toronto Public Health	PH1051	5050366	\$7,415	\$56,986	\$64,401
Total Net of HST Recoveries in USD (rounded to the nearest dollar)			\$110,735	\$126,996	\$237,731

Table 2 – Financial Impact Summary of Recommended Contract Amendment (Net of HST Recoveries) in CAD (May 2026, \$1 USD = \$1.38 CAD)

Division	Cost Centre	Cost Element	2026	2027	Total
Technology Services Division	IT2176	5050366	\$139,658	-	\$139,658
Various Divisions	Various Cost Centres	5050366	-	\$83,976	\$83,976
Toronto Public Library	LB1000	5050366	\$2,924	\$12,639	\$15,562
Toronto Public Health	PH1051	5050366	\$10,233	\$78,640	\$88,873
Total Net of HST Recoveries in USD (rounded to the nearest dollar)			\$152,815	\$175,254	\$328,069

Funding for the current year is included in the 2026 Operating Budget for Technology Services, Toronto Public Library and Toronto Public Health. Funding for the requested contract term will be included in Technology Services Division, Toronto Public Library and Toronto Public Health Operating Budget submissions for consideration through future years' budget processes.

The requested amounts for 2027 for Various Divisions are subject to annual budget allocations within each division's budget to the amount of \$60,852 USD (\$83,976 CAD) net of HST Recoveries. Starting in 2027, City Divisions may use the Medallia platform on an as-required basis, as funded by their respective Capital and Operating budgets. While the purchases will fluctuate based on divisional requirements, the contract value takes this into account based on historical use.

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

DECISION HISTORY

In October 2025, under GG24.9, City Council approved the renewal and renegotiation of Technology Maintenance Contracts for Sustainment of City Services from 2026-2030, including, but not limited to, the maintenance contract with Medallia Inc.

<https://secure.toronto.ca/council/agenda-item.do?item=2025.GG24.9>

In October 2020, under GL16.5, City Council approved the renewal and renegotiation of Technology Maintenance Contracts Supporting the City Services from 2021-2025, including, but not limited to, the maintenance contract with CheckMarket (now Medallia Inc.) for the subscription and support for a City eSurvey System.

<https://secure.toronto.ca/council/agenda-item.do?item=2020.GL16.5>

In 2018, Purchase Order 6046521 was awarded by the Chief Technology Officer in accordance with Sections 195-7.3 of the Toronto Municipal Code through non-competitive procurement contract authority for a procurement of up to \$500,000, provided that the award value is within the division head's commitment authority under Chapter 71, Financial Control.

COMMENTS

Since 2018, the City of Toronto has used the CheckMarket (now Medallia) to support service delivery that involves collecting, analyzing, and acting on input from the public, staff, and other stakeholders for a wide variety of City services. In addition, staff use the tool as a part of divisional workflows and systems to design, distribute, and analyze inputs, support intake forms, workflow and data capture, and low/no code automation across more than 30 divisions, including, but not limited to, Waste Collection account registration, Toronto Public Library surveys, and internal staff training surveys.

Prior to contract expiry, Medallia advised the City that this tool would be repackaged as "Medallia Agile Research," with an increase to the price. The City conducted negotiations with the vendor, and the requested amendment reflects negotiated costs.

Previously, City Council granted authority to renew the agreement with Medallia for a new five-year term from 2026-2030 (GG24.9). However, due to this new licensing model and pricing by Medallia, the existing authority provided in GG24.9 is no longer sufficient to support the City operations that rely on the platform.

This report seeks to increase spend authority over the next year while the City conducts a market scan and creates a transition strategy to a more sustainable and cost-effective model for the required services, including sourcing a Canadian supplier, if available, to provide the required City Services.

Given the platform's broad and deeply embedded use, there are no immediate enterprise-scale alternatives that fully replicate current functionality in a short period of time. Any transition will require careful planning to avoid service disruption. As such, this amendment will provide operational runway while the City defines and implements a transition strategy.

Market scanning and development of the transition strategy will proceed through 2026, and staff anticipate bringing an update report to General Government Committee in 2027.

CONTACT

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SIGNATURE

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