



# REPORT FOR ACTION CONTRACT AWARD

## Contract Award for SAP Third Party Support & Enhancement Services

**Date:** May 7, 2026

**To:** Board of Directors of the Toronto Parking Authority

**From:** President, Toronto Parking Authority

**Wards:** All

### SUMMARY

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The purpose of this report is to seek the approval of the Board to award the contract arising from RFP-IT-202510-01 – SAP Third Party Vendor Support to Deloitte Canada, following the completion of a competitive Request for Proposals (RFP) process conducted in accordance with Toronto Parking Authority (“TPA”) governance and procurement requirements. The total potential value of the contract is approximately \$1,206,002.76, excluding HST, over the 5-year term.

SAP is a core enterprise system at TPA and the system of record for financial management, procurement, asset and maintenance operations, human resources, and SAP-integrated digital services that support revenue-generating activities, financial controls, and regulatory compliance. Over recent years, TPA has made significant strategic investments in its SAP environment, including the modernization of SAP S/4HANA and integrated applications, increasing the platform’s complexity, criticality, and long-term support requirements. As SAP has matured into an enterprise operational platform, management identified the need for comprehensive, ongoing SAP Application Management Services encompassing application support, SAP Basis administration, defect resolution, enhancements, integrations, and operational risk management.

### RECOMMENDATIONS

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The President, Toronto Parking Authority recommends that:

The Toronto Parking Authority Board of Directors provide authority to the President, Toronto Parking Authority to award and execute a contract with Deloitte Canada for RFP-IT-202510-01 – SAP Third-Party Vendor Support for a period of five (5) years with an estimated contract value of \$1,206,002.76 (excluding HST).

## FINANCIAL IMPACT

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The estimated total contract value over the full contract term is \$1,206,002.76 (excluding HST).

This expenditure represents a planned and controlled investment in enterprise system support. A consolidated SAP Application Management Services model provides cost predictability and reduces reliance on unplanned, reactive consulting services that typically carry higher unit costs and increased delivery risk.

**Table 1:** Forecasted Five-Year Cost of SAP Third-Party Vendor Support

| Year 1<br>(FY 2026)                                                                                                                                                  | Year 2<br>(FY 2027) | Year 3<br>(FY 2028) | Year 4<br>(FY 2029) | Year 5<br>(FY 2030) | Total Cost<br>Over 5 Years<br>(FY 2026-<br>2030) |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------|---------------------|---------------------|--------------------------------------------------|
| \$<br>227,113.83                                                                                                                                                     | \$<br>227,113.83    | \$<br>238,469.51    | \$<br>250,393.00    | \$262,912.64        | \$<br>1,206,002.75                               |
| Please Note: Inflation has been assumed at 5% for Years 3, 4, and 5 (FY 2028 - 2030) for the above calculations. However, it will apply to the listed CPI (Toronto). |                     |                     |                     |                     |                                                  |

## CALL SUMMARY

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The recommended contract award supports the long-term stability, reliability, and governance of TPA's SAP enterprise environment. SAP is a foundational platform that enables essential operational and financial functions, and any sustained degradation in system availability or performance would have direct operational and financial implications for the organization.

Deloitte Canada was selected on the strength of both its technical evaluation and pricing. Deloitte received the highest weighted technical score among the four qualified proponents, reflecting demonstrated SAP S/4HANA expertise, a mature and well-documented methodology for application management services, depth of certified SAP resources across functional and Basis disciplines, and directly relevant experience supporting public-sector and asset-intensive SAP environments comparable to TPA's. The Evaluation Committee further noted Deloitte's clearly defined service levels, transition approach, and governance model as differentiators against the other proponents. Combined with the lowest evaluated price among all qualified bidders, this delivers TPA the best overall value across the evaluation criteria set out in the RFP and provides a defensible, well-documented basis for award.

The recommendations of this report are the product of an RFP that was publicly issued on MERX on October 03, 2025. Upon the RFP close on November 07, 2025, TPA received four (4) qualified bids from Deloitte Canada, ATOS Group Canada Inc., EPI-USE Canada Inc. and Teamwork Canada.

Based on a comprehensive evaluation of the bids by TPA's Evaluation Committee, which considered the technical proposals, bid pricing, ability to complete the work within the prescribed timeframe, and recent project history, Management is recommending that the contract for the RFP-IT-202510-01 - SAP- Third Party Vendor Support be awarded to Deloitte Canada.

Table 2: Evaluation Results

| <b>Vendor</b>          | <b>Pricing Points</b> | <b>Pricing Points (Out of 20)</b> | <b>Technical Evaluation Points (Out of 80)</b> | <b>Total Points</b> | <b>Rank</b> |
|------------------------|-----------------------|-----------------------------------|------------------------------------------------|---------------------|-------------|
| <b>Deloitte Canada</b> | <b>1</b>              | <b>20</b>                         | <b>67.704</b>                                  | <b>87.704</b>       | <b>1</b>    |
| <b>Teamwork</b>        | <b>0.587</b>          | <b>11.749</b>                     | <b>61.304</b>                                  | <b>73.053</b>       | <b>2</b>    |
| <b>AtoS</b>            | <b>0.525</b>          | <b>10.493</b>                     | <b>58.4</b>                                    | <b>68.893</b>       | <b>3</b>    |
| <b>EPIUSE</b>          | <b>0.497</b>          | <b>9.934</b>                      | <b>52.4</b>                                    | <b>62.334</b>       | <b>4</b>    |

## DECISION HISTORY

On June 26, 2019, the TPA Board of Directors approved entering into a contract with SAP Canada for the SAP S/4HANA Enterprise Resource Planning and Reporting Solution, along with related SAP products and components, software licensing, and professional services. This award was part of a broader business transformation program to integrate intelligent technology across the organization, optimize core processes, and enhance foundational internal capabilities. The contract recommended in this report directly supports the operation and ongoing value realization of that 2019 investment.

PA21.5 - Contract Award - Request for Proposal Number TPA20200915 for SAP Level 2 Support and Enhancement Services at Toronto Parking Authority

<https://secure.toronto.ca/council/report.do?meeting=2021.PA21&type=decisions>

In 2021, the Toronto Parking Authority awarded a five-year SAP Third-Party Support contract to EPI-USE Canada Inc., the incumbent provider, following a competitive procurement process. That contract is scheduled to expire in 2026, prompting management to retest the market through RFP-IT-202510-01 to ensure continued, uninterrupted SAP support and to benchmark current pricing and capability against the broader vendor landscape. EPI-USE Canada Inc. participated in the current RFP as one of four qualified proponents.

<https://www.toronto.ca/legdocs/mmis/2021/pa/bgrd/backgroundfile-160449.pdf>

## COMMENTS

The proposed award of RFP-IT-202510-01 – SAP Third-Party Vendor Support to Deloitte Canada reflects a prudent, well-governed decision that aligns with TPA's

operational needs, financial stewardship responsibilities, and long-term technology strategy.

The recommended contract ensures that TPA's SAP environment, which is a cornerstone of its operational and financial systems, is supported by a qualified, scalable, and competitively selected partner. The associated expenditure is justified by the criticality of SAP, the complexity of the environment, and the need to protect and sustain prior investments while enabling future operational effectiveness.

The current support agreement with the incumbent is set to expire, and any lapse in coverage would leave TPA without dedicated SAP application management, Basis administration, and defect resolution capacity. Given that SAP underpins financial close, procurement, payroll, asset management, and revenue-related digital services, even a short period of degraded support could disrupt day-to-day operations, delay financial reporting, and increase reliance on higher-cost reactive consulting. Awarding the contract now preserves service continuity, protects the value of prior SAP S/4HANA investments, and avoids the cost and disruption of a re-procurement cycle under time pressure.

The approval to award the contract to Deloitte Canada for \$1,206,002.76 (excluding HST) will position TPA to maintain a resilient, well-governed SAP platform that continues to support reliable service delivery and sound organizational decision-making.

## **CONTACT**

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## **SIGNATURE**

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W. Scott Collier  
President, Toronto Parking Authority

## **ATTACHMENTS**

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No attachments