



TORONTO PARKING AUTHORITY

Internal Memorandum

DATE: 22-06-2026
TO: President, Toronto Parking Authority
FROM: Associate Director, Information Management and Security,
Toronto Parking Authority
SUBJECT: **Request for Contract Amendment– GreenP Website
Related Services to Michael Woodward**

If DOA reporting to TPA Board required: Yes

SUMMARY

This memo seeks approval to allocate additional funds to the existing contract with external consultant Michael Woodward for GreenP website-related services.

As outlined in the original memo, Michael Woodward continues to play a critical role in maintaining and enhancing the GreenP website, supporting cybersecurity initiatives, and assisting with integration work related to the Occupancy Project.

As the engagement has progressed, there is a continued need to retain his support through the period of May 2026 to December 2026 to ensure continuity of services, timely delivery of enhancements, and sustained operational stability of the platform. Additional funding is therefore required to support this extended engagement period. Before the end of this term, TPA intends to undertake a competitive procurement process in accordance with procurement policies to ensure an open and transparent vendor selection, and this extension is intended to be interim in nature.

RECOMMENDATIONS

The Associate Director, Information Management and Security, Toronto Parking Authority recommends that the President, Toronto Parking Authority grant authority to **award and execute** the allocation of additional funds for the following contract:

Project Name	GreenP Website Related Services
Recommended Supplier	Michael Woodward
Total Updated Contract Value	\$230,000

Solicitation Type	Sole Source
Contract Start Date	01-05-2026
Optional Extensions (if any)	N/A
Contract End Date (with / without optional extensions)	31-12-2026

FINANCIAL IMPACT

The current value of the contract stands at \$160,000. We are now seeking approval to allocate additional funds valued at \$70,000, which includes \$6,000 allocated as contingency, which would bring the total contract value to \$230,000 (excluding applicable taxes).

The table below summarizes the approved amount, expenditures to date, and the updated contract total.

Table 1: Financial Impact Summary of Recommended Contract

Tenure	Year 1	Year 2
Previously Approved Spend	\$160,000.00	N/A
Additional Spend Requested		\$64,000.00
Contingency		\$6,000
Updated Total Value of the Contract	\$230,000.00	

Solicitation Summary

This is a non-competitive procurement (sole source).

Michael Woodward has been responsible for the design, development, and ongoing maintenance of the GreenP website and has an established understanding of its architecture, integrations, and operational dependencies.

Transitioning to a new vendor at this stage would require significant onboarding effort and knowledge transfer, and may impact timelines for ongoing enhancements and critical support activities. Continuing with the existing consultant remains the most efficient and practical approach to ensure continuity of services.

This extension has been structured to support ongoing operations on an interim basis, with a competitive procurement process to be undertaken prior to the conclusion of the current term in accordance with procurement policies.

DECISION HISTORY

TPA previously approved the engagement of Michael Woodward for GreenP website-related services through an internal memorandum dated March 27, 2025, with a total approved value of \$160,000 including contingency. A copy of the previously approved internal memorandum has been included for reference as **Attachment 1: Internal Memo - Continuation of Engagement for GreenP Website Related Services for 2025**.

The current request represents an amendment to that approval to extend the engagement period and support ongoing operational and project requirements.

CONTACTS



Jose Lima, Associate Director, Information Management and Security, Toronto Parking Authority
(437) 996-5940

Jose.Lima@greenpmobility.com

COMMENTS

For the recommended contract amendment, the total updated contract value is \$230,000 (excluding applicable taxes), reflecting the previously approved contract value of \$160,000 and an additional funding request of \$70,000, which includes \$6,000 allocated as contingency, to support the extended engagement period from May 2026 to December 2026. The overall contract term, including this extension, remains within allowable limits under Delegated Authority, and the President has the authority to approve this amendment.

Michael Woodward continues to meet the requirements of the engagement based on his established role in the design, development, and ongoing maintenance of the GreenP website, as well as his involvement in ongoing enhancements, cybersecurity coordination, and integration activities. The appropriate Division has reviewed the continued need for services and has determined that the pricing remains reasonable, aligns with the approved budget, and supports ongoing operational and project requirements.

Continuation of services with the existing consultant is justified given his in-depth knowledge of the GreenP website architecture and integrations, and the need to ensure continuity of services without disruption to ongoing work and critical support activities. This extension is being advanced on an interim basis to maintain stability while supporting delivery of ongoing work. TPA will proceed with a competitive procurement process prior to the completion of this extended term in December 2026 in accordance with its procurement policies to support an open and transparent evaluation of qualified vendors.

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

1. The President has authority for contract award as provided below:

Delegated Authorities basis Procurement Process (Refer Policy 5-7, 5-7 Appx A, 5-7 Appx B and Policy 5-10 for details)					
Agreement Type	TPA Board	President (Maximum Value)	Vice President (Maximum Value)	Director (Maximum Value)	Manager (Maximum Value)
Open Solicitations (RFP/RFT etc.)*	> \$500,000 	\$500,000* 	\$100,000 	\$50,000 	\$10,000 
Invitational: at least 3 quotes[#]		\$133,800 	\$100,000 	\$50,000 	\$10,000 
Invitational: at least 2 quotes[#]				\$20,000 	\$10,000 
1 quote / Direct Spend[#]				\$5,000 	\$5,000 
Commitments via Non-Competitive or Limited solicitations[#] (only under exceptions as defined in TPA Policy 5-7)	> \$250,000 	\$250,000 	\$20,000 	Nil	Nil

SIGNATURE



W. Scott Collier
PRESIDENT, Toronto Parking Authority

ATTACHMENTS

Attachment 1: Internal Memo - Continuation of Engagement for GreenP Website Related Services for 2025



TORONTO PARKING AUTHORITY

INTERNAL MEMORANDUM CONTRACT AWARD

DATE: March 27th, 2025

TO: President, Toronto Parking Authority

FROM: Associate Director- Information Management and Security, Toronto Parking Authority

SUBJECT: Continuation of Engagement with External Consultant for GreenP Website Related Services for 2025

SUMMARY

I am writing to propose continuing engagement with external consultant Michael Woodward for GreenP website-related services in 2025. We have been working with Michael since he developed our current GreenP website, and his expertise has been essential in maintaining, securing, and enhancing our online presence.

Michael is essential to our ongoing digital and technical operations as he provides the following services:

- 1. Marketing Web Development Support:**
Michael enhances our GreenP website, ensuring it remains an effective tool for marketing and communication. He is responsible for developing and updating website features to support business and marketing initiatives, improving user experience (UX) to enhance customer engagement and satisfaction, and implementing design and functionality updates for promotions and campaigns.
- 2. Website Maintenance and Support:**
Ongoing maintenance is essential for keeping our website operational, secure, and optimized. Michael provides regular updates to ensure compatibility with the latest technologies. Since our website is a key digital asset, downtime or performance issues

could impact business operations and user trust. His continued maintenance support helps to prevent disruptions.

3. Cybersecurity Collaboration:

With increased cybersecurity threats, website security is a top priority. Michael works closely with the TPA IT Team to implement security patches and updates to safeguard against vulnerabilities. He monitors for potential threats and takes proactive measures to mitigate risks. This partnership reduces cybersecurity risks and ensures our website remains a safe and reliable platform for internal and external users.

4. Technical Support for the Occupancy Project:

Michael has been working closely with the TPA IT team to assist with the Parking Development Team's Occupancy Project, in which real-time occupancy data (Eleven X solution) is integrated and shared with our customer base using the GreenP website.

Based on these critical contributions, I seek the approval to engage with Michael Woodward for another year at a total cost of \$141,000 plus \$19,000 contingency excluding Harmonized Sales Tax (HST), ensuring uninterrupted website functionality, security, and ongoing support for key projects.

SOLE SOURCING

We decided to continue to work with Michael Woodward as a change in consultant cannot be made for economic and technical reasons without causing significant delays or substantial duplication of costs for the TPA.

RECOMMENDATIONS

The Associate Director- Information Management and Security recommends that:

- 1) The President of the Toronto Parking Authority grants the authority to continue the engagement with Michael Woodward for 2025 for GreenP website services for a maximum amount of \$160,000, including contingency excluding Harmonized Sales Tax (HST).

FINANCIAL IMPACT

The total amount has been estimated at a maximum of \$160,000 inclusive of contingency but excluding Harmonized Sales Tax (HST). The funding for the Occupancy Project (\$45,000) is already available under the internal order 700506.

Table 1: *Summary of costs for continuing the engagement with Michael Woodward*

Tasks	Cost per Month	Total Cost for 2025
Ongoing Web Support & Cybersecurity Collaboration (Marketing Web Development, Website Maintenance & Security)	\$8,000.00	\$96,000.00
Contingency (~20%)		\$19,000
Occupancy Project Initiative by the Parking Development Team		\$45,000
Total		\$160,000

CALL SUMMARY COMMENTS

I seek the approval to continue engaging with external consultant Michael Woodward for GreenP website-related services in 2025, for a total cost of \$160,000, inclusive of contingency but excluding Harmonized Sales Tax (HST). The breakdown of the costs includes \$96,000 for ongoing web support, \$20,000 as a contingency budget, and \$45,000 for his continued contribution to the Parking Development Team's Occupancy Project.

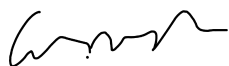
Since Michael designed the current GreenP website and has been involved in its maintenance and security ever since, he has an in-depth understanding of its architecture and requirements. Finding a replacement for Michael at this stage is not viable for economic and technical reasons, as it would lead to significant delays and duplication of costs.

Given the importance of his services, I recommend approving this engagement for 2025.

Gurvinder Gill
Chief Information Officer, TPA
(437) 998-4173
Gurvinder.Gill@greenpmobility.com

Jose Lima
Associate Director, IT, TPA
(437) 996-5940
Jose.Lima@greenpmobility.com

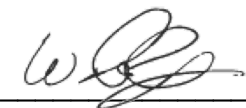
SIGNATURE



Gurvinder Gill
Chief Information Officer



Jose Lima
Associate Director, IT



W. Scott Collier
President



Internal Memorandum

DATE: 08-05-2026
TO: Scott Collier
FROM: Gurvinder Gill
SUBJECT: Intercom integration with Microsoft Teams

If DOA reporting to TPA Board required: No

SUMMARY

This memo seeks the President's authority to award a 24-month contract to CyberTwice for 300 CyberGate licenses at a total cost of \$179,056.00 CAD excluding HST, funded from the SOC modernization capital budget.

Every intercom call TPA receives is a customer who needs help right now — a driver stuck at a gate, a card that won't read, a payment that won't complete, or an accessibility need that can't wait. How quickly the Systems Operations Centre (SOC) answers that call is one of the most direct measures of the service our customers actually experience.

Until recently, that was straightforward. The SOC ran a single intercom platform (Talkmaster): one queue, one console, one workflow. The PARCS modernization program is now converting carparks to Scheidt & Bachmann equipment, which introduces Commend intercoms alongside Talkmaster. A two-platform environment splits operator attention across separate consoles, creates inconsistent call handling, and introduces the risk that a customer waits longer — or goes unanswered — because their call lands on a platform an operator isn't watching. That risk compounds with every carpark we convert; today 11 sites are live, and 20 are scheduled through 2027.

We evaluated the options for consolidation and recommend CyberGate, an intercom client integration system that connects both Talkmaster and Command to Microsoft Teams. The result is a single queue in a platform the SOC already uses every day:

- **Faster, more consistent response.** One queue, one workflow, regardless of which vendor's hardware the customer pressed.
- **Coverage that follows the operator.** Calls route through Teams, so answering isn't tied to a single console or location — improving after-hours coverage and continuity during disruptions.
- **One record of every customer interaction.** Consolidated call logging and reporting across all sites, supporting service-level measurement we can't produce today.

RECOMMENDATIONS

The Chief Information Officer at Toronto Parking Authority (TPA) recommends that the President, Toronto Parking Authority grant authority to procure 300 licenses.

FINANCIAL IMPACT

The total cost of the CyberGate licenses is \$179,056.00 CAD excluding HST, covering a two-year term — approximately \$89,528.00 annually across 300 devices. Funds are available and will be charged to capital purchase order #700454, established under the SOC modernization program.

The summary of costs per CyberTwice is shown in Table 1.

Table 1: Financial Impact Summary of Recommended Contract

Description of Products / Services	Year 1	Year 2	Total Contract Value (excl. HST)	Funding Source
CyberGate for IP Video Intercom with Teams – 24 month contract	\$89,528	\$89,528	\$179,056	Capital Budget -SOC modernization

SOLICITATION SUMMARY

CyberGate is the only identified solution that provides connectivity across all three in-scope systems — Talkmaster, Commend, and Microsoft Teams — and is the integration recommended by Scheidt & Bachmann, TPA's PARCS equipment provider. On that basis, this was undertaken as a non-competitive procurement under TPA's Procurement Policy. The Bid Coordinator issued a request for quotation to CyberTwice by email on June 16, 2026, with a submission deadline of June 30, 2026.

DECISION HISTORY

NA

CONTACTS

Rezwan Islam, IT Manager, Rezwan.Islam@greenpmobility.com, +1 416 393 7299

Gurvinder Gill, Chief Information Officer, Gurvinder.Gill@greenpmobility.com, +1 (416) 393-7293

COMMENTS

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

- a. The total contract value is 179,056.00 (excluding applicable taxes), and the contract term is: 2 Years
 1. The total term of the contract is 5 years or less including any option years; AND
 2. The President has authority for contract award as provided below

Delegated Authorities basis Procurement Process (Refer Policy 5-7, 5-7 Appx A, 5-7 Appx B and Policy 5-10 for details)					
Agreement Type	TPA Board	President (Maximum Value)	Vice President (Maximum Value)	Director (Maximum Value)	Manager (Maximum Value)
Open Solicitations (RFP/RFT etc.)*	> \$500,000 	\$500,000* 	\$100,000 	\$50,000 	\$10,000 
Invitational: at least 3 quotes [#]		\$138,999 	\$100,000 	\$50,000 	\$10,000 
Invitational: at least 2 quotes [#]				\$20,000 	\$10,000 
1 quote / Direct Spend [#]				\$5,000 	\$5,000 
Commitments via Non-Competitive or Limited solicitations [#] (only under exceptions as defined in TPA Policy 5-7)	> \$250,000 	\$250,000 	\$20,000 	Nil	Nil

b. The firm recommended for the 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 mandatory requirements of the solicitation.

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

d. The solicitation document was published by email, and all bids/proposals were submitted electronically through email.

SIGNATURE



Gurvinder Gill, Chief Information Officer

Toronto Parking Authority



Scott Collier, President

Toronto Parking Authority



TORONTO PARKING AUTHORITY

Internal Memorandum

DATE: 10-08-2026
TO: W. Scott Collier, President, Toronto Parking Authority
FROM: Adamo Donatucci, Vice-President, Toronto Parking Authority
SUBJECT: **Request for Contract Award –Digital Advertising Display to STATEMENTS MEDIA INC.**

SUMMARY

TPA entered into a Parking Facility Advertising and License Agreement with Statements Media following Request for Proposals (RFP) BD20231103 for out-of-home advertising opportunities at select TPA parking facilities. Under the agreement, TPA is responsible for the upfront capital contribution associated with the design, fabrication, and installation of digital advertising displays, with ownership transferring to TPA following installation, inspection, and acceptance.

During detailed installation planning, additional requirements were identified that were not included in the original project estimate. These requirements include electrical connections to TPA electrical panels, Electrical Safety Authority (ESA) permitting and inspections, and installation-related requirements necessary to accommodate operational constraints and site-specific conditions across the approved locations.

To complete the installations contemplated under the existing agreement, approval is requested for a non-competitive contract award of \$25,000 (excluding taxes).

RECOMMENDATIONS

The Vice President, Business Development & Stakeholder Engagement, recommends that:

The President, Toronto Parking Authority grant authority to **award and execute** the following contract:

Project Name	Statements Media Digital Advertising Display
Recommended Supplier	STATEMENTS MEDIA INC.
Total Contract Value	\$25,000 (excluding taxes)
Solicitation Type	Non-Competitive
Contract Start Date	10-08-2026
Optional Extensions (if any)	N/A
Contract End Date (with / without optional extensions)	10-01-2027

FINANCIAL IMPACT

The total value of contract award identified in this report is \$25,000 including all extensions, plus applicable taxes.

Table 1: Financial Impact Summary of Recommended Contract

Description of Products / Services	Total Value	Funding Source
ESA Connection / permitting / inspection	\$25,000	Capital Budget (10700621)

SOLICITATION SUMMARY

Non-Competitive

A non-competitive contract award is recommended as the additional work forms part of an existing project currently being delivered by Statements Media under the competitively awarded agreement. An award to a different vendor cannot be made at this stage without significant additional transition, coordination, and implementation costs to TPA. Maintaining continuity with the existing vendor is necessary to ensure efficient project delivery, avoid unnecessary costs, minimize operational disruption, and support the timely completion of the installations

Decision History

TPA issued Request for Proposals #BD20231103 for out-of-home advertising services at select TPA parking facilities. Following a competitive procurement process, Statements Media was selected as the successful proponent and entered into a Parking Facility Advertising and License Agreement with TPA effective March 1, 2025.

The requested contract relates to additional installation requirements identified during detailed project implementation. These requirements are necessary to complete the installations contemplated under the existing agreement and ensure that all installations meet applicable electrical and operational requirements.

CONTACTS

Adamo Donatucci, VICE PRESIDENT, 416-505-8986, Adamo.donatucci@greenpmobility.com

COMMENTS

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

- a. the total contract value is \$25,000 (excluding applicable taxes) and the contract term is: 6 months
- 1. The total term of the contract is 5 years or less including any option years; AND
- 2. The President has authority for contract award as provided below

Delegated Authorities basis Procurement Process (Refer Policy 5-7, 5-7 Appx A, 5-7 Appx B and Policy 5-10 for details)					
Agreement Type	TPA Board	President (Maximum Value)	Vice President (Maximum Value)	Director (Maximum Value)	Manager (Maximum Value)
Open Solicitations (RFP/RFT etc.)*	> \$500,000 	\$500,000* 	\$100,000 	\$50,000 	\$10,000 
Invitational: at least 3 quotes [#]		\$138,999 	\$100,000 	\$50,000 	\$10,000 
Invitational: at least 2 quotes [#]				\$20,000 	\$10,000 
1 quote / Direct Spend [#]				\$5,000 	\$5,000 
Commitments via Non-Competitive or Limited solicitations [#] (only under exceptions as defined in TPA Policy 5-7)	> \$250,000 	\$250,000 	\$20,000 	Nil	Nil

SIGNATURE



Adamo Donatucci, VICE PRESIDENT, Toronto Parking Authority

SIGNATURE



Scott Collier, PRESIDENT, Toronto Parking Authority

ATTACHMENTS

Appendix 1: Statements Media Digital Advertising Display – Internal Memo (original)

Appendix 2: Parking Facility Advertising and License Agreement (TPA - Statements – 2025)

Appendix 3: Agenda Item History - 2024.PA8 (<https://secure.toronto.ca/council/agenda-item.do?item=2024.PA8.9>)

Appendix 4: CONFIDENTIAL ATTACHMENT #1



TORONTO PARKING AUTHORITY

Internal Memorandum

DATE: 08-14-2026
TO: Scott Collier
FROM: Gurvinder Gill
SUBJECT: **Hub Car Parks PinPad upgrade to UX301**

If DOA reporting to TPA Board required: Yes

SUMMARY

This memo seeks the President's authority to purchase 40 Verifone UX301 Moneris pinpads from HUB Parking Technology Canada Ltd. for a total contract value of \$199,956.92 excluding HST.

Toronto Parking Authority currently uses Verifone UX301 Moneris pinpads with its Hub gated parking equipment. The supplier has advised that the UX301 devices are being replaced by IM30 devices. Chief Information Officer proposes purchasing 40 UX301 pinpads to maintain continuity of existing operations and support planned pinpad deployments while TPA migrates to a new platform under PARCS projects.

The Verifone UX301 is part of the UX300 PCI PTS 5 Series, which Verifone has placed on end of life. Verifone stopped accepting orders on February 1, 2026, and ended shipments on April 30, 2026, the same date PCI PTS v5 approvals expired under the PCI Security Standards Council mandate. From that point, the device is no longer eligible for new sales or deployment, except for like-for-like repair or replacement of existing units.

Introducing the IM30 model now would require development, integration, configuration, and testing within the existing Hub equipment environment. Procuring the existing UX301 model is intended to reduce near-term operational disruption and compatibility risk.

RECOMMENDATIONS

The Chief Information Officer recommends that the President, Toronto Parking Authority, grant authority to award and execute a contract with Hub Parking Technology Canada Ltd. for the supply, configuration, provisioning and delivery of 40 Verifone UX301 Moneris pinpads for Hub gated parking equipment, for a total contract value not to exceed \$199,956.92 excluding HST

FINANCIAL IMPACT

The summary of costs per Hub is shown in Table 1.

Table 1: Financial Impact Summary of Recommended Contract

Description of Products / Services	Year 1	Total Contract Value (excl. HST)	Funding Source
UX301 Moneris PinPad combination with configuration (x 40)	\$199,956.92	\$199,956.92	Operating expense budget (Opex)

SOLICITATION SUMMARY

TPA conducted a non-competitive procurement to ensure technical compatibility and successful integration of UX301 Moneris pinpads with TPA's existing gated parking equipment, with Hub being the original equipment manufacturer and only authorized support provider.

The Bid Coordinator issued a request for quotation to the vendor by email on December 16, 2025, with a submission deadline of January 31, 2026.

DECISION HISTORY

CONTACTS

Rezwan Islam, IT Manager, Rezwan.Islam@greenpmobility.com, +1 416 393 7299

Gurvinder Gill, Chief Information Officer, Gurvinder.Gill@greenpmobility.com, +1 (416) 393-7293

COMMENTS

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

- a. The proposed total contract value is \$199,956.92 excluding HST
- b. The President has authority for contract award as provided below

Delegated Authorities basis Procurement Process (Refer Policy 5-7, 5-7 Appx A, 5-7 Appx B and Policy 5-10 for details)					
Agreement Type	TPA Board	President (Maximum Value)	Vice President (Maximum Value)	Director (Maximum Value)	Manager (Maximum Value)
Open Solicitations (RFP/RFT etc.)*	> \$500,000 	\$500,000* 	\$100,000 	\$50,000 	\$10,000 
Invitational: at least 3 quotes[#]		\$138,999 	\$100,000 	\$50,000 	\$10,000 
Invitational: at least 2 quotes[#]				\$20,000 	\$10,000 
1 quote / Direct Spend[#]				\$5,000 	\$5,000 
Commitments via Non-Competitive or Limited solicitations[#] (only under exceptions as defined in TPA Policy 5-7)	> \$250,000 	\$250,000 	\$20,000 	Nil	Nil

- b. The firm recommended for the 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.
- c. The appropriate Division has reviewed submissions and found the price to be reasonable, within the available budget and concurs with the recommendation.
- d. The solicitation document was published by email, and all bids/proposals were submitted electronically through email.

SIGNATURE



Gurvinder Gill, Chief Information Officer

Toronto Parking Authority



Scott Collier, President

Toronto Parking Authority



TORONTO PARKING AUTHORITY

Scope:	Compensation services for the purpose of conducting a market review of executive / director total compensation.
Contract Value:	\$37,000
Date of Memo:	August 21, 2026
Vendor:	Gallagher Benefit Services
Solicitation Type:	Non-competitive solicitation

Internal Memorandum

DATE: August 21, 2026
TO: Scott Collier, President
FROM: Arlene Yam Fritz
SUBJECT: **Contract Award for Compensation Market Review for Executives and Directors**

If DOA reporting to TPA Board required: Yes

SUMMARY

The purpose of this Internal Memo is to seek approval to enter into a contract on a non-competitive basis with Gallagher Benefit Services to conduct a compensation marketing review for executives and directors.

Gallagher has performed compensation marketing reviews for these TPA roles previously and has worked closely with TPA to update TPA's Executive Compensation Policy in accordance with Council's directive. Gallagher is familiar with the jobs, previous results and the requirements of TPA and Council.

At the July 24, 2026 meeting, the Board requested that TPA Management conduct an executive compensation market review in consideration of total compensation, and report back to the Board in the fall of 2026.

With the short time requirements and Gallagher's previous experience with TPA, it is recommended that Gallagher be retained to avoid time delays and significant rework.

RECOMMENDATIONS

The Vice President, Human Resources recommends that the President, Toronto Parking Authority grant authority to **award and execute** the allocation of funds for the following contract:

Project Name	Executive Compensation Market Review
Recommended Supplier	Gallagher Benefit Services
Total Contract Value	\$37,000 excluding HST
Solicitation Type	Non-Competitive Solicitation
Contract Start Date	August 24, 2026
Optional Extensions (if any)	NA
Contract End Date (with / without optional extensions)	October 31, 2026

FINANCIAL IMPACT

The table below summarizes the financial impact:

Contract Value	\$31,350 excluding HST
Contingency	<u>\$5,650</u>
Total Value	\$37,000 excluding HST

SOLICITATION SUMMARY

In August 2026, TPA engaged in a Non-Competitive Solicitation to seek compensation consulting services to conduct a compensation marketing review of executive and director total compensation with specific time constraints.

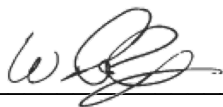
COMMENTS

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

- a. the total contract value is \$37,000 (excluding applicable taxes) or less, and the contract term is: 5 months.
1. The total term of the contract is 5 years or less including any option years; AND
2. The President has authority for contract award as provided below

Delegated Authorities basis Procurement Process (Refer Policy 5-7 , 5-7 Appx A , 5-7 Appx B and Policy 5-10 for details)					
Agreement Type	TPA Board	President (Maximum Value)	Vice President (Maximum Value)	Director (Maximum Value)	Manager (Maximum Value)
Open Solicitations (RFP/RFT etc.)*	> \$500,000 	\$500,000* 	\$100,000 	\$50,000 	\$10,000 
Invitational: at least 3 quotes [#]		\$138,999 	\$100,000 	\$50,000 	\$10,000 
Invitational: at least 2 quotes [#]				\$20,000 	\$10,000 
1 quote / Direct Spend [#]				\$5,000 	\$5,000 
Commitments via Non-Competitive or Limited solicitations [#] (only under exceptions as defined in TPA Policy 5-7)	> \$250,000 	\$250,000 	\$20,000 	Nil	Nil

Arlene Yam Fritz, VP Human Resources, Toronto Parking Authority



Scott Collier, PRESIDENT, Toronto Parking Authority

ATTACHMENTS

Attachment 1: Statement of Work Draft – Gallagher Benefit Services



TORONTO PARKING AUTHORITY

Internal Memorandum

DATE: 03-13-2026
TO: President, Toronto Parking Authority (TPA)
FROM: Chief Information Officer, Toronto Parking Authority (TPA)
SUBJECT: **Acknowledgement of Sole Source Engagement for SAP SuccessFactors Support Services in FY 2025 by Mr. Adam Li (Dezhi Consulting)**

If DOA reporting to TPA Board required: No

SUMMARY

This memorandum documents and justifies the engagement of Mr. Adam Li (Dezhi Consulting) under a sole source solicitation for SAP SuccessFactors implementation and support services during the 2025 financial year. The engagement was required to ensure the successful delivery, system stability, and ongoing operational integrity of SAP SuccessFactors as part of TPA's HR systems modernization initiatives.

Mr. Li has supported TPA's SAP environment since the initial SAP implementation and has played a key role in maintaining alignment between SAP SuccessFactors and TPA's core SAP landscape. By 2025, his deep understanding of TPA's SAP architecture, integrations, and historical configuration decisions was critical to supporting the SuccessFactors implementation and ensuring seamless integration with existing SAP systems. At the time, TPA did not have sufficient internal expertise to independently manage the technical dependencies between SuccessFactors and the broader SAP environment, necessitating continued expert-level support.

RECOMMENDATIONS

The Chief Information Officer, Toronto Parking Authority, recommends that the President, Toronto Parking Authority acknowledge and approve the use of a sole source solicitation for SAP SuccessFactors implementation and support services provided by Mr. Adam Li (Dezhi Consulting) during the 2025 financial year, at a total cost of \$155,250 (excluding HST).

FINANCIAL IMPACT

The total cost incurred for SAP S/4HANA upgrade and SSAM App upgrade services provided by Mr. Adam Li (Dezhi Consulting) during 2025 was \$155,250 (excluding HST).

Table 1: Financial Impact Summary of Contract

Year	Description of Services Provided	Total Cost Incurred
FY 2025	SAP SuccessFactors implementation and support services	\$155,250

SOLICITATION SUMMARY

The engagement of Mr. Adam Li (Dezhi Consulting) for SAP SuccessFactors implementation and support services in 2025 was appropriately conducted by the TPA IT Team through a sole source solicitation due to the specialized, environment-specific nature of the work and the criticality of SAP SuccessFactors to TPA’s HR systems transformation.

SAP SuccessFactors implementation requires close integration with core SAP systems, identity management, security roles, and existing data structures. Having supported TPA’s SAP environment since the initial SAP implementation, Mr. Li possessed unmatched institutional knowledge of the technical dependencies between SAP SuccessFactors and the broader SAP landscape. Onboarding a new resource to support such a critical layer of SAP would have required significant time, ramp-up effort, and introduce avoidable operational risk.

Given the absence of sufficient internal capacity at the time and the need to maintain continuity across SAP platforms, the sole source engagement of Mr. Li represented the lowest-risk and most operationally responsible procurement approach to support the SuccessFactors implementation and protect system stability.

COMMENTS

Throughout 2025, SAP SuccessFactors was implemented as a key component of TPA's HR systems modernization, introducing new functional capabilities while increasing the complexity of the overall SAP landscape. The implementation required careful coordination across SAP SuccessFactors, core SAP systems, security and identity management, and downstream integrations to ensure data integrity and operational continuity.

Mr. Adam Li (Dezhi Consulting) has supported TPA's SAP environment since the initial SAP implementation, making him uniquely positioned to support the SuccessFactors rollout. During 2025, Mr. Li provided continuous technical oversight to ensure proper integration between SuccessFactors and TPA's SAP environment and supported issue resolution during critical implementation phases. His involvement enabled the timely resolution of technical issues, reduced implementation risk, and ensured a stable transition towards the new SuccessFactors platform.

At the time, the internal IT team was still developing the specialized skills required to independently support the technical integration and operational dependencies introduced by SuccessFactors. Engaging an alternate vendor would have required extensive knowledge transfer and environment familiarization, introducing unacceptable risk to a live, business-critical system. The sole source engagement of Mr. Adam Li (Dezhi Consulting) ensured continuity, stability, and controlled delivery throughout the SAP SuccessFactors implementation, directly contributing to a successful outcome and sustainable ongoing operations.

For the recommended contract award, the following requirements were met:

a. The total contract value was \$155,250 (excluding applicable taxes), and the contract term was 1 Year.

1. The total term of the contract was 5 years or less, including any option years; AND

2. The President has authority for contract award as provided below

Delegated Authorities basis Procurement Process (Refer Policy 5-7, 5-7 Appx A, 5-7 Appx B and Policy 5-10 for details)					
Agreement Type	TPA Board	President (Maximum Value)	Vice President (Maximum Value)	Director (Maximum Value)	Manager (Maximum Value)
Open Solicitations (RFP/RFT etc.)*	> \$500,000 🇨🇦	\$500,000* 🇨🇦	\$100,000 🇨🇦	\$50,000 🇨🇦	\$10,000 🇨🇦
Invitational: at least 3 quotes[#]		\$133,800 🇨🇦	\$100,000 🇨🇦	\$50,000 🇨🇦	\$10,000 🇨🇦
Invitational: at least 2 quotes[#]				\$20,000 🇨🇦	\$10,000 🇨🇦
1 quote / Direct Spend[#]				\$5,000 🇨🇦	\$5,000 🇨🇦
Commitments via Non-Competitive or Limited solicitations[#] (only under exceptions as defined in TPA Policy 5-7)	> \$250,000 🇨🇦	\$250,000 🇨🇦	\$20,000 🇨🇦	Nil	Nil

CONTACTS



Gurvinder Gill, Chief Information Officer, Toronto Parking Authority, +1 (416) 393-7293
Gurvinder.Gill@greenpmobility.com

SIGNATURES

W. Scott Collier
President, Toronto Parking Authority

ATTACHMENTS

No attachments