

Amendment to Purchase Order Number 6051782 with Trimble Europe B.V. for Mobile Solutions for Toronto Water

Date: June 5, 2025

To: General Government Committee

From: General Manager, Toronto Water and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to seek authority to amend Purchase Order Number 6051782 issued to Trimble Europe B.V. (Trimble Unity) for work awarded through Request for Proposal Doc2472492351 for Mobile Solutions. This amendment will support the continued expansion of Trimble Unity within Toronto Water, including integration with IBM Maximo, as well as an extension of user subscriptions through 2026.

Trimble Unity is a critical Field Force Automation platform that enhances asset tracking, field mobility, and customer service delivery. Initially implemented in 2021 and expanded in 2022, Trimble has replaced outdated systems and mitigated risks associated with delays to Toronto Water's Enterprise Work Management System (IBM Maximo) implementation.

The total value of the requested amendment is \$3,817,722 net of all taxes and charges (\$3,884,914 net of HST recoveries). The amendment will revise the current purchase order value from \$6,591,774 net of all taxes and charges (\$6,707,789 net of HST recoveries) to \$10,409,496 net of all taxes and charges (\$10,592,703 net of HST recoveries) and extend the term to December 31, 2026.

RECOMMENDATIONS

The General Manager, Toronto Water and the Chief Procurement Officer recommend that:

1. General Government Committee, in accordance with 71-11.1C of the City of Toronto Municipal Code, Chapter 71 (Financial Control By-Law), grant authority to the General Manager, Toronto Water to amend Purchase Order Number 6051782 issued to Trimble Europe B.V., for the provision of additional professional services increasing the overall

value by \$3,817,722 net of all taxes and charges (\$3,884,914 net of HST Recoveries), revising the current Purchase Order value from \$6,591,774 net of all taxes and charges (\$6,707,789 net of HST recoveries) to \$10,409,496 net of all taxes and charges (\$10,592,703 net of HST recoveries) and extend the term to December 31, 2026.

FINANCIAL IMPACT

The total value of the requested amendment for Purchase Order Number 6051782 is \$3,817,722 net of all applicable taxes and charges (\$3,884,914 net of HST Recoveries).

Funding is available in the 2025-2034 Capital Budget and Plan for Toronto Water. Additional funding details follow in Table 1.

Table 1: Financial Impact Summary (Net of HST Recoveries)

WBS Element	January 1, 2025 to December 31, 2025	January 1, 2026 to December 31, 2026	Total (Net of HST Recoveries)
CPW039-20-11 (Technology Improvements)	\$1,999,411	\$1,885,503	\$3,884,914

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

At its meeting on December 30, 2020, the Bid Award Panel adopted Item Number 2020.BA116.3, authorizing the award of Doc2472492351 to Trimble Europe B.V. for the Purchase and Implementation of Trimble Unity as Mobile Solution for the cloud implementation of the Trimble Unity Mobile Solution. The Bid Award Panel Decision Document can be found at:

[Agenda Item History - 2020.BA116.3](#)

At its meeting on January 11, 2022, the Infrastructure and Environment Committee in accordance with 71-11.1C of the City of Toronto Municipal Code, Chapter 71 (Financial Control), authorized an amendment to Purchase Order Number 6051782 issued to Trimble B.V. Europe, for the provision of an additional 600 user accounts and professional services, in the amount of \$ 2,732,977 net of all taxes and charges (\$2,781,078 net of Harmonized Sales Tax recoveries), revising the current purchase order value from \$2,855,533 (\$2,905,791 net of Harmonized Sales Tax recoveries) to

\$5,588,510 net of all taxes and charges (\$5,686,868 net of Harmonized Sales Tax recoveries). The Infrastructure and Environment Committee Decision can be found at: [Agenda Item History - 2022.IE27.1 \(toronto.ca\)](#)

COMMENTS

Trimble Unity is a critical Field Force Automation software platform supporting Toronto Water operations by enabling field mobility, enhancing in-field data capture and communication, and providing real-time access to operational data. Since its implementation, the platform has contributed to significant improvements to field productivity, data quality, customer service, and accountability. Key features such as automated workflows, digital forms, photo capture, GPS, real-time outage tracking, and integrated GIS functionality have enabled frontline staff to receive, collect, and transmit information in the field. This has led to faster response times, more informed decision-making, and greater operational and customer service effectiveness.

In 2021, the City approved an initial contract with Trimble Europe B.V., providing 200 user licenses and professional services to support pilot deployments within three operational areas of Toronto Water. Following the pilots' success, the contract was amended in 2022 to expand Trimble Unity to an additional 400 users across six more operational areas.

Over the past four years, Trimble Unity has played a central role in modernizing Toronto Water's operations, helping digitize workflows and replace outdated, disconnected legacy information systems and data sets. The platform has delivered improvements across several areas including:

- **Field Productivity:** The platform leverages work orders generated by the various work management platform and creates task based point-of-source data entry forms and step-by-step workflows allow staff to receive assignments directly on their mobile devices, complete tasks in the field, and update work status with notes, photos, and inspection data without needing to return to the office. Tasks such as hydrant inspections, valve maintenance, and emergency leak repairs can now be documented and closed out in real time, reducing administrative lag and allowing supervisors to track progress as it happens. Additionally, integrated GPS functionality has enhanced dispatch operations by allowing work to be assigned based on the real-time location and availability of crews, resulting in faster response times and more efficient deployment of field resources.
- **Data Accuracy:** Digital forms, structured checklists, and integrated GPS and photos support consistent, complete, verifiable, and spatially accurate data capture. Improved data accuracy, and the use of evidence such as photographs has enhanced decision making, enable faster and more effective operational response.
- **Customer Service:** Access to up-to-date asset records and historical work data improves frontline response to customer inquiries. More accurate and timely documentation such as GPS verified service locations and photo evidence helps

staff communicate more effectively with residents and resolve issues more efficiently. Additionally, Toronto Water can leverage the mapping interface to track where high-priority service calls are originating and identify emerging trends. This insight supports 311 in developing timely, accurate messaging, enabling proactive communication with callers and providing upfront information during periods of high call volume.

- **Accountability:** The platform supports improved oversight of both City crews and contractors by enabling real-time visibility into work status, location tracking, and time-stamped photos, all of which contribute to stronger performance monitoring and reporting.

Today, Trimble Unity is fully implemented across Toronto Water's linear infrastructure operations and maintenance programs. Its adoption has enhanced the migration of asset and maintenance records from fragmented and unsupported systems, including the legacy Hanson Work Management System. This shift effectively mitigates the risk of system failure until the implementation of IBM Maximo, the City's Enterprise Work Management System, for Toronto Water. Importantly, the implementation of Trimble also reduces the change management risk associated with the Maximo rollout. The most complex changes, those affecting people and processes, occur at the field operations level. As Trimble has already been established as Toronto Water's official Field Force Automation platform, field staff will experience no disruption to their day-to-day functions. Point-of-source data entry forms and guided, step-by-step workflows will remain unchanged once Maximo goes live.

With the Maximo implementation now underway, the proposed purchase order amendment will allow Toronto Water to acquire the design and integration services necessary to connect Trimble Unity with Maximo. The amendment will also support expansion of the platform, enabling broader adoption of Trimble capabilities for asset condition assessment, automated service request handling, environmental monitoring, and emergency response. Furthermore, it will extend all user subscriptions by one additional year, through 2026, ensuring continuity of service during this critical period of system integration and transformation.

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SIGNATURE

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