

Section I – Items for Board of Directors Action

TO: Chair and Members of the Board of Directors
Friday, May 26, 2023 Meeting

FROM: Natalie Blake, Chief Human Resources Officer

RE: **VALUE INCREASE - VENDOR OF RECORD ARRANGEMENT FOR
TEMPORARY HELP SERVICES**
Contract No. 10035805

KEY ISSUE

Value increase required to complete the term of Contract No. 10035805 (Province of Ontario Tender-6484) for Temporary Help Services.

RECOMMENDATION:

WHEREAS Toronto and Region Conservation Authority (TRCA) is engaged in ongoing human resources management that from time to time requires temporary help services;

WHEREAS the Province of Ontario has established a Vendor of Record (VOR) arrangement for the supply of Temporary Help Services (Tender-6484) and which TRCA has adopted;

WHEREAS at the Authority Meeting #1/22 through RES.#A 266/21 (January 28, 2022), TRCA staff obtained approval to extend the VOR to November 30, 2024 at a value not to exceed \$1,000,000, plus applicable taxes, plus 10% contingency;

WHEREAS TRCA has a greater demand for temporary help services than originally estimated;

THEREFORE LET IT BE RESOLVED that staff be authorized to further increase the value of the contract by a total not to exceed \$1,200,000, plus applicable taxes, for a revised total contract value not to exceed \$2,200,000, plus applicable taxes, plus 10% contingency;

AND FURTHER THAT authorized TRCA officials be directed to take whatever action may be required to implement the contract extension, including obtaining of any necessary approvals and the signing and execution of any documents.

BACKGROUND

TRCA utilizes the support of temporary help services via temporary help agencies, from time to time, as one mechanism to meet TRCA's talent needs. These services are utilized in situations where there is an expediated or high priority short-

term need for temporary support services that cannot be easily acquired via regular recruitment activities. As a result of the unprecedented talent shortages, competitive labour market post-pandemic, and specific skills gaps, TRCA continues to face an increased need for temporary short-term agency support. TRCA management have continued to work with Human Resources to identify new strategies to address workforce needs including the completion of a fulsome compensation review and restructuring of roles.

In the past, TRCA has procured temporary help services through separate competitive procurement processes. Staff have identified an opportunity for administrative efficiencies and cost savings through the adoption of the Province of Ontario VOR arrangement. By utilizing the Province of Ontario VOR arrangement, vendors are authorized to provide services for a defined period of time and where TRCA benefits from fixed discounted pricing. Vendors will be required to provide all resources required to service the divisional or program needs in accordance with applicable laws, codes, standards, terms and conditions of the VOR agreement.

RATIONALE

The Province of Ontario (Ontario) has undertaken a competitive procurement process with various Temporary Help service providers. The objective of the VOR arrangement is to fill urgent, time-limited staffing needs when no internal resource is immediately available. This VOR arrangement (Province of Ontario Tender-6484) is available to Non-Ontario Public Service (Non-OPS) entities through execution of a separate agreement with the vendors.

The Awarded Vendors for the Central Region are as follows:

- Altis Human Resources Inc
- Certimetrics
- Dean Group
- Excel Human Resources Inc
- GSI International Consulting Inc
- HR Associates Incorporated
- Ian Martin Limited
- Marberg Staffing
- Quantum Management Services
- Robertson & Company Ltd.
- RS Tec Systems Inc
- Teamrecruiter.com Inc

Utilizing this VOR arrangement provides cost savings in the form of staff administrative time and in the cost of actual services rendered, when compared to conducting a separate procurement process. Fixed pricing and/or discounts are applied to the cost of hiring a temporary worker through an agency. Hiring through a Temporary Help Services agency allows TRCA to quickly hire staff, for a short period of time, and maintain business continuity, manage staff workload and meet program/project deliverables.

Also, there are additional benefits of utilizing an agency such as; the agency completes a thorough background check and pre-screens their temporary workers, ensures temporary workers have the right qualifications and eligibility to work for TRCA and limits TRCA's liability related to ESA severance and common law obligations. These liabilities are the responsibility of the agency as they employ the temporary worker, not TRCA.

During the initial hiring needs analysis phase of a recruitment process, the use of Temporary Help Services is evaluated by management in consultation with their Human Resources Business Partner. A key aspect of this consultation is the review of the TRCA Recruitment, Selection & Onboarding Policy. Section 5.05 of this policy outlines that management are able to hire using temporary staffing agencies (Temporary Help Services), with approval from their Director.

Relationship to TRCA's 2022-2034 Strategic Plan

This report supports the following Pillars and Outcomes set forth in TRCA's 2023-2034 Strategic Plan:

Pillar 4 Service Excellence:

4.1 A strong and skilled workforce

Pillar 4 Service Excellence:

4.2 Provide and manage an efficient and adaptable organization

FINANCIAL DETAILS

Under this particular contract, the total expenditure as of April 21, 2023, is \$914,397, plus applicable taxes. Based on the review of expenditures to date and future temporary staffing needs, the anticipated additional cost to Contract No. 10035805 (Province of Ontario Tender-6484) for Temporary Help Services is \$1,200,000, plus applicable taxes, plus 10% contingency. This would bring the total contract value to \$2,200,000, plus applicable taxes, plus 10% contingency for Contract No. 10035805 (Province of Ontario Tender-6484) Temporary Help Services, which is due to expire on November 30, 2024.

An increase or decrease in demand for temporary help services will have an impact on the value of this contract. All vendors on the VOR list understand the potential cost and resource implications associated with the potential demand for services. The services will be provided on an "as required" basis with no minimum volume of work guaranteed.

The expenses associated with this contract are charged to the respective Divisional/Business Unit accounts.

Report prepared by: Natalie Blake; Ian Kennedy; Anita Geier

Emails: natalie.blake@trca.ca; ian.kennedy@trca.ca; anita.geier@trca.ca

For Information contact: Natalie Blake, (437) 880-2281

Email: natalie.blake@trca.ca

Date: April 25, 2023