

Section I – Items for Board of Directors Action

TO: Chair and Members of the Executive Committee
Friday, January 14, 2022 Meeting

FROM: Natalie Blake, Chief Human Resources Officer

RE: **VENDOR OF RECORD ARRANGEMENT FOR TEMPORARY HELP SERVICES**
Extension of Contract No. 10035805

KEY ISSUE

Extension 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) with a current expiry date of November 30, 2022, with an option to extend for an additional two (2) year period;

WHEREAS TRCA staff have adopted the VOR and originally obtained approval to access the VOR until the current expiry date of November 30, 2022 at a value not to exceed \$200,000, plus applicable taxes, plus 10% contingency;

THEREFORE LET IT BE RESOLVED that staff be authorized to extend Contract No. 10035805 for an additional cost of \$500,000, plus applicable taxes, plus 10% contingency;

THAT should the Province of Ontario exercise their right to extend the VOR arrangement for an additional two (2) year period, TRCA staff be authorized to extend Contract No. 10003585 for an additional cost of \$500,000, plus applicable taxes, for a total contract value not to exceed \$1,000,000, 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 and are used in situations that are of an expediated or high priority short-term nature. As the need arises for temporary short-term help, TRCA management works with Human Resources to identify strategies that will address workforce needs. On occasion, when TRCA requires a position to be filled in an urgent manner, or to fill a short-term need, TRCA will engage a temporary help agency to meet this need.

Item 7.8

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 are employing 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.

Item 7.8

Relationship to Building the Living City, the TRCA 2013-2022 Strategic Plan

This report supports the following strategic priority set forth in the TRCA 2013-2022 Strategic Plan:

Strategy 7 – Build partnerships and new business models

Strategy 11 – Invest in our staff

FINANCIAL DETAILS

In 2021 (as of December 9), TRCA has spent \$223,644.82, plus applicable taxes on temporary help services. Under this particular contract, the total expenditure to date is \$174,575.92, plus applicable taxes. Based on the review of expenditures to date and future temporary staffing needs, the anticipated additional cost to November 30, 2022 is \$300,000, plus applicable taxes, plus 10% contingency. If the VOR arrangement is extended for an additional two (2) year term, to November 30, 2024, the contract will be extended for an additional \$500,000 for a total revised contract value of \$1,000,000, plus applicable taxes, plus 10% contingency.

An increase or decrease in demand of 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: Ian Kennedy, extension 5665 and Lisa Moore, extension 5846

Emails: ian.kennedy@trca.ca and lisa.moore@trca.ca

For Information contact: Ian Kennedy, extension 5665 or Natalie Blake, extension 5374

Emails: ian.kennedy@trca.ca or natalie.blake@trca.ca

Date: December 8, 2021