



REPORT

TO: Mayor Bonnette and Members of Council

FROM: Kathleen Reinhardt, Risk & Insurance Advisor

DATE: October 25, 2021

REPORT NO.: CORPSERV-2021-0031

SUBJECT: Award of Insurance Adjusting Services

RECOMMENDATION:

THAT Report No. CORPSERV-2021-0031 dated October 25, 2021 regarding the Award of Proposal P-053-21 for Insurance Adjusting Services be received;

AND FURTHER THAT the Insurance Adjusting Services contract be awarded to ClaimsPro LP, 1550 Enterprise Road, Suite 310, Mississauga ON L4W 4P4 in the total annual upset amount of \$100,000.00, plus applicable taxes, for a two (2) year contract, with three (3), one (1) year options to renew subject to successful price negotiations and satisfactory performance;

AND FURTHER THAT the Senior Manager of Purchasing and Risk Management be authorized to issue a purchase order to ClaimsPro LP, 1550 Enterprise Road, Suite 310, Mississauga ON L4W 4P4 in the annual amount of \$100,000.00 for the first two (2) year term and as required for subsequent renewals, if exercised.

KEY POINTS:

The following are key points for consideration with respect to this report:

- Request for Proposal P-053-21 Insurance Claims Adjusting Services was issued on July 30, 2021
- Four bids were received
- Three firms were interviewed
- ClaimsPro LP submitted the lowest bid along with the highest-ranking methodology. They accept Visa as payment and provide real-time dashboard capabilities which outlines current trends and exposures

- Staff recommend the Insurance Adjusting Services contract be awarded to ClaimsPro LP for two (2) years with three (3), one (1) year options to renew

BACKGROUND AND DISCUSSION:

The Town of Halton Hills utilizes the services of an outside independent adjusting service. Adjusters investigate insurance claims and determine the Town’s liability based on the facts of the case and any applicable legislation. They issue denials on our behalf. In cases where the Town is found liable, adjusters assess the amount of loss or damages and negotiate a settlement. In the 2022 Operating Budget, monies are allocated for the cost of low dollar settlements and adjusting services, under Corporate Self-Insurance.

A Request for Proposal (RFP) for Insurance Adjusting Services was issued on July 30, 2021. The bid was posted on the bids and tenders website.

The RFP closed on August 26, 2021 and four (4) submissions were received as follows:

Vendor	Location
ClaimsPro	Mississauga, ON
Crawford & Company (Canada) Inc.	Kitchener, ON
Greater Toronto Adjusters Inc.	Burlington, ON
Sedgwick Canada Inc.	Mississauga, ON

A staff team comprised of the Risk & Insurance Advisor, the Director of Recreation Services and the Director of Public Works evaluated the bids. The Senior Manager of Purchasing & Risk Management facilitated the process. The following criteria were utilized in the evaluation:

1. Experience, qualifications, resources of the firm and staff assigned
2. Methodology and value add
3. Pricing

ClaimsPro LP was determined to be the highest-ranking proponent and meets or exceeds the specifications in all regards.

STRATEGIC PLAN ALIGNMENT:

This report is administrative in nature and does not have an impact on the Town’s Strategic Plan.

RELATIONSHIP TO CLIMATE CHANGE:

This report is administrative in nature and does not directly impact or address climate change and the Town's Net Zero target.

PUBLIC ENGAGEMENT:

Public Engagement was not needed as this report is administrative in nature.

INTERNAL CONSULTATION:

Staff from Purchasing & Risk Management, Recreation and Public Works were consulted in the preparation of this report. The Senior Manager of Purchasing and Risk Management is in agreement with the award of Proposal P-053-21 for Insurance Adjusting Services to ClaimsPro LP.

FINANCIAL IMPLICATIONS:

This report will be funded through an existing approved budget source.

Reviewed and approved by,

Simone Gourlay, Senior Manager of Purchasing and Risk Management

Laura Lancaster, Acting Commissioner of Corporate Services

Chris Mills, Acting Chief Administrative Officer