

## Legislation Details (With Text)

**File #:** 15-11054      **Version:** 1      **Name:**

**Type:** Consent Item      **Status:** Approved

**File created:** 5/22/2019      **In control:** City Council Business Meeting

**On agenda:** 7/8/2019      **Final action:** 7/8/2019

**Title:** Property and Casualty Claims Third Party Administration Services

### Attachments:

Date	Ver.	Action By	Action	Result
7/8/2019	1	City Council Business Meeting	Approve	Pass

## Property and Casualty Claims Third Party Administration Services

### Action:

- A. Approve a contract with Preferred Adjusters of the Carolinas, Inc. for property and casualty claims third party administration services for an initial term of three years, and**
- B. Authorize the City Manager to renew the contract for up to two, one-year terms and to amend the contract consistent with the purpose for which the contract was approved.**

### Staff Resource(s):

Kelly Flannery, Finance  
Betty Coulter, Finance

### Explanation

- The city's Risk Management office coordinates the investigation and payment of property and casualty claims for the city, Mecklenburg County, and Charlotte-Mecklenburg Schools.
- Property and casualty claims requiring field and after-hours responses and investigations are outsourced to a third-party administrator.
- Third-party administrator services may include:
  - Performing field investigations;
  - Maintaining claim files and records;
  - Coordinating investigations on litigated claims;
  - Investigating and pursuing opportunities for subrogation;
  - Providing loss mitigation services; and
  - Establishing initial reserves.
- On April 1, 2019, the city issued a Request for Proposals (RFP); one response was received.
- Preferred Adjusters of the Carolinas, Inc. meets the city's needs in terms of qualifications, experience, cost, and responsiveness to RFP requirements.
- The cost of these services is paid by the respective agency for which services are performed.
- The city's annual expenditures are estimated to be \$250,000.

### Charlotte Business INclusion

The city negotiates subcontracting participation after the proposal selection process (Part C: Section 2.1(h) of the Charlotte Business INclusion Policy). Preferred Adjusters of the Carolinas, Inc. has identified MWSBE opportunities in the following scopes of work:

- Office supplies

### Fiscal Note

Funding: City of Charlotte Risk Management Fund; Mecklenburg County Risk Management Fund;  
Charlotte-Mecklenburg Schools Risk Management Fund