

Legislation Text

File #: 15-11054, Version: 1

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