

Award of Request for Proposal Doc5386487782 to ClaimsPro LP for the Provision of Insurance Adjusting Services

Date: February 23, 2026

To: General Government Committee

From: Director, Insurance and Risk Management and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to advise on the results of the Request for Proposal Number Doc5386487782 for the provision of Insurance Adjusting Services for the City of Toronto and insured divisions, agencies and corporations and to request authority to enter into an agreement with the recommended supplier, ClaimsPro LP, for a five (5) year term from April 1, 2026 to March 31, 2031.

The estimated costs identified in this report represent insurance adjusting fees. The amounts are incurred on the basis of either a flat rate fee or a time and expense fee for each claim file handled. These fees are set for the five (5) year term of the agreement. The estimated costs do not include claim payments made to settle claims.

RECOMMENDATIONS

The Director, Insurance and Risk Management and the Chief Procurement Officer recommend that:

1. The General Government Committee, in accordance with Section 195-8.4 of the Toronto Municipal Code Chapter 195 (Procurement By-Law), authorize the Chief Financial Officer and Treasurer to award and enter into an agreement with ClaimsPro LP, for the provision of Insurance Adjusting Services for a period of five (5) years from April 1, 2026 to March 31, 2031, in the amount of \$30,460,650 net of all applicable taxes and charges having submitted the highest scoring proposal based on the terms and conditions set out in the Request for Proposal and in a form satisfactory to the City Solicitor.

FINANCIAL IMPACT

The potential cost to the City is estimated at \$30.461 million. Insurance adjusting fees are paid from the Insurance Reserve Fund (XR1010) and recovered through contributions from the operating budgets of insured City divisions, agencies and corporations as one component of their overall insurance charge. Adjusting fees are not subject to HST.

Funding in the amount of \$6.1 million has been included in the 2026 Non-Program Operating Budget, cost centre NP2530, cost element 5020110. Appropriate funding totaling \$24.361 million for 2027 - 2031 will be included in the Non-Program Operating Budget Submissions for the respective years.

Table 1: Estimated annual cost for insurance adjusting fees

April 1, 2026 to December 31, 2026	January 1, 2027 to December 31, 2027	January 1, 2028 to December 31, 2028	January 1, 2029 to December 31, 2029	January 1, 2030 to December 31, 2030	January 1, 2032 to March 31, 2031
\$4,580,800	\$6,102,161	\$6,102,161	\$6,102,161	\$6,102,161	\$1,471,206
Total for 5 years: \$30,460,650					

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

On March 29, 2021, the General Government and Licensing Committee, in accordance with Section 195-8.4 of Toronto Municipal Code Chapter 195 (Purchasing), authorized the Chief Financial Officer and Treasurer to enter into an agreement with ClaimsPro LP, being the highest scoring supplier meeting the requirement of Request For Proposal Number 2688784453 for a period of five (5) years from April 1, 2021 to March 31, 2026 for an estimated cost of \$22.3 million net of all taxes and charges. The General Government and Licensing Committee report can be found at the following link: [Agenda Item History - 2021.GL21.21](#)

On February 6, 2017, the Government Management Committee approved the award of RFP 9105-16-7054 for insurance adjusting services to ClaimsPro LP for a three (3) year term with an optional one (1) additional year term beginning April 1, 2017 and ending on March 31, 2021 in the amount of \$10.9 million net of all taxes and charges. The Government Management Committee report can be found at the following link: <https://www.toronto.ca/legdocs/mmis/2017/gm/bgrd/backgroundfile-101179.pdf>

On March 7, 2012, the Bid Committee approved the award of RFP 9105-12- 7018 for insurance adjusting services to Granite Claims Solutions LP for a five (5) year term beginning April 1, 2012 and ending in March 31, 2017 in the amount of \$13,426,250 net of all taxes. Effective January 1, 2015, Granite Claims Solutions LP changed its legal name to ClaimsPro LP. The Bid Committee report can be found at the following link: [Agenda Item History - 2012.BD64.1](#)

COMMENTS

The City relies on a full-service insurance adjusting firm for public liability, automobile and property damage insurance claims in accordance with City Council established procedures. In 2025, when preparing Request for Proposal Doc5386487782, pricing for insurance adjusting services was based on an average 7,800 claims/ incidents the City receives annually, broken down as follows: public liability - 6,500; automobile - 1,000; and property - 300. For the purpose of evaluation, the Price Detail Form in the Request for Proposal set out the estimated number of claim files for flat fee pricing and the estimated number of hours for time and expense claim files.

As a result of the variable and unpredictable nature of insurance claims, e.g. weather-related claims, high winds causing tree limbs to fall, snow and ice on sidewalks and heavy rains causing flooding, claim volume and the resultant expense of adjusting insurance claims is difficult to forecast. For example, in 2024 the City experienced various significant weather events including the July 16 and August 17 rainstorms. These significant weather events generated over 455 liability claims. In addition, damage to the City's own property amounted to nearly \$5 million.

Fairness Monitor Services

Robinson Global Management (RGM) was retained through a competitive procurement process to act as Fairness Monitor for the Request for Proposal. The Fairness Monitor's scope of work included:

- Providing oversight on the procurement process for the purpose of ensuring adherence to high standard, objectivity of evaluation and transparency;
- Addressing any concerns relating to accountability/ fairness (monitoring the level of openness and competitiveness of the procurement process);
- Independent assurance of the integrity of the procurement with a signed attestation statement; and
- Preparing a Final Attestation Report for the City.

RGM concluded that the procurement process satisfied the principles of openness, fairness, consistency and transparency. The Final Attestation Report is on file with PMMD.

Request for Proposal Number Doc5386487782 - Procurement Process

Request for Proposal Doc5386487782 for the provision of insurance adjusting services for the City of Toronto was issued by Purchasing and Materials Management Division (PMMD) and advertised on both the City's and Ariba Discovery websites on November 17, 2025 with a closing date of December 17, 2025 and an issuance of one (1) addendum. A total of three (3) Suppliers submitted a response as listed in Table 2.

Table 2: Suppliers for Doc5386487782:

Suppliers
ClaimsPro LP
DSB Claims Solutions Inc.
Sedgewick Canada Inc.

Evaluation for the Request for Proposal Doc5386487782 Submissions

A formal selection committee was comprised of four staff members, three from Insurance & Risk Management and one from Legal Services, with ongoing support from PMMD and the Fairness Monitor. Prior to the commencement of the evaluation process, evaluation training was provided by both PMMD and the Fairness Monitor to the entire evaluation team. All staff involved in the evaluation process signed and submitted a Non-Disclosure and Conflict of Interest Declaration, under the supervision of PMMD, and evaluated the technical proposals in compliance with the criteria set out in the Request for Proposal as follows:

Stage 1: Mandatory Submission Requirements

Stage 2: Mandatory Technical Requirements and Rated Evaluations

Stage 3: Cost of Services (Part 5 - Pricing Form)

Stage 1: Mandatory Submission Requirements

A list of mandatory submission requirements had to be met to advance to Stage 2 of the evaluation process. All three (3) submissions satisfied the mandatory submission requirements set out in the Request for Proposal and advanced to Stage 2 of the evaluation process.

Stage 2A: Mandatory Technical Requirements

In compliance with the Request for Proposal, a mandatory technical requirement had to be met to advance to Stage 2B of the evaluation process. All three (3) submissions satisfied the mandatory requirement set out in the Request for Proposal and advanced to Stage 2B of the evaluation process.

Stage 2B: Rated Evaluations

In Stage 2B, all technical proposals were evaluated in accordance with the evaluation criteria set out in the Request for Proposal. To be considered for Stage 3, a minimum threshold score of 75% (or 56.25 points) had to be met. Out of the three firms that were evaluated, only one firm, ClaimsPro LP, met the minimum threshold and advanced to Stage 3.

Stage 3: Cost of Services

In Stage 3, pricing was worth 25%. The pricing form submission was reviewed and the calculations of the total annual costs and price scores were validated by PMMD.

The Fair Wage Office has reported that the recommended Supplier has indicated that it has reviewed and understands the Fair Wage Policy and Labour Trade requirements and has agreed to comply fully.

CONTACT

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SIGNATURE

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