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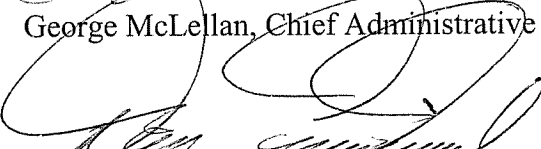
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Halifax Regional Council
27 January 2004

TO: Mayor Kelly and Members of Halifax Regional Council

SUBMITTED BY:


George McLellan, Chief Administrative Officer


Dan English, Deputy Chief Administrative Officer

DATE: 9 January 2004

SUBJECT: Award - RFP 03-346, Claims Management Services

ORIGIN

The Halifax Regional Municipality publicly advertised request for proposals on December 10, 2003, for proposals to provide professional project and financial management services required in connection with Hurricane Juan and the Disaster Financial Assistance Program.

RECOMMENDATION

It is recommended that RFP # 03-346, Claims Management Services be awarded to the highest ranking evaluated proposal, Crawford Adjusters Canada, at the unit prices quoted for an estimated cost of \$287,500.00 plus net HST for a total estimated cost of \$305,983.38 from Hurricane Juan Account - PJUAN W928-6399 with funding authorized as per the Budget Implications section of this report.

BACKGROUND

On September 28, 2003, Halifax Regional Municipality and the surrounding area was hit by Hurricane Juan causing devastation throughout the municipality. As a result, HRM will be making application to the provincial and federal government agencies managing the Disaster Financial Assistance (DFA) program.

The Halifax Regional Municipality requires professional project and claims management services in connection with the application process to DFA. The services will be required on an immediate and continuous basis over the next 12 to 18 month period. These services will be provided throughout HRM although they will primarily be directed to Real Property and Asset Management.

As previously reported to Council, a team of HRM staff has been assembled (D-FACT) to gather information and submit claims under HRM insurance policies and the Federal Disaster Assistance Program. This contract will be managed through the D-Fact team.

DISCUSSION

Terms of reference setting the scope of work for these services were prepared and a request for proposal was advertised in the local newspaper and closed on December 23, 2003.

Proposals were received from the following firms:

AMF Cost Management Services
Crawford Adjusters Canada
PricewaterhouseCoopers

An evaluation team consisting of staff of Real Property and Asset Management - Real Property Operations, Financial Services, and Procurement evaluated the proposals on the following basis:

- Qualifications and Experience
- Approach, Availability and Plan for Continuity
- Cost.

The final scoring for each firm is as follows:

Firm	Scoring (max. 100)
Crawford Adjusters Canada	70.5
AMF Cost Management Services	68.0
PricewaterhouseCoopers	67.25

Appendix "A" provides the detailed breakdown of the total scoring and fees. The project cost is an estimated project cost based on unit prices provided and a work plan of 2,500 personhours. This is not a lump sum contract.

The evaluating team is recommending the highest scoring firm as the successful proponent based on their ability to provide the best overall services that would in turn provide the greatest likelihood of HRM securing a successful claim to the DFA.

BUDGET IMPLICATIONS

Budget Summary - Project RFP 03-346, Claims Management Services

The total estimated cost of claims management services is \$ 287,500.00 plus net HST for a total estimated cost of \$305,983.38.

This work is directly associated with the submission of an application to Disaster Financial Relief Program. Based upon our present information, the cost of this work is believed to be recoverable through this program but this cannot be confirmed until after the application has been completed, filed and adjudicated.

FINANCIAL MANAGEMENT POLICIES / BUSINESS PLAN

This report complies with the Municipality's Multi-Year Financial Strategy, the approved Operating, Capital and Reserve budgets, policies and procedures regarding withdrawals from the utilization of Capital and Operating reserves, as well as any relevant legislation.

ALTERNATIVES

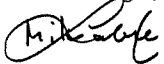
Council could choose not to award this contract. This is not the recommended approach as these additional specialized services enhance HRM's likelihood of a successful claim with the DFA.

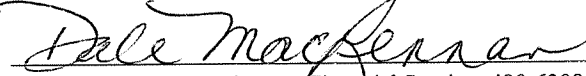
ATTACHMENTS

Appendix "A" - Summary of Evaluation Criteria

Additional copies of this report, and information on its status, can be obtained by contacting the Office of the Municipal Clerk at 490-4210, or Fax 490-4208.

Report Prepared by: Denis Huck, Manager, Real Property Operations 490-4673
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Report Approved by: 
Mike Labrecque, Real Property & Asset Management 490-4851


S. Dale MacLennan, Director, Financial Services 490-6308

HALIFAX REGIONAL MUNICIPALITY

Claims Management Services PROPOSAL EVALUATION # 03-346

Proposal: RFP 03-346, Claims Management Services			
CRITERIA	MAX. SCORE	Proponent	
		AMF COST MANAGEMENT SERVICES	PRICEWATERHOUSECOOPERS
		CRAWFORD ADJUSTERS CANADA	
1. Qualifications and Experience	50	41.75	43.75
2. Approach/ Availability & Plan For continuity	20	16.25	15.5
3. Cost	30	12.5	8.0
		\$305,983.38	\$476,269.78
TOTAL	100	70.5**	67.25
RANKING		1	3

* Project cost based on the assumption of 2500 manhours at unit rates.

** Recommended Proponent