



**The Corporation of the  
City of Sault Ste. Marie**

**C O U N C I L   R E P O R T**

February 3, 2025

TO: Mayor Matthew Shoemaker and Members of City Council  
AUTHOR: Karen Marlow, Manager of Purchasing  
DEPARTMENT: Corporate Services  
RE: RFP Independent Claims Adjusting Services

---

**Purpose**

The purpose of this report is to obtain Council approval to award Independent Claims Adjusting Services for the City of Sault Ste. Marie for a term of three years commencing February 28, 2025, with an automatic extension for an additional two years (*unless notice of termination provided*), as required by the Risk Management Division of the Legal Department.

**Background**

The proposal was publicly advertised and notification provided to firms on the bidders list. Proposals were required to be submitted for consideration no later than 4:00 p.m. on December 13, 2024.

**Analysis**

Proposals from three proponents were received prior to closing deadline:

- Sedgwick Claims Management Services, Inc., Mississauga, ON
- ClaimsPro LP, Toronto, ON
- Crawford & Company (Canada), Waterloo, ON

The proposals received have been reviewed and evaluated by a committee comprised of staff from Legal Department. It is the consensus of the Evaluation Committee that the proponent scoring the highest in the evaluation process is Sedgwick Claims Management Services Inc. (Sedgwick). Sedgwick is the incumbent provider and has maintained quality delivery of services.

**Financial Implications**

The cost to provide these services varies based on the volume of activated claims. Sedgwick quoted \$125 per hour fixed rate for the initial term of three-years. This represents a nominal inflationary rate increase consistent with a slight increase in rates from previous terms.

Funding for the provision of this service has been budgeted within Insurance Operating Account.

RFP Independent Claims Adjusting Services

February 3, 2025

Page 2.

**Strategic Plan / Policy Impact / Climate Impact**

This is an operational matter not articulated in the Corporate Strategic Plan.

**Recommendation**

It is therefore recommended that Council take the following action:

The relevant By-law 2025-7 is listed under item 12 of the Agenda and will be read with all by-laws under that item.

Respectfully submitted,

Karen Marlow

Manager of Purchasing

705.759.5298

[k.marlow@cityssm.on.ca](mailto:k.marlow@cityssm.on.ca)