



Recommendation for Action

File #: 22-3429, Agenda Item #: 11.

12/8/2022

Posting Language

Authorize negotiation and execution of a contract with Gallagher Bassett Services, Inc. to provide claims administration services for a term of five years in an amount not to exceed \$420,000.

[Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C (Minority Owned and Women Owned Business Enterprise Procurement Program). For the services required for this solicitation, there were insufficient or no subcontracting opportunities; therefore, no subcontracting goals were established].

Lead Department

Financial Services Department.

Client Department(s)

Fleet Mobility Services.

Fiscal Note

Funding in the amount of \$84,000 is available in the Fiscal Year 2022-2023 Operating Budget of Fleet Mobility Services. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

The Financial Services Department issued a Request for Qualification Statements (RFQS) 7800 JTH4010 for these services. The solicitation was issued on December 20, 2021 and closed on February 8, 2022. Of the five offers received, the recommended contractor submitted the best evaluated responsive offer. A complete solicitation package, including a log of offers received, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: [Solicitation Documents](https://financeonline.austintexas.gov/afo/account_services/solicitation/solicitation_details.cfm?sid=136253)
<https://financeonline.austintexas.gov/afo/account_services/solicitation/solicitation_details.cfm?sid=136253>.

For More Information:

Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Person: Brenita Wilkison, at 512-974-3164 or brenita.selement@austintexas.gov
<<mailto:brenita.selement@austintexas.gov>>.

Additional Backup Information:

The contract provides third party automobile claims administration specializing in public sector proactive claims management including: processing, adjusting, investigating, negotiating, settling, and subrogating the City automobile accident claims. Services also include recommendations for civil suits, or action by the City Law Department.

These duties are currently accomplished by City personnel through Fleet Mobility Services (FMS) and Telecommunications and Regulatory Affairs (TARA). As part of a review of duplicated processes between

departments, it was determined these duties between FMS and TARA had some overlay in tasks. These duties were also determined better suited in the FMS department. The use of an outside contractor will result in a best in class secure, transparent, timely, and cost-effective pursuit of the City's not-at-fault claim recoveries. In addition, the use of an outside contractor through this new contract will result in efficiencies to the City and increase claims administration knowledge and expertise.

An evaluation team with expertise in this area evaluated the offers and scored Gallagher Bassett Services, Inc. as the best to provide these services based on experience, operational work plan methodology, and personnel.

Strategic Outcome(s):

Mobility, Safety, Government that Works for All.