

Questions and Answers to RFP Claims Adjusting Services Administrator #201404984

Question 1:

Is there data available that will provide the last three years history showing the number of claims and locations per year. payment amounts separated by payments to claimants, expenses, adjuster fees ?

Answer 1:

In the last 3 years we have had 23 claims which averages out at approximately 7 per year. The majority of the claims have been in Vancouver BC. This will be provided once the contract has been awarded.

Question 2:

How many years of data will have to be moved and what kind of system or application is the data stored on?

Answer 2:

We would require 16 years of data moved. We currently have access to an interactive web based application.

Question 3:

Who are CMHC's insurers?

Answer 3:

This will be provided once the contract has been awarded.

Question 4:

What is CMHC's SIR?

Answer 4:

We currently have a \$25K deductible.

Question 5:

Who is the present vendor?

Answer 5:

The current vendor is ClaimsPro an SCM Company

Question 6:

To confirm, the proponent who is awarded the contract will be funding all payments on the claims and then recovering the payments at the scheduled invoicing times outlined?

Answer 6:

That is correct the proponent would pay any expenses, claims etc that is within the SIR and CMHC would reimburse payment at the quarterly billing.

Question 7:

Why has this program gone to RFP, is it a governance requirement as the contract/agreement is expiring, has a need been identified or is there another reason?

Answer 7:

It is a governance requirement.