



**The City of Brampton**

**Insurance and Risk  
Management Services  
RFP No. NRFP2020-151**

# Subject Matters Armour Will Be Discussing

- Who is Armour Insurance Brokers Ltd.?
- Our Concerns with Respect to the Process of RFP No. NRFP2020-151.
- Overlooked Savings with 2014 RFP.
- Action Requested for RFP No. NRFP2020-151

# Who is Armour Insurance Brokers Ltd.?

- Armour is the current Insurance Broker for the City's Facility User Program. We were established in April 2010 with a vision to provide unique risk management expertise to its clients. Since opening our first office in Brampton years ago, we have grown to over \$60million in annual premiums. In continuation with our management objectives, we concentrated on developing exceptional expertise in complex risk management to develop municipal insurance programs, with a niche in certain product categories such as cyber, facility user programs, environmental, and infrastructure construction projects, while we offer the entire bouquet of insurance covers through a team of experienced risk managers.
- At Armour Insurance Brokers Ltd., our strength rests in our diversified, knowledgeable, and courteous staff. Our top priority is to be your advocate while protecting your assets with a high degree of professionalism, empathy, and respect.
- We are winners of various top Canadian Insurance Awards including Excellence Award for Best Brokerage in Canada (2020), Top finalist for Best Brokerage (2018 & 2019). CEO, Ms. Sukhdeep Kang, Winner of CEO of the Year (2020), President, Rupinder Hayer, Winner of Broker of the Year Canada Award (2019).

# Our Concerns with Respect to the Process of RFP No. NRFP2020-151

- The RFP was published on August 25, 2020 through Bids & Tenders which our office retrieved and sent immediately to the three large Insurers that write Municipality coverages; Travelers, Zurich and Frank Cowan as well as Affiliated FM who insures Property.
- Our office received a response from Travelers stating they have already been approached by another brokerage and another from Zurich informing Marsh who bought JLT (who are the current City's Broker) sent the RFP to their office prior to us. Both Insurers advised they would not work with our office even though Marsh has their own Municipal Insurance Program plus they would not confirm when the date they received Marsh's request. Additionally, Affiliated FM informed our office that Marsh tried to submit a Broker of Record letter so that our office did not have access to this Insurer, too.
- Frank Cowan responded that they will not work with our office due to the Meeting Report prepared by the City's Risk Manager requesting Council to extend the current contract with JLT for an additional three years; stating that there are no other Insurers other than Marsh.
- Our office immediately contacted Purchasing on September 23, 2020 expressing our concerns of a Broker blocking the markets which is preventing our office to respond to the RFP; to which we were informed that our office was the only one complaining.
- Again, we contacted Purchasing on September 25<sup>th</sup>, September 30<sup>th</sup>, and October 7<sup>th</sup> requesting for the City to look into our concerns further as it is an unfair RFP process; plus we were at risk losing the Facility User Program since Armour Insurance is the current Broker for the City's program. We also informed Purchasing that in the RFP it states "It is imperative no Bidder has tied up any insurance markets..." and Marsh is not following this section of the RFP. The only response received from Purchasing was they published the Addendum No. 4 reminding Bidders not to tie up the insurance markets and since there is no proof, they will not further investigate.
- As a result, the City only received two responses for this RFP; one from Marsh who are the City's current broker and the other from AON who is the same team that worked at JLT now Marsh.



## Overlooked Savings with 2014 RFP

- In 2014, a Brokerage, named Warren Hill, responded to the City's RFP for Risk and Insurance Management Services. The Insurance Cost presented by Warren Hill to the City's RFP Committee was approximately \$ 1,670,000 which included Insurers; such as, Zurich, Affiliated FM, Chubb and Lloyds. Warren Hill was one of the final two Brokerages along with JLT. However, due to a small technicality of not signing one of the RFP documents, Warren Hill was disqualified and the RFP was awarded to JLT with an annual Insurance Cost of \$ 3,000,000 towards the City.
- The City has been overpaying \$ 1,000,000 since 2014 due to a small technicality. Additionally, due to the City's Risk Manager informing the Council that there are no other Insurers/Brokers who provide Municipality Insurance Services. This is not the case as there was another back in 2014's RFP.

## **Action Requested for RFP No. NRFP2020-151**

- Armour Insurance requests Council to rescind the RFP No. NRFP2020-151 and have it reissued.
- By doing this, our office has the opportunity to obtain other quotes for the City to have an opportunity to receive savings instead of staying with your current broker who uses an in-house Municipality Program that is designed for smaller Municipalities.
- The City would also contract with a local Brokerage which has proven record of excellence.



**THANK YOU FOR GIVING US THE  
OPPORTUNITY TO PRESENT OUR  
CONCERNS**