



City of Phoenix

FINANCE DEPARTMENT • PROCUREMENT DIVISION

PUBLIC NOTICE OF AWARD RECOMMENDATION

AWARD NOTICE DATE: May 30, 2025

SOLICITATION: RFQu-25-0552; Claims Adjusting, Damage Appraisal, and Subrogation Services – Requirements Contract

SOLICITATION DEADLINE: March 21, 2025, at 2:00 p.m.

Recommendation

Offers in response to the above referenced solicitation have been evaluated. Procurement recommends contract award as follows:

Vendors	Groups Awarded
Carl Warren & Company, LLC	Groups 1, 3, & 5: <ul style="list-style-type: none">• Full-Service Liability Claim Adjusting (excluding Water Main Breaks, Sewer Backups, police enforcement claims and all employment related claims),• Damage recovery services for vehicle-related losses (including loss of use, revenue, and value), and• Subrogation and Recovery services for all property and liability claims (as required).
Claims Management Resources, Inc., dba CMR or CMR Claims	Groups 3 & 5: <ul style="list-style-type: none">• Damage recovery services for vehicle-related losses (including loss of use, revenue, and value) and• Subrogation and Recovery services for all property and liability claims (as required).
Copper Claims Services, Inc.	Groups 1, 2, 4, 5, & 6: <ul style="list-style-type: none">• Full-Service Liability Claim Adjusting (excluding Water Main Breaks, Sewer Backups, police enforcement claims and all employment related claims),• Full-Service Liability Claim Adjusting (for Water Main Breaks or Sewer Backups),• Full-Service Property Claims Adjusting (for 1st party and 3rd party claims),• Subrogation and Recovery services for all property and liability claims (as required), and• Limited Adjustment Services
Crawford & Company	All 7 Groups: <ul style="list-style-type: none">• Full-Service Liability Claim Adjusting (excluding Water Main Breaks, Sewer Backups, police enforcement claims and all employment related claims),• Full-Service Liability Claim Adjusting (for Water Main Breaks or Sewer Backups),

	<ul style="list-style-type: none"> • Damage recovery services for vehicle-related losses (including loss of use, revenue, and value), • Full-Service Property Claims Adjusting (for 1st party and 3rd party claims), • Subrogation and Recovery services for all property and liability claims (as required), • Limited Adjustment Services, and • Vehicle Appraisal Services.
Custard Insurance Adjusters, Inc.	<p>All 7 Groups:</p> <ul style="list-style-type: none"> • Full-Service Liability Claim Adjusting (excluding Water Main Breaks, Sewer Backups, police enforcement claims and all employment related claims), • Full-Service Liability Claim Adjusting (for Water Main Breaks or Sewer Backups), • Damage recovery services for vehicle-related losses (including loss of use, revenue, and value), • Full-Service Property Claims Adjusting (for 1st party and 3rd party claims), • Subrogation and Recovery services for all property and liability claims (as required), • Limited Adjustment Services, and • Vehicle Appraisal Services.
Royal Roofing & Exteriors, LLC DBA Royal Roofing and Exteriors	<p>Group 4:</p> <ul style="list-style-type: none"> • Full-Service Property Claims Adjusting (for 1st party and 3rd party claims).

Evaluation

The offers were evaluated based on price, responsiveness to specifications and terms and conditions, and responsibility to provide the required goods and/or services. Other evaluation factors included minimum qualification criteria.

Procurement File

The procurement file for this solicitation is available as of the date of this notice by contacting the procurement officer listed below.

Transparency Policy

As set forth in the solicitation's requirements, offerors are reminded that the City's Transparency Policy, governing communications between offerors and their representatives, is in effect through the date of City Council Award, estimated to occur September 3, 2025. Offerors wishing to communicate with members of the City Council or other city executives regarding this solicitation shall direct all such requests through the Procurement Officer below.

Procurement Officer

William Langbehn

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