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STATE OF NEW HAMPSHIRE
DEPARTMENT of RESOURCES and ECONOMIC DEVELOPMENT
DIVISION of TRAVEL and TOURISM DEVELOPMENT

172 Pembroke Road, Concord, New Hampshire 03301

JEFFREY ROSE
Commissioner

VICTORIA CIMINO
Director

603-271-2665
FAX: 603-271-6870
TRAVEL GUIDE: 800-386-4664
WEBSITE: www.visitnh.gov
E-MAIL: travel@dred.state.nh.us

May 27, 2015

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Resources and Economic Development, Division of Travel and Tourism Development (DTTD) to enter into a **SOLE SOURCE** contract with Granite State Ambassadors, Inc. (VC #158639) of Manchester, New Hampshire in an amount of \$136,000 for tourism related training and volunteer coordination upon Governor and Council approval through June 30, 2017.
100% General Funds.

Funding for FY2016 and FY2017 is contingent upon availability and continued appropriation of funds, as follows, with the authority to adjust encumbrances in each of the State fiscal years through the Budget Office if needed and justified:

| | <u>FY2016</u> | <u>FY2017</u> |
|--|----------------------|----------------------|
| 03-35-35-352010-36200000 Division of Travel - Tourism 069-500567 Promotional Marketing Exp. | \$60,600 | \$60,600 |
| 03-35-35-352510-36250000 Travel/Tourism Revolving Fund 069-500567 Promotional Marketing Exp. | \$ 7,400 | \$ 7,400 |
| <i>Totals:</i> | <u>\$68,000</u> | <u>\$68,000</u> |

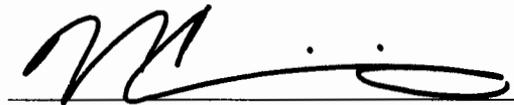
EXPLANATION

Granite State Ambassadors, Inc., (GSA) is a non-profit organization created to train, manage and service New Hampshire's tourism industry through volunteer certification and coordination. For more

than 15 years, DTTD has partnered with GSA to staff key consumer shows, as well as to provide product, service and hospitality training. Additionally, GSA volunteers augment DTTD staff by serving in a visitor service capacity at Welcome Information Centers and other key entry point locations throughout the state.

The Attorney General's office has approved this contract as to form, substance and execution.

Respectfully submitted,



Victoria Cimino, Director
Division of Travel & Tourism Development

Concurred,



Jeffrey J. Rose, Commissioner
Department of Resources & Economic
Development

Subject:

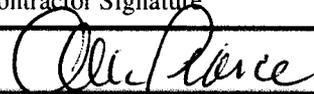
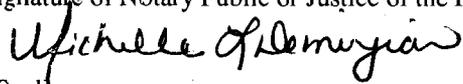
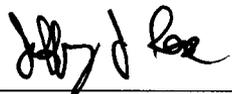
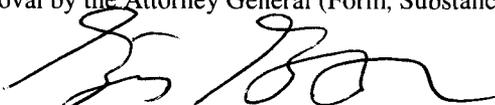
GRANITE STATE AMBASSADORS VC#158639

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

| | | | |
|--|--|---|-----------------------------------|
| 1.1 State Agency Name DEPARTMENT OF RESOURCES & ECONOMIC DEVELOPMENT | | 1.2 State Agency Address 172 PEMBROKE ROAD, CONCORD NH 03301 | |
| 1.3 Contractor Name GRANITE STATE AMBASSADORS, INC. | | 1.4 Contractor Address ONE AIRPORT ROAD, SUITE 198, MANCHESTER, NH 03103 | |
| 1.5 Contractor Phone Number 603-621-0638 | 1.6 Account Number 03-35-352010-3620,3625-069 | 1.7 Completion Date JUNE 30, 2017 | 1.8 Price Limitation \$136,000 |
| 1.9 Contracting Officer for State Agency JEFFREY J. ROSE, COMMISSIONER | | 1.10 State Agency Telephone Number 603-271-2665 | |
| 1.11 Contractor Signature  | | 1.12 Name and Title of Contractor Signatory Alice Pearce, Executive Director | |
| 1.13 Acknowledgement: State of <u>New Hampshire</u> , County of <u>Hillsborough</u> On <u>6/23/15</u> , before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12. | | | |
| 1.13.1 Signature of Notary Public or Justice of the Peace  [Seal] | | | |
| 1.13.2 Name and Title of Notary or Justice of the Peace Michelle L. Demigjian, Notary Public | | | |
| 1.14 State Agency Signature  | | 1.15 Name and Title of State Agency Signatory JEFFREY J. ROSE, COMMISSIONER | |
| 1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: n/a Director, On: | | | |
| 1.17 Approval by the Attorney General (Form, Substance and Execution) By:  On: 7/8/15 | | | |
| 1.18 Approval by the Governor and Executive Council By: On: | | | |

2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.
3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("Effective Date").
3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT. Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.
5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.
5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.
5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.
6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws.
6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.
6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.
7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.
7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.
7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

Contractor Initials 
Date 6/23/15

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination

Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS. The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written consent of the State.

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per occurrence; and

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than fifteen (15) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be

attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual

intent, and no rule of construction shall be applied against or in favor of any party.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

Exhibit A Scope of Services

Granite State Ambassadors, Inc

Provide services for the New Hampshire Division of Travel and Tourism Development (DTTD) as described below:

Consult and Support: Granite State Ambassadors, Inc. (GSA) will review and provide feedback on written strategic plans produced by DTTD as needed. GSA will share intellectual property and insight on visitor service implementation and visitor center training and support for staff and volunteers as requested. GSA will provide a monthly report to DTTD that includes relevant media articles regarding best practices and innovation relating to customer service. The report will also include information obtained from monitoring other state Welcome Information Centers (WICs) or their equivalent.

WICs Evaluation: GSA will complete evaluations of the WICs in August 2015 and August 2016. A report of the evaluation findings will be delivered to DTTD no later than December 31st of each year. Evaluation criteria to be agreed upon by both parties in advance of project implementation.

Educational Trainings: GSA will conduct three (3) regional hospitality and guest service oriented trainings for DTTD Bureau of Visitor Services (BVS) staff in each of the contract years. The trainings will also allow for invited representatives and staff from the general tourism industry to attend on a first come, first served basis. GSA is responsible for the development of the training, conference space logistics, managing invites/RSVPs, and ensuring the training is tailored to any unique needs of the regional tourism economy and product. Training materials must be pre-approved by DTTD.

Literature: GSA will distribute official DTTD produced promotional publications and literature at the GSA managed member information centers. Requests for restocking the publication and literature supply will be made to DTTD prior to retrieving.

WIC Volunteers: DTTD will offer the opportunity for certified Granite State Ambassadors to volunteer at any of the DTTD-managed WICs. GSA will manage the scheduling, sign-up process, and will provide volunteer schedules to DTTD. GSA will be responsible for the actions of GSA volunteers and will adhere to predefined and mutually agreed upon standards of conduct and responsibilities. GSA volunteers are added value at the WICs and it will not be required that volunteer shifts be filled. DTTD will ensure a BVS staff person is on duty during all hours of operation. DTTD will provide two weeks advanced notice prior to opening new volunteer opportunities.

GSA Certification Training Registration: GSA will register individual DTTD staff to attend official GSA certification trainings and familiarization tours, as needed and with DTTD approval. Registrations will be invoiced at a rate of \$40 per registration. GSA-certified DTTD staff will be exempt from the GSA Ambassador renewal requirements and membership will not

expire so long as the DTTD staff member remains employed with DTTD. DTTD staff will be automatically eligible to participate in GSA tours.

Big E: GSA will continue to manage, develop, and support DTTD and the New Hampshire information booth within the New Hampshire Building at the Big E in West Springfield, Massachusetts. Responsibilities include:

- Volunteer management before, during, and after the event dates
- Brochure setup
- Inventory management
- Onsite supervision
- Booth maintenance
- Propose improvements to enhance experience within the booth and to improve efficiency

Special Projects: GSA will represent DTTD through registration, booth setup, staffing, and onsite exhibit booth management at the following in-state tourism industry events:

- New Hampshire Magazine's Best of NH Party
- Granite State Brewers Association Summer Fest
- Made in New Hampshire Expo
- The New Hampshire Farm & Forest Exposition
- The New Hampshire Camping and RV Show

DTTD will provide booth display materials that will be returned to DTTD immediately following each event. Changes to the special projects schedule, including cancellations and additions, may be made with written approval from both parties. Trade and consumer show single person exhibitor registration will be required on DTTD's behalf. There will be only one paid booth manager staffing the booth at any given time. Volunteers are welcome providing they meet uniform requirements and represent DTTD in a professional manner.

Strategic Support: GSA will participate with DTTD's strategic partners in the formulation and implementation of DTTD's marketing campaign and message, as needed.

Reporting: GSA will provide a report upon the completion of each project that will include an overview, methodology, performance review, and suggestions for future improvement.

Exhibit B Payment terms

A mutually agreed upon written timeline is required prior to beginning the tasks associated with a project within the Scope of Services and before reimbursement can be made for work completed. Reimbursement for tasks completed within the approved timeline can be billed via current monthly fee invoices.

Total amounts for each category will not exceed amounts specified below unless written agreement is made by both parties in which changes to category allocations can be made. Total expenses for all services shall not exceed the total two-year contract award of \$136,000. GSA will invoice DTTD on a monthly basis.

| Project Account | Year Total |
|--|-----------------|
| DTTD Support to be invoiced in equal monthly increments of \$3,466.67 Includes ongoing GSA volunteer schedule management, support, recruitment, and other labor and overhead costs and fees; through promotional material distribution at GSA managed centers; for the ongoing collection and reporting of statistics; for consulting and supporting services; and for the creation and delivery of a monthly report as outlined in Exhibit A. | \$41,600 |
| Big E to be invoiced in increments upon the completion of tasks in the approved project timeline during the month in progress. | \$20,000 |
| Special Projects specified events and trainings to be invoiced in increments as registration expenses are accrued with remaining professional fees, cost of labor, registration, parking expenses, meals, and any other associated expense to be invoiced during the month in progress. New Hampshire Magazine's Best of NH Party \$ Made in New Hampshire Expo \$ New Hampshire Camping & RV Show \$ New Hampshire Farm & Forest Expo \$ Granite State Brewers Association Summer Fest \$ | |
| Educational Training - To be invoiced at \$2,000 for each of the three (3) trainings. Includes all room fees, F&B, A/V, presentation/handout materials, parking, travel, and any other associated expenses. To be billed during the month in progress. | \$6,000 |
| Welcome Information Center Evaluation - To be invoiced, in full, during the month of delivery of the completed evaluation report. | |
| GSA Certification Training Registration – Ten (10) DTTD staff to attend GSA certification trainings each year. | \$400 |
| Total | \$68,000 |

Exhibit C Special Provisions

Due to the nature of this contract where the vendor is providing personal services, training and management of volunteers, the provisions of Section 14.1.1. are waived

State of New Hampshire Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that GRANITE STATE AMBASSADORS, INC. is a New Hampshire nonprofit corporation formed January 4, 1999. I further certify that it is in good standing as far as this office is concerned, having filed the return(s) and paid the fees required by law.



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 1st day of June A.D. 2015

A handwritten signature in black ink, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State



SIGNING AUTHORIZATION

At a special meeting of the Board of Directors of NH Granite State Ambassadors, Inc., held on June 2, 2015, the following resolution was passed:

RESOLVED that Margaret S. (Gretchen) Ziegler, Chair; Allison McLean, Treasurer; and Alice Pearce, Executive Director, all have authorization to enter into contracts and agreements on behalf of NH Granite State Ambassadors, Inc.

The above-mentioned resolution is effective immediately.

Charlene Courtemanche
Signature

6/2/15
Date

Charlene Courtemanche, Secretary
Printed Name & Title

Carolyn E. O'Brien
6/3/15





SIGNING AUTHORIZATION

At a special meeting of the Board of Directors of NH Granite State Ambassadors, Inc., held on June 2, 2015, the following resolution was passed:

RESOLVED that Margaret S. (Gretchen) Ziegler, Chair; Allison McLean, Treasurer; and Alice Pearce, Executive Director, all have authorization to enter into contracts and agreements on behalf of NH Granite State Ambassadors, Inc.

The above-mentioned resolution is effective immediately.

Allison A. McLean
Signature

7/8/15
Date

Allison A. McLean
Printed Name & Title

I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the 23rd of June, 2015. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupies the position indicated and that they have full authority to bind the corporation to the specific contract indicated.

DATED: 7/8/15

ATTEST: Allison McLean



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
7/8/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

| | | |
|---|--|--------------------------------------|
| PRODUCER FIAI/Cross Insurance 1100 Elm Street Manchester NH 03101 | CONTACT NAME: Barbara Souza, ACSR, AAI PHONE (A/C No. Ext): (603) 669-3218 E-MAIL ADDRESS: bsouza@crossagency.com | FAX (A/C No.): (603) 645-4331 |
| | INSURER(S) AFFORDING COVERAGE | |
| INSURED Granite State Ambassadors Inc., DBA: NHGSA 241 Pine Street Suite 1 Manchester NH 03103 | INSURER A: Ace American Insurance Company | |
| | INSURER B: | |
| | INSURER C: | |
| | INSURER D: | |
| | INSURER E: | |
| | INSURER F: | |

COVERAGES **CERTIFICATE NUMBER:** 15-16 WC **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|---|-----------|----------|---|-------------------------|-------------------------|---|
| | COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: | | | | | | EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$ |
| | AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS | | | | | | COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ |
| | UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$ | | | | | | EACH OCCURRENCE \$ AGGREGATE \$ \$ |
| A | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below | | | 6S62UB0627N88015 (3a.) NH All officers included | 4/17/2015 | 4/17/2016 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

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| CERTIFICATE HOLDER NH Division of Travel and Tourism 172 Pembroke Road Concord, NH 03301 | CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. |
| | AUTHORIZED REPRESENTATIVE B Souza, ACSR, AAI/JS <i>Barbara A Souza</i> |