



New Hampshire Department of
**BUSINESS AND
ECONOMIC AFFAIRS**

0 MAY 25 '23 AM 10:27 RCV

102



May 17, 2023

His Excellency, Governor Christopher T. Sununu
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Business and Economic Affairs to enter into a **sole source** contract with Granite State Ambassadors, Inc. (VC #158639) of Manchester, New Hampshire in an amount of \$160,000 for tourism related training and volunteer coordination services, for the period of July 1, 2023 through June 30, 2025, effective upon Governor and Executive Council approval. **100% General Funds.**

Funds are anticipated to be available in FY2024 and FY2025 upon the continued appropriation of funds in the future operating budget with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified.

	<u>FY2024</u>	<u>FY2025</u>
03-22-22-221010-20130000		
<u>Division of Travel - Tourism</u>		
069-500567 Promotional Marketing Exp.	\$ 72,000	\$ 72,000
03-22-22-221010-22630000		
<u>Travel - Tourism Revolving Fund</u>		
069-500567 Promotional Marketing Exp.	\$ 8,000	\$ 8,000
<i>Totals:</i>	\$ 80,000	\$ 80,000

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, Department of Business and Economic Affairs (BEA) has partnered with GSA to staff key consumer shows, as well as to provide product, service, and hospitality training. Additionally, GSA volunteers augment BEA staff by serving in a visitor service capacity at Safety Rest Areas and other key entry point locations throughout the state.

100 North Main Street
Suite 100
Concord, New Hampshire 03301

603.271.2341

visitnh.gov nheconomy.com choosenh.com

His Excellency, Governor Christopher T. Sununu
and the Honorable Executive Council

May 17, 2023

Page 2 of 2

BEA is requesting this contract as **sole source** because there are no other organizations that could perform GSA's scope of services.

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

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "T. Caswell", with a stylized initial "T" and a long horizontal stroke.

Taylor Caswell
Commissioner

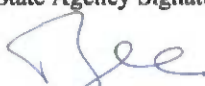
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name State of New Hampshire Department of Business and Economic Affairs		1.2 State Agency Address 100 North Main Street, Suite 100 Concord, NH 03301	
1.3 Contractor Name Granite State Ambassadors, Inc.		1.4 Contractor Address 470 Mast Road Goffstown, NH 03045	
1.5 Contractor Phone Number 603-851-8624	1.6 Account Unit and Class 10-022-20130000-69-500567 10-022-22630000-69-500567	1.7 Completion Date 6/30/2025	1.8 Price Limitation \$160,000
1.9 Contracting Officer for State Agency Taylor Caswell, Commissioner		1.10 State Agency Telephone Number 603-271-2665	
1.11 Contractor Signature  Date: May 11, 2023		1.12 Name and Title of Contractor Signatory Kelly Bryer, Executive Director	
1.13 State Agency Signature  Date: 5/18/2023		1.14 Name and Title of State Agency Signatory Taylor Caswell, Commissioner	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 05/24/2023			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

2. 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 B 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, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("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.

3.3 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. 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 by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source 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 C which is incorporated herein by reference.

5.2 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. 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.

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 The State's liability under this Agreement shall be limited to monetary damages not to exceed the total fees paid. The Contractor agrees that it has an adequate remedy at law for any breach of this Agreement by the State and hereby waives any right to specific performance or other equitable remedies against the State.

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 applicable 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 employment opportunity laws and the Governor's order on Respect and Civility in the Workplace, Executive order 2020-01. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of age, sex, sexual orientation, race, color, marital status, physical or mental disability, religious creed, national origin, gender identity, or gender expression, and will take affirmative action to prevent such discrimination, unless exempt by state or federal law. The Contractor shall ensure any subcontractors comply with these nondiscrimination requirements.

6.3 No payments or transfers of value by Contractor or its representatives in connection with this Agreement have or shall be made which have the purpose or effect of public or commercial bribery, or acceptance of or acquiescence in extortion, kickbacks, or other unlawful or improper means of obtaining business.

6.4. The Contractor 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 this Agreement and all rules, regulations and orders pertaining to 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 The Contracting Officer specified in block 1.9, or any successor, shall be the State's point of contact pertaining to this Agreement.

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) calendar days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) calendar 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 give the Contractor a written notice specifying the Event of Default and 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 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) calendar days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) calendar 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. In addition, at the State's discretion, the Contractor shall, within fifteen (15) calendar days of notice of early termination, develop and submit to the State a transition plan for Services under the Agreement.

10. PROPERTY OWNERSHIP/DISCLOSURE.

10.1 As used in this Agreement, the word "Property" shall mean all data, 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.

10.2 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.

10.3 Disclosure of data, information and other records shall be governed by N.H. RSA chapter 91-A and/or other applicable law. Disclosure requires prior written approval of the State.

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.

12.1 Contractor shall provide the State written notice at least fifteen (15) calendar days before any proposed assignment, delegation, or other transfer of any interest in this Agreement. No such assignment, delegation, or other transfer shall be effective without the written consent of the State.

12.2 For purposes of paragraph 12, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.3 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State.

12.4 The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. INDEMNIFICATION. The Contractor shall indemnify, defend, and hold harmless the State, its officers, and employees from and against all actions, claims, damages, demands, judgments, fines, liabilities, losses, and other expenses, including, without limitation, reasonable attorneys' fees, arising out of or relating to this Agreement directly or indirectly arising from death, personal injury, property damage, intellectual property infringement, or other claims asserted against the State, its officers, or employees caused by the acts or omissions of negligence, reckless or willful misconduct, or fraud by the Contractor, its employees, agents, or subcontractors. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the State's sovereign immunity, 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 continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all Property subject to subparagraph 10.2 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 any successor, a certificate(s) of insurance for all insurance required under this Agreement. At the request of the Contracting Officer, or any successor, the Contractor shall provide certificate(s) of insurance for all renewal(s) of insurance required under this Agreement. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

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. The Contractor shall furnish the Contracting Officer identified in block 1.9, or any 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. A State's failure to enforce its rights with respect to any single or continuing breach of this Agreement shall not act as a waiver of the right of the State to later enforce any such rights or to enforce any other or any subsequent breach.

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 unless no such approval is required under the circumstances pursuant to State law, rule or policy.

19. CHOICE OF LAW AND FORUM.

19.1 This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire except where the Federal supremacy clause requires otherwise. 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.

19.2 Any actions arising out of this Agreement, including the breach or alleged breach thereof, may not be submitted to binding arbitration, but must, instead, be brought and maintained in the Merrimack County Superior Court of New Hampshire which shall have exclusive jurisdiction thereof.

20. CONFLICTING TERMS. In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and any other portion of this Agreement including any attachments thereto, the terms of the P-37 (as modified in EXHIBIT A) shall control.

21. THIRD PARTIES. This Agreement is being entered into for the sole benefit of the parties hereto, and nothing herein, express or implied, is intended to or will confer any legal or equitable right, benefit, or remedy of any nature upon any other person.

22. 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.

23. SPECIAL PROVISIONS. Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

24. FURTHER ASSURANCES. The Contractor, along with its agents and affiliates, shall, at its own cost and expense, execute any additional documents and take such further actions as may be reasonably required to carry out the provisions of this Agreement and give effect to the transactions contemplated hereby.

25. 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.

26. 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 with respect to the subject matter hereof.

EXHIBIT A SPECIAL PROVISIONS

There are no special provisions in this contract.

EXHIBIT B SCOPE OF SERVICES FY 2024 – 2025

Following is the scope of services including customer service, consumer event management, training program and development, and volunteer services which will be performed by Granite State Ambassadors (GSA) while acting as a partner with the New Hampshire Department of Business and Economic Affairs (BEA).

1. TOURISM EVENTS

- 1.1. GSA will manage and coordinate BEA's participation in selected in-state events. Responsibilities include, but not limited to: registration, staffing, material/display storage, inventory tracking, transportation, adhering to any necessary public safety guidelines, and setup.
- 1.2. GSA will represent BEA at in-state tourism industry events, they could include some of those listed below but are not limited to just those events. BEA and GSA will make a yearly plan of which events BEA will be represented at.
 - New Hampshire Magazine's Best of NH Party
 - New England Brew Fest
 - Made in New Hampshire Expo
 - The New Hampshire Farm & Forest Exposition
 - The New Hampshire Camping and RV Show
 - Other events mutually agreed upon
- 1.3. GSA will coordinate and manage BEA's information booth within the New Hampshire Building at the Big E in West Springfield, Massachusetts. Responsibilities include but not limited to: volunteer management, brochure management (inventory and tracking), onsite supervision, booth maintenance, and Big E project report. GSA will develop, execute, and maintain an Event Volunteer Policy to be approved by BEA.

2. SUPPORT FOR SAFETY REST AREA/WELCOME INFORMATION CENTERS

- 2.1. GSA will develop informational resources that may include printed handouts, pocket guides, signage, blogs, newsletter content, and website content. The informational services will focus on the ability to assist with visitor inquiries and to improve staff knowledge of statewide tourism product. Materials must be pre-approved by BEA prior to implementation or distribution.

- 2.2. GSA will solicit and train volunteers, coordinate scheduling, and provide volunteer schedules to BEA for the Safety Rest Area/Welcome Information Centers (SRA/WICs) locations requested by BEA.
- 2.3. GSA will develop and implement a plan to increase the volunteer base in the North Country Region. Upon BEA approval, GSA will implement and manage the plan.
- 2.4. BEA will ensure Bureau of Visitor Services (BVS) staff is on duty during all hours of operation at the centers and while GSA staff or volunteers are serving. BEA will provide two weeks advanced notice prior to opening new volunteer opportunities.
- 2.5. GSA is not required to fill all shifts requested by BEA at the SRA/WICs. GSA will promote all SRA/WICs volunteer opportunities throughout the state to certified GSA staff and volunteers on a regular basis.
- 2.6. GSA will distribute official BEA produced promotional publications and literature to the Manchester-Boston Regional Airport. GSA must provide at least three days' notice before obtaining publications and literature from BEA.

3. TRAINING PROGRAMS

- 3.1. GSA will develop and conduct three (3) Customer Service Trainings in coordination with BEA for BVS staff. GSA is responsible for recommending subject matter, the development of the training, conference space logistics, invites/RSVPs, and ensuring the training is tailored to any unique needs of the regional tourism economy and product. Training agenda and materials must be pre-approved by BEA at least two weeks prior to training start date.
- 3.2. GSA will allow all BEA staff to participate in the Granite State Ambassador Certification Training and will recognize all BEA staff who complete the training as certified for the duration of their employment with BEA without requirement of renewal or additional fees.
- 3.3. GSA will receive BEA's endorsement to independently apply for and manage the U.S. Travel Association's National Travel Counselor Training Program for New Hampshire's tourism industry. If approved, all BEA staff will have the opportunity to participate for national certification at no cost. In order to receive BEA's endorsement, GSA must obtain BEA's approval on presentation and testing prior to applying.

3.4. GSA Executive Director to attend regional and national tourism conferences like the US Travel Association ESTO conference in order to stay relevant with the travel industry and learn best practices in customer service.

4. RESEARCH AND REPORTING

4.1. GSA will provide a monthly report to BEA that includes: summary of completed activities, general project status, anticipated projects for the subsequent month, relevant media articles regarding best practices and innovation relating to customer service, competitive information obtained from monitoring other state SRA/WICs or their equivalent, and volunteer activities as they pertain to BEA. All regular monthly reports will be delivered by the 15th of each month and delivered with the invoice.

4.2. GSA will prepare and deliver separate reports following the completion of each event as detailed in Section 1 that will include: a project summary, description of activities, variable factors affecting result, the number of volunteers and volunteer hours, the type and amount of literature distributed, overall event attendance, year-over-year comparison, and other useful data as related to the program, and future recommendations.

EXHIBIT C PAYMENT TERMS

Granite State Ambassadors (GSA) will invoice BEA by the 15th day of each month a monthly retainer for agency fees, labor, material, ongoing overhead costs, subscriptions, memberships, transportation and travel expenses, and reporting. Consumer event registration fees, room rental expenses, and general out-of-pocket expenses will be billed on the monthly invoice in which the expense was accrued. Itemized monthly invoices for all other expenses are to be submitted by the 15th of the following month. Total amounts for the following categories will not exceed amounts specified below unless by written agreement by both parties. Total expenses for all services shall not exceed the total contract award for each fiscal year of \$80,000 USD. State payment terms are net 30.

<u>Retainer Fees</u>		\$61,000
<u>Tourism Events</u>		
	Registrations & Exhibitor Fees	\$5,200
	Out of Pocket Expenses	\$6,100
<u>Welcome Information Center Support</u>		
	Out of Pocket Expenses	\$3,000
<u>Staff Enrichment</u>		
	Registrations	\$1,500
	Out of Pocket Expenses	\$1,700
<u>Training Programs</u>		
	Out of Pocket Expenses	\$1,500
Total		\$80,000

GSA will provide a written estimate of work for client approval in advance of beginning work on projects. Should there be a change in scope of services to be provided, GSA will revise the estimate and seek approval from BEA before proceeding. The signed estimate indicates approval to proceed.

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that GRANITE STATE AMBASSADORS, INC. is a New Hampshire Nonprofit Corporation registered to transact business in New Hampshire on January 04, 1999. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 307479

Certificate Number: 0006120519



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 16th day of February A.D. 2023.

A handwritten signature in black ink, appearing to read "David M. Scanlan", is written over a faint circular outline.

David M. Scanlan
Secretary of State



SIGNING AUTHORIZATION

At a special meeting of the Board of Directors for Granite State Ambassadors, Inc, held on May 11, 2023, the following resolution was passed:

Resolved that Susan Geyer, Treasurer; and Kelly Bryer, Executive Director; have the authorization to enter into contracts and agreements on behalf of the Granite State Ambassadors.

The above-mentioned resolution is effective immediately.

A handwritten signature in black ink, appearing to read 'Charyl Reardon', is written over a horizontal line.

Signature

5/11/2023

Date

Charyl Reardon, Chair

Printed Name & Title

Granite State Ambassadors, Inc
470 Mast Road, Goffstown NH 03045
603-851-8624 kelly@nhgsa.com



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
05/10/2023

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 USI INSURANCE SERVICES LLC/PHS 31802221 The Hartford Business Service Center 3600 Wiseman Blvd San Antonio, TX 78251	CONTACT NAME:	
	PHONE (A/C, No, Ext): (866) 467-8730	FAX (A/C, No):
E-MAIL ADDRESS:		
INSURER(S) AFFORDING COVERAGE		NAIC#
INSURED NEW HAMPSHIRE GRANITE STATE AMBASSADORS INC 470 MAST RD GOFFSTOWN NH 03045-5248	INSURER A: Twin City Fire Insurance Company	29459
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES**CERTIFICATE NUMBER:****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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	COMMERCIAL GENERAL LIABILITY	X		31 SBM IK7120	03/08/2023	03/08/2024	EACH OCCURRENCE	\$2,000,000	
	☐ CLAIMS-MADE ☒ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000	
	☒ General Liability						MED EXP (Any one person)	\$10,000	
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY	\$2,000,000	
	☐ POLICY ☐ PRO-JECT ☒ LOC						GENERAL AGGREGATE	\$4,000,000	
	OTHER:						PRODUCTS - COMP/OP AGG	\$4,000,000	
A	AUTOMOBILE LIABILITY			31 SBM IK7120	03/08/2023	03/08/2024	COMBINED SINGLE LIMIT (Ea accident)	\$2,000,000	
	☐ ANY AUTO						☐ SCHEDULED AUTOS ☒ NON-OWNED AUTOS	BODILY INJURY (Per person)	
	☐ ALL OWNED AUTOS							BODILY INJURY (Per accident)	
	☒ HIRED AUTOS							PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB EXCESS LIAB	☐ OCCUR ☐ CLAIMS-MADE					EACH OCCURRENCE		
	DED	RETENTION \$					AGGREGATE		
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	Y/N ☐ N/A					☐ PER STATUTE ☐ OTH-ER		
	E.L. EACH ACCIDENT								
	E.L. DISEASE -EA EMPLOYEE								
	E.L. DISEASE - POLICY LIMIT								
A	EMPLOYMENT PRACTICES LIABILITY			31 SBM IK7120	03/08/2023	03/08/2024	Each Claim Limit	\$10,000	
							Aggregate Limit	\$10,000	

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

Those usual to the Insured's Operations. Certificate holder is an additional insured per the Business Liability Coverage Form SS0008 attached to this policy.

CERTIFICATE HOLDERDept of Business and Economic Affairs
State of New Hampshire
100 N MAIN ST
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

Susan L. Castaneda

© 1988-2015 ACORD CORPORATION. All rights reserved.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/10/2023

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 have **ADDITIONAL INSURED** provisions or 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 an endorsement(s).

PRODUCER CROSS INSURANCE AGENCY 1100 ELM ST MANCHESTER, NH 03101	CONTACT NAME:		
	PHONE (A/C. No. Ext.):	FAX (A/C. No. Ext.):	
	E-MAIL ADDRESS:		
INSURED GRANITE STATE AMBASSADORS, INC 470 MAST RD GOFFSTOWN, NH 03045	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : ACE AMERICAN INSURANCE COMPANY		
	INSURER B :		
	INSURER C :		
	INSURER D :		
	INSURER E :		
	INSURER F :		

COVERAGES**CERTIFICATE NUMBER:****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 ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PROJECT ☐ 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 ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY ☐ AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	\$
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$						EACH OCCURRENCE	\$
							AGGREGATE	\$
								\$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS BELOW	Y/N	N/A	UB-4815P09-1-23	04/17/2023	04/17/2024	☒ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	\$500000
							E.L. DISEASE- EA EMPLOYEE	\$500000
							E.L. DISEASE - POLICY LIMIT	\$500000
								\$
								\$
								\$

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

CERTIFICATE HOLDER**CANCELLATION**

DEPT OF BUSINESS AND ECONOMIC AFFAIRS-STATE OF NEW HAMPSHIRE 100 NORTH MAIN STREET CONCORD, NH 03301	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
--	--

© 1993-2015 ACORD CORPORATION. All rights reserved.