



14 - 6/17/26

The State of New Hampshire
Department of Transportation



David Rodrigue, P.E.
Commissioner

Susan M. Klasen, P.E.
Assistant Commissioner

Michelle L. Winters
Deputy Commissioner

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

Bureau of Turnpikes
May 28, 2026

Requested Action

1. Authorize the Bureau of Highway Maintenance (BHM) and Bureau of Turnpikes (BOT) to exercise a contract renewal option with Travelers Marketing LLC, of Wellesley, MA, for the third of ten (10) 1-year contract extensions for the Motorist Service Patrol Sponsorship beginning July 1, 2026, to June 30, 2027. The original contract was approved by Governor and Council on June 15, 2022, Item #57.
2. Further authorize the Department to increase the contract amount by \$180,000.00. This contract amendment increases the amended contract from \$661,667.00 to \$841,667.00. Revenue is to be deposited into the Bureau of Highway Maintenance and Bureau of Turnpikes revenue accounts. **100% Other Funds-Sponsorship Fees.**

Sponsorship Fees for the contract will be due quarterly with the first payment of the contract due within (30) thirty business days after given notice to proceed, subsequent to Governor and Council approval. Below is the schedule showing the fiscal year sponsorship fees due:

	FY 2027
04-96-96-960515-3007-009-403669 Highway Maintenance Bureau-Sponsorship Fee	\$40,000
04-96-96-961017-7027-009-403669 Central Maintenance-Sponsorship Fee	\$70,000
04-96-96-961017-7032-009-403669 East NH TPK Blue Star Maintenance-Sponsorship Fee	\$35,000
04-96-96-961017-7037-009-403669 East NH TPK Spaulding TPK Maint-Sponsorship Fee	\$35,000

Explanation

On June 15, 2022, Governor and Council approved the original contract with Travelers Marketing LLC, item #57.

On May 15, 2024, Governor and Council approved the contract amendment #1 with Travelers Marketing LLC, item #52C.

On June 4, 2025, Governor and Council approved the contract amendment #2 with Travelers Marketing LLC, item #9.

The Bureau of Highway Maintenance's Motorist Service Patrol Sponsorship (MSP) program was established on May 1, 2008, with a limited pilot program from on the I-93 Massachusetts state line to Exit 3. The MSP was expanded north to the southern merger of I-93 and I-293 in Manchester on January 1, 2009. The purpose was and continues to be to assist and provide service for motorists experiencing motor vehicle problems along this highway segment. The BHM operates the specially equipped MSP vehicle for a total of 40.5 hours per week. It is a 19-mile-long segment of the highway.

The Bureau of Turnpikes' MSP program was established in the spring of 2010. The purpose was and continues to be to assist and provide service for Turnpike patrons experiencing motor vehicle problems while traveling on the Turnpike. This Bureau operates the four specially equipped MSP vehicles on the Central Turnpike (F.E. Everett) 39 Miles, Blue Star Turnpike (I-95) 16 Miles and the Spaulding Turnpike (NH 16) 22 Miles, an average of 161 scheduled hours per week or 40.5 hours per patrol per week Memorial Day weekend thru Labor Day, with non-summer hours tapered slightly for seasonality.

The MSP vehicles provide immediate service to disabled vehicles along the highway segments. The Sponsorship helps to offset the costs required to operate the service patrol that are paid from the Bureau of Highway Maintenance and Bureau of Turnpikes' Central, Blue Star and Spaulding Maintenance accounts.

The MSP Program consists of five (5) MSP vehicles, which are pick-up trucks. The vehicles are equipped with fuel to replenish fuel-depleted vehicles, an impact wrench to remove lug nuts, a compressor to inflate soft tires, a floor jack, jumper cables, lock-out tools, water, push bumper, flares, emergency lighting, state radio and cellular phone.

The sponsorship for this program is GEICO Insurance with Travelers Marketing managing the contract. The sponsorship will include, but is not limited to, annual revenue fee to the Department, the wrapping of the Bureaus' MSP vehicles identifying the sponsorship, motorist handouts with MSP program information while incorporating the sponsor's digital customer response website and promoting a social media hashtag for general public feedback on MSP experiences, as well as the production of print graphics for MSP operator's hats and patches to be displayed on their safety vests. The Department will continue to maintain the existing twenty-two (22) informational highway signs identifying the NHDOT Service Patrol and the GEICO logo. The Bureaus' websites will provide content about the service patrol.

The contract amendment will begin subsequent to approval by the Governor and Council, but not earlier than July 1, 2026, and end June 30, 2027. This amended contract is for a total of \$841,667. The sponsorship amendment provides \$180,000 to the Department for FY 2027.

The contract amendment has been approved by the Attorney General as to form and execution. Copies of the fully executed contract are on file at the Secretary of State's office and the Department of Administrative Services office, and subsequent to Governor and Council approval will be on file at the Department of Transportation.

It is respectfully requested that this resolution be approved.

Sincerely,



David Rodrigue, PE
Commissioner

Attachments

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
MOTOR SERVICE PATROL
BUREAU OF HIGHWAY MAINTENANCE
CONTRACT AMENDMENT 3**

This CONTRACT AMENDMENT 3 is entered into as of the date signed by the signatories herein by and between TRAVELERS MARKETING, LLC (VC #389009) (hereinafter referred to as “Vendor” or “Travelers Marketing”) and the NEW HAMPSHIRE DEPARTMENT OF TRANSPORTATION (“Department”). Travelers Marketing and Department are sometimes referred to herein singularly as a “Party” or collectively as the “Parties.”

WHEREAS, pursuant to an Agreement approved by Governor and Council, as a result of Motor Service Patrol Request for Proposal, on June 15, 2022, Item #57 (the “Agreement”), wherein Travelers Marketing, agreed to supply certain services and sponsorship fees upon the terms and conditions specified in the Agreement and the Department acting for the benefit of the Agency, certain sums as specified therein;

WHEREAS, pursuant to the Agreement Section 17 Amendment, the Agreement may be modified or amended only by a written instrument executed by the parties thereto and approved by the Governor and Executive Council;

WHEREAS, the Parties agreed to amend the Agreement in accordance with the terms and conditions set forth in the Contract Amendment 1 as approved by the G&C on May 15, 2024, at Agenda Item 52-c; and

WHEREAS, the Parties agreed to amend the Agreement in accordance with the terms and conditions set forth in the Contract Amendment 2 as approved by the G&C on June 4, 2025, at Agenda Item 009; and

WHEREAS, the Parties now wish to further amend the Agreement in accordance with the terms and conditions specified herein.

NOW THEREFORE, in consideration of the terms and conditions set forth herein, the receipt and sufficiency of which are hereby conclusively acknowledged by Travelers Marketing, the Parties hereby agree as follows:

1. General Provisions of the Agreement (Form P-37) are hereby amended as follows:

- A. Amend Section 1.7 of the General Provisions of the Agreement by deleting the current Completion Date of June 30, 2026 and adding a new completion date of June 30, 2027.
- B. Amend Section 1.8 of the General Provisions of the Agreement by increasing the current Price Limitation of \$661,667.00 by \$180,000.00 to a new Price Limitation of \$841,667.00.

2. Exhibit - A of the Agreement titled “Contract Deliverables”, is amended as follows:

CONTRACT DOCUMENTS

This Contract is comprised of the following documents (Contract Documents):

- A. Contract Amendment 3
- B. Contract Amendment 2
- C. Contract Amendment 1
- D. Contract Agreement – General Provisions
- E. Consolidated Exhibits
Exhibit A- Contract Deliverables

Initial all pages:
TRAVELERS MARKETING 

Contract Amendment 3
Page 1 of 3

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
MOTOR SERVICE PATROL
BUREAU OF HIGHWAY MAINTENANCE
CONTRACT AMENDMENT 3**

- Exhibit B- Price and Payment Schedule
- Exhibit C- Special Provisions
- Exhibit D - DOT RFB and Addendum
- Exhibit E- The Vendor Proposal, by reference
- Exhibit F- Certificates and Attachments

3. Exhibit - A of the Agreement titled “VENDORS Contract Manager”, the Vendor’s contract manager is amended as follows:

Rita Gallagher
209 West Central Street, Suite 101
Natick, MA 01760
617-797-0914
rgallagher@travelersmarketing.com

4. Exhibit - A of the Agreement titled “State Project Manager”, the State’s project manager is amended as follows:

Jared Cloutier
Maintenance Superintendent
603-698-8222
Jared.d.cloutier@dot.nh.gov

5. Exhibit - B Contract Deliverables Part 2 is hereby amended as follows:

Amend Table 1 Summary of Contract Amendment:

Contract and Amendment Number	Effective Date	Contract Amount
Original Contract	July 1, 2022, through June 30, 2024	\$ 301,667.00
Amendment #1	July 1, 2024, through June 30, 2025	\$ 180,000.00
Amendment #2	July 1, 2025, through June 30, 2026	\$ 180,000.00
Amendment #3	July 1, 2026, through June 30, 2027	\$ 180,000.00
Contract Total		\$ 841,667.00

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF TRANSPORTATION
MOTOR SERVICE PATROL
BUREAU OF HIGHWAY MAINTENANCE
CONTRACT AMENDMENT 3**

6. Except as provided herein, all provisions of the Agreement shall remain in full force and effect. This modification shall take effect upon the approval date from the Governor and the Executive Council.

IN WITNESS WHEREOF, the parties have hereunto set their hands as of the day and year first above written.



Elizabeth Hemenway, CEO
Travelers Marketing, LLC

Date: 4/28/26



David Rodrigue, PE
Commissioner
State of New Hampshire Department of Transportation

Date: 5/11/26



Approval by Attorney General Office

Date: 5/26/26

Approval by the Governor and Council

Date: _____

State of New Hampshire

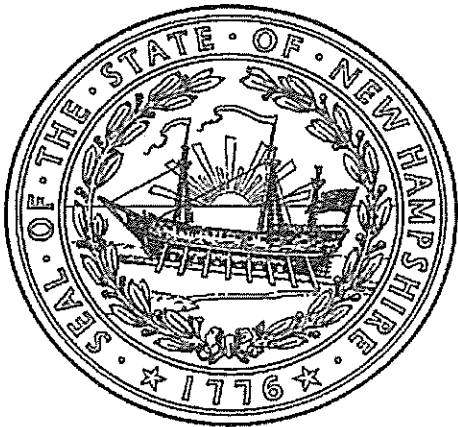
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that TRAVELERS MARKETING LLC is a Massachusetts Limited Liability Company registered to transact business in New Hampshire on June 14, 2012. 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: 672798

Certificate Number: 0007914921



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 23rd day of April A.D. 2026.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

CERTIFICATE OF AUTHORITY (OR CERTIFICATE OF VOTE)


To the State of New Hampshire:

Elizabeth Hemenway is the Chief Executive Officer at Travelers Marketing LLC and has full authority to bind Travelers Marketing LLC with respect to any contract for services entered into with the state.

I hereby further certify and acknowledge that the State of New Hampshire will rely on this certification as evidence that Elizabeth Hemenway, Chief Executive Officer has full authority to bind Travelers Marketing LLC and that no corporate resolution, shareholder vote or other document or action is necessary to grant such authority.

Oscar Hille 
Senior Director of Finance – Controller
Travelers Marketing LLC

April 28, 2026

The Commonwealth of Massachusetts
On this 28 day of April, 2026
before me, the undersigned notary public, personally appeared
Oscar Hille
proved to me through satisfactory evidence of identification, which were MA DL
to be the person whose name is signed on the preceding or attached docu:
acknowledged to me that he/she signed it voluntarily for its stated purpos:

Oksana Krysko, Notary Public
My Commission Expires September 21, 2029





CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
04/28/2026

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 HOFFMAN INSURANCE SERVICES INC 08083223 148 LINDEN STREET SUITE 306 WELLESLEY MA 02482	CONTACT NAME:	
	PHONE (781) 235-0087 (A/C, No, Ext):	FAX (781) 235-6665 (A/C, No):
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	INSURER A : Hartford Fire and Its P&C Affiliates	NAIC# 00914
INSURED TRAVELERS MARKETING LLC 209 W CENTRAL ST STE 101 NATICK MA 01760	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/Y YYY)	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"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED 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 EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> 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			08 WEC CG2628	08/14/2025	08/14/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER	
							E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE -EA EMPLOYEE	\$1,000,000
							E.L. DISEASE - POLICY LIMIT	\$1,000,000

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**CANCELLATION**

State of New Hampshire – Department of Transportation – Motor Service Patrol - PO Box 483 Concord NH 03302-0483

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 S. Castaneda

© 1988-2015 ACORD CORPORATION. All rights reserved.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
04/28/2026

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 **SUBROGATIONIS 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 HOFFMAN INSURANCE SERVICES INC 08083223 148 LINDEN STREET SUITE 306 WELLESLEY MA 02482	CONTACT NAME:	
	PHONE (781) 235-0087 <small>(A/C, No, Ext):</small>	FAX (781) 235-6665 <small>(A/C, No):</small>
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	INSURER A: Hartford Fire Insurance Company	NAIC# 19682
	INSURER B:	
INSURED TRAVELERS MARKETING LLC 209 W CENTRAL ST STE 101 NATICK MA 01760	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			08 SBA LR7314	04/15/2026	04/15/2027	EACH OCCURRENCE	\$1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$300,000
	<input checked="" type="checkbox"/> General Liability						MED EXP (Any one person)	\$10,000
	GEN'L AGGREGATE LIMIT APPLIES PER:							PERSONAL & ADV INJURY
	<input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC						GENERAL AGGREGATE	\$2,000,000
	OTHER:						PRODUCTS - COM/OP AGG	\$2,000,000
A	AUTOMOBILE LIABILITY			08 SBA LR7314	04/15/2026	04/15/2027	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
	ANY AUTO						BODILY INJURY (Per person)	
	<input checked="" type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS						BODILY INJURY (Per accident)	
	<input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB			08 SBA LR7314	04/15/2026	04/15/2027	EACH OCCURRENCE	\$5,000,000
	<input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS-MADE						AGGREGATE	\$5,000,000
	DED <input checked="" type="checkbox"/> RETENTION \$ 10,000							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/> Y/N	N/A				E.L. EACH ACCIDENT	
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE -EA EMPLOYEE	
							E.L. DISEASE - POLICY LIMIT	
A	EMPLOYMENT PRACTICES LIABILITY			08 SBA LR7314	04/15/2026	04/15/2027	Each Claim Limit	\$5,000
							Aggregate Limit	\$5,000

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 State of New Hampshire – Department of Transportation – Motor Service Patrol - PO Box 483 Concord NH 03302-0483	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 <i>Susan L. Castaneda</i>