

**REQUEST FOR PROPOSALS  
INSURANCE BROKER  
NOTICE OF REQUEST FOR PROPOSALS**

NOTICE IS HEREBY GIVEN that the New Hanover County Airport Authority (hereinafter referred to as "Authority") is requesting proposals from Insurance Brokers. Authority will receive such proposals in the office of and addressed to:

New Hanover County Airport Authority  
C/O New Hanover County Risk Management  
230 Government Center Drive Suite 125A  
Wilmington, N.C. 28403  
ATTENTION: Jennifer Stancil, Risk Manager

THREE (3) COPIES OF THE PROPOSAL WILL BE RECEIVED

UP TO THE HOUR OF 3:00 P.M., December 15, 2023

Copies of the Insurance Broker Request for Proposal Document are available from the AUTHORITY'S website at [www.flyilm.com](http://www.flyilm.com) on the current bids page or by calling the New Hanover County, Risk Manager at (910) 798-7499, or email- [jstancil@nhcgov.com](mailto:jstancil@nhcgov.com)

**All questionnaires and declaration forms must be properly executed and submitted as part of the proposal. The AUTHORITY reserves the right to reject any or all proposals.**

**At this time, you are not authorized to contact any insurance markets on the AUTHORITY'S behalf. Failure to comply with this request will disqualify your firm.**

Robert Campbell  
Finance Director

**REQUEST FOR PROPOSAL  
INSURANCE BROKER  
SCOPE OF SERVICES & PROPOSAL**

1. Purpose

The New Hanover County Airport Authority is requesting proposals from qualified insurance brokers that have experience with insuring Airports in order to assist in managing its Property and Casualty Insurance Program.

2. Background

The New Hanover County Airport Authority was created by the General Assembly of North Carolina in 1989 (Session Law 1989-404). The AUTHORITY constitutes a corporate and politic body that has the power and authority to set policy and adopts rules, regulations and ordinances covering the use of the Airport and its facilities by the public and its tenants. The AUTHORITY consists of seven (7) members appointed by the New Hanover County Board of Commissioners.

The AUTHORITY is responsible for the management, maintenance, planning, and construction of the airfield surfaces and buildings contained in the 1,800-acre airport. These duties include negotiating and enforcing the provisions of tenant lease and concession agreements.

The daily management of the airport is overseen by the Airport Director and staff of 49, including the following departments: administration, maintenance, operations, and public safety. In addition to administration, the AUTHORITY operates the airport parking lots (approximately 2,200 paid spaces), provides Aircraft Rescue and Fire Fighting (ARFF) services, and maintains the airfield and commercial facilities. The Public Safety Department is responsible for ARFF.

There are two full-service fixed base operators at the airport that provide aircraft maintenance, aircraft cleaning services, charter service, fueling (including customs ramp), GPU, hanger storage, lavatory service, potable water, and tie down services as independent contractors.

The terminal facility includes commercial air service, rental car concessions, a lounge and restaurant, aviation lounge and a space for TSA services; there is a separate building housing US Customs. Law Enforcement services are contracted with New Hanover County Sheriff's Office. For your reference, a list of property/occupancies is included as

Attachment B, a list of Automobiles is included as Attachment C and a terminal layout is included as Attachment D.

Currently, airline service is provided by American Airlines, Avelo Airlines, Delta Airlines, Sun Country Airlines, United Airlines. The number of passenger enplanements/deplanements last year was 545,899/540,346. The number of cargo enplanements/deplanements last year was 1,671,330 (lbs) and 1,399,987 (lbs). For information for years 2020-2023, please visit <http://www.flyilm.com/airport-documents>.

### New Hanover County Risk Management

The AUTHORITY contracts with New Hanover County Risk Management Department for risk management services including:

Risk identification, evaluation and recommendation of risk transfer methods; specification and application preparation for insurance marketing; evaluation and recommendation of insurance proposals; claims management (collecting loss information, reporting, management of claims through closure); maintain records for all lines of insurance coverage, including underwriting, loss control, claim, policy and premium accounting records; manages reporting system that assures changing exposures, undertaking of new operations and new locations are reported to the insurers as required; and coordinates deliver of loss control services by insurers, assisting in the implementation of loss control recommendations.

The Broker's contact will be with the New Hanover County Risk Management Department in regards to any Risk Management and insurance information.

#### 3. Broker Qualifications:

AUTHORITY requires a North Carolina licensed Broker that is independent and is not affiliated with any insurance company, third party administrative agency or provider network. The brokerage firm must have at least 10 years of experience in insuring and providing brokerage services to Airport Authorities.

#### 4. Scope of Service

The AUTHORITY reserves the right to reject any and all proposals. The Broker shall at a minimum provide the following services:

### **Property & Casualty Program:**

- Broker shall market Airport Owners and Operator Liability, Property, Inland Marine, Crime, Automobile Liability & Physical Damage, Employment Practices Liability, Law Enforcement Legal Liability, Public Officials Liability, Excess Liability, Environmental Impairment Liability (P&I).
- Broker shall provide pre-marketing, marketing and claims related services. Please include in proposal a detailed list of services covered under each and any other service included in the fee for services.
- Insurance proposals should be submitted by May 1<sup>st</sup> of each year for the AUTHORITY's review.
- Proposals should only be submitted from insurance providers with at least a 10-year history of providing Airport Authority insurance coverage. The insurance company's A.M. Best rating should be a factor. The AUTHORITY has no desire to serve as a test market for new companies.
- Make recommendations as to which carrier(s) provide insurance which is in the best interest of the AUTHORITY.
- Negotiate with insurance providers.
- Work with New Hanover County Risk Management
- Perform claims control function upon request.
- Notify AUTHORITY and Risk Management promptly of any changes in the status of the insuring company, changes in the financial condition, changes in policy working and premiums.
- Be available to meet with AUTHORITY management if needed.

##### 5. Broker Compensation

The broker's only compensation will be derived from the AUTHORITY. The Broker shall not take commissions or other methods of payments from insurance companies. Please provide a flat fee with the services it covers and how it is derived. Please also include any additional services that would be an additional cost over the flat fee. All travel, lodging and miscellaneous support costs are to be included in these rates.

The following chart of policies may be useful in calculating your proposed fee:

	Policy Description	Policy Period	Deductible	2023-2024
1	Airport Operators Liability & Excess Liability	7/1/2023-24	\$ 5,000	\$ 40,022.00
2	Commercial Package Insurance	7/1/2023-24		
	Auto Liability & Physical Damage		1,000 Comp 1,000 Coll	\$ 20,355.00
	Crime		\$ 1,000	\$ 3,804.00
	Employment Practices Liability		\$ 5,000	
	**Law Enforcement Legal Liability		\$ 5,000	\$ 3,803.00
	Property		10,000 3% Wind	\$ 833,678.00
	Public Officials Liability		\$ 25,000	\$ 12,288.00
	Equipment-Fire Trucks			\$ 12,022.00
	Storage Tank Pollution			\$ 4,154.00
3	Ocean Marine	7/1/2023-24		
	Hull		\$ 2,500	
	Protection & Indemnity		\$ 2,500	\$ 6,536.00
4	Workers' Compensation	7/1/2023-24		\$ 96,767.00
	FY24 Payroll	\$ 3,661,000		
5	Cyber	7/1/2023-24		\$ 10,108.00
	Total			\$ 1,043,537.00

6. Projected Timetable

November 15, 2023	RFP Issued and advertised
November 29, 2023	Deadline for questions. All questions must be submitted in writing by 5:00 pm.
December 15 <sup>th</sup> , 2023	Due Date for Proposal
January 2-12, 2024	Selection committee selects proposal for recommendation and possible interviews
January 16-19, 2024	Broker(s) to be notified
May 1, 2024	Insurance Quotes Submitted
June 12, 2024	Contract finalized and signed (if applicable)

7. Proposal Submittal Requirements

The following should be included in your Proposal. 1 original and 2 copies for a total of 3 proposals shall be submitted.

- Complete Attachment A – Broker Questionnaire with signed declaration.
- Compensation Fee

8. Evaluation Criteria

The evaluation of the proposals will be based on:

- a. Completeness and quality of proposal
- b. Specialized Airport experience
- c. Ability of the broker and its staff and its accessibility, experience and flexibility
- d. Proposer's stated method of providing the necessary services and understanding of the range of services being requested.
- e. Total Cost
- f. Client references, financial viability and demonstrated success

A selection committee comprised of Risk Management and a selection of the AUTHORITY staff employees will make the selection.

The selection committee, at its option, may require a presentation from up to three brokers. This presentation would encompass an overview of the broker services proposed and a question and answer period to clarify any questions by the committee. At least three (3) days' notice will be provided to each if requested. Brokers are cautioned that the AUTHORITY is not required to request clarifications; therefore, all proposals should be complete and reflect the most favorable terms available from the broker.

#### 9. Form of Submission

The AUTHORITY will receive proposals in the office of and addressed to:

New Hanover County Airport Authority  
C/O New Hanover County Risk Management  
230 Government Center Drive, Suite 125A  
Wilmington, N.C. 28403

ATTENTION: Jennifer Stancil, Risk Manager

THREE (3) COPIES OF THE PROPOSAL WILL BE RECEIVED  
UP TO THE HOUR OF 3:00 P.M., FRIDAY, DECEMBER 15, 2023

The proposal can be delivered via U.S. Postal Service, Commercial Carrier or by Hand.

Late proposals will not be accepted. Proposals shall be valid for 60 days.

Questions will be answered until November 29, 2023. All question shall be in writing to the attention of Jennifer Stancil Risk Manager, [jstancil@nhcgov.com](mailto:jstancil@nhcgov.com).

#### 10. Terms and Conditions

- a) **No Broker may approach any market without the expressed authority from the Risk Manager.**
- b) Submission of a proposal indicates acceptance by the agency of the conditions contained in this request for proposal unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the AUTHORITY and the agency selected.
- c) The AUTHORITY reserves the right without prejudice to reject any or all proposals, to waive any non-material irregularities or informalities in any RFP, to accept or reject any item or combination of items, and to request additional clarification of proposals.

- d) All proposals received become the property of the AUTHORITY and information included therein or attached thereto, shall become public record upon their delivery to the AUTHORITY. Any information deemed by the bidding agency to be protected as a trade secret shall be submitted separately in a sealed envelope along with a statement supporting this assertion.
- e) Any and all costs associated with the preparation of a response to this request are the responsibility of the proposer, and are not to be passed on to the AUTHORITY.
- f) Any information, data, instruments, documents, studies or reports given to or prepared or assembled for the broker under this agreement shall be kept confidential and not divulged, made available, sold, or used for advertisement to any individual, organization, or company without prior written approval of the AUTHORITY.
- g) By submitting an executed proposal, the signer certifies that this proposal is submitted competitively and without collusion, that none of the officers, directors, or owners of an unincorporated business entity has been convicted of any violations of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934.
- h) This RFP can only be changed by written addendums. Any oral comments by anyone shall have no effect on these instructions and specifications. If a bidder knows of, or should have known, of an error in the RFP, but fails to notify the Risk Manager of the error, the bidder shall bid at its own risk and if awarded the contract, shall not be entitled to additional compensation or time by reason of the error or its later correction.
- i) Broker understands and acknowledges that the AUTHORITY is a political subdivision of the State of North Carolina. The AUTHORITY prohibits any of its officials or employees from accepting any personal gift, favor, or item of value that may tend to influence that employee in the discharge of duties. With this understanding, Broker agrees not to take any action which creates a situation, which would or which could appear, to result in a conflict of interest and violation of this prohibition.

**Inquiries.** All questions and requests for clarification concerning this RFP shall be made to Jennifer Stancil, Risk Manager at 910-798-7499 or [jstancil@nhcgov.com](mailto:jstancil@nhcgov.com)

**Attachment A**

**Broker Request for Proposal  
Questionnaire**

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**NEW HANOVER COUNTY AIRPORT AUTHORITY  
BROKER'S PROFILE**

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Phone#: \_\_\_\_\_

Fax#: \_\_\_\_\_

Email address: \_\_\_\_\_

Web site: \_\_\_\_\_

Company Representative: \_\_\_\_\_

Responses should address each item below in narrative form by separate attachment.  
For ease of review, responses should be in the same order as requested.

## Firm Information

- 1) State the name of the brokerage firm, address, telephone number, and contact person for the proposal submission. Provide the name of the person(s) with authority to bind the broker. List statewide offices. Identify the office from which the AUTHORITY'S account would be serviced. Provide a brief description of the history and organization of the bidder's firm.
- 2) Describe your firm's internal organization and the manner in which services will be furnished to the AUTHORITY. Include and identify those services, which may not be available in the local office, but are available from your firm and how you will access those services. Provide an example of the structure of servicing a current account similar to the AUTHORITY.
- 3) Copies of business licenses, professional certifications, or other credentials, together with evidence that bidder, if a corporation, is in good standing and qualified to conduct business in North Carolina. Provide also a copy of the form used to carry broker's errors & omissions insurance and the amount of coverage.
- 4) The most recent year's annual reports, or comparable document, including detailed current profit and loss, assets and liabilities, and other relevant financial data.
- 5) Identify the account team structure your firm would use to service our account. List the names of the proposed account service team and describe each member's service role. Include at least two qualified individuals from your firm having a minimum of five years' experience in public entity accounts who would be assigned to work directly with the AUTHORITY'S account. Identify the staff person who would be the day-to-day contact for the AUTHORITY. Attach resumes for the service team members describing their qualifications including credentials, experience, responsibilities, and specifically work on similar engagements.
- 6) Provide references with contact information (phone and email) from organizations that have used bidder's services for similar services within the last 12-18 months.
- 7) Describe your firm's experience with public entities and Airport Authorities on a nationwide basis.
- 8) Indicate your experience with providing appropriate services/insurance coverage for the following products: Airport Operators Liability, Hangerkeepers Liability, Property, General Liability, Automobile, Crime, Public Officials Liability, Law Enforcement Liability, Employment Practice Liability, Excess Liability, and Environmental Impairment Liability.

## Carrier Information

- 1) Provide the following carrier information:
  - a) List the three Airport carriers with whom you have placed the greatest percent of your Airport business during the previous 24 months.
  - b) List three Airport carriers that you have accepted proposals from, but have not placed any Airport business with during the previous 24 months.
  - c) List three Airport carriers admitted in North Carolina that you most desire to solicit large DED / SIR insurance proposals for those insurance coverages previously outlined. The AUTHORITY appreciates the fact one carrier may not offer all lines of coverage being desired. Please include your plan as to how you would recommend the coverages be marketed.
  - d) Describe your access to excess and surplus line markets.

## Strategic Planning/Data Analysis

- 1) How will you assist with the management of insurance, including preparation of claims activity reports from carriers; executive summary reports; underwriting analysis for annual renewals; annual financial projections for budgeting purposes analysis?
- 2) Who will review our claims experience? How often will reserves be reviewed? Include resume of person reviewing claims.
- 3) Please describe two (2) recent client assignments that achieved significant cost reductions.
- 4) Describe the process your firm uses for carrier renewals and negotiations.

## Legislative Compliance

- 1) How do you keep clients informed of regulatory and legislative changes that affect insurance planning?

## Actuarial Services

- 1) Does your organization have access to actuarial consulting services? If so, is this third party independent of any affiliations with any carriers or third party administrators?
- 2) Does actuarial consulting group have access to nationally recognized models to engage as part of their evaluation?
- 3) Outline the actuarial services you will provide as part of the broker relationship. Please provide samples of and frequency of these reports.
- 4) Is the cost of the proposed actuarial service included in your proposal?

## References/Other

- 1) Provide contact names and telephone numbers of three (3) clients as references.
- 2) List any additional service options your company can provide, not requested by Client, and along with the fee required for these services.
- 3) Provide a summary of your understanding of the services requested by this document, what you will provide, and any fees charged to provide this service, along with any commissions earned.

## **Schedule of Existing Insurance Coverage**

### **Property Coverage**

Company: AmWINS Insurance Brokerage

Policy Term: July 1, 2023 – June 30, 2024

Sum Insured:

Real and Personal Property Coverage: Blanket Limit \$97,904,164

Earth Movement: Occurrence/Aggregate \$10,000,000

Flood (Zones A and V): Occurrence/Aggregate \$10,000,000

Flood (Zones other than A and V): Occurrence/Aggregate \$ 5,000,000

Windstorm/Hail Limit \$25,000,000

Newly Acquired Property Coverage 60 Day Period

Interruption by Civil Authorities 30 Day Period

Ingress/Egress 30 Day Period

Extended Period of Indemnity 180 Day Period

Deductible

Real and Personal Property per Occurrence \$ 10,000

Flood per Occurrence \$ 25,000

Earth Movement per Occurrence \$ 25,000

Windstorm 1% of TIV

Named Storm 3% of TIV

### **Inland Marine Coverage**

Company: Travelers

Policy Term: July 1, 2023 – June 30, 2024

Sum Insured:

Scheduled Property \$1,857,483

Deductible

Scheduled Property \$ 1,000

### **Crime Coverage**

Company: Travelers

Policy Term: July 1, 2023 – June 30, 2024

<u>Sum Insured:</u>		
Employee Theft (per Loss Coverage)		\$ 250,000
Forgery or Alteration		\$ 250,000
On Premises		\$ 250,000
In Transit		\$ 250,000
Computer Fraud		\$ 250,000
Money Orders and Counterfeit Paper Currency		\$ 250,000

<u>Deductible</u>		
Employee Theft (per Loss Coverage)		\$ 2,500
Forgery or Alteration		\$ 2,500
On Premises		\$ 2,500
Outside the Premises		\$ 2,500
Computer Fraud		\$ 2,500
Money Orders and Counterfeit Paper Currency		\$ 2,500

**Automobile Coverage**  
**Attachment C- Schedule of Automobiles**

Company: Travelers

Policy Term: July 1, 2023 – June 30, 2024

<u>Sum Insured:</u>		
Automobile Liability:	Any Covered Automobile	\$ 1,000,000
Comprehensive and Collision:	Automobiles shown on Schedule	ACV

<u>Deductible</u>		
Automobile Liability		\$ 0
Comprehensive and Collision		\$ 1,000/1,000

**Law Enforcement Liability Coverage**

Company: AXA/XL

Policy Term: July 1, 2023 – June 30, 2024

<u>Sum Insured:</u>		
Law Enforcement Liability	Each Occurrence	\$ 2,000,000

<u>Retention</u>		
Law Enforcement Liability	Each Occurrence	\$ 5,000

## **Environmental Impairment Liability Coverage (Storage Tank)**

Company: Colony Insurance Company

Policy Term: July 1, 2023 – June 30, 2024

Sum Insured:

Amount of Coverage Aggregate \$ 1,000,000

Deductible:

Per Incident \$ 5,000

## **Airport Owners & Operators Liability**

Company: Chubb

Policy Term: July 1, 2023 – June 30, 2024

Sum Insured:

\$75,000,000 Each Occurrence/offense in respect of Bodily Injury, Personal and Advertising Injury and Property Damage combined, subject to the following limitations:

Products-Completed Operations Annual Aggregate Limit	\$75,000,000
Personal Injury and Advertising Injury Annual Aggregate Limit	\$50,000,000
Malpractice Annual Aggregate Limit	\$50,000,000
Extended Coverage – War, Hi-jacking and Other Perils	\$75,000,000
Fire Damage Limit Any One Fire	\$ 500,000
Medical Expense Limit Any One Person	Not Insured
Hangarkeepers not “in flight” Limit Any One Occurrence	\$75,000,000
Hangarkeepers not “in flight” Limit Any One Aircraft	\$75,000,000
Non-Owned Aircraft Liability	\$75,000,000

Excess Automobile Liability (off premises)	
Excess of \$1,000,000 any one accident/occurrence	\$25,000,000
Excess Employers Liability (excluding disease)	
Excess of \$1,000,000 any one accident/occurrence	\$25,000,000

Employee Benefits Liability	\$ 1,000,000
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Deductible:

Each Occurrence or Offense	\$ 5,000
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Aggregate \$ 5,000

### **Public Officials Liability & Employment Practices Liability Coverage**

Company: Greenwich

Policy Term: July 1, 2023 – June 30, 2024

Sum Insured

Aggregate

Public Officials Liability \$ 2,000,000

Employment Practices Liability \$ 2,000,000

Retention:

Employment Practices Liability (claims made) \$ 10,000

Public Officials Liability (occurrence) \$ 10,000

### **Cyber Liability Coverage**

Company: Beazley

Policy Term: July 1, 2023 – June 30, 2024

Sum Insured:

Aggregate \$ 2,000,000

Deductible

Each Claim \$ 15,000

### **Workers Compensation**

Company: Zenith

Policy Term: July 1, 2023 – June 30, 2024

Sum Insured:

Bodily Injury by Accident- each accident \$ 1,000,000

Bodily Injury by Disease- each employee \$ 1,000,000

Bodily Injury by Disease- policy limit  
Estimated Payroll

\$ 1,000,000  
\$ 3,661,000