

Postal Mail Address  
City of Gastonia  
Human Resources Department  
P O Box 1748

**THIS IS A REQUEST FOR QUALIFICATION**

DATE: MARCH 13, 2026

**RFQ DUE: MARCH 25th, 2026, AT 3:00 PM  
IN THE HUMAN RESOURCES DEPARTMENT AT  
181 S. SOUTH STREET  
GASTONIA, NC 28052**

**REQUEST FOR QUALIFICATIONS  
INSURANCE BROKER SERVICES**

The City of Gastonia, hereinafter referred to as the “City”, seeks responses to this Request for Qualifications (RFQ), from firms qualified and experienced in brokering the acquisition of excess insurance for self-insured governmental entities. The City was incorporated in 1877. It is located in Gaston County, North Carolina.

**RFQ MUST BE ADDRESSED TO STEVEN ALVEY IN THE CITY OF GASTONIA HUMAN RESOURCES DEPARTMENT AND MARKED AS FOLLOWS:**

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## **GENERAL AND BACKGROUND INFORMATION**

The City of Gastonia, hereinafter referred to as the “City”, seeks responses to this Request for Qualifications (RFQ), from firms qualified and experienced in brokering the acquisition of excess insurance for self-insured governmental entities. The City was incorporated in 1877. It is located in Gaston County, North Carolina.

The City currently has a package through North Carolina League of Municipalities which provides all of its property and liability insurance coverages, except airport liability and workers compensation. The City anticipates moving to a system of self-insurance, with a self-insured retention of around five-hundred thousand dollars (\$500,000) for its coverages other than Automobile Physical Damage and Collision and Comprehensive coverages.

Please visit our website for additional information

## **SCOPE OF PROJECT**

The City is evaluating its Broker Service options and has identified the following project goals:

- Assemble a broker service team that can provide the expertise to address the City’s insurance/risk management needs.
- Ensure appropriate procedures and guidelines are in place to eliminate any actual or potential conflicts of interest.
- If selected, brokers would be expected to identify and engage with providers of excess insurance coverage for local governments, and negotiate maximally favorable rates and terms for the City.
- If selected, brokers would be expected to present the City with multiple options to meet its excess insurance needs, and advise on those various options.

The process will focus on the broker’s capabilities, experience of team members, ability to add value. Specifically, we request that you not approach any insurance markets or service providers on our behalf in connection with this project and that the information included in this request for proposal be kept confidential. Any participant violating this requirement will be disqualified.

## **FINALIST PRESENTATIONS**

During the evaluation process the City may, at its discretion, request any one or all brokerage firms to make oral presentations for the purpose of clarification or to amplify the materials presented in any part of the proposal. However, brokers are cautioned that the City is not required to request clarification; therefore, all proposals should be complete and reflect the most favorable terms available from the broker. Not all participants may be asked to make such presentations.

Activity		Target Date
1.	Questions from Brokers due by 3:00pm EST	3/17/26
2.	Response to Brokers' questions (addendum)	3/20/26
3.	Qualifications and responses received from Brokers due by 3:00pm EST	3/25/26
4.	Notification to Brokers who will be interviewed	3/26/26
5.	Interviews to be held virtually	3/30/26
6.	Selection of broker	3/31/26
7.	Effective date of program	7/1/26

Your response will be thoroughly evaluated and your firm may be invited to participate virtually in an oral interview, therefore, please note the dates reserved for interviews. Your response should be tailored specifically to address the questions outlined in this RFQ.

**All questions** should be submitted via email to [steven.alvey@gastonianc.gov](mailto:steven.alvey@gastonianc.gov)

## **RESPONSE INSTRUCTIONS**

### **Overview**

An acceptable and complete response to this Request for Qualifications will include the following information:

### **Specific Questions**

Please provide clear and concise responses to the following:

- A. Provide a brief history and description of your firm. This includes the size (number of employees and/or revenues) and areas of specialization. Provide specific information for the office that would handle the account.
- B. Provide the names, titles and experience of each individual that would be assigned to work on the account. This should include account executives, marketing personnel, technical representatives, and others that would be actively involved. Include resumes highlighting specific experience and expertise in the public sector. Identify the individual within your firm who would have overall responsibility and identify the office in which each account member is located.
- C. Provide the names, addresses, and telephone numbers of at least five, but no more than eight, clients handled by your firm. For all references provided, list the major lines of insurance currently being handled and the length of time you have handled them.
- D. Describe any special expertise your firm has in providing insurance to an organization similar to the City. Include in your response any capability of your firm in the areas of research and benchmarking.
- E. Describe the method you would use in designing a comprehensive insurance program for the City. Explain your approach to marketing and timeliness of events relating to insurance placement. Describe the process you would employ to evaluate and keep abreast of the City's loss exposure.
- F. Specifically, describe your organization's in-house capabilities in providing insurance and risk management services, including:
  - 1) Placement of insurance
  - 2) Risk management information systems
  - 3) Loss control
  - 4) Claims management
  - 5) Actuarial analysis and services, if needed
  - 6) Underwriting and coverage advice
  - 7) Risk assessment and educational programs
  - 8) Other client services and programs
- G. What do you perceive to be your firm's strengths, weaknesses, and opportunities relative to your competitors?
- H. What errors and omissions liability, general liability and umbrella insurance does your firm carry? (Include amounts and insurers.)

## **Contact Information**

Steven Alvey  
Assistant Director of Human Resources  
City of Gastonia Human Resources Department  
P O Box 1748  
Gastonia, NC 28053-1748

Questions may be directed as listed above or e-mailed to: [steven.alvey@gastonianc.gov](mailto:steven.alvey@gastonianc.gov)  
Office phone: (704) 866-6802

**RFQ MUST BE RETURNED BY 3PM ON MARCH 25, 2026.**

**SEND RFQ TO STEVEN ALVEY, P O BOX 1748, GASTONIA, NC 28053-1748**