



1120 20th St NW #475, Washington, DC 20036
+1 (202) 375-3434 | airlinkflight.org

March 2, 2026

To whom it may concern:

Airlink, Inc. ("Airlink") is accepting proposals from insurance brokerage firms to provide services for our organization beginning May 4, 2026. We invite your firm to submit a proposal for consideration. A description of our organization, the services requested, and other pertinent information follows.

1. Background on Airlink

Airlink is a 501(c)(3) nonprofit organization based in Washington, DC, working with aviation and logistics partners to transport relief workers and emergency supplies for reputable non-governmental organizations (NGOs) responding to rapid-onset disasters and other humanitarian crises around the globe. Airlink's annual revenue is currently between \$12 to \$14 million annually, and the organization currently employs 21 staff members. Airlink is primarily supported by public, private, and corporate contributions and donated services, airline miles, and facilities. In 2024, Airlink conducted responses and recovery projects to 56 disasters and humanitarian crises by assisting 103 nonprofit partners in the transportation of 1,861 relief workers and 856,706 kgs of emergency supplies which reached communities on six continents and in 56 countries. The organization has a December 31st fiscal year end.

2. Scope Services Requested

The selected broker will be expected to provide:

Brokerage & Placement

- Marketing the insurance program to appropriate carriers
- Negotiating coverage terms, conditions, and pricing
- Providing comprehensive renewal proposals and benchmarking

Advisory Services

- Annual coverage reviews and gap analysis
- Strategic risk recommendations
- Policy wording review & improvement

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Risk Management Support

- Claims advocacy and oversight
- Loss control recommendations
- Incident reporting assistance

Service & Account Management

- Designated account manager and service team
- Regular meetings and reporting
 - To include biannual check-ins with our Audit & Risk Committee
- Response time commitments
- Support with certificates of insurance

General Expectations

- Transparency in compensation (commission and fees)
- Ethical placement practices
- No binding of coverage without written approval

3. Lines of Insurance Included in This RFP

- General Liability
- Directors & Officers Liability
- Employment Practices Liability
- Premises Liability
- Property & Business Interruption
- Cyber Liability
- Umbrella/Excess Liability
- Non-owned Aircraft Liability

Please note: Worker's Compensation is provided through our Professional Employer Organization. Our current schedule of insurance is provided as an addendum; there have been no claims in the last five years.

4. Relationship With Prior Insurance Brokerage Firm

These services have been provided by EPIC Insurance Brokers & Consultants.

5. Proposal Requirements

Firm Profile

- Company background, history, and office locations
- Ownership status (e.g., minority-owned, woman-owned, veteran-owned, local)

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- Description of firm size, market presence, and areas of specialization
- Relevant nonprofit and aviation/humanitarian industry expertise

Proposed Service Team

- Names, roles, and responsibilities of all team members serving the account
- Brief biographies, qualifications, and applicable certifications
- Description of responsibilities for day-to-day support, claims advocacy, and executive oversight

Understanding of Airlink's Risk Profile

- A narrative demonstrating your understanding of Airlink's mission, operations, risks, and exposures
- Recommended insurance policies, coverages, limits, and endorsements tailored to Airlink
- Identification of any coverage gaps or improvement opportunities

Market Access & Carrier Strategy

- List of carriers you propose to approach for each major line of coverage
- Rationale for selecting each carrier (experience, claims performance, nonprofit/aviation specialization, etc.)
- Description of market access strategy, including how you:
 - Secure competitive premium rates
 - Maintain competitiveness over time
 - Evaluate carrier financial stability
 - Avoid over-marketing and market blocking
- Disclosure of any exclusive or preferred carrier relationships, volume agreements, or contingents/overrides

Approach to Brokerage & Service

- Process for marketing programs to insurers
- Renewal strategy, including timelines and marketing philosophy
- Claims advocacy process and support model
- Annual service schedule (meetings, reviews, stewardship reports, etc.)
- Customer service commitments, including:
 - Turnaround times for certificates of insurance (COIs)
 - Standard email/phone response times
 - Escalation procedure for urgent matters

Technology, Tools & Reporting

- Online portals, dashboards, or database systems available to Airlink
- Availability of self-service COI issuance, claims reporting, or document storage
- Data analytics, benchmarking, or risk modeling tools

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- Cybersecurity and data-protection practices

Compensation Structure & Transparency

Provide full disclosure of all compensation, including:

- Commission rates by line of coverage
- Any proposed fees (fixed, hourly, hybrid)
- Optional fee-for-service or retainer models
- Disclosure of contingent commissions, overrides, volume bonuses, or insurer remuneration
- Description of how broker compensation affects marketing strategy and carrier selection

Value-Added Services

List all additional services available or recommended, including associated costs (if any).

Examples include:

- Risk-control consulting and safety training
- Cyber readiness and security assessments
- Contract review and indemnity analysis
- Loss-control surveys and recommendations
- Benchmarking against similar nonprofits
- Global placement capabilities or international market access
- Crisis response support or claims preparation services

Insurance & Risk Management of the Respondent

- Confirmation that the firm is adequately insured
- Summary of your firm's professional liability (E&O), cyber liability, and general liability insurance

Implementation & Transition Plan

- Tentative start-up plan including timeline, milestones, and onboarding procedures
- Description of the transition process from the current broker
- Expected assistance required from Airlink staff (if different from RFP assumptions)

References

- At least **two comparable nonprofit clients** (preferably humanitarian aid or disaster relief, if available)
- Include contact name, title, email, and phone number

Additional Information

- Any other information the firm wishes to provide that would support the evaluation of its proposal

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6. Proposal Submission Instructions

- Deadline: **Friday, March 20** (5:00 pm ET)
- Format: PDF or Word document
- Submit to:
 - Name: Susanna Cobb
 - Title: Director, Finance & Operations
 - Email: scobb@airlinkflight.org

Questions may be submitted in writing by **March 9** to the email above.

7. Evaluation of Proposals

Proposals will be evaluated based on:

- Demonstrated expertise & industry experience
- Quality of service team
- Brokerage strategy and market access
- Claims handling capabilities
- Compensation transparency & competitiveness
- Value-added services
- Cultural fit and responsiveness

Proposal timeline*

March 2, 2026 – RFP Reissued

March 9, 2026 – Questions due from firms (5pm ET)

March 20, 2026 – Deadline for Submissions (5pm ET)

March 23, 2026 – April 6, 2026 – Proposal review

March 23-27, 2026 – Interviews conducted

April 20, 2026 – Selection Notification

May 4, 2026 – Broker of record effective

*Dates are subject to change at the discretion of Arlink.

Sincerely,

Susanna Cobb
Director of Finance and Operations
Arlink, Inc.

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