**RFP #22-70641: Rental Vehicles Program and Related Services**

**Attachment E: Business Proposal Template**

**Indiana Department of Administration (IDOA)**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Business Proposal***

* + 1. **General -** Please introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

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| Enterprise Holdings operates a network of 10,000 car rental locations in neighborhoods and at airports worldwide and is the most comprehensive transportation solution provider in the industry, unparalleled in size, strength and stability. Our brands serve more than 95 percent of the worldwide car rental market.  **Company Strategy**  The Enterprise Rent-A-Car and National Car Rental brands are not only part of the most comprehensive service provider in the car rental industry, but also integral parts of Enterprise Holdings’ “total transportation solution” strategy.  This strategy addresses varied customer transportation needs by leveraging the expertise of Enterprise and National and delivering an unparalleled network of airport and home-city offices, including an Enterprise Rent-A-Car location within 15 miles of 90 percent of the U.S. population. In the State of Indiana, we have 110 locations that State travelers can utilize for their rental needs. These convenient sites are ideally located to meet the needs of customers and accounts, regardless of whether they want to rent vehicles by the hour, the day, the week, or the month.  Other business lines include Enterprise Truck Rental, Enterprise Car Sales, Commute with Enterprise, and Enterprise CarShare; we are also affiliated with Enterprise Fleet Management.  This extensive, unique and diverse network provides tremendous operational agility and financial stability in the highly competitive car rental and car-sharing industry — and further strengthens Enterprise Holdings’ longtime leadership role as the only investment-grade company in the industry. |

* + 1. **Respondent’s Company Structure** - Please include in this section the legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

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| The Enterprise Rent-A-Car and National Car Rental brands are owned by Enterprise Holdings, Inc. and/or one or more of its subsidiary companies, and all rental services are performed by a network of wholly owned subsidiaries of Enterprise Holdings, Inc. While we are bidding under Enterprise Leasing Company of Indianapolis, LLC, please note that the State’s contract will be executed with EAN Services, LLC as we are offering the State a nationwide program.  The classification of our firm's ownership is privately held corporation.  EAN Services, LLC was formed to provide a single legal entity to contract with our business rental customers.  Renamed EAN Services, LLC in 2008, this company was incorporated in the state of Delaware on September 25, 2007. Renamed Enterprise Holdings, Inc. in 2009, this company, which was previously known as Enterprise Rent-A-Car Company, was incorporated in the state of Missouri in 1956 and began doing business shortly thereafter in 1957. |

* + 1. **Respondent’s Diversity, Equity and Inclusion Information -** With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents’ Executive Staff and Board Members, if applicable.

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| **Diversity Leadership at Enterprise Holdings**  Enterprise Holdings has developed a multi-tiered council structure to address Diversity, Equity, and Inclusion (DEI) efforts. The council structure consists of an Executive Council – chaired by our Chief Executive Officer and co-chaired by our Chief Diversity Officer. Our secondary and third tiers of this structure are our Senior Vice-President councils and our local councils found in individual operating Groups.  The objectives of this council structure are:  • Provide senior executive support and attention to issues of Diversity, Equity, and Inclusion (DEI).  • Integrate company DEI programs with each Group's operations, strategies, missions, and objectives to drive enhanced alignment, execution, and accountability.  • Provide organizational, strategic direction in the areas of DEI while ensuring the effectiveness of our DEI function, introducing reform, and overseeing the DEI strategies.  Our Chief Executive Officer and Chief Diversity Officer, together with our Executive Diversity, Equity, and Inclusion Council, provide strategic guidance on Enterprise Holdings’ diversity, equity, and inclusion efforts.  The secondary tier of our council structure is the Senior Vice President (“SVP”) Diversity, Equity, and Inclusion Councils. These councils take The Executive Council’s overarching strategic guidance and assist local diversity teams in operationalizing the guidance within their local businesses. From there, these SVP councils work with local diversity councils to track progress. Senior Vice Presidents leads these councils in close coordination with their Corporate Human Resource Manager and the Office of Diversity. Members comprise a diverse mix of individuals from the various local operating groups. The structure encourages sincere discussion of issues and solutions and helps ensure all local operations continue to have a strong voice in our efforts.  Local Diversity, Equity, and Inclusion Councils seek input from a wide range of local team members. These teams execute DEI strategy solutions at the regional and local levels, solving challenges unique to their operations. They also work with their SVP Team Councils to help align with our overall organizational goals when locally appropriate.  Additionally, the Senior Vice President of Human Resources has overall responsibility for leading and supporting our operating groups in their Equal Employment Opportunity (EEO) and Affirmative Action (AA) policy compliance. |

* + 1. **Company Financial Information** - This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

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| Please refer to Appendix 1. Financial Highlights and Credit Outlook attachment. |

* + 1. **Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

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| Please refer to Appendix 1. Financial Highlights and Credit Outlook attachment. |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6. Additional rows may be added if necessary.

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| **Contract Term**  **Identifier and Header** | **Suggested Language Change** | **Rationale for suggested change** |
| Please refer to Att B - Sample Contract - Enterprise Response. It is our intention to negotiate mutually-beneficially terms with the State upon award of business. | | |
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* + 1. **References** - Reference information is captured on **Attachment J** Respondent should complete the reference information portion of the **Attachment J** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment J** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Js** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment J** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment J** is due on the date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

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| **Customer 1** |  |
| Legal Name of Company or Governmental Entity | Comfort Systems USA |
| Company Mailing Address | 2655 Fortune Circle West |
| Company City, State, Zip | Indianapolis, IN 46241 |
| Company Website Address | Comfortsystemsusa.com |
| Contact Person | Dan Turcic |
| Contact Title | Director Strategic Sourcing |
| Company Telephone Number | 317-638-5363 |
| Company Fax Number | none |
| Contact E-mail | Dan.Turcic@comfortsystemsusa.com |
| Industry of Company | HVAC |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | Cook Medical |
| Company Mailing Address | 750 Daniels Way |
| Company City, State, Zip | Bloomington, IN 47402 |
| Company Website Address | Cookmedical.com |
| Contact Person | Jason Smithson |
| Contact Title | Regional Category Specialist - Travel |
| Company Telephone Number | 812-339-2235 ext 15-3473 |
| Company Fax Number | None |
| Contact E-mail | Jason.Smithson@cookmedical.com |
| Industry of Company | Medical Products |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | NCAA |
| Company Mailing Address | PO Box 6222 |
| Company City, State, Zip | Indianapolis, IN 46206 |
| Company Website Address | Ncaa.org |
| Contact Person | Carol Roland |
| Contact Title | Assistant Director of Travel Management |
| Company Telephone Number | 317-917-6906 |
| Company Fax Number | None |
| Contact E-mail | CRoland@ncaa.org |
| Industry of Company | Sports/Athletics |

* + 1. **Registration to do Business** – Per RFP 2.3.8,Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

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| We are registered to do business within the State of Indiana. |

* + 1. **Authorizing Document -** Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

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| We have attached a Corporate Resolution authorizing Matthew Morrison to sign on our company’s behalf. |

* + 1. **Diversity Subcontractor Agreements** -

1. Per RFP Section 1.21, Minority & Women’s Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership.

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| The Enterprise Holdings Supplier Diversity program is a strategic initiative to grow our business. Purchasing goods and services from businesses that are classified as small, minority-owned, woman-owned and other nationally or federally recognized designations solidifies Enterprise as a responsible corporation and a driver of economic growth.  We have identified a strong network of Minority Owned Businesses (MBEs), Women Owned Businesses (WBEs), Disabled Veteran-Owned Business Enterprises (DVBEs) and other socially and economically disadvantaged businesses to take part in our procurement activities nationwide. To ensure that we are sourcing business from diverse suppliers, Enterprise Holdings is an active member of a number of groups that represent these constituents, including but not limited to the following: the National Minority Supplier Development Council (NMSDC); the U.S. Hispanic Chamber of Commerce (USHCC); the Women’s Business Enterprise National Council (WBENC); the Airport Minority Advisory Council (AMAC), the Coalition for Veteran Owned Business (CVOB); and the National Gay and Lesbian Chamber of Commerce (NGLCC).  To ensure even greater business opportunities for minority auto dealers, Enterprise has a strong partnership with the National Association of Minority Automobile Dealers (NAMAD), which represents more than 1,500 dealerships throughout the United States. Enterprise also has supported member dealers with the General Motors Minority Dealers Association (GMMDA), and the Chrysler Minority Dealers Association (DCMDA). |

1. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

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| Please refer to the response above. |

* + 1. **Evidence of Financial Responsibility** – This section will indicate the ability to provide the mandatory evidence of financial responsibility. See [Section 1.25](#_1.25_EVIDENCE_OF) for details.

Notwithstanding any other provisions relating to the beginning of the term, any contract will not become effective until the evidence of financial responsibility is delivered in the correct form and amount to the address indicated in [Section 1.25](#_1.25_EVIDENCE_OF).

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| Please refer to Appendix 1: Financial Highlights and Credit Outlook attachment. |

* + 1. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | Enterprise Leasing Company of Indianapolis, LLC  Please note our contracting entity will be EAN Services, LLC. |
| Contact Name | Jeffrey Franssen |
| Contact Title | Senior Business Rental Sales Account Manager |
| Contact E-mail Address | [jeffrey.m.franssen@ehi.com](mailto:jeffrey.m.franssen@ehi.com) |
| Company Mailing Address | 7111 West Washington Street |
| Company City, State, Zip | Indianapolis, IN 46241 |
| Company Telephone Number | 317-654-8649 |
| Company Fax Number |  |
| Company Website Address | enterprise.com; nationalcar.com; enterpriseholdings.com |
| Federal Tax Identification Number (FTIN) | While we are bidding under Enterprise Leasing Company of Indianapolis, LLC,: 35-1416634  EAN Services, LLC: 26-1186485 |
| Number of Employees (company) | 75,000 worldwide |
| Years of Experience | 67 |
| Number of U.S. Offices | 5,500 locations |
| Year Indiana Office Established (if applicable) |  |
| Parent Company (if applicable) | Enterprise Holdings, Inc. |
| Revenues ($MM, previous year) | $23.9 billion |
| Revenues ($MM, 2 years prior) | $22.5 billion |
| % Of Revenue from Indiana customers | We do not release this information as a privately held company. |

* 1. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

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| Yes. Life safety, emergency response, and business continuity plans have been developed and maintained for Enterprise and National operations. Business Continuity Planning (BCP) responsibilities such as crisis management, incident coordination, alternate locations, etc., are documented within each BCP plan and assigned based upon the scope of each plan. Alternate-site locations are confidential and not disclosed until the time arises. Plan owners are encouraged to validate plans and train personnel annually utilizing a tabletop exercise format. |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| In support of Enterprise Holdings commitment to protecting our customers with the highest standards of privacy, confidentiality, and security we have instituted comprehensive and proactive data privacy, security and training programs developed from industry-accepted best practices. These programs are based on Generally Accepted Privacy Principles (GAPP) and the Information Security Forum (ISF) Standard of Good Practice (SoGP). Organizational, physical and operational security is maintained by a full-time staff of credentialed professionals with defined roles and responsibilities covering all information privacy and security specialties. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

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| We are the State’s current providers. Enterprise and National also work closely with multiple other state governments throughout the nation. |

* + 1. **Experience Serving Similar Clients -** Please describe your company’s experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

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| Please refer to our references. |

* + 1. **Payment -** Please provide the requested information in RFP Section 2.3.15.

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| With Enterprise and National’s billing options, our customers can request a customized format to meet their specific accounting needs. Your dedicated account management team will work with you during the implementation process to determine the billing format that best suits your needs. Our flexible and convenient forms of payment include:  Direct Billing. This option is used when a corporate account requires all or some rentals to be paid by the company. Companies also choose this option when they do not want travelers paying with personal or corporate credit cards, or when they need to pay for non-employee rentals.  Charge Card or Commerce Bank Account. Under these programs all car rentals are consolidated into a common invoice.  Direct Debit. Under this program all rentals are consolidated into a common invoice and payment is taken automatically from the checking account at the same time each month for U.S. customers.  Other Forms of Payment. Includes cash or credit card, which can be used at the time of the vehicle return. |

* + 1. **Extending Pricing to Other Governmental Bodies** – Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies per RFP section 2.3.17. Please include details on any marketing or active solicitation activities your company will undertake to encourage use of the contract.

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| We are willing to negotiate pricing for other government bodies. |