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

**Attachment F: Technical Proposal Template**

**Indiana Department of Administration (IDOA)**

**Instructions:**

Request for Proposal (RFP) #22-70641 is a solicitation by the State of Indiana in which organizations are invited to compete for a contract among other respondents in a formal evaluation process.  Please be aware that the evaluation of your organization’s proposal will be completed by a team of State of Indiana employees and your organization’s score will be reflective of that evaluation.  Therefore, a competitive proposal will thoroughly answer the questions listed.  The Respondent is expected to provide the complete details of its proposed operations, processes, and staffing for the scope of work detailed in the RFP document.

Please review the requirements in **RFP Section 1.4, Attachment F1** Minimum Requirements, **Attachment F2** Vehicle Requirements, and **Attachment F3** Required Service Locations. Please describe your relevant experience and explain how you propose to perform the work detailed in this attachment and the RFP.  For all areas in which subcontractors will be performing a portion of the work, clearly describe their roles and responsibilities, related qualifications, and experience, and how you will maintain oversight of the subcontractors’ activities.

Please use the yellow shaded fields to indicate your answers to the following questions.  The yellow fields will automatically expand to accommodate content.  Every attempt should be made to preserve the original format of this form.  A completed Technical Proposal is a requirement for proposal submission.  Failure to complete and submit this form may impact your proposal’s responsiveness.  Diagrams, certificates, graphics, and other exhibits should be referenced within the relevant answer field and included as legible attachments. Please complete **Attachments F1, F2,** and **F3** as a part of your Technical Proposal.

1. **Overview**
   1. Please confirm your understanding of the State’s terms, definitions, and abbreviations.

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| We have read the State’s terms, definitions, and abbreviations and understand them accordingly. |

* 1. Please provide and define any additional terms and abbreviations you will use in your response to this RFP.

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| All abbreviations have been spelled out in their initial use throughout the proposal. If there are terms that the State are unfamiliar with, please reach out to us for any needed clarification. |

* 1. Please provide a high-level introduction to your rental vehicle program.

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| **Enterprise Overview**  For more than 60 years, Enterprise has been known for our low rates, convenient locations, and award-winning customer service. Enterprise Rent-A-Car is the first choice for business travelers who need to rent near their home or office while providing their company savings.  Our award-winning approach to exceeding our customers’ expectations has made our name synonymous with superior customer service. Our goal is to ensure that every traveler is completely satisfied with the services we provide.  ​​​​​Enterprise operates more than 5,500 locations in North America so we are always nearby — with an Enterprise Rent-A-Car location within 15 miles of 90 percent of the U.S. population. In addition, we have the largest rental fleet of cars, trucks, and vans, so we can provide the right vehicle when and where State travelers need it. And, collection and delivery is complimentary with our signature “We’ll Pick You Up” program.  We have thousands of gas/electric hybrid vehicles in our fleet. Enterprise has made it even easier for travelers to book them online by designating 100 hybrid branches nationwide, including the 10 busiest airports for business travel. In 2008, we launched the Enterprise CarShare brand to deliver car-sharing’s technology, speed, efficiency and economy to businesses, universities and government offices. Enterprise CarShare’s fleet also helps reduce customers’ fleet costs and overall emissions while supporting their sustainability initiatives.  **National Overview**  National Car Rental has been a leader in the car rental industry for more than 70 years. We provide a premium level of service and offer tremendous value for corporate car rental dollars. We are confident that we have the people, the programs, and the technology in place to meet and exceed the State’s expectations for 2022 and beyond.  National Car Rental's network is conveniently located in major cities around the globe with locations in all 50 states, including the District of Colombia. In Canada, National operates locations in all provinces and territories with the exception of Nunavut. All locations are dedicated to providing seamless service and full compliance with the terms and conditions of our agreements.  National has built our reputation in the automotive rental industry as a provider of premium vehicle rental services, targeting the needs of the frequent traveler. Our business base is more diverse than some other brands because National focuses on the frequent premium business traveler. The National brand has found success positioning ourselves in the business travel market.​​​​​​​ |

1. **Rental Vehicle Requirements and Restrictions**
   1. Please describe how you will ensure that all vehicles rented under your program will meet the requirements laid out in **Attachment F2** Vehicle Requirements.

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| Enterprise Holdings, the largest car rental company in the world, owns and operates 1.85 million cars and trucks — the largest fleet of passenger vehicles in the world today. Our company, which owns the Enterprise Rent-A-Car and National Car Rental brands, is committed to providing quality vehicles to the business traveler. With more than 300 makes and models, we continually invest in and replenish our fleet to maintain an average fleet age of eight months.  Our vehicle acquisition team is focused on ensuring that our customers enjoy an optimal balance between the availability of new, low-mileage vehicles and the cost savings that benefit customers when we utilize vehicles in our fleet for longer periods. All of our vehicles are maintained as recommended by the vehicle manufacturer, and all repairs are conducted by Automotive Service Excellence (ASE) certified technicians. |

* 1. Please describe how you will ensure availability of the State’ rental vehicle classes, including how you will meet the State’s expectations for emergency availability laid out in Section 1.4.3.3 of the RFP.

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| Every year, we help millions of business travelers arrive on time; their success depends on it, and so does ours. We carefully manage our fleet to ensure that travelers can rent the car of their choice. Having a car ready to drive at the right place and time requires sophisticated fleet management, and our operations and headquarters staffs analyze vehicle requirements hourly for each location. In addition, our representatives behind the counter are empowered to make adjustments to ensure customer satisfaction. In the unlikely event that we cannot provide a car in the class requested, which is confirmed through an advance reservation, it is our policy to provide the customer with a vehicle from the car class higher than the one reserved at the original rate.  In the event of an emergency, please reach out to your account team for information on availability and capabilities.  During the height of the COIVD-19 pandemic, Enterprise served as a partner for the State to provide vehicles and help deliver supplies. |

* 1. Please provide examples from your vehicle rental program of each of the State’s rental vehicle classes.

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| Please refer to the attached Appendix 3. Fleet Guide. Included in this attachment are examples of our vehicles. |

* 1. Please describe which rental vehicle classes offer Hybrid Electric Vehicles (HEVs), Plug-In Hybrid Electric Vehicles (PHEVs), Battery Electric Vehicles (BEVs), Fuel Cell Electric Vehicles (FCEVs), and Zero Emission Vehicles (ZEVs) and the State’s options for reserving vehicles of these types.

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| As consumer demand and infrastructure viability increases in the coming years, electric vehicles will play an increasingly important role in both the future of sustainable mobility overall and our fleet at Enterprise Holdings. As a company that owns and operates the world’s largest fleet of vehicles, we are well positioned to play a leadership role in building consumer awareness and understanding of EVs along with the supporting technology.  We are working with industry partners and stakeholders to speed the transition to EVs through conversations with city, state and federal officials, electric utilities, infrastructure providers and other partners about ways to increase EV fleets and enhance their viability. For example, we want to ensure that the grid and charging infrastructure are prepared to support our customers and our fleet in the coming years, and we anticipate partnerships with governments, utilities, and charge point operators (CPOs) to ensure grid resiliency.  In Europe we’ve engaged one of the leading management consultancies, Roland Berger, to better understand how we can transition our business model, operations, and infrastructure to operate with more EVs. Our global leadership team is using the findings from the Roland Berger study to define a long-term strategic direction for adopting EVs in the markets where Enterprise has wholly owned operations.  In the near term, we are rolling out a few thousand EVs throughout the US, providing them to our employees as well as putting them into our rental fleet in select markets to further test them. This will help us to better understand the overall experience related to charging, range, and our operational needs so we can ensure we are providing the best possible outcome for our customers as we transition our fleet over the coming years. |

* 1. Please describe how you will ensure that all vehicles rented under your program will conform to all Federal and State Safety Standards and Regulations.

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| All vehicles in our fleet meet all federal safety standards at the time of purchase.  As required by law, 100 percent of our vehicles have front driver and passenger airbags. Nearly all of our vehicles also feature anti-lock brakes. More than half of our vehicles feature daytime running lights, a feature which several studies have determined effective in reducing the incidence and severity of daylight multi-vehicle accidents. |

1. **Customer Service and Account Management**
   1. Please describe in detail your company’s proposed account management team structure including names, contact information, resumes where possible, and services each individual or group will perform. Please include who will be primary points of contact and how you will ensure that these points of contacts are familiar with State rental vehicle procedures.

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| We have a team of experienced and dedicated staff ready to manage your account.   * Cheryl Rothenberger   + Director of Business Rental Indiana   803-546-0857  [Cheryl.D.Rothenberger@ehi.com](mailto:Cheryl.D.Rothenberger@ehi.com)   * + Responsibility:     - Management of Business Rental for Indiana and Chicago * Dan Drews   + Sales Manager of Indiana   630-688-4887  [Daniel.S.Drews@ehi.com](mailto:Daniel.S.Drews@ehi.com)   * + Responsibility:     - Management of existing accounts for Indiana and Chicago * Jeffrey Franssen   + Senior Account Manager   317-654-8649  [Jeffrey.M.Franssen@ehi.com](mailto:Jeffrey.M.Franssen@ehi.com)   * + Responsibility:     - Day-to-day management and support of program for State of Indiana * Tyler Forster   + Billing   317-763-0479  [Tyler.E.Forster@ehi.com](mailto:Tyler.E.Forster@ehi.com)   * + Responsibility:     - Billing management for State of Indiana   The account will also be supported by an Account Development Representative (ADR) Team. In addition to maintaining and keeping the account up-to-date, this team will work closely with the State to ensure quality service and proper implementation of your agreement. In the unlikely event that a traveler encounters an issue that cannot be resolved at the rental counter and merits further research, an Account Development Representative will investigate the issue and initiate the appropriate actions to correct it. The ADR Team will be involved with the following issues:   * Billing/Invoicing issues * Implementation * Changing drop locations * Do Not Rent customers * Emerald Club * Claims * Long-term rentals * Method of payment changes * Credit request * Rental extensions * Vehicle availability * Rental support |

* 1. Please describe your company’s plan to provide the State of Indiana and all the participating agencies, schools, and governmental bodies with a coordinated and consistent customer service program.

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| The same team mentioned above will work with all State agencies and bodies to ensure a coordinated program with the same consistency of service and the same rates, terms, and conditions. |

* 1. Please describe the type of contract specific information that is retrievable by a member of customer service (*e.g*., reservation status, reservation information, contracted rental rate, location hours, *etc*.)

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| We have representatives throughout the United States who handle reservations and customer service issues for our Enterprise Rent-A-Car and National Car Rental. They will be able to retrieve all the information listed (reservation status, reservation information, contracted rental rate, and location hours).  Your account manager should be your main point of contact for all customer service issues and questions about your rental car program. |

* 1. Please describe your company's standard process for problem resolution and escalation, including standard response times, for all program issues including mobile application or website issues.

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| Our trained Corporate Customer Support professionals work directly with corporate travel managers and coordinators to quickly resolve any issues or requests. Our staff is equipped to respond within one business day to virtually any customer service, billing, or general inquiry regarding domestic and international rentals. Through our PC-based client-server platform, our support professionals have instant access to customer and corporate information. Inquiries are immediately logged and routed to the appropriate city or department so that every issue is resolved in a timely manner. |

* 1. Please describe your plan to ensure the continuity of the Account Management team if a member should depart.

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| Should a team member depart, we would replace them with a similarly competent Enterprise associate that would be familiarized with the State’s rental program and contract terms. |

* 1. Please describe your Account Management methodology during implementation and transition and post-transition/implementation. Please include details such as meeting cadence, attendees, information provided during meetings, etc.

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| Enterprise Rent-A-Car and National Car Rental are the State of Indiana’s current car rental providers and have provided your company with a dedicated account management team and customer service representatives. Your account manager is available to:  · Develop a customized program with contracted rates, terms, and provisions.  · Proactively manage your account.  · Provide ongoing support.  · Conduct account reviews.  · Personally address customer service issues.  All stages of the reimplementation and management processes are handled directly by your team with support from an administrative staff.  As part of the reimplementation process, we will announce your continued relationship with Enterprise and National to your organization. This will provide an opportunity for your new employees to enroll in Emerald Club and will help remind current travelers to rent using the State of Indiana’s Account Number.  Your dedicated account manager will conduct regular meetings with the State to review the success of your rental program. |

* 1. Please define and describe your customer service quality assurance program, including details on internal metrics.

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| Our Service Quality index (SQi) for each of our brands is what we use to measure customer satisfaction. Our customers are asked to rate their experiences on a scale from Completely Satisfied to Completely Dissatisfied. Independent research shows that customers who say they are completely satisfied are three times more likely to use our brands again.  Enterprise and National employees and teams are determined to maintain high SQi scores by providing top-notch, personalized customer service to retain the absolute loyalty that comes with complete satisfaction. All promotions, pay raises, and individual and team recognition are determined by success in completely satisfying our customers.  We also use our customer satisfaction data to monitor changing industry trends, needed global enhancements, and local service issues to continually improve and distinguish our service from the competition. ​​​​​​​ |

* 1. Please describe your methods to collect customer feedback and measure customer satisfaction. Please provide any examples of such methods.

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| We collect customer satisfaction results from a variety of sources to ensure we are meeting our customers' needs. Those sources include customer satisfaction surveys such as the J.D. Power and Associates Domestic Car Rental Satisfaction Survey, customer service inquiries, our independent research service provider (monthly telephonic surveys conducted post-rental), and specific electronic or manual survey campaigns. In addition, we have a Quality Service Process (QSP) that allows our customers to provide immediate feedback at the time of return. Specific markets are targeted to perform Quality of Service Assessments and subsequently, an improvement action plan is put into place to address any problem areas. The results are closely monitored and aid necessary changes to resources, processes, etc. |

* 1. Please describe your internal communication process with the staff at service locations and franchises throughout Indiana and how you will resolve any communication issues between the State and service locations.

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| The account management team will work directly with branch operations to ensure clear communication. |

1. **Reporting**
   1. Please confirm your ability to provide detailed reports that contain *at least* the fields provided in Section 1.4.5 of the RFP.

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| We currently provide the State with reporting as requested. |

* 1. What are the standard reports that your company provides to your customers? Please provide a list of your company's standard reports, including examples, as an exhibit to your RFP response. Please note which reports are available online.

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| Our most frequently requested reports include:  Rental Agreement Report — includes rental agreement number, check-in and check-out dates and locations, charged days, time and mileage (T&M), average rate per day, and renter name.  Scorecard — snapshot of an account’s rental activity by month, quarter, or year based on various data points.  Reservation Reports — includes account name and account number, number of reservations, number of Booked Days, country of travel.  City Detail — shows the location from which vehicles were rented, the number of transactions, charge days, revenue local, one-way, length of rental, miles per day.  Rental History — includes Booking Source report, Revenue Summary By Child Account report, Car Charged report, and a Car Driven report.  Emerald Club Member — includes loyalty tier, name, enrollment date.  Enterprise and National do not offer Web-based reports at this time. Your account manager can provide management reports upon request. Examples can be provided upon request for private view only. |

* 1. Please detail your company’s customized and ad hoc reporting capabilities, including how long the State will wait to receive new requests for information.

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| Enterprise and National use a data warehouse structure that allows us to pull a wide variety of standard reports. We can easily customize these reports to suit almost every need. Initial customized reports require a month lead time to create the report according to the State’s management specifications. After the initial creation of these reports, your Enterprise and National representative can provide the report on the same schedule as standardized reports — by the 10th of each month for monthly reports and by the 15th of the month for quarterly and year-end reports.  There is no cost for these customized reports. |

* 1. Does your company provide online Account Management Services that enables the State Vendor Management team to monitor activity? If so, please provide a list of all functions of online capabilities, including reporting, and their cost to the State. Please note that all functions listed in the RFP will be at no additional cost to the State.

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| When reserving through EHIDirect, rental data can be provided. This tool has been provided to the State because it offers reporting features and rental data viewing. |

1. **Reservations, Pickups, Returns, and Cancellations**
   1. Please describe how your proposed solution meets the minimum functionality of the online reservation system as outlined in Section 1.4.6 of the RFP. Please include an example of how a reservation can be made, viewed, and modified/cancelled. Pictures and diagrams may be included.

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| Please refer to the attached PowerPoint entitled Appendix 2. Enterprise 101620 EHIDirect Reservation tool. Included in this PowerPoint is a run-down of our recommended method of reserving rentals. |

* 1. Please describe the availability and functionality of a mobile application, if applicable.

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| We encourage the State travelers to download the EHIDirect App. On this application, users can book, reserve, and manage their rentals. The app operates on both Android and iOS and is available at no cost to State travelers. The app is currently available in multiple markets and languages. |

* 1. Please describe additional capabilities of your online reservation system, including the ability of the solution to integrate with the State’s PeopleSoft system.

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| The Enterprise Resource Planning (ERP) system in use at National Car Rental and Enterprise Rent-A-Car is PeopleSoft.  Enterprise and National offer real-time connectivity to our internal reservation system via multiple booking channels, including direct XML links, our branded websites, the GDS, online travel sites, and through our Contact Center, which is staffed 24 hours per day, 365 days a year. All booking channels have real-time access to vehicle availability and rates, including rate per day and an estimated total that includes taxes, fees, and surcharges. |

* 1. Please describe your capability to provide technical assistance for online-reservation related matters and availability of additional support tools (*i.e*., web based, online help manuals, *etc.*).

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| We have several methods for making reservations, including customized links, travel agency input, and online website reservations. There is no policy dictating that reservations must come through a specific booking channel. However, during the implementation process, we will work with you to provide training to the State’s travelers of the reservation process. Further, we can provide you with reports that show how reservations are being made so that you can coach your employees accordingly.  Should further assistance be needed, travelers can reach out to our customer service hotline. |

* 1. Please confirm your understanding of the State’s expectations for pickups, returns, and cancellations. Please describe how you will ensure that these expectations will be met for the life of the contract.

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| **We'll Pick You Up**  With minimal time restraints, the Enterprise “We’ll Pick You Up” service is available to our customers. With a 24-hour notice, we will pick up an employee at any home or business address. Depending upon seasonal and business demands, this 24-hour notice might be reduced. Our local Enterprise branch will work closely with you to meet all of your pick-up needs.  **Return Process**  Travelers will find the return process quick and uncomplicated.  · Most airport locations provide expedited rental returns with Handheld Return Service or the Rapid Check-In process. With these services, Return Agents will greet the traveler at the vehicle, record all necessary data on a handheld device and print a receipt on the spot.  ·Enterprise locations utilize LaunchPad tablets to streamline the return process. A rental agent will inspect the vehicle with the traveler to verify fuel level and vehicle condition, then record all information within the tablet.  **Cancellation Policy**  Enterprise and National will not charge a cancellation fee to State renters in most instances. We only request that you provide us with as much notice as possible so that we may rent the reserved vehicle to another traveler. Reservations booked and confirmed with a credit card may incur cancellation charges. |

* 1. Please describe your program’s options for contactless pickup and drop-off. Please include descriptions of the security features used to facilitate contactless pickup and drop-of, such as cameras or security personnel.

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| With more than 100 years of combined service in the car rental industry, Enterprise and National remain dedicated to expediting the rental services offered to our customers. With Odyssey, our advanced information system, we maintain a database of each traveler’s profile and reservation information, simplifying the rental process that typically slows down customers. The Emerald Club is National’s frequent renter program which also accelerates the rental process by offering counter bypass services — Emerald Reserve Service and Emerald Club Aisle Service — which enable members to bypass the rental counter and proceed directly to their rental car.  The same traveler will find the return process quick and uncomplicated with the Handheld Return Service or the Rapid Check-In process at Enterprise and National branches. With these services, Return Agents will greet the traveler at the vehicle, record all necessary data on a handheld device and print a receipt on the spot.  At Enterprise off-airport locations, the vehicle return process may differ based on how Enterprise secures the vehicle return area. If the vehicle is left at a location for Enterprise to pick up, a receipt may be mailed, faxed, delivered, or accessed online. If the vehicle is returned to the branch location, a receipt will be generated immediately upon the closing of that rental agreement. Additionally, Emerald Club and Enterprise receipts are always available 24 hours per day online. |

* 1. Please describe your program’s options for after-hours returns, including staffing and monitoring. Please complete **Attachment I** Authorized Rental Location Form with the requested location-specific information.

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| For locations that do not have a secured lot, renters are required to return vehicles during business hours.  At locations offering Express Return service, the renter need only follow a few simple procedures when returning a vehicle to the National lot after hours:  Complete the Car Return Information in the Travel/RA folder, providing National with the odometer reading, date, time of return, and fuel tank level.  Lock the vehicle and place the keys and the contract into the Travel/RA folder.  Drop the folder in the Return box at the front of the counter.  After-hours returns may vary by location. Please contact the location directly for specific instructions.  Our rental station will email the customer a return document or if the customer prefers (and provides a fax number on the Travel/RA folder), we will fax the return document.  At Enterprise off-airport locations, the vehicle return process may differ based on how Enterprise secures the vehicle return area. If the vehicle is at the location after hours, a receipt may be mailed, faxed, delivered, or accessed online. For Enterprise renters, receipts are always available to print 24 hours per day at enterprise.com for any State traveler. |

* 1. Please describe the options for payment of tolls. For each option, please describe the scenario (*i.e. a reservation along multiple portions of the I-95 corridor)* in which that option would be most beneficial to the State.

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| Enterprise and National can provide your renters with multiple streamlined toll solutions in the U.S. and Canada. Our TollPass programs allow renters to bypass the cash toll lanes and use the quicker express lanes and open video tolling options on toll roads and highways. There are three types of service:  **TollPass Convenience Charge**. This option is based on the vehicle’s license plate, and covers unpaid tolls regardless of rental location.  Nothing to reserve or rent, tolls are automatically charged only when incurred  $3.95 to $4.95 per usage day, with a maximum charge of $19.75 to $24.75 per rental\*  Renters will incur TollPass charges only on days that they use toll roads. In contrast, our competitors apply toll charge fees for the entire rental period, even on days when the traveler does not use toll roads.  **TollPass Device – Over the Counter**. This option requires adding a transponder device at the counter or exit booth.  Available at locations in the Northeast U.S., as well as Oklahoma  $3.95 to $4.95 per usage day, with a maximum charge of $19.75 to $24.75 per rental\*  **TollPass Device** – Installed. This option is available when a vehicle has a transponder installed on the windshield.  Available at locations in the Northeast U.S.  Renters should follow instructions on device to activate transponder  $3.95 to $4.95 per usage day, with a maximum charge of $19.75 to $24.75 per rental\*  \*These fees do not include the cost of the actual tolls.  **TollPass Waiver**. This option requires a transponder device, and all tolls are included in the daily rate.  Available at Enterprise and National locations in Chicago  Waiver can be used only around the Chicago area (I-Pass roads)  Customers can reserve the device at the time of reservation through all booking methods  $7.99 per day at most home-city locations; $10.99 per day at Wrigleyville, Bucktown, Oak Park, Schiller Park, Stone Park, Downtown and Northwest Chicago home-city locations.  $10.99 per day at airport locations |

1. **Damage, Loss, and Repair**
   1. Please describe the process for notifying the State of any damage or loss of a vehicle rented under your program.

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| As soon as we are made aware of damage or loss of a vehicle, we will reach out to the designated contacts. |

* 1. Please describe your ability to replace damaged or lost vehicles with a different vehicle.

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| In most instances, we anticipate the ability to replace a damage or lost vehicle in a timely manner so that the traveler can continue their trip. This is subject to vehicle availability. |

* 1. Please describe your pre-rental and post-rental inspection processes, including all specific criteria.

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| **Rental Process**  Enterprise and National provide travelers with several rental processes based on levels of service and rental location accommodations. Our brands utilize industry-leading technologies and unique processes to give our renters a faster and more transparent rental transaction, dramatically evolving and enhancing the customer experience.​​​​​​​  · Counter bypass is available to Emerald Club members at more than 70 National locations across the United States and Canada. At these locations, renters proceed directly to the Emerald Aisle where they choose a vehicle from a selection of midsize and higher car classes. Regardless of the vehicle chosen, the renter will only pay the midsize rate. The National app’s Virtual Aisle feature extends similar efficiency and control over vehicle selection at locations where the Emerald Aisle is not available.  · LaunchPad tablets at Enterprise locations allow us to offer a mobile, digital rental experience that streamlines the rental process. Transactions are completed beside the vehicle, with no need for the renter to go to the counter — simply select any add-ons, swipe the credit card, sign, and go.  · Rental booths are situated in many National lots where counter bypass is not available. Emerald Club members can pick up the keys and be on the road quickly without visiting a rental counter in the airport.  ·Rental kiosks are positioned at most National airport locations.  · Counter check-in is required where these express services are not available. The traveler must stop at the counter to present identification and method of payment, then proceed to the rental lot where their designated vehicle will be ready.  **Return Process**  Travelers will find the return process quick and uncomplicated.  · Most airport locations provide expedited rental returns with Handheld Return Service or the Rapid Check-In process. With these services, Return Agents will greet the traveler at the vehicle, record all necessary data on a handheld device and print a receipt on the spot.  ·Enterprise locations utilize LaunchPad tablets to streamline the return process. A rental agent will inspect the vehicle with the traveler to verify fuel level and vehicle condition, then record all information within the tablet. |

1. **Liability and Insurance**
   1. Please describe which liability insurance option (as described in RFP Section 1.4.9) you will offer the State and the rationale for offering.

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| Under the proposed Agreement, Enterprise and National will extend third-party liability protection to the State of Indiana for rentals in the United States. Liability protection covers the renter and authorized drivers against claims (e.g., property damage, bodily injury, etc.) brought by third parties at the limits set forth in the Agreement.  This protection meets or exceeds the legal minimum financial requirement set by laws in all 50 states, the District of Columbia and Puerto Rico.  Your Agreement includes liability protection for business rentals only. The State travelers are free to select any rate available to them in the Agreement as long as the rental is conducted for business purposes only. |

* 1. Please describe the insurance offerings available to Authorized Users who rent vehicles for personal use.

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| At the time of rental, your renters have the option to purchase Personal Accident Insurance and Personal Effects Coverage (PAI/PEC) in most states.  PAI provides coverage for the renter and any passengers for bodily injury or accidental death, while PEC covers the renter's (and renter’s immediate family) and additional authorized drivers’ transported possessions, each within the limits set by the PAI/PEC agreements.  To file a claim, the traveler should call our Roadside Assistance department and request to fill out a Loss Damage Report. International coverage availability for personal effects varies by country; specific country policies are available upon request. Coverage levels and rates are dependent on the rate plan selected at the applicable rental location.  PAI/PEC is purchased over the rental counter only and is not included in the rental rate. |

1. **Billing and Invoicing**
   1. Please confirm your understanding of the State’s billing and payment requirements as described in Section 1.4.10.1 of the RFP.

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| Enterprise and National boast robust billing flexibility. In our current State program, we have different billing account numbers set up for each department with almost 100 set up and running presently. Your local team is incredibly familiar with the State’s billing and payment requirements with one team member specifically handling all of the State’s billing needs and inquiries. |

* 1. Please confirm your understanding of the State’s invoicing requirements as described in Section 1.4.10.2 of the RFP. Please provide example invoices.

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| As the State’s current provider, your account team is familiar with invoicing requirements with one team member specifically handling all of the State’s invoices. Examples can be provided upon request. |

* 1. Please describe what procedures are available to modify receipts, bills, or invoices, including manual corrections, and under what circumstance these procedures will be available.

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| In the event that an error is noted on a receipt, bill or invoice, please reach out to your Enterprise and National account team for assistance. |

1. **Roadside Assistance and Service Locations**
   1. Please describe how you will ensure that your proposed program will meet the requirements laid out in **Attachment F3** Required Service Locations.

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| We have filled out Attachment F3 as requested. |

* 1. Please provide a list of all service locations within the State of Indiana, including addresses and hours. Please specify which locations offer the return of vehicles outside of normal business hours.

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| Please refer to the attached State of Indiana location list in Att I - Authorized Rental Locations Form. |

* 1. Please provide a list of all airport service locations in North America.

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| We serve all major airports in the countries in which we operate. On average, more than 90 percent of these locations are "on-airport" locations. |

* 1. Please describe your roadside assistance and emergency response programs and how you will inform Authorized Users of the programs’ policies and procedures.

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| Customers in need of emergency road service may call a dedicated roadside assistance line. Instructions for contacting the roadside assistance line are included in the rental agreement provided at the counter. For Emerald Club members who choose to bypass the counter and proceed directly to the vehicle, the instructions will be located on the driver’s-side visor.​​​​​​​  Travelers using the Enterprise Rent-A-Car App and National Car Rental App also have the ability to press the Roadside button. This allows them to call 911 or be connected with our Roadside team for assistance with items such as flat tires or lockouts.  Enterprise and National will leverage its HERO platform to quickly and digitally dispatch a service provider. An Enterprise representative will take the call through this platform, confirm the safety and identity of the customer, locate where the breakdown has occurred, and request service. Roadside assistance is available 365 days a year, 24 hours per day. Assistance is available in multiple languages. |

1. **Authorized User and Driver Responsibilities**
   1. Please confirm your acceptance and understanding of who the State considers an Authorized User.

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| We understand and accept the State’s definition of Authorized User. |

* 1. Please describe how you will confirm that an individual making a reservation under this program is an Authorized User.

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| The rates in our proposal will apply to State employees on business travel, and properly identified business associates on business travel. Leisure rates will be offered separately. They need only book using the Account Number dictated by National or Enterprise.  At the time of reservation, the State employee should provide the company Account Number and associated credit card to ensure that contractual rates and provisions will be applied. If a traveler has previously rented from our brands, a travel profile has already been created and proof of employment will not be required. However, we reserve the right to confirm employment in the form of a business card, employee ID badge, or paycheck stub if at any time a renter’s employment status appears doubtful. |

* 1. Please describe your process for assigning account numbers to business units and individuals and how you will verify and update account numbers during the life of the contract.

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| We will assign account numbers as needed for each department of the State. These numbers will reside in our databases so that we can keep track of all rental data. |

* 1. Please describe the process for adding and removing individuals from a “do not rent” (or similar) list and how you will work with the State to ensure that such a list will not interfere with State business.

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| Customers can be added to the Do Not Rent (DNR) list for several reasons. These reasons may include, but are not limited to:   * Unpaid collections balances such as rental invoices or damage claims * Conversions or repossessions of an Enterprise Holdings vehicle * Police report or other evidence the rental vehicle was used to commit a crime * Evidence of fraud toward Enterprise Holdings * Customers who have reportedly threatened, harassed, or otherwise acted inappropriately toward our employees * Previous employees who may have been terminated for theft, fraud, or other egregious actions * Or for other contract violations.   Should a renter be placed on our Do Not Rent list in error, we will promptly remove any renter deemed to be innocent of the stated cause after a thorough review of the related incident.  If a payment issue is the cause of a renter to be placed on the DNR list, but is later resolved by receipt of said payment, the DNR Flag may be removed and the renter returned to authorized status at this time. Renters placed on the DNR list for other reasons may appeal the decision on a case-by-case basis. |

* 1. Please provide your standard Rental Agreement and the Rental Agreement for programs like the State’s (*if applicable)*.

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| Sample rental agreements have been provided as Appendix 4. Rental Agreement Example. |

1. **Implementation and Transition**
   1. Please describe your proposed transition and implementation plan, including timing, major milestones, anticipated Respondent staffing and level of effort, and anticipated State staffing and level of effort.

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| Enterprise and National are the State’s current providers, meaning that reimplementation will be smooth and seamless. |

* 1. Please describe how you will develop a training plan for State staff, including relevant examples if applicable.

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| We work personally with the State and its staff to device and implement a training program that addresses any needs. |

* 1. In addition to a standard training plan, please describe how you will develop custom training plans and training materials.

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| As mentioned, we offer specific training for State departments. We provide this service currently and intend to keep the program running under the State’s new contract. |

* 1. Please describe information regarding each car class available to Authorized Users making a reservation, such as pictures and specifications. Please provide a Rental Guide if available.

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| We have provided an example fleet guide as Appendix 3. Fleet Guide. |

* 1. Please describe your experience with implementation of your rental vehicle program with similar clients to the State of Indiana.

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| We have experience working with the State of Indiana, among other government clients. Throughout the years, we have devised a program alongside the State that includes hands-on training and the development of an account team that is familiar with the State’s contracts, provisions, and needs. This team will remain the same under a new contract. |

* 1. Please describe any potential risks or challenges in implementing your rental vehicle program with the State. Please describe your risk and challenge mitigation efforts.

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| As the State’s current provider, we do not anticipate any challenges reimplementing the program. |