

17	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b). a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	Service Provider Enterprise Fleet Management maintains a nationwide dealer network of over 17,000 dealerships, enabling us to source vehicles from any manufacturer to best support our clients individual fleet plans. Enterprise encourages use of 40,000+ Preferred Partners for the highest service quality and reduced downtime. Total network includes 90,000+ maintenance and repair shops nationwide, including dealers and National Account partners such as: Firestone, Michelin, Pep Boys, Tire Kingdom, Jiffy Lube, Valvoline Instant Oil Change, Goodyear, Discount Tire, and Grease Monkey. These partnerships provide customers with access to a nationwide network for routine maintenance and repairs beyond warranty coverage. This network allows us to: Secure competitive pricing and volume discounts Provide our clients an expansive network or options for maintenance, repairs and warranty. Arrange delivery options to clients as needed Vehicle upfitting Provide both new and used vehicles from existing inventory when needed We also maintain long-standing relationships with dealers to ensure consistent service and adherence to Enterprise standards. For Puerto Rico, all vehicles are priced based on dealer stock pricing, ensuring transparency and compliance with local market conditions. ASE-Certified Technicians: Review and negotiate repairs, ensuring quality and cost control Real-Time Maintenance Approvals: Electronic bid submission and approval thresholds to minimize downtime Warranty & Goodwill Assistance: Proactive warranty checks and manufacturer goodwill negotiations for out-of-warranty repairs Manage the full upfit process, leveraging established relationships with local and national vendors to ensure vehicles are delivered in a work-ready state. We proactively coordinate with vendors to have equipment ready for installation upon vehicle delivery, minimizing downtime and ensuring vehicles are ready for service as quickly as possible.
18	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	Enterprise Fleet Management, Inc. is a corporation duly incorporated under the laws of the State of Missouri and officially registered with the Missouri Secretary of State on August 11, 2008. In addition to its incorporation in Missouri, Enterprise maintains active registration with the Secretary of State in every U.S. state where business operations are conducted, ensuring full compliance with applicable state regulations. For Canadian operations, Enterprise holds a valid business license for each location and adheres to all provincial and municipal requirements. Furthermore, where applicable, Enterprise secures and maintains dealer licenses in accordance with local laws and industry standards. These measures reflect our ongoing commitment to regulatory compliance and operational integrity across all jurisdictions in which we operate.
19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	Enterprise Fleet Management, Inc. or any Enterprise Mobility does not have any current or past debarments or suspensions, we acknowledge it is our responsibility to disclose in writing to Sourcewell if we are debarred or suspended during the evaluation.

20	Describe any relevant industry awards or recognition that your company has received in the past five years.	True to our founder's business philosophy of taking care of customers and employees, we know that team members are crucial to our ability to provide a great customer experience. That's why we work hard to provide an engaging and diverse and inclusive workplace that gives all team members plenty of opportunity to thrive, grow and advance. It's also a workplace that's built on a strong and enduring set of values that guide all interactions with customers, communities and one another. We're pleased that those efforts have been widely recognized. This is just a sampling of the recognition we've earned (Note prior to October 2023 corporate awards were under Enterprise Holdings corporate brand): • Recognized by Automotive Fleet in 2024 as the largest fleet management provider in the U.S. • 2025 Gallup® Exceptional Workplace Award, Third Consecutive Year (Enterprise Mobility) • 2025 Gallup® Exceptional Workplace Award, Third Consecutive Year (Enterprise Mobility) • 2024 North American and EMEA Candidate Experience (CandE) Award (Enterprise Mobility) • 2024 Early Talent Award by Handshake® (Enterprise Mobility) • 2024 World's Top Companies for Women, Forbes® (Enterprise Mobility) • 2023 America's Best Employers for Veterans, Forbes (Enterprise Mobility) • 2024 America's Best Large Employers, Forbes (Enterprise Holdings) • 2024 National Intern Day Top 100 Internship Programs, Yello and WayUp (Enterprise Mobility) In 2024, Enterprise Fleet Management received the Pioneer Partner Award, demonstrating exceptional commitment, persistence, and influence as an awarded vendor. Since receiving this award, we have continued our expansive growth serving Sourcewell members.	*
21	What percentage of your sales are to the governmental sector in the past three years?	Enterprise Fleet Management is a privately owned family run business and does not release specific performance numbers to the public. Owned by the Taylor family of St Louis since 1957, Enterprise Fleet Management operates a network of more than 60 fully staffed offices, which manages a fleet of more than 1 million vehicles in the U.S and Canada. Enterprise Fleet Management provides services to thousands of public and private schools, colleges, universities, cities, counties, and other government entities nationwide to manage over 200,000 government vehicles. Over the past three years, over 20% of our clients have come from the government sector.	*
22	What percentage of your sales are to the education sector in the past three years?	Enterprise Fleet Management is a privately owned family run business and does not release specific performance numbers to the public. Owned by the Taylor family of St Louis since 1957, Enterprise Fleet Management operates a network of more than 60 fully staffed offices, which manages a fleet of close to one million vehicles in the U.S. and Canada. Enterprise Fleet Management provides services to hundreds of public and private schools, colleges, universities, cities, counties, and other government entities nationwide to manage over 200,000 government vehicles.	*
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	Enterprise Fleet Management partners with Sourcewell, TIPS, and E&I to provide cooperative purchasing solutions. As a privately held company, we do not disclose specific performance metrics publicly. However, Enterprise offers services through purchasing cooperatives to public and private schools, colleges, universities, cities, counties, and other government entities. Based on our most recent business review with Sourcewell, Enterprise Fleet Management accounts for over 97% of the total sales volume under this contract. Additionally, more than 60% of our government-sector clients have utilized a purchasing cooperative, with Sourcewell being the most commonly used option.	*
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	Enterprise Fleet Management, Inc. does not hold any contracts directly with the GSA.	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
County of St. Joseph	Galen Pelletier	(574) 315-0584	*
City of Miami Gardens, Florida	Caleb Gunter	(302) 530-9215	*
City of San Marcos	Chad Johnson	(760) 752-7550	*

Table 3: Ability to Sell and Deliver Solutions (150 Points)

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your

response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
26	Sales force.	Enterprise Fleet Management has an unparalleled salesforce, enabling year-over-year growth of the Sourcewell partnership and earning us the Sourcewell Pioneer Award. Each of our more than 60 Enterprise Fleet Management offices is fully staffed to handle all areas of our customers' fleet programs, including sales. EFM currently has over 1,000 field employees that are all dedicated to supporting our clients and delivering exceptional service and an additional 2,525 that support our field operations in departments like IT, Maintenance, Product, Compliance, etc. Key positions within the local offices include: Fleet Management Director • The director of the local leadership team who can assist in resolving escalated customer service needs regarding Sourcewell member' s fleet management services. Fleet Strategy Manager • Works with Client Strategy Manager to maximize resale/disposal of fleet vehicles ensuring maximum return on assets to members • Works with wholesalers nationwide to sell vehicles, maximize sales price on behalf of our clients and getting their proceeds as quickly as possible Maintaining relationships with local dealers to get members best pricing and vehicle availability throughout Finance Manager • A member of the local leadership team who can assist in resolving escalated customer service needs assist in implementing funding strategies regarding the entities fleet. Account Executive • Designs, reviews and implements fleet management programs • Supports the Client Strategy Manager in handling Sourcewell' s ongoing fleet needs Area Sales Manager • Provides a managerial oversight to the Account Executive and Client Strategy Manager and can provide additional support to the Sourcewell member as needed Client Strategy Manager • Implements fleet management programs specifically designed for Sourcewell member's • Reviews Sourcewell member' s Fleet Profile on a regular basis • Proactively forecasts vehicle replacement needs • Secondary point of contact for fleet related matters Account Fleet Coordinator • Primary contact for Sourcewell member' s fleet needs • Administers all day-to-day fleet-related matters • Works with Client Strategy Manager to provide turnkey fleet management • Works directly with Sourcewell member' s employees on fleet issues Additionally, Enterprise has a dedicated government team that works day in and day out supporting our local offices and our local teams. These folks have demonstrated a deep understanding of the government sector and ensure that clients are consistently meeting their fleet objectives. The assure compliance, due diligence and proper fleet strategies are proposed to each member. All in, Enterprise is uniquely positioned to maintain our leadership position supporting the government sector and providing value to the Sourcewell members. We have an unparalleled salesforce that allows for hands on fleet management and an ability to sit with local stake holders to develop, tweak and implement fleet strategies resulting in both financial and operational savings to our clients. Additionally, this illustrates that many of our employees live in the communities they serve.

27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	As the largest purchaser of vehicles in North America, Enterprise Fleet Management has the ability to source vehicles from nearly any manufacturer. Based on what is best for the client we can factory order directly from the manufacturer, acquire from dealer stock inventory or secure used vehicles from our existing inventory to meet client requirements. Enterprise Fleet Management maintains a database of over 17,000 dealers to facilitate vehicle delivery or out of stock needs. Unless otherwise specified, we begin our search with our preferred dealers with lowest fees and closest to the driver's location. Our goal is to secure the best overall value for all parties, leveraging volume discount opportunities whenever possible. We often work with the same dealers to ensure consistency and familiarity with Enterprise's standards and customer expectations. To ensure a smooth transaction, we provide dealers with detailed step-by-step instructions, including payment procedures. Our CD dealers are expected to: - Accept and inspect the vehicle for damage or missing equipment. - File claims and arrange necessary repairs if required. - Prepare the vehicle for delivery, including post-delivery inspection, cleaning, and installation of any equipment. - Deliver the vehicle promptly to the driver, provide excellent customer service, and demonstrate vehicle features. - Complete title and registration applications and install license plates or temporary tags. Our processes ensure compliance with competitive bidding requirements, cooperative purchasing agreements, and documentation standards. We maintain transparency in pricing, provide detailed invoicing, and follow all contract terms established by the awarding entity or cooperative purchasing program.
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28	Service force.	Enterprise Fleet Management has over 60 offices across North America, staffed by more than 1,000 sales professionals. These professionals conduct thousands of meetings each month, demonstrating how Enterprise Fleet Management's programs help government organizations optimize their fleets. As part of these demonstrations, our team consistently positions the Sourcewell cooperative contract as the most efficient way to implement fleet strategies. All sales professionals are trained to recommend cooperative purchasing contracts during the sales process to: Enterprise Fleet Management has over 2,500 employees in numerous departments to we can best support our clients needs. This teams number one priority is to maintain the highest levels of service in the industry and are measured closely in the Enterprise Service Quality Index. National Service Department Staff of approximately 250 professionals, including: 75+ Maintenance Coordinators for preventive maintenance, fluid services, brakes, and tires. 125+ Service Advisors for all types of repairs, from oil changes to major mechanical issues. 50+ Service Coordinators for towing, lockouts, jump starts, flat tire changes, and related services. Additionally, we offer Call Center Support with a single toll-free number for all customer support needs, including: Vehicle maintenance Roadside assistance Accident management The call center is staffed exclusively by Enterprise Fleet Management associates to ensure consistent service quality. Hours of Operation Maintenance Team: Monday–Friday: 6:00 a.m. – 9:00 p.m. CST Saturday: 7:00 a.m. – 4:00 p.m. CST Roadside Assistance Team: Monday–Friday: 5:00 a.m. – 9:00 p.m. CST Saturday: 7:00 a.m. – 4:00 p.m. CST After Hours: Roadside calls are routed to partner vendors. Roadside assistance is available 24/7. Supplier Network Enterprise encourages use of 40,000+ Preferred Partners for the highest service quality and reduced downtime. Total network includes 90,000+ maintenance and repair shops nationwide, including dealers and National Account partners such as: Firestone, Michelin, Pep Boys, Tire Kingdom, Jiffy Lube, Valvoline Instant Oil Change, Goodyear, Discount Tire, and Grease Monkey. These partnerships provide customers with access to a nationwide network for routine maintenance and repairs beyond warranty coverage. Compliance with Procurement Rules Enterprise Fleet Management adheres to all federal, state, and local procurement regulations. Our vendor network and service agreements are structured to meet competitive bidding and cooperative purchasing requirements. We maintain audit-ready documentation, including detailed invoicing and service records, to ensure transparency and accountability. All processes align with public procurement standards, mitigating risk and ensuring legal compliance.
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29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	Enterprise Fleet Management has a dedicated ordering team located at our corporate office in St. Louis, responsible for placing factory orders with all major manufacturers. We utilize advanced system tools and an internal database to transmit orders electronically between departments and most OEMs, ensuring accuracy and efficiency. In addition, this team works closely with the OEMs to secure the best applicable incentive for each client based on their needs often identifying additional savings opportunities by comparing incentives across channels. Our ordering team has direct access to: - Manufacturer ordering systems - Official ordering guides - Assigned manufacturer contacts for assistance with ordering, scheduling, and tracking inquiries - Access to OEM Brand and Technical Teams - OEM Incentive Guides and Contacts - Tracking Details to ensure effective communication on ordering status This streamlined process allows Enterprise to manage large volumes of factory orders effectively each day and maintain strong relationships with manufacturers for timely delivery and support.
30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	Enterprise uses a Service Quality index (SQi) to measure customer satisfaction for each of our brands. ESQi enables Enterprise to link our employees' career and financial aspirations to consistent and superior service levels with every customer. ESQi is one of the many ways in which we remind ourselves to put our customers' needs first. We also use our customer satisfaction data to monitor changing industry trends, needed enhancements, and local service issues to continually improve and distinguish our service from the competition. The result has been millions of satisfied Enterprise customers, thousands of successful employees, and a company that continues to grow. Customer Service Philosophy Our goal is to create lifelong relationships with all our Enterprise customers and to exceed expectations through superior customer service. Our founding values are one of the many ways in which we remind ourselves to put our customers' needs first. The result has been millions of satisfied Enterprise customers, thousands of successful employees, and a company that continues to grow. Founding Values Our founding values are a simple yet powerful set of beliefs that drives us and are how we hold ourselves accountable every day. Over the years we have formalized the values into a set of guiding principles that every employee can understand and embrace: • Our brands are the most valuable things we own. • Personal honesty and integrity are the foundation of our success. • Customer service is our way of life. • Our company is a fun and friendly place, where teamwork rules. • We work hard...and we reward hard work. • Great things happen when we listen...to our customers and to each other. • We strengthen our communities, one neighborhood at a time. • Our doors are open. In addition to our ESQi metric, our teams our measured and several on Service Key Performance Indicators such as response time, ensuring we are proactively meeting with and communicating with our clients as well as several others. At Enterprise, service is a way of life.
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	Enterprise Fleet Management provides local sales support through more than 60 offices across North America, staffed by over 1,000 trained sales professionals. These teams conduct thousands of meetings each month to help government organizations optimize their fleets and consistently position the Sourcewell cooperative contract as the most efficient procurement solution. By recommending cooperative purchasing during the sales process, our professionals streamline procurement, reduce administrative burden, and enhance the overall customer experience.
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Enterprise Fleet Management is fully capable of providing our complete range of fleet management services to Sourcewell member agencies in Canada and has over 100 government agencies already partnered in Canada and growing. We currently operate four dedicated teams within Canada to support local clients. While our services are broadly available, some geographical limitations apply in certain regions of Canada. Our Canadian teams include French-speaking account managers and customer service representatives to ensure clear communication and compliance with local language requirements. All documentation, contracts, and client communications can be provided in both official languages upon request. Enterprise remains committed to delivering consistent, high-quality service across all areas where coverage is available, while meeting language and regulatory requirements.

33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Enterprise Fleet Management is dedicated to providing comprehensive service coverage throughout the United States and Canada. While most regions are supported by a local Enterprise office, remote areas are serviced by the nearest available location to ensure continuity. Regardless of geographic challenges, Enterprise remains fully committed to collaborating with Sourcewell participating entities to identify effective solutions and deliver the highest level of service and support, no matter the location.	*
34	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	We provide comprehensive fleet management services to hundreds of public and private schools, colleges, universities, cities, counties, and other government entities nationwide. Our extensive infrastructure and experienced teams allow us to deliver personalized, local support while leveraging national resources for cost efficiency and operational excellence. Enterprise Fleet Management is committed to helping government organizations optimize their fleets through proven strategies, compliance with procurement regulations, and industry-leading service standards.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	Enterprise Fleet Management currently has leased vehicles in Hawaii, Alaska, and Puerto Rico. We operate in full compliance with local laws and statutes in these regions. All vehicles leased in Puerto Rico are priced based on dealer stock pricing to ensure transparency and adherence to local market conditions as factory ordering is not generally available by the OEM's into Puerto Rico Enterprise Fleet Management is committed to providing consistent, compliant, and high-quality service across all regions where coverage is available.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	As previously demonstrated, with over 97% of the spend in this category and recognition as a Sourcewell Pioneer Partner Award recipient, Enterprise Fleet Management's ability to market and grow this contract is unmatched. Our marketing and outreach efforts have resulted in triple-digit growth for Sourcewell, and we continue to dedicate resources and emphasize this partnership. Enterprise Fleet Management will continue to collaborate with Sourcewell to develop a customized marketing strategy that leverages our extensive sales infrastructure across North America. Our scale and resources allow us to respond quickly to increased demand and ensure maximum program visibility. Enterprise's approach ensures broad awareness, proactive engagement, and measurable results, driving adoption and delivering value to Sourcewell members. Our marketing strategy for promoting this opportunity focuses on a full-funnel, multi-channel approach tailored to government agencies: Dedicated Landing Page: A government-specific page with a clear call-to-action to capture interest and drive engagement. Targeted Campaigns: Performance-driven media buys and social campaigns aimed at prospective government clients. Email Nurture Programs: Ongoing email nurture campaigns to educate and convert leads over time. Cross-Channel Visibility: Promotion of the partnership on the Enterprise website, which attracts millions of visitors annually, ensuring broad exposure. Involvement at Tradeshows and National Associations: Enterprise is an active member in many National Assoc and trade shows i.e. National League of Cities, Government Finance Officers Assoc, etc. This integrated strategy combines digital advertising, social engagement, and content-driven tactics to maximize awareness and lead generation within the government sector.

38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	We leverage technology and digital data extensively to enhance marketing effectiveness across the entire funnel: Targeted Media Campaigns: We run an “always-on” digital media buy that uses algorithms to reach B2B C-suite and executive decision-makers in key industries. Ads are placed across major platforms (i.e. LinkedIn, Meta, Gmail, Newsweek, etc.) and retarget visitors who engage with our site but don't convert. Search Engine Marketing (SEM): We actively bid on high-value category keywords (e.g., fleet management terms) and brand keywords to ensure visibility at the top of search results. We also monitor competitor keyword strategies to optimize performance marketing. Search Engine Optimization (SEO): We create content (articles, white papers) aligned with trending search terms to improve organic rankings and maintain organic, non-paid visibility. Business Listings: We maintain and pay for local business listings to capture location-based searches, giving us a competitive edge over competitors with fewer offices. Data-Driven Optimization: We track performance metrics like Marketing Qualified Leads, new accounts, fleet size, and potential. Insights from these data points guide continuous optimization of ad placements and keyword strategies. Sales Enablement & CRM Integration: We use Salesforce and Pardot for compliant email campaigns and nurture programs, supporting both new account growth and current client engagement. In short: Our approach leverages integrated, cross-channel marketing activations—combining advanced targeting, retargeting, keyword bidding, SEO, and data analytics—to drive brand awareness, consideration, and lead generation while supporting sales growth. Additionally, as the leading fleet management company in the U.S., Enterprise Fleet Management executive leaders consistently share expertise by speaking at industry events and with media. Subject-matter experts are regularly featured in Automotive Fleet, Government Fleet, and other trade publications given the organization's position in the industry. For example, Enterprise recently published the whitepaper “Winning Strategies for Driving Down Costs and Maximizing Value in the Public Sector” alongside the article “Supercharge Government Fleet Operations with Breakthrough Flexibility,” which achieved 37.7K impressions through Smart City's digital channels. Enterprise Fleet Management also works with customers to generate media coverage about new partnerships and initiatives. For example, Enterprise Fleet Management partnered with the City of South Pasadena to announce the nation's first all-electric police fleet, earning coverage in top tier media publications, including Fox Business, Los Angeles Times, POLITICO, as well as pick up from the Associated Press.
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39	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	We expect Sourcewell to maintain an unbiased recommendation of the awarded contracts in this category allowing us to illustrate why Enterprise Fleet Management is the market leader and provides the best value proposition to its members. We expect Sourcewell to continue to promote and assist in answering specific questions from Sourcewell members regarding contract utilization and how to utilize the awarded contracts effectively. We expect Sourcewell to continue to maintain collaborative relationship with Enterprise to resolve issues promptly, encourage innovation, and ensure consistent compliance, quality and service. As a result of earning this RFP, we will continue to make sure that are of our government sector clients are aware of this contract and its details. We will continue to train and ensure that our 60 fully staffed offices across North America are trained to recommend cooperative purchasing contracts to eligible entities during the sales process to ensure a more efficient and timelier implementation. Our teams receive in-depth training on how these contracts work and the benefits of utilizing them over other procurement options. Additionally, we will continue to promote the contract as part of our public sector marketing efforts. Enterprise Fleet Management expects Sourcewell to maintain an impartial stance in recommending awarded contracts within this category, enabling us to demonstrate why EFM is the market leader and delivers the strongest value proposition to its members. We also anticipate Sourcewell's continued support in promoting the contract and assisting members with questions regarding utilization and best practices. We look forward to sustaining a collaborative relationship with Sourcewell to resolve issues promptly, foster innovation, and ensure consistent compliance, quality, and service. Following this award, Enterprise will continue to ensure that government-sector clients are fully informed about the contract and its benefits. Our 60+ fully staffed offices across North America will remain trained to recommend cooperative purchasing agreements during the sales process, ensuring efficient and timely implementation. Each team receives in-depth training on contract terms and the advantages of cooperative procurement compared to other options. Additionally, we will continue to incorporate this contract into our public-sector marketing strategy. As a current Sourcewell-awarded vendor, Enterprise has consistently delivered exceptional results—holding more than 97% of category spend and ranking among Sourcewell's top contracts. Our goal is not only to maintain this success but to identify new opportunities to enhance and expand the program.
40	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	Enterprise Fleet Management provides a tailored ordering and procurement process for each Sourcewell member agency to ensure alignment with their unique needs and objectives. Our Approach Includes: Dedicated Account Teams: Each member agency is assigned a local account team that will meet directly with the agency to understand specific requirements. Customized Vehicle Menu: Based on these discussions, we create a menu of vehicle options that the member can utilize for ordering, including available makes, models, and configurations. Transparent Quoting Process: After selections are finalized, Enterprise provides a detailed quote for each vehicle category, which must be reviewed and approved by the agency's authorized signer before the order is placed, this accomplished via Docusign simplifying the process for Sourcewell members and maintaining accurate ordering. Compliance with Procurement Rules Enterprise Fleet Management adheres to all federal, state, provincial, and local procurement regulations throughout the ordering process. All processes align with public sector requirements, mitigating risk and ensuring legal conformity for member agencies. This approach ensures accuracy, transparency, and compliance, while delivering a streamlined experience for Sourcewell members.

Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *
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41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	Training and Onboarding clients is a priority for Enterprise Fleet Management as we want to ensure that they are maximizing the return on the services in which they are enrolling in. Below are examples of our Training and Onboarding plan: Implementation Plan Our implementation approach is designed to ensure a smooth, efficient, and fully supported transition for Sourcewell and its drivers. A dedicated local account team will take full ownership of the implementation process, managing all aspects from planning to execution. Training and Onboarding Services We will provide and host all driver training and onboarding services, including: - Live and recorded webinars - Conference calls for Q&A and support - Printed training materials - Online instructional videos - Additional customized resources as needed These services are tailored to Sourcewell's specific requirements and the unique needs of your drivers. Our team will work closely with you to review all available options and develop a clear, customized implementation roadmap. This ensures alignment with your goals and minimizes disruption to your operations. Cost and Support There are no additional costs for implementation and transition services. These are included as part of our standard service offering. Our goal is to make the process as easy and effective as possible, laying the groundwork for a successful long-term partnership. Post-Implementation Support Following implementation, our team remains actively engaged to ensure continued success and optimal performance of the program. Post-implementation support includes: Dedicated Account Management: Your local account team will continue to serve as your primary point of contact, providing ongoing guidance and support. Driver and Staff Assistance: We offer continuous access to training resources, including refresher webinars, updated materials, and on-demand video content. Performance Monitoring: We will regularly review program metrics and user feedback to identify opportunities for improvement and ensure alignment with your goals. Issue Resolution: Our support team is available to promptly address any questions, concerns, or technical issues that may arise. Program Optimization: As your needs evolve, we will work with you to adjust and enhance the program, ensuring long-term value and satisfaction. All post-implementation support services are included in our standard offering at no additional cost, reinforcing our commitment to a successful and lasting partnership. When applicable we will leverage our third party partners as experts for additional training, such as OEM, Telematics, Fuel etc.
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42	Describe any technological advances that your proposed Solutions offer.	Since 2015, Enterprise has invested over \$500 million in information technology (IT) solutions to better serve its customers. This includes the launch of a mobile app and customer login website, making it more convenient for companies, government agencies and organizations to monitor and manage all aspects of their fleets on the go. Like the rest of our organization, our technology focus is to provide our customers and employees with the information and tools they need to be successful. We set our budgets and project priorities to accomplish this goal, all while trying to keep costs at a reasonable level. We examine input from our customers, Client Advisory board, field team, and corporate personnel to determine the list of projects to pursue. Our website and mobile app remain a top priority to ensure a great customer experience, and we continue to invest in adding new features and capabilities. A significant modernization of the customer website is also planned to start in late 2025. Our current roadmap is highlighted below and share's recent enhancements, as well as an outlook to our investment over the next 24 months. Summer to Winter 2025: - Mobile App Design Update – Updated look and feel to the mobile app design. This update includes performance updates and new language support for Spanish and French Canadian. - Digital Glovebox – Allow storage and management of key documents such as vehicle insurance via the website and mobile app. - Vehicle Order Tracker - Knowing where your vehicle order is in the process is key to your business. Customers will soon be able to monitor and track their vehicle orders from ordering a vehicle, adding aftermarket equipment, to estimated time for delivery. - Integrated Fuel card ordering & management within the current EFleets website in collaboration with WEX. Future Investment within 24 Months: - Modernized digital experience with new capabilities, simplifying reporting and supporting critical tasks for customers. - Integrated connected vehicle technology with vehicle health and maintenance dashboards supporting both ICE and EV vehicle types. - Advanced maintenance tracking as well as maintenance authorization, scheduling, and other self-service capabilities.
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43	Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	Green Initiatives and Environmental Stewardship Enterprise Fleet Management is deeply committed to sustainability across its operations, services, and partnerships. Our environmental initiatives are designed to support our customers' sustainability goals while reducing the overall ecological footprint of fleet operations. These efforts span fleet optimization, carbon accountability, facilities management, and corporate social responsibility. Fleet Optimization and Vehicle Cycling Enterprise helps customers make environmentally responsible decisions through data-driven fleet management. By analyzing emissions, fuel efficiency, and lifecycle costs, we enable smarter vehicle cycling that reduces environmental impact. Emissions tracking and reporting Fuel efficiency analysis Remediation cost evaluation Support for low-emission and fuel-efficient vehicle selection Carbon Reporting and Offsets Enterprise simplifies emissions benchmarking and offers verified carbon offset solutions through: TerraPass – A third-party partner investing in renewable energy and carbon reduction projects Certifying Agencies: Verified Carbon Standard (VCS), Climate Action Reserve (CAR) Enterprise Holdings Foundation matches a portion of each customer's offset purchase to amplify impact Energy and Facilities Management Our corporate headquarters in St. Louis, Missouri, reflects our commitment to sustainable building practices: LEED Gold Certification in 2012 from the U.S. Green Building Council Built on previously developed land to minimize environmental disruption Low-flow fixtures reduce water usage by 46% LED lighting reduces electricity usage by 56% 92% of construction waste recycled or repurposed Corporate Social Responsibility (CSR) Enterprise Fleet Management, as an affiliate of Enterprise Holdings, supports long-term community growth and environmental sustainability through: Promotion of alternative fuels and mobility solutions Increased access to fuel-efficient vehicles Resource-efficient operations and waste minimization Carbon offset programs for vehicle leasing and rental Support for local and global philanthropic initiatives Disaster relief and community development efforts Our CSR Governance Council oversees a robust set of policies, including: Carbon Offsets Duty of Care Supplier Code of Conduct Human Rights Safety Recalls Workplace Ethics Equal Opportunity Employment Founding Values Privacy and Safe Harbor Subsidiary and Franchisee Sustainability Standards Sustainable Maintenance Programs We take a practical approach to sustainable transportation by focusing on small changes that make a big impact: Recycling and repurposing materials Comprehensive vehicle maintenance to reduce waste and costs Responsible material management Windshield recycling Use of water-based paints Re-refining oil and recycling filters Tire repurposing License plate renewal practices Prioritization of fuel-efficient vehicles
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44	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	Third-Party Sustainability Certifications and Eco-Labels 1. LEED Gold Certification (2012) one year certification to recognize our energy-efficient design. Certifying Agency: U.S. Green Building Council Scope: Enterprise Fleet Management's corporate headquarters in St. Louis Details: Recognized for energy-efficient design, water conservation, LED lighting, and recycling of construction waste. This is the second-highest level of LEED certification available and reflects a strong commitment to sustainable building practices. 2. Verified Carbon Offsets Certifying Agency: TerraPass (partnered with Verified Carbon Standard and Climate Action Reserve) Scope: Carbon offset programs offered to customers Details: Enterprise helps customers offset fleet emissions by investing in renewable energy and carbon reduction projects. The Enterprise Holdings Foundation matches a portion of each customer's offset purchase. 3. ISO 14001 (Enterprise Holdings sustainability practices) Certifying Agency: International Organization for Standardization (ISO) Scope: Environmental Management Systems (EMS) Details: ISO 14001 provides a framework for improving resource efficiency, reducing waste, and ensuring environmental compliance. While not explicitly listed for Enterprise Fleet Management, it is commonly adopted by large organizations with sustainability programs. 4. Cradle to Cradle Certified (Referenced in sustainability resources) Certifying Agency: Cradle to Cradle Products Innovation Institute Scope: Life-cycle design and product sustainability Details: This certification is relevant for evaluating products based on material health, reuse, renewable energy, water stewardship, and social fairness and not applicable to our services. Enterprise Mobility annually submits to leading ESG platforms to benchmark and improve our sustainability performance. We maintain a "Fast Mover" designation with EcoVadis, reflecting our proactive approach to sustainability, and currently hold a strong SAQ score of 83. Additionally, we report to CDP, where we have achieved a score of C, demonstrating our commitment to transparency and continuous improvement in climate-related disclosures. Additional information on our sustainability platform can be found on our mobility website. https://www.enterprisemobility.com/content/dam/enterpriseholdings/marketing/our-impact/sustainability/esg-report/esg-report-fy24.pdf
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45	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	Enterprise Fleet Management offers a suite of solutions uniquely positioned to serve Sourcewell participating entities. Our approach combines deep industry expertise, national infrastructure, and a customer-first mindset to deliver unmatched value. Key differentiators include: 1. Fleet Expertise and Scale As part of Enterprise Holdings, we manage and operate over 1.85 million vehicles globally, giving us unparalleled insight into: Industry trends and regulatory changes Vehicle recalls and manufacturer updates Residual values and model enhancements This scale allows us to bring proven strategies and real-time market intelligence to Sourcewell members. 2. Nationwide Infrastructure and Local Support With over 60 fleet management offices nationwide and over 1,000 field employees, our local account teams provide personalized, face-to-face service. This proximity ensures responsive support and tailored solutions for each participating entity. Our people are part of developing, implementing and enhancing fleet strategies for our clients and are often asked to speak, present and be present at council meetings, board workshops, etc. 3. Total Cost of Ownership (TCO) Optimization We apply our internal fleet management expertise to help Sourcewell members reduce costs across: Acquisition Maintenance Fuel Depreciation Resale Our data-driven approach ensures decisions are made with full visibility into cost impacts. We help our clients identify the right vehicles for the application at the best cost and also ensure that they are properly using the assets often facilitating disposal of under utilized assets. 4. Logistics and Operational Efficiency Enterprise's experience in managing its own fleet logistics—vehicle pickup, delivery, and movement—translates into faster, more efficient service for our clients. We understand the operational challenges and solve them proactively. 5. Vehicle Resale and Remarketing Our nationwide network of remarketing professionals and offices allows us to maximize resale value through the most effective channels. We invest more in this area than any competitor, ensuring optimal returns for Sourcewell entities. This allows us to avoid auctions where often returns are less and fees come with that service. 6. In-House Claims and Subrogation Services As a self-insured company, Enterprise has dedicated in-house teams managing physical damage claims and subrogation. This internal expertise leads to faster resolution, reduced costs, and better outcomes for our clients. 7. Additional services available to Sourcewell Members Enterprise Mobility is an awarded vendor under the category "Near-new vehicle purchasing" allowing access to sourcewell members to purchase pre-owned vehicles at a discounted rate. Through Enterprise and National, we provide a comprehensive industry-leading business rental program Public-Sector pricing available through our mobility experts https://www.enterprise.com/en/business-car-rental/publicsector.html
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46	Describe in detail any facilitation or support services offered when OEM warranty work is required for vehicle acquired via your offering.	Warranty and Repair Support Enterprise Fleet Management partners with a network of national account providers to offer nationwide warranties and corporate-level support for vehicle repairs. Warranty coverage varies based on the type of repair and the parts used, but our process ensures that customers receive the maximum benefit available. Our ASE-certified technicians are trained to identify potential warranty opportunities by reviewing each vehicle's service and repair history. When repairs fall just outside of standard warranty coverage, our team refers the vehicle to the dealer. In many cases, our National Service Department can pursue goodwill assistance from the manufacturer to help cover eligible repairs. This proactive approach ensures that Sourcewell participating entities receive the most cost-effective and comprehensive support possible throughout the lifecycle of their fleet. Enterprise Fleet Management takes a proactive approach to helping clients minimize repair costs, especially when vehicles are just outside of standard warranty coverage. The goodwill assistance process involves the following steps: Warranty Review by Technicians Enterprise's ASE-certified technicians carefully review each vehicle's service and repair history to identify potential warranty coverage. This includes checking for manufacturer warranties and extended coverage options. Referral to Dealer for Out-of-Warranty Repairs If a repair falls just outside the warranty period, the vehicle is referred to the appropriate dealership for further evaluation. Engagement of National Service Department (NSD) Enterprise's National Service Department steps in to advocate on behalf of the client. They work directly with the manufacturer to request goodwill assistance—a discretionary coverage offered by manufacturers for repairs that are no longer under warranty but meet certain criteria (e.g., low mileage, consistent maintenance history, recent warranty expiration). Negotiation and Approval The NSD leverages Enterprise's strong manufacturer relationships and repair data to negotiate coverage. If approved, the manufacturer may cover part or all of the repair cost, reducing the financial burden on the client. Client Notification and Repair Coordination Once goodwill assistance is secured, Enterprise coordinates the repair and communicates the outcome to the client, ensuring transparency and minimal downtime. This process reflects Enterprise's commitment to cost savings and customer advocacy, helping Sourcewell participating entities get the most value from their fleet investment.
47	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.).	Key Performance Indicators Enterprise Fleet Management measures performance through a variety of metrics designed to reduce total cost of ownership and improve operational efficiency for our clients. For Sourcewell members, our goal is to deliver measurable savings and strategic value across all aspects of fleet management. We focus on the following areas to drive results: Active vehicle lifecycle management to reduce fuel and maintenance expenses Annual benchmarking of fuel and maintenance spend to identify cost-saving opportunities Vehicle comparison analysis to recommend models with the best total cost of ownership Proactive fleet planning and forecasting to increase equity at disposal Continuous resale market review to determine optimal disposal timing and method Resale performance tracking against industry benchmarks to ensure competitive returns Incentive program management to reduce acquisition costs Vehicle application review to "right-size" fleet based on operational needs Driver and administrator feedback analysis to enhance satisfaction and usability Enterprise Fleet Management Performance Savings KPIs \$97 million in total maintenance and repair savings \$96 million in manufacturer incentives passed directly to customers \$30 million in negotiated repair savings, with 20–40% discounts on parts and labor through our network of 90,000 partner shops 109% resale performance compared to Black Book's Commercial Vehicle Index (CVI), exceeding industry standards Additionally, we measure and monitor several Customer Service KPI's like our ESQI scores to ensure that we are proving our clients the best experience in the industry.

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment
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48	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or resellers if available. Select all that apply.		☒ Yes ☐ No	While we do not hold any certifications, Enterprise Fleet Management is proud of its legacy as a veteran-founded and woman-led organization—an identity that reflects our deep commitment to service, leadership, and inclusion. The company was founded in 1957 by Jack C. Taylor, a decorated U.S. Navy fighter pilot who served aboard the USS Enterprise during World War II. Inspired by the values of integrity, discipline, and teamwork he learned in the military, Jack named the company after the aircraft carrier and built it on the principle: "Take care of your customers and employees first, and profits will follow." [en.wikipedia.org] Today, Enterprise Fleet Management is led by Chrissy Taylor, the third generation of the Taylor family and one of the most prominent female CEOs in the global transportation industry. Chrissy began her career as a management trainee and rose through the ranks, holding 17 different positions before becoming President & CEO in 2020. Under her leadership, the company continues to innovate, expand its sustainability efforts, and champion diversity across its operations. This unique combination of military heritage and female executive leadership sets Enterprise Fleet Management apart in the industry and aligns with the values of Sourcewell participating entities that prioritize integrity, service, and inclusive representation. Enterprise Fleet Management is deeply committed to the principles of equal employment opportunity (EEO) and affirmative action (AA). These values are embedded in our company culture and communicated through: Our employee handbook Mandatory companywide diversity training Prominent postings in all branch offices nationwide We actively promote diversity, equity, and inclusion across our workforce and supplier relationships, and we are proud of our veteran ownership and woman leadership history, which reflect our dedication to representation and opportunity. Support for Small Business Enterprise (SBE) & Minority and Women Business Enterprise (MWBE) Enterprise Fleet Management takes a proactive approach to engaging and supporting SBE/MWBE vendors through the following initiatives: Identifying opportunities for certified SBE/MWBE vendors to provide goods and services Outreach efforts, including letters to interested vendors encouraging proposals and maintaining a log of all communications Encouraging certification for eligible vendors and assisting with bonding, credit, and insurance requirements Negotiating in good faith with all interested and certified SBE/MWBE vendors Membership and support of local and national minority, women, and small business organizations Advertising in DBE-focused publications to attract qualified vendors Encouraging drivers to utilize DBE and M/WBE vendors for maintenance and repair services based on operational needs Enterprise and its affiliate, National, are active members of numerous local and national programs, including: National Minority Supplier Development Council (NMSDC) affiliates Ethnic chambers of commerce National Association of Women Business Owners (NAWBO) chapters Women's Business Enterprise National Council (WBENC) regional chapters Urban League chapters These efforts reflect our ongoing commitment to building inclusive partnerships and promoting economic opportunity for underrepresented groups.
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49		Minority Business Enterprise (MBE)	☐ Yes ☒ No	N/A	*
50		Women Business Enterprise (WBE)	☐ Yes ☒ No	N/A	*
51		Disabled-Owned Business Enterprise (DOBE)	☐ Yes ☒ No	N/A	*
52		Veteran-Owned Business Enterprise (VBE)	☐ Yes ☒ No	N/A	*
53		Service-Disabled Veteran-Owned Business (SDVOB)	☐ Yes ☒ No	N/A	*
54		Small Business Enterprise (SBE)	☐ Yes ☒ No	N/A	*
55		Small Disadvantaged Business (SDB)	☐ Yes ☒ No	N/A	*
56		Women-Owned Small Business (WOSB)	☐ Yes ☒ No	N/A	*

Table 6A: Pricing (400 Points, applies to Table 6A, 6B, 6C, 6D, 6E)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
57	Describe your payment terms and accepted payment methods.	Payment Terms Standard payment terms are Net 30. Payment Options Enterprise Fleet Management offers multiple convenient payment methods for Sourcewell participating entities: Direct Debit: Automatic withdrawal on the 20th of each month. One-Time ACH: Payments can be initiated via phone or email. Check: Payments may be mailed or sent via overnight delivery. Wire/ACH Push: Can be arranged through Enterprise's designated banking partner.



58	Describe any leasing or financing options available for use by educational or governmental entities.	Your local Enterprise Fleet Management team will collaborate with you to customize lease terms and deliver the most cost-effective solutions tailored to your operational needs. Enterprise offers four primary funding options: 1. Open-Ended Equity Lease A flexible solution ideal for organizations needing adaptable vehicle lifecycle funding. Key features include: No early termination penalties—vehicles can be returned at any time Payoff amount always applies; equity from vehicle resale can be applied to future leases If the resale value is less than the payoff, the difference is billed to the agency No mileage restrictions or wear-and-tear charges Improved cash flow and flexible financing Ownership rights retained by the agency Lease terms based on actual vehicle usage, not fixed timelines This lease finances the difference between the vehicle's purchase price and a conservative Reduced Book Value (RBV), based on anticipated market value. Agencies pay only for the time the vehicle is in use, improving budget flexibility. 2. Closed-End Lease Designed for low-mileage drivers, this option offers: Lower monthly payments Fixed lease terms (terms and miles) No residual risk at lease end. Simply turn the vehicle in 3. Prepaid Lease Ideal for entities seeking interest savings: All lease payments made upfront Access to discounted interest rates Simplified budgeting 4. Open-Ended Lease Finance For entities preferring vehicle ownership Leases are written down to a zero book value allowing for easier transfer of ownership at term if desired Suitable for long-term asset retention Service Charge and any pass through LTT fees are applicable for Title Lease Term Flexibility Enterprise offers lease terms ranging from 12 to 60 months for all vehicle classes and up to 72 months on specialty vehicles. While initial terms do not exceed 60 months Open-Ended Leases can be extended: Continue month-to-month until the RBV is fully paid Pay off the RBV at 60 months Extend for an additional term Once the vehicle Reduced Book Value is fully satisfied, Sourcewell members can keep on Enterprises books for the original management fee
59	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	We have attached our sample contracts.
60	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	We cannot accept a P-card payment at this time.



61	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	Inclusive, Upfront Pricing Enterprise Fleet Management understands the challenges of calculating both direct and indirect fleet costs. That's why we provide transparent, inclusive pricing upfront, along with predictive cost tools to help Sourcewell participants plan effectively for fleet expenses throughout the year—and beyond. Integrity and Transparency We prioritize clarity and trust. Our contracts are straightforward, with no hidden fees. Your dedicated Client Strategy Manager will offer honest, data-driven recommendations tailored to your needs. You'll also have full access to the same fleet data via our Client Website, ensuring complete visibility and collaborative decision-making. Flexible Financing Options Enterprise offers a range of leasing and financing solutions to meet diverse operational and budgetary needs, including: Open-End Lease Closed-End Lease Prepaid Lease Self-Funded Programs We work closely with each client to identify the best-fit financing structure and adapt to evolving requirements.
62	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	Manufacturer Discounts & Capitalized Cost Enterprise Fleet Management leverages its national purchasing power to secure significant discounts for Sourcewell members. Discounts typically range from 5% to 25% off the Manufacturer's Suggested Retail Price (MSRP). For example: MSRP for a Ford Explorer: \$36,540 Delivered Price: \$31,232 Savings: Approximately 15% In some cases, manufacturers may also offer free optional equipment, providing additional value and cost savings when available. Capitalized Cost is calculated as: Factory Invoice Price Minus manufacturer-provided incentives Minus any applicable advertising fees This pricing structure ensures transparency and maximizes value for Sourcewell participants and as the largest purchaser of vehicles in North America, we leverage our OEM relationships to ensure the best solutions are offered to our sourcewell members.
63	Describe any quantity or volume discounts or rebate programs that you offer.	Incentive Management & Ancillary Discounts Enterprise Fleet Management works diligently to secure the best available incentives for Sourcewell members through: A dedicated team of incentive analysts at our operations headquarters Strong partnerships with manufacturers and relationships with dealers Ongoing collaboration with manufacturer zone representatives Our team actively tracks a wide range of incentives and maintains a comprehensive database that compares these against standard fleet, association, and upfit incentives. This allows us to identify and apply the most advantageous offers for each client. In some cases, manufacturers provide exclusive incentives to Enterprise that are not available through other channels. These are applied strategically to maximize savings for Sourcewell participants. For ancillary programs such as Full Maintenance and Maintenance Management, Enterprise passes through additional discounts on parts and labor, further enhancing cost efficiency. Volume/High Quantity discounts from Enterprise Fleet Management are also available to Sourcewell members based on individual member needs

64	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Enterprise Fleet Management provides comprehensive support for sourcing and installing aftermarket equipment. Enterprise will provide a quote for each sourced product that will include any discounts that Enterprise receives. We do not mark-up any quotes or charge for coordinating supply or installation - this is a part of Enterprise's standard service and additional value added service to our clients. Enterprise Fleet Management will coordinate the up-fit of any needed aftermarket equipment such as toolboxes, lights, signage, service bodies etc. We have established relationships with local and national vendors that supply these items and will deliver the equipment in a work-ready state. Enterprise will plan ahead with vendors to have equipment ready for installation once the ordered vehicles are delivered to ensure that the vehicles are ready for service as soon as possible. Enterprise will negotiate on behalf of the member agency to leverage volume discounts and deliver the lowest possible price on any needed equipment. The equipment can be billed up front or capitalized as a part of the lease structure. In both scenarios, the member will own the equipment at the conclusion or termination of the lease. Enterprise is able to sell customer-owned units as an additional benefit if the end user signs our consignment agreement. We have included a sample consignment agreement. Another example of Enterprise Fleet Management's open source at cost is vehicle electrification. In the event that a client wants to electrify their fleet, we do not markup vehicle chargers or installation, we introduce them to our national partners and allow them access to the services at no markup.	*
65	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	Vehicle registration fees, as applicable based on end user, are passed through directly to the end user without markup. All other costs are addressed within Enterprise's inclusive pricing structure provided in the RFP response.	*
66	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Enterprise Fleet Management typically arranges for vehicles to be delivered to the dealer closest to the end user, allowing for convenient pickup. Alternatively, Enterprise can coordinate delivery through the dealer or Enterprise personnel. Delivery charges may apply, depending on distance and other logistical factors.	*
67	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Enterprise Fleet Management maintains a broad network of dealerships and local personnel across supported regions. This includes staff from Enterprise Fleet Management offices and affiliated Enterprise Rent-A-Car and National Car Rental locations. These resources are available to assist with vehicle delivery and pickup, ensuring efficient logistics and responsive service for Sourcewell member agencies.	*
68	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Enterprise Fleet Management employs one of the largest driver teams in the industry, enabling efficient coordination of vehicle pickups, deliveries, and transfers. With a global fleet of 1.85 million units operated in partnership with Enterprise Holdings, we manage logistics daily, giving us deep expertise and agility in navigating complex delivery scenarios for our fleet customers.	*



69	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	Enterprise Fleet Management enforces compliance through a combination of system controls, regular audits, and transparent reporting: 1. System-Level Controls A dedicated pricing plan for Sourcewell is hard coded into Enterprise's internal systems. This pricing structure is locked, meaning it cannot be modified by any sales or support team member. All quotes and transactions for Sourcewell members are automatically tied to this pricing plan, ensuring consistency and adherence to contract terms. 2. Delivery & Transaction Audits Enterprise conducts monthly reviews of all vehicles on order prior to delivery processed under the Sourcewell program. These audits verify that pricing, incentives, and services provided align with Sourcewell contract requirements. Any discrepancies are investigated and resolved prior to billing to maintain program integrity. 3. Internal Oversight Enterprise's Client Strategy Managers and compliance teams are trained to uphold Sourcewell contract standards. Any updates to pricing, incentives, or program terms are reviewed and approved centrally before implementation.	
70	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	Internal Metrics & Customer Satisfaction Tracking Enterprise Fleet Management tracks key performance indicators to ensure program success and continuous improvement. Example metrics include: New customers utilizing the Sourcewell contract Total vehicle orders placed Total deliveries completed Our goal is to build lifelong customer relationships, and we actively monitor satisfaction through multiple channels: Internal Service Quality Index (SQI) External surveys, including the J.D. Power Satisfaction Survey Customer service inquiries and feedback These results are closely reviewed, and process improvements are implemented as needed to ensure we consistently meet or exceed customer expectations.	
71	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The proposed Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	Enterprise will offer Sourcewell and your members access to our fleet management program and pay Sourcewell a quarterly marketing fee based upon the volume of Combined New Deliveries generated as defined below. Deliveries to qualified members during the term of the contract is \$150.00 per new delivery. Qualified members are eligible members who utilize the Agreement between Sourcewell and Enterprise Fleet Management as an approved means to satisfy proper due diligence and competitive requirements. Enterprise Fleet Management retains the right to offer discounted promotional pricing on a market-by-market basis.	

Table 6B: Pricing Grid: Acquisition Terms

Provide detailed pricing information in the table below.

Line Item	Type	Charged/Percentage/Fees	Details	
72	Interest Rate Index Used	3- Year T- Bill Canadian 3 Year Bond	3- Year T- Bill Canadian 3 Year Bond	*
73	Basis Points	350 Basis Points (US and Canada)	350 Basis Points (US and Canada)	*
74	Domestic Factory Order Vehicles	Manufacturers Published Invoice Less all applicable incentives (+) \$170 Acquisition Fee plus courtesy delivery fee that is a pass-through charge from the delivering dealer	Manufacturers Published Invoice Less all applicable incentives (+) \$170 Acquisition Fee plus courtesy delivery fee that is a pass-through charge from the delivering dealer	*
75	Foreign Factory Order Vehicles	Manufacturers Published Invoice Less all applicable incentives (+) \$170 Acquisition Fee plus courtesy delivery fee that is a pass-through charge from the delivering dealer	Manufacturers Published Invoice Less all applicable incentives (+) \$170 Acquisition Fee plus courtesy delivery fee that is a pass-through charge from the delivering dealer	*
76	Domestic Dealer Stock Vehicles	Dealer Provided Invoice or Buyer sheet Less (-) Applicable Incentives plus (+) \$170 acquisition fee, (+) any applicable dealer fees; subject to dealer availability, applies to all Dealer ordered vehicles	Dealer Provided Invoice or Buyer sheet Less (-) Applicable Incentives plus (+) \$170 acquisition fee, (+) any applicable dealer fees; subject to dealer availability, applies to all Dealer ordered vehicles	*
77	Foreign Dealer Stock Vehicles	Dealer Provided Invoice or Buyer sheet Less (-) Applicable Incentives plus (+) \$170 acquisition fee, (+) any applicable dealer fees; subject to dealer availability, applies to all Dealer ordered vehicles	Dealer Provided Invoice or Buyer sheet Less (-) Applicable Incentives plus (+) \$170 acquisition fee, (+) any applicable dealer fees; subject to dealer availability, applies to all Dealer ordered vehicles	*

Table 6C: Pricing Grid: Incentives

Provide detailed pricing information in the table below.

Line Item	Type	Charged/Percentage/Fees	Details	
78	Federal Tax Incentives	no charge/fee/100% passed	EFM passes through all eligible and applicable incentives to end users at no charge	*
79	State Tax Incentives	no charge/fee/100% passed	EFM passes through all eligible and applicable incentives to end users at no charge	*
80	Manufacturer Incentives	no charge/fee/100% passed	100% of end user eligible incentives are passed to the member (Manufacturer Regional or State Incentive for specific model available at time of order available to the member) EFM also works closely with the manufacturers to achieve the highest available incentive and thus reducing cost to end user	*

Table 6D: Pricing Grid: Maintenance & Fees

Provide detailed pricing information in the table below.

Line Item	Type	Charged/Percentage/Fees	Details	
81	Fixed Maintenance	Variable	Enterprise offers a comprehensive fixed maintenance program that includes both preventative and non-preventative maintenance services. This program can be customized to incorporate additional components such as brakes, tires, and replacement rentals, allowing for a fully budgeted maintenance solution throughout the vehicle's term. Pricing Structure Rates vary based on vehicle type, annual mileage, and usage application. On average, pricing ranges from \$40 to \$90 per month, depending on these factors. Coverage is available for vehicles up to 100,000 miles and includes: All routine maintenance as recommended by the manufacturer Unplanned repairs, provided they are not the result of misuse or abuse This program is designed to provide predictable maintenance costs and minimize unexpected expenses over the life of the vehicle.	*
82	Occurance Maintenance	\$6 per month per vehicle	\$6 per month card fee per vehicle plus cost of service and parts. No out of network fees or additional roadside service fees.	*
83	Management Fee	0.10% for Factory Ordered Vehicles 0.15% for Dealer Stock Vehicles	0.10% for Factory Ordered Vehicles 0.15% for Dealer Stock Vehicles	*
84	Service Charge	US \$400 CA \$495	US \$400 CA \$495 per vehicle at the end of the Lease	*
85	Lease Termination Fee	Equity Leases: \$0 Net Leases: three months rent plus 30% of the total rent due	\$0 Termination Fee for Equity Leases, refer to Section 3 of Master Lease Agreement for settlement process. Termination Fees for Net Leases are an amount equal to three months rent plus 30% of the total rent due under the master walk away lease agreement.	*
86	Interim Interest Yes/No, How is it calculated?	Yes	Enterprise Charges Interim interest from the date that Enterprise pays for the vehicle + aftermarket equipment (if applicable) until it is delivered. It is calculated as follows: (3 Yr T-bill/Ca Bond Rate + 350 BP) x vehicle + aftermarket equipment cost (if applicable) / 365 x number of days between the paid for date and deliver date)	*
87	Resale Fee	\$400	For each Vehicle sold, the End User "Member" shall pay Enterprise a fee of \$400.00 ("Service Fee") plus towing at prevailing rates, applies to member owned/non-leased units. This is not in addition to the service charge as it is only applicable to non-Enterprise leased vehicles. This is an optional service.	*
88	Provide fees not listed + rate	Optional services provided	See pricing matrix for services available to Sourcewell Members but not referenced here	*

Table 6E: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
89	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	Enterprise Fleet Management leverages its national purchasing power to secure significant discounts for Sourcewell members. Discounts typically range from 5% to 25% off the Manufacturer's Suggested Retail Price (MSRP). This pricing structure ensures transparency and maximizes value for Sourcewell participants and as the largest purchaser of vehicles in North America, we leverage our OEM relationships to ensure the best solutions are offered to our sourcewell members.

Table 7A: Depth and Breadth of Offered Solutions (200 Points, applies to Table 7A and 7B)

Line Item	Question	Response *
90	Provide a detailed description of all the Solutions offered, including used Solutions if applicable, offered in the proposal.	Enterprise Fleet Management provides a full-service, customizable fleet management program designed to optimize performance, reduce total cost of ownership, and improve operational efficiency for Sourcewell participating entities. Our solutions are backed by the infrastructure and expertise of Enterprise Holdings, the world's largest fleet operator. 1. Fleet Acquisition & Leasing Equity Lease & Closed-End Lease Options: Flexible financing models tailored to organizational needs Vehicle Selection Support: Side-by-side comparisons of makes and models based on cost, fuel efficiency, and suitability Manufacturer Incentives: Access to national fleet discounts and rebates, passed directly to customers 2. Used Vehicle Solutions Certified Pre-Owned Fleet Vehicles: Access to high-quality, well-maintained used vehicles from Enterprise's own fleet Resale Expertise: Enterprise sold over 126,000 client vehicles in 2024 at an average of 109% above Black Book's CVI, maximizing equity returns [efleets.com] Multi-Channel Remarketing: Vehicles are sold through the most effective channels to ensure optimal resale value 3. Fleet Planning & Optimization Client Strategy Managers: Local experts who build and manage customized fleet plans Lifecycle Management: Strategic planning for acquisition, maintenance, and disposal to reduce costs Fleet Electrification Consulting: Insights and planning support for transitioning to electric vehicles [efleets.com] 4. Maintenance Programs Nationwide Network of 90,000+ Service Centers ASE-Certified Technicians: Review and negotiate repairs, ensuring quality and cost control Real-Time Maintenance Approvals: Electronic bid submission and approval thresholds to minimize downtime Warranty & Goodwill Assistance: Proactive warranty checks and manufacturer goodwill negotiations for out-of-warranty repairs [efleets.com] 5. Technology & Reporting Tools Customer Website: Real-time fleet oversight, customizable dashboards, and



automated alerts
Mobile App: Driver tools including roadside assistance, maintenance locator, mileage tracking, and accident reporting
Annual Client Review: Year-over-year analysis of fleet performance and cost-saving opportunities
Fleet Planning Toolkit: Total cost analysis and vehicle replacement timing recommendations

6. Accident & Claims Management

24/7 Claims Support
In-House Subrogation Team: Enterprise is self-insured and manages claims internally, ensuring fast and efficient resolution

7. Sustainability Solutions

Carbon Reporting & Offsets: Verified carbon offset programs through TerraPass
Fleet Emissions Analysis: Data-driven insights to support environmental goals
LEED Gold-Certified Headquarters: Reflects our commitment to energy efficiency and sustainable operations

8. Fleet Electrification

EFM has the ability to help Sourcewell clients with their electrification journey including:
Acquisition of BEV
Implementation of Charging Strategies
Home and Workplace Charging procurement and installation

9. Telematics

EFM has partnerships with telematics partners such as Geotab, a Sourcewell awarded contract that can be offered to its clients. As Geotab is an awarded partner, we do not charge any additional fees on top of the Geotab's pricing.

10. Total Mobility Solution

Enterprise Mobility is the worlds largest and most trusted mobility provider. As such, we ensure that our clients have access to all of our services such as Daily Rental for short term needs and our Sourcewell Awarded Car Sales division.

We have also attached a full proposal with a detailed description of all our offerings.