



FLEET MANAGEMENT

Enterprise Fleet Management is a privately-held, full-service fleet management business for companies, government agencies and other organizations operating medium-sized fleets of 20 or more vehicles, as well as those seeking an alternative to employee reimbursement programs. Enterprise Fleet Management is an affiliate of Enterprise Holdings Inc. and owned by the Taylor family of St. Louis.

With more than 50 fully staffed offices in the U.S. and Canada, the local Enterprise Fleet Management teams of experts assemble customized fleet management programs that are just right for our customers. Our expertise covers the full spectrum of a vehicle's lifecycle, including acquisition, registration, maintenance, use reporting, fuel card programs, and remarketing, as well as fleet analysis and optimization. And with more than 470,000 fleet vehicles managed across North America, Enterprise supplies a vast variety of makes and models for all vehicle categories, from cars to light- and medium-duty trucks and service vehicles.

Your Total Transportation Solution

Enterprise Fleet Management and our affiliate, Enterprise Holdings, together offer a total transportation solution. Combined, these businesses — which include car rental, car sharing, truck rental, fleet management, and retail car sales — accounted for \$22.3 billion in revenue and operated nearly 1.9 million vehicles throughout the world in fiscal year 2017.

Enterprise Fleet Management provides customers with fleet management services that address all fleet holding costs — from acquisition to disposal. This includes maintenance, fuel, insurance, registration, delivery, and reporting. This means NJPA members will receive constant evaluation of their holding costs to ensure minimal operating expenses.

Dedicated, Local Account Management

Each member will have a dedicated, local account team to proactively manage and develop their fleet while delivering the highest level of customer service to facilitate day-to-day needs. We have more than 50 local offices across North America that can quickly arrive in person to address any fleet needs for NJPA members.

Enterprise will provide monthly management reports consisting of a single invoice of all applicable charges — lease, maintenance, and insurance. These reports may also be viewed online for immediate access. Our team will meet with your members quarterly — or more often, if necessary — to discuss these reports and ensure their programs are working exactly as intended.

Peace of Mind Maintenance

Enterprise's Full Maintenance program will handle all factory-recommended preventive maintenance services as per the schedule prescribed by the original equipment manufacturer (oil changes, tune-ups, etc.) as well as all incidentals and parts required for preventive maintenance (fluids, belts, hoses, etc.), including wheel alignments, and all unscheduled and common repairs (engine, transmission, battery, etc.) for almost any vehicle.

The cost of the program is fixed, budgeted, and inflation-proof, which can significantly reduce overall maintenance expenses. It also includes 24-hours-a-day, seven-days-a-week emergency roadside assistance — reducing administrative effort and downtime.

Enterprise partners with more than 80,000 maintenance providers nationwide, which allows us to pass along cost savings and provide convenience to NJPA and your members.

Looking Toward the Future

Ranked as one of America's Largest Private Companies, we are, together with our affiliate Enterprise Holdings, unparalleled in size, strength, and stability. Our stable financial footing is a distinct competitive advantage, ensuring the long-term viability of this partnership.

Enterprise Fleet Management combines expertise and industry-leading value to provide your organization with the most comprehensive option in the marketplace. We are committed to providing a wide array of options to NJPA in 2018 and beyond.



Form A



PROPOSER QUESTIONNAIRE- General Business Information

*(Products, Pricing, Sector Specific, Services, Terms and Warranty are addressed on **Form P**)*

Proposer Name: Enterprise Fleet Management **Questionnaire completed by:** Dain Giesie

Please identify the person NJPA should correspond with from now through the Award process:

Name: Dain Giesie, AVP of Fleet Management **E-Mail address:** Dain.E.Giesie@efleets.com

Please answer the questions below using the Microsoft Word® version of this document. This allows NJPA evaluators to cut and paste your answers into a separate worksheet. Place your answer directly below each question. NJPA prefers a brief but thorough response to each question. Please do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; mark "NA" if the question does not apply to you (preferably with an explanation). Please create a response that is easy to read and understand. For example, you may consider using a different font and color to distinguish your answer from the questions.

Company Information & Financial Strength

- 1) Provide the full legal name, mailing and email addresses, tax identification number, and telephone number for your business.**

Legal Name	Enterprise Fleet Management, Inc.
Headquarters Address	600 Corporate Park Drive, St. Louis, MO 63105
Email	Dain.E.Giesie@efleets.com
Federal Tax ID	43-1697807
Phone	314-274-5428

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

2) Provide a brief history of your company, including your company's core values, business philosophy, and longevity in the FLEET MANAGEMENT SERVICES industry.

Background and History

In 1957, with seven cars and a hunch that customers would embrace the novel concept of leasing automobiles, Jack Taylor founded Executive Leasing Company, what is today known as Enterprise Rent-A-Car. Twelve years later, Enterprise began expanding outside of St. Louis.

In 1992, Enterprise surpassed \$1 billion in annual revenue and had nearly 10,000 employees in its work force. Enterprise's leasing division became known as Enterprise Fleet Management, serving businesses with small- to mid-sized fleets.

In August 2007, the Taylor family acquired the National Car Rental and Alamo Rent A Car businesses. Two years later our operating company adopted the name Enterprise Holdings.

Today, with 100,000 employees, 1.9 million vehicles, and annual revenue of \$22.3 billion, Enterprise Fleet Management and Enterprise Holdings combine to form one of the largest transportation service providers in the world.

Using the expertise that comes from managing such a large worldwide fleet, Enterprise Fleet Management has grown into one of the largest fleet management companies in the nation. We specialize in partnering with companies to develop customized fleet programs which are proven to drive down costs and streamline the processes.

Founding Values

Our founder, Jack Taylor, did not talk about founding values when he started his small business back in 1957. He and his team lived them. These values have been the foundation for our growth and success through the decades. Today, this simple yet powerful set of beliefs is more critical than ever to our continued success. It is what drives us and is 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.

Business Philosophy

Our goal as a fleet management company is to work with our clients to develop a long-term, sustainable fleet program that will lower their total cost of ownership. We accomplish this through our localized, hands-on approach to account management, industry-leading products and services, technology, and 60 years of experience managing vehicles. As the awarded vendor, Enterprise Fleet Management will work directly with your individual members to proactively create, implement, and manage a cost-effective total transportation solution that meets their specific needs.



FLEET MANAGEMENT

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Industry Experience and Longevity

Enterprise Fleet Management has been providing fleet management services to both private and public entities since the company's founding in 1957. Together with Enterprise Holdings, our affiliate, we own and operate 1.9 million vehicles worldwide, which allows us to offer efficient and cost-effective fleet management solutions.

Enterprise is the second-largest fleet leasing company in North America and has been operating in the industry for decades. This stability has enabled us to pursue consistently conservative growth and residual value targets, while limiting operational and credit risk. Enterprise's positive financial outlook reflects our expectations that the company will maintain its industry-leading position in the automotive fleet leasing industry.



FLEET MANAGEMENT

3) Provide a detailed description of the products and services that you are offering in your proposal.

Enterprise offers a complete fleet management program for organizations of all sizes. We will manage your members' vehicles through their entire lifecycle — from acquisition to disposal.

- **Local Account Management** — Our program relieves our customers of the burden that comes with managing an entire fleet of vehicles. Enterprise Fleet Management's dedicated account management teams will proactively manage every aspect of your members' fleet needs — making recommendations on the most cost-effective vehicles, determining the best time to order or sell vehicles, monitoring the fleet to ensure efficiency, and helping with billing, accounting, and reporting needs.
- **Leasing and Financing** — Enterprise offers a number of customizable leasing and financing options, and we will work closely with each agency to determine the best leasing option for the individual programs.
- **Vehicle Acquisition** — As the largest purchaser of vehicles in North America, Enterprise has the ability to acquire vehicles from nearly any manufacturer. We will work with each organization to ensure that the proper vehicles are ordered and that the vehicles are delivered quickly and efficiently.
- **Maintenance Programs** — We provide a Full Maintenance and Maintenance Management program. These programs greatly reduce the time and funds that are routinely spent on fleet vehicles.
- **Technology** — Enterprise customers have access to our highly-customizable website, online reporting and analysis tools, customizable dashboards, and our recently updated mobile app.
- **Registration and Renewals** — Enterprise Fleet Management manages the registration, renewals, and title for every vehicle from the time of purchase until it is transferred to a new owner, when applicable.
- **Remarketing** — Enterprise Fleet Management utilizes an industry-leading 700 remarketing professionals who work directly with franchise and independent dealers, auction houses, and other channels to efficiently remarket and sell fleet vehicles.
- **Fuel Card** — We partner with WEX for fuel card services, and the card is accepted at more than 90 percent of stations in the U.S.
- **Telematics** — Through a partnership with Geotab, we provide a telematics program that offers real-time tracking, along with a wide range of additional options such as driver safety, odometer capture, accelerometer, and engine diagnostics.
- **Coverage Options** — We can provide a variety of coverage options for fleet vehicles, including accident management, physical damage protection, and a brokered liability program with a primary insurer.
- **Driver Safety** — Through a combination of internal services and third-party partnerships, Enterprise Fleet Management is able to provide a comprehensive safety program that reduces your risk and improves the safety of your drivers.
- **Upfitting** — Enterprise will coordinate the up-fitting of necessary aftermarket equipment. We have a large network of vendors both at the national and local level to assist with this process in a quick and cost-effective manner.

Please see the following pages for more details on the products and services offered by Enterprise Fleet Management.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Local Account Management

Enterprise will assign a local account management team to each NJPA member. This local team will manage all aspects of the member's program, including:

- Customer service
- Vehicle acquisition and ordering
- Remarketing
- Data Analytics allowing real time decision making
- Consultation and proactive program planning
- License, tag, and title
- Accounting
- Traffic violations and citations



The goal of our local, dedicated teams is to proactively manage every aspect of each client's fleet — making recommendations on the most cost-effective vehicles, determining the best time to order or sell vehicles, monitoring the fleet to ensure efficiency, and helping with billing, accounting, and reporting needs.

With more than 50 fully-staffed regional offices across the U.S. and Canada, NJPA members will receive local service and support from an experienced team, along with the oversight, infrastructure, and resources from our centralized corporate operations.

Each Enterprise Account Manager will be responsible for conducting quarterly reviews of the member's program to ensure that it is operating optimally and that members are happy with how it is functioning. We will also perform an annual account review to compare year-over-year cost savings and validate current initiatives. The local account management teams will meet with your members regularly — and as often as needed — to review opportunities for future savings and discuss any potential improvements.

Leasing and Financing

Enterprise offers a range of customizable funding solutions and leasing options. We will consult with each NJPA member to find the best option or options that fit both their financial and operational needs. Lease terms can be customized to each individual vehicle as well, which means we can provide a lease option that is most cost-effective for each fleet vehicle's use, driving pattern, anticipated mileage, etc.

- **Open-Ended Lease:** the member can get out of the lease at any time; there is always a payoff amount. If the value of the vehicle is greater than the payoff, that money or equity can be put toward another lease. If the value of the vehicle is less than the payoff, Enterprise will bill back the difference.
- **Closed-End Lease:** allows for a lower monthly payment based on vehicle usage.
- **Prepaid Lease:** allows the lessee to take advantage of discounted interest rates by paying all rent up front.
- **Traditional Purchase Finance:** allows the member to take ownership of the vehicle at the end of the financed/lease term.

For more details on Enterprise's lease and financing options, please see Form P.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Vehicle Acquisition

As the largest purchaser of vehicles in North America, Enterprise has the ability to acquire vehicles from nearly any manufacturer. We can also offer both new and used vehicles from existing inventory.

Enterprise Fleet Management has a dedicated ordering team at our corporate office in St. Louis to place factory orders for each manufacturer. We have developed system tools and a database that allow us to transmit orders from department to department electronically. Our ordering team has access to many of the manufacturer systems, ordering guides, and assigned contacts for any ordering, scheduling, and tracking questions.



Enterprise will perform a cost analysis of each member's fleet to make sure we are ordering and cycling vehicles at the proper time. We will also do a side-by-side vehicle comparison to verify that they are using the most cost-efficient vehicles for their specific needs. We will work with each NJPA member to make sure drivers are getting the correct vehicle for their application, and within the boundaries set by the member.

We track orders with the manufacturers throughout the process. Drivers can check the status of their vehicle through our website or through the Enterprise mobile app. Once the vehicles arrive, your Account Fleet Coordinator will work with each driver to coordinate the most convenient method of pickup or delivery for the driver team.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Maintenance Programs

We deliver value by saving time and money for our customers. In 2017, Enterprise Fleet Management generated a total of \$40.8 million in maintenance and repairs savings for our customers.

Full Maintenance

Enterprise's Full Maintenance program covers lessees nationwide and is available for most makes and models. The program is completely managed by Enterprise and will not require any internal approval of repairs or review of monthly invoices. Cost is based on vehicle type and driving pattern.



- Monthly cost is fixed for the term of the vehicle
- Coverage is available up to 100,000 miles
- Covers all routine services recommended by the manufacturer
- Covers all unexpected repairs (not related to damage or neglect)
- 24/7 roadside assistance and towing is included
- Brakes, tires, and loaner vehicles can be included
- Windshield repair, fueling service, and other miscellaneous items are available
- The organization can setup and send automatic service reminders through Enterprise's website

The Enterprise Full Maintenance Program facilitates greater overall cost control for our customers, eliminating unexpected repair costs, the hassle of budgeting for repairs, and expense reporting for the driver. The program is comprehensive and will not change due to inflation.

Maintenance Management

With the Maintenance Management program, Enterprise's team of Automotive Service Excellence (ASE) certified technicians facilitate maintenance and repairs to ensure that proper, quality work is completed at a fair and competitive price. This is our pass-through maintenance program, which allows us to fully manage, track and consult on maintenance services for a flat monthly fee.

Maintenance and Repair Process

All maintenance is coordinated through Enterprise using the support of our local network of facilities. This reduces involvement on repairs and maintenance for our customers because estimates for time and costs are eliminated.

The maintenance process is facilitated by an Enterprise team of ASE-certified technicians. Our department's experience includes:

- 137 technicians — more than 92 percent have ASE certifications
- Average of 10 ASE certifications per technician
- Because of strong participation in the ASE program, Enterprise has been named a Blue Seal of Excellence Facility for 20 years in a row

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Technology

Enterprise Fleet Management uses a combination of online tools, technologies, and automated processes to give our customers complete oversight of their fleets, lower overall costs, and provide convenience for drivers and administrators. These resources complement our local account management teams and allow us to supplement local support with self-service capabilities. Our IT teams are continually updating and enhancing our systems and technologies to provide new features and tools that our customers ask for.

- **Customer Website** – Complete oversight on entire fleet and individual vehicles
- **Mobile App** – Convenience for drivers
- **Fleet Planning Toolkit** – The right vehicles at the right cost
- **Annual Client Review** – Identify and lower costs
- **Auto Integrate** – Minimize downtime

Please see the Value-Added Attributes section for more details on how Enterprise leverages our technology and online tools to provide convenience and lower costs for our customers.

Registration and Renewals

Enterprise Fleet Management offers a full range of license and title services, including initial registration, renewal, state transfers, duplicate requests, and other DMV transactions. Our team is experienced and committed to handling all license and title services timely and efficiently, with minimal involvement from the customer. Our knowledge and experience in all 50 states and throughout Canada ensures a smooth process, and adds value to the NJPA fleet program by providing a seamless, hands-off registration and titling service.

Remarketing

At the end of the lease term, the local account team will work directly with drivers to schedule a convenient time to have the vehicles dropped off or picked up, and taken to our remarketing lot. At this lot, vehicle condition will be assessed and a marketing strategy unique to each unit will be put into place.

Enterprise will determine the best channel or channels to remarket each member's vehicles, whether it is dealer-direct, online, or in the auction lane. We will work to maximize the sale of fleet vehicles, returning the greatest amount of equity as quickly as possible.



We use multiple channels to remarket our vehicles, and we employ an industry-leading 700 remarketing professionals to remarket vehicles directly to both franchise and independent dealers. We also retain a professional staff that specializes in auctions for both straight and damaged vehicles. Whether it is in the auction lanes or online, we have solid relationships with most of the major and independent auction houses in the country. However, most of our vehicles are sold directly to dealers, which allows us to avoid auction fees and additional charges.

The local account team will be the single point of contact and will manage the disposal process wherever the vehicles are located. We have remarketing locations in the United States, Canada, and Europe to handle the proper disposal of each fleet. Our decentralized sales team allows us to be experts in all markets in which we operate.

Our team has consistently outsold the industry-standard Black Book Commercial Value Index, and we rank our staff based on the time taken to pick up, assess, market, and sell vehicles in order to return equity as quickly as possible for our clients. We currently average 17 days from the time we are notified until the vehicle has been sold. In addition, as opposed to some of our competitors, we stop lease charges as soon as the vehicle is in our possession — not when the vehicle sells.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Fuel Card

We partner with WEX for fuel card services. The WEX fuel card management program offers three main benefits:

- **Convenience:** Card accepted at more than 180,000 U.S. locations
- **Security:** Cards with driver identification issued to the driver assigned to the vehicle
- **Control:** Card program offers various controls to help manage your fleet's fueling expenses

WEX offers product-type control, merchant control, real-time alerts, and flexible exception reporting as powerful tools to monitor abuse. Exceptions include total dollars spent, total gallons filled, days of the week, time, type of fuel, etc. In addition to the exception report sent monthly, WEX also offers flexible exception reporting, which reports exceptions via email on a daily, weekly, or monthly basis.



Our account management teams will work with each member to establish exceptions that can be viewed on a monthly report. In addition, the WEX Fraud Department performs three primary functions in an effort to identify and mitigate fraud on our fleet customers' accounts:

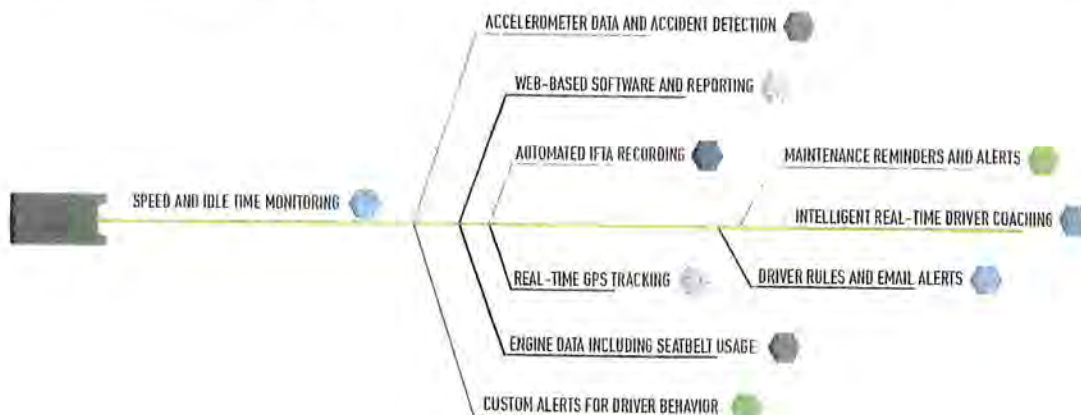
- Review transaction activity
- Identify potentially abusive or fraudulent behavior
- Notify customers when such behavior occurs

Telematics

Our fleet vehicles can be equipped with a Geotab telematics device. This functions as a GPS tracking device, with additional options such as driver safety, odometer capture, accelerometer, and engine diagnostics. Geotab's unique technology provides added value to our fleet programs by addressing the following needs:

- **Safety:** Breakthrough accident detection, safer driving behavior, in-vehicle driver coaching
- **Cost Reduction:** Lowered worker's compensation claims, lowered bent metal costs
- **Productivity:** Real-time and archived GPS vehicle tracking, route optimization, fuel consumption monitoring
- **Engine Health:** Engine diagnostics, improved preventative maintenance, overall improved vehicle health
- **Compliance:** Accurate HOS and/or IFTA reporting

Enterprise's customer data shows that Geotab has reduced miles traveled and fuel costs, increased fleet productivity, improved workforce utilization, improved service response times and reduced downtime related to maintenance issues. We have also seen an improvement in driver safety through the accelerometer component of our solution.



Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Coverage Options

Accident Management Program

The Enterprise Accident Management Program is designed to simplify the vehicle repair process. This program helps increase efficiency and reduce distractions by:

- providing 24/7 roadside assistance
- requiring only one estimate
- giving drivers accessibility to our nationwide network of body shops
- submitting claims information to your insurance carrier if necessary

We want to get drivers back on the road safely, timely and in a cost-effective way. We have designed the Accident Management Program so NJPA members can:

Stay focused on their business. Claims are handled with limited driver involvement, so the entire process causes minimal distraction from their core responsibilities.

Decrease driver downtime. Our relationships with local body shops ensure that repairs are accomplished as quickly as possible and that each vehicle is safe to drive.

Lower costs. Enterprise has one of the lowest industry cost-average for repairs. Most shops discount parts and labor, which is typically passed on to the clients.

Make only one call. Our Claims Support Coordinators will help with all aspects of the process, including roadside assistance, claims handling, arbitration management, vehicle replacement, and much more; this reduces both "windshield time" and excess fuel consumption.

Physical Damage Coverage

Enterprise can provide Physical Damage Coverage for the leased vehicles upon receipt of loss runs. The Physical Damage Program is designed to minimize our customers' losses and help get the fleet vehicles back on the road. With one phone call the towing, bodywork, loaner car, subrogation, and reporting will all be handled by our Loss Control Team.

- **One-Call Service** — Enterprise has a single phone number for both maintenance and insurance issues. Through this number, we can quickly arrange towing, provide repair estimates, and reserve rental vehicles. Enterprise handles all details of each incident for the convenience of our clients.
- **Discounted Parts and Labor Pricing** — When a vehicle is repaired at an approved facility, Enterprise negotiates lower rates on parts and labor. Our shops work to minimize downtime while vehicles are in repair.
- **Monthly Billing with No Interest Cost** — Fees are paid monthly, along with vehicle payments. There are no large cash deposits upfront nor any interest assessed on the unpaid portion, which reduces costs and increases cash flow.
- **Strong Commitment to Quality Repair** — Poor work can affect resale value. Our shops guarantee their work, and they fix any problems with recent repairs free of charge.
- **Total Losses Handled** — Your members will not be at risk if the book value exceeds the market value of the vehicle.
- **Consolidated Billing** — No additional check writing or administration time is required. Any expenses appear on the regular monthly billing statement.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Physical Damage Management

With this option, customers can select the deductible. Most customers select deductibles of \$1,000 comprehensive and \$1,000 collision. Some of the features of this program that make it unique and attractive to our customers include:

- No down payment to initiate the policy.
- Annual policy with composite rating to allow for easy budgeting.
- No true-up or premium audits — the charges are billed on your monthly statement from Enterprise Fleet Management. If a vehicle is added or deleted mid-month, the charges on the monthly lease statement are prorated to reflect the actual number of days the vehicle was covered.
- No finance charges or additional monthly fees are charged.
- Enterprise's National Claim center will manage vehicle repairs. They pay the body shop directly for the entire amount of the repairs. Any customer share of the claim is included in the amount paid to the body shop and, when appropriate, is billed on the monthly Enterprise statement.
- Under-deductible claims are managed for no additional cost and have no impact on the customer's overall loss experience. These costs are conveniently billed on the next monthly lease statement so drivers have no out-of-pocket expense.

Brokered Liability Program / Commercial Auto Policy

Enterprise has partnered with Marsh Sponsored Programs, a division of Marsh USA, Inc., to develop an exclusive program for customers of Enterprise Fleet Management. This program helps complete our total fleet management package by allowing customers to receive a consolidated statement reflecting all their fleet costs — including insurance — on one monthly invoice.

The commercial auto policy has an AMBest rating of A+ (Superior), which is one of the highest ratings available for the insurance industry.

The policy includes the following options:

- Liability – \$1 Million Combined Single Limit
- Uninsured/Underinsured Motorist Coverage – different options available
- Statutory Personal Injury Protection
- Medical Payments – \$5,000
- Hired Auto Liability (optional)
- Non-Owned Liability (optional)

Driver Safety

Through a combination of internal services and third-party partnerships, Enterprise Fleet Management is able to provide a comprehensive safety program that reduces risk and improves the safety of drivers.

- **Vehicle Selection:** Safety standards and new technology means safer vehicles
- **Policy Consultation:** The local Enterprise team can provide guidance that covers key safety policies and risk management
- **Telematics:** Real-time data, safety features, vehicle diagnostics, and compliance through our Geotab option
- **Driver Training:** Web-based training through a partnership with AlertDriving
- **Driver Monitoring:** MVR records and comprehensive driver monitoring through a partnership with SambaSafety
- **Insurance Coverage:** Enterprise Fleet Management offers a full range of coverage options

More details on these options and various programs can be provided.

4) What are your company's expectations in the event of an award?

Our goal as a fleet management company is to work with our clients to develop a long-term, sustainable fleet program that will lower their total cost of ownership. We accomplish this through our localized, hands-on approach to account management, industry-leading products and services, technology, and 60 years of experience managing vehicles. As the awarded vendor, Enterprise Fleet Management will work directly with your member agencies to proactively create, implement and manage a cost-effective total transportation solution.

It would be Enterprise's expectation that NJPA and its employees work in conjunction with Enterprise's local teams to identify optimal strategies on ways to best serve the members.

5) Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters.

Enterprise Fleet Management — together with our affiliate Enterprise Holdings, which is ranked No. 13 on the Forbes America's Largest Private Companies list — is unparalleled in size, strength and stability. As a privately held company, it is not our practice to publicly distribute consolidated financial information. However, our conservative and disciplined long-term approach to managing our business has earned us, by far, the strongest balance sheet in our industry.

Standard and Poor's Rating Services recently upgraded Enterprise Fleet Management Inc.'s corporate credit rating to BBB from BBB-. This reflects the financial strength of our company and our long-term approach to our business.

Fiscal Year	Annual Worldwide Revenue
2017	\$22.3 billion
2016	\$20.9 billion
2015	\$19.4 billion

All reported numbers include Enterprise Fleet Management and affiliate Enterprise Holdings.

6) What is your US market share for the solutions that you are proposing? What is your Canadian market share, if any?

Enterprise Fleet Management has grown to become the second-largest fleet leasing company in North America and has been operating in the industry for decades. Our stability has enabled us to pursue consistently conservative growth and residual value targets, while limiting operational and credit risk. Enterprise's positive outlook reflects our expectations that the company will maintain its industry-leading position in the automotive fleet leasing industry. Market share information for Canada is not currently available.

7) Has your business ever petitioned for bankruptcy protection? Please explain in detail.

No.

- 8) How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.
- a) If your company is best described as a distributor/dealer/reseller (or similar entity), please 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, please 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?

Enterprise Fleet Management is best described as a service provider. Our company offers a full range of customizable fleet solutions to our customers. Enterprise leverages our vast network and infrastructure to build strong relationships with various dealers and distributors — both locally and nationwide. Our operations are streamlined through our local account teams, which are dedicated to proactively managing every aspect of our customers' needs.

- 9) 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 holds all required business licenses and certifications for all regions in which we do business. More details can be provided upon further discussion.

ASE Blue Seal of Excellence

For 20 consecutive years, Enterprise has been awarded the Automotive Service Excellence (ASE) Blue Seal of Excellence. The award certifies automotive repair businesses that achieve the very highest standards of service excellence. In order to receive the ASE Blue Seal of Excellence, an automotive repair facility must demonstrate that at least 75 percent of its repair technicians are ASE-certified and at least one technician in each area of service offered by the business is ASE certified. ASE certification means an individual has passed industry-developed exams and meets experience requirements.

Enterprise was first recognized with the ASE's Blue Seal of Excellence in 1997, and was the first fleet management company to receive the honor.

ASE Certifications

Enterprise's National Service Department (NSD) facilitates maintenance and repair services for our customers. The NSD has a staff of approximately 137 technicians, and more than 92 percent of our technicians have ASE certifications.

These certifications must be renewed every five years, and Enterprise provides compensation to our employees as an incentive to maintain their certifications. We also provide opportunities for employees to continue their training through internal examinations on department policies and procedures. These certifications expire every two years.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

10) Provide all “Suspension or Disbarment” information that has applied to your organization during the past ten years.

None — Our company has not been suspended or disbarred from doing business during the past ten years.

11) Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.

Enterprise Fleet Management offers a full range of customizable fleet solutions to our customers, including:

- Consultation, fleet planning and total cost of ownership analysis
- Vehicle selection and acquisition
- Vehicle resale / remarketing
- Customizable lease options and financing
- Maintenance programs
- Fuel card management
- License, title and renewal services
- Online reporting and customizable analysis tools
- Insurance consultation and coverage options
- Cost-model development
- Detailed driver analysis

In addition, through our affiliate company Enterprise Holdings, we are able to offer a unique Total Transportation Solution for our customers. Business segments within Enterprise Holdings include:

- Car Rental
- Car Sharing
- Vanpooling
- Car Sales
- Remarketing
- Truck Rental
- Ride Matching

We leverage all of these options, services, and business lines to address the growing and changing mobility needs of our customers. The most effective fleet strategy recommendations are centered on the requirements and resources necessary to operate a fleet at the lowest possible cost, without sacrificing the operating needs of the member or the safety of its employees or constituents. By leveraging industry-wide mobility management best practices and a disciplined approach, Enterprise is able to offer fleet programs that lower costs over time while providing safer, newer vehicles.

Industry Recognition & Marketplace Success

12) Describe any relevant industry awards or recognition that your company has received in the past five years.

InformationWeek IT Award

Enterprise Fleet Management was named a finalist in the 2016 InformationWeek Elite 100. With this annual industry award, InformationWeek magazine honors U.S. companies for setting the bar on innovative and creative information technology (IT) programs that improve business operations. Enterprise Fleet Management earned its spot on the list for developing its new customer website, which provides advanced insight into fleet performance and key metrics, thereby enabling customers to maximize the value of their fleet and lower their total cost of ownership.

ASE Blue Seal of Excellence

For 20 consecutive years, Enterprise has been awarded the Automotive Service Excellence (ASE) Blue Seal of Excellence. The award certifies automotive repair businesses that achieve the very highest standards of service excellence. In order to receive the ASE Blue Seal of Excellence, an automotive repair facility must demonstrate that at least 75 percent of its repair technicians are ASE-certified and at least one technician in each area of service offered by the business is ASE certified. ASE certification means an individual has passed industry-developed exams and meets experience requirements.

Enterprise was first recognized with the ASE's Blue Seal of Excellence in 1997, and was the first fleet management company to receive the honor.

ASE Certifications

Enterprise's National Service Department (NSD) facilitates maintenance and repair services for our customers. The NSD has a staff of approximately 137 technicians, and more than 92 percent of our technicians have ASE certifications.

These certifications must be renewed every five years, and Enterprise provides compensation to our employees as an incentive to maintain their certifications. We also provide opportunities for employees to continue their training through internal examinations on department policies and procedures. These certifications expire every two years.

World Class Technician Award

Enterprise Customer Support Supervisor Kelley Hatlee has earned the prestigious World Class Technician Award from the National Institute for Automotive Service Excellence (ASE) and the Auto Care Association. Of nearly 900,000 automotive technicians working in the United States, only 16 qualified for the award in 2017.

Individuals must test and obtain ASE certification in 22 specialty areas in order to achieve recognition as a World Class Technician. Hatlee received the prestigious honor after earning the titles of ASE Master Automobile Technician, ASE Master Medium/Heavy Duty Truck Technician and ASE Master Collision Repair Technician, as well as two additional advanced-level diagnostic certifications for gasoline and diesel engines. He holds a total of 32 ASE certifications.

Stevie Award

Enterprise Fleet Management received the 2016 Gold Stevie Award for Most Innovative Company of the Year. The American Business Awards — also known as the Stevie Awards — are the premier business awards in the U.S. Enterprise was honored for overall achievement in innovative products, marketing, sales, and management of its fleet management services. This is the sixth time that Enterprise Fleet Management has been recognized with a Stevie Award.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

13) Supply three references/testimonials from your customers who are eligible for NJPA membership. At a minimum, please include the entity's name, contact person, and phone number.

Please see the references below.

14) Provide a list of your top five governmental or educational customers (entity name is optional), including entity type, the state the entity is located in, scope of the projects, size of transactions, and dollar volumes from the past three years.

Cardston County

Contact Paul Hascarl
Contact Information Phone: 403-894-0587
Location Cardston, Alberta
Entity Type Government / County

Lackawanna County

Contact Kevin Mitchell
Contact Information Phone: 570-963-6767
Email: mitchellk@lackawannacounty.org
Location Scranton, Pennsylvania
Entity Type Government / County

County of Yuba

Contact Luis Sandoval
Contact Information Phone: 530-749-7888
Email: lasandoval@co.yuba.us
Location Marysville, California
Entity Type Government / County

City of Westminster

Contact Kevin Beach
Contact Information Phone: 714-548-3688
Email: kbeach@westminster-ca.gov
Location Westminster, California
Entity Type Government / City

Webb County

Contact Joe Lopez
Contact Information Phone: 956-523-4125
Email: joelopez@webbcountytx.gov
Location Laredo, Texas
Entity Type Government / County

To preserve our clients' privacy, we do not release dollar values or the size of our contracts.

Please see the following pages for case studies on educational and governmental customers that have benefitted from partnering with Enterprise Fleet Management.

CASE STUDY | ERIE 2 CHAUTAUQUA-CATTARAUGUS BOCES



Board of Cooperative Educational Services saves 30% by implementing customized fleet program.

BACKGROUND

Location: Erie, Pa. (PA)
 Industry: Government
 Fleet vehicles: 20 vehicles

THE PROBLEM

Erie 2 Chautauqua-Cattaraugus Board of Cooperative Educational Services (E2C) represents 27 school districts in the Western State. As a public educational cooperative, E2C functions as a consortium of public school districts to provide services that either districts may be too small to offer on their own or that would be more expensive to offer individually, reducing costs of their educational business.

E2C was managing a fleet of vehicles internally. The organization's region continued to expand and its fleet costs increased, while funding remained a challenge. E2C was seeking a better way to manage its fleet as it gained new districts and key fleet employees were about to retire.

THE SOLUTION

E2C partnered with Enterprise Fleet Management and recognized immediate savings. By leasing the vehicles reliable vehicles, the organization's Total Cost of Ownership was significantly reduced. Additionally, E2C realized the benefits of Enterprise's maintenance and fuel programs, which helped save the administrative burden. This program also provided the organization with detailed fixed expenses for accurate budgeting and reporting.

"Working with the Enterprise team continues to be a positive experience. Our organization has unique needs and the Enterprise team went through great lengths to understand our challenges and offer viable solutions in the areas of funding, vehicle acquisition, and account management. Their professionalism, responsiveness, and creative solutions have helped to provide affordable and efficient transportation solutions for our organization. I look forward to working with Enterprise in the future and value the partnership we have built together."

— Dr. John D'Annunzio, Assistant Superintendent for Management Services

THE RESULTS

Since partnering with Enterprise Fleet Management, E2C has reduced their overall fleet costs by 30%. The equity lease financing program gave E2C the opportunity to utilize cost-effective areas of the capital plan. Within the first year of partnership, E2C realized depreciation costs by 65% and decreased fuel expenses by 40%. By purchasing vehicles with better fuel economy, the overall costs are reduced and maintenance by 25% and even helped to eliminate costs by having vehicles serviced at local preferred service vendors with high fuel economy. Enterprise also had E2C's existing vehicles at a higher resale value, which ultimately paid for the organization's first year of vehicle payments.

To learn more, visit efleets.com or call 877-23-FLEET.



Key Results

**SAVED
30%
IN FLEET COSTS**



**SAVED
65%
IN ANNUAL
DEPRECIATION**



**SAVED
40%
IN FUEL COSTS**

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FLEET MANAGEMENT

CASE STUDY | LACKAWANNA COUNTY



Pennsylvania county replaces vehicles and reduces fleet spend by over \$95,000.

BACKGROUND

Location: Scranton, PA
 Industry: Government
 Total vehicles: 71 vehicles

THE PROBLEM

Prior to partnering with Enterprise Fleet Management, the majority of Lackawanna County's vehicles were approaching ten to thirteen years in service. The aged fleet was causing significant operational inefficiencies and the county's annual fleet budget was being spent on maintenance, repairs and high fuel expenses, leaving little to no money for newer vehicles. County employees were expending a lot of clock time which ultimately affected productivity.

THE SOLUTION

Lackawanna County partnered with Enterprise Fleet Management to update its vehicles and handle its ongoing fleet needs. The county now benefits from proactive fleet planning with the best vehicle recommendations. Lackawanna County has acquired new vehicles and has reduced overall fleet costs by eliminating unplanned repairs and by lowering fuel costs by renting a more fuel-efficient fleet.

Lackawanna County enrolled in Enterprise's maintenance program and uses the budget-friendly, fixed maintenance program to plan ahead for its fleet service expenses. Additionally, the county has been able to capitalize on higher vehicle resale values to apply to its new vehicles, offering the department a lower, sustainable fleet that is predictable year-over-year. This makes it easy for the county to proactively plan and report on its total annual fleet spend.

“The Enterprise program has allowed us to update our aged fleet of vehicles in a strategic manner that reduces our overall fleet costs.”

— Kevin Mitchell, Deputy Director of Purchasing

THE RESULTS

With Enterprise Fleet Management, the County of Lackawanna upgraded its aged fleet while staying under budget. According to county employees, getting old vehicles with minimal staff involvement has been an unforeseen benefit of the Enterprise program. By increasing the fleet's fuel efficiency and decreasing annual maintenance costs, the county has reduced its annual fleet spend by over \$95,000. Lackawanna County has also seen an increase in productivity since the vehicles are rarely out of service and always on the road.

To learn more, visit efleets.com or call 877-23-FLEET.

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Key Results

**OVER
 \$95,000
 IN ANNUAL SAVINGS**



**INCREASED
 FUEL
 EFFICIENCY**

**INCREASED
 PRODUCTIVITY**



**DECREASED
 DOWNTIME**



CASE STUDY | DEER PARK INDEPENDENT SCHOOL DISTRICT



School District finds savings and increased productivity with the Enterprise Fleet Management Program.

BACKGROUND

Location: Deer Park, IL
 Industry: Government (Independent District)
 Total Vehicles: 80 vehicles

THE CHALLENGE

Before partnering with Enterprise, Deer Park Independent School District (ISD) had 80+ vehicles ranging from 6 to 15 years of age, causing them to become less reliable and more expensive to maintain. Because vehicles were typically purchased with bond money, it created a pattern of a large number of vehicles needing to be repaired or replaced at the same time. District employees started complaining about the quality of the fleet and mechanics were spending too much time working on the vehicles instead of buses.

THE SOLUTION

By partnering with Enterprise Fleet Management, Deer Park ISD will upgrade its fleet over a 4-year period by replacing its oldest vehicles first. Once the fleet has been updated, the vehicles will continue to be replaced every five years. A proactive replacement plan will allow the district to capitalize on maximum vehicle resale value. This process will also help streamline the annual transportation budget since the district will be able to predict most vehicle costs.

“By partnering with Enterprise, we have strengthened focus on our students, maximized personnel utilization, and provided our employees with vehicles they are proud to drive.”

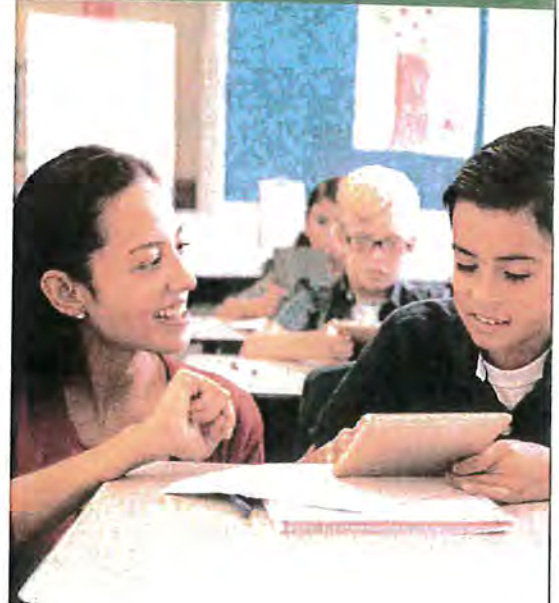
Felix Papp, Assistant Superintendent for Business Services

The Deer Park ISD leverages Enterprise's maintenance program. All district vehicles are now repaired by a local service vendor. District mechanics can focus on buses to transport students. District employees have reported that they are more productive and are not waiting as long for repairs.

THE RESULTS

The Deer Park ISD and Enterprise have been partners for three years. Enterprise has yielded over \$300,000 in revenue by selling the district's older vehicles. It has been able to maintain 55 vehicles for half the cost of a mechanic. Enterprise Fleet Management coordinated the fleet, it optimizes its operations and reduce overall cost, meet strict budgetary requirements while keeping their vehicles on the road.

To learn more, visit efleets.com or call 877-23-FLEET.



Key Results

**MORE THAN
\$300,000
IN VEHICLE RESALE**



**9X
FASTER
AT REPLACING VEHICLES**



**REDUCED
STAFF OVERHEAD**



Enterprise Fleet Management is an Equal Opportunity Employer. All other marks are the property of their respective owners.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

15) Indicate separately what percentages of your sales are to the government and education sectors in the past three years?

Enterprise Fleet Management is a privately-owned 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 50 fully-staffed offices and manages a fleet of more than 470,000 vehicles throughout the U.S. and Canada. More specifically, Enterprise Fleet Management partners with hundreds of government agencies nationwide to manage tens of thousands of government vehicles.

16) List any state or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?

Enterprise Fleet Management contracts with both The Interlocal Purchasing System (TIPS) and E&I Cooperative Services to provide services through the use of purchasing co-ops to all public and private schools, colleges, universities, cities, counties, and other government entities. Enterprise is a privately-owned business and does not release specific performance numbers to the public.

17) List any GSA contracts 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.

Proposer's Ability to Sell and Deliver Service Nationwide

18) Describe your company's capability to meet NJPA Member's needs across the country. Your response should address at least the following areas.

a) Sales force.

With a network of more than 50 local offices staffed with more than 350 dedicated sales professionals across the U.S. and Canada, Enterprise Fleet Management has one of the largest sales forces in the industry. Our large geographic footprint enables us to assist members across the country, whether they have a small, local operation or fleet vehicles disbursed over multiple states / regions. Our infrastructure of local offices across North America is unique in the fleet management industry and will allow our men and women to sell and market the NJPA program nationwide in the communities where they live and work.

Each Enterprise Fleet Management office is fully staffed to handle all areas of our customers' fleet programs, including sales. Key positions within the local teams include:

Account Executive

- Designs, reviews and implements fleet management programs
- Sells to local / regional prospects and identifies new opportunities
- Supports the Account Manager in handling ongoing fleet needs

Account Manager

- Implements fleet management programs specifically designed for the customer
- Reviews the 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 customer fleet needs
- Administers all day-to-day fleet-related matters
- Works with Account Manager to provide turnkey fleet management
- Works directly with employees on fleet issues

Fleet Strategy Manager

- Works with Account Manager to maximize resale/disposal of fleet vehicles
- Works with wholesalers nationwide to sell vehicles in an average of 17 days

Finance Manager

- Works with customers to develop customized financing and credit options

Director of Fleet Management

- Oversees customer service, sales staff, and ongoing support of client operations within the regional territory

Our corporate office will serve as a centralized liaison, working with NJPA staff and the local Enterprise Fleet Management teams to facilitate sales and marketing strategies for the NJPA program. This ensures that we are able to capitalize on our local presence and maximize the total potential of this contract for the members.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

b) Dealer network or other distribution methods.

As the largest purchaser of vehicles in North America, Enterprise has the ability to acquire vehicles from nearly any manufacturer. We can also offer both new and used vehicles from existing inventory.

Enterprise Fleet Management has more than 17,000 dealers in our database from which to choose. Unless defined otherwise, we start our search for courtesy delivery (CD) dealers with fees under \$150 and within 35 miles of the driver. We shop for the best deal for all parties and always look for volume discount opportunities. When applicable we use the same dealers continuously to ensure they understand Enterprise and our customers' expectations. We have detailed instructions letting the dealer know step-by-step what is needed for a smooth transaction, including payment.

This is what we expect from our CD dealers:

- Acceptance of vehicle, including inspection for damage or missing equipment.
- Filing of claims and making arrangements for any necessary repairs.
- Preparation of vehicle for delivery, including performing the post-delivery inspection, cleaning the vehicle, and installing any contracted equipment.
- Timely delivery of vehicle to driver, including providing excellent customer service and a demonstration of the vehicle.
- Application for Title and Registration with the state and installation of license plates or temporary tags.

We track orders with the manufacturers throughout the process. Drivers can also check their vehicle status through our website or through the Enterprise mobile app. Once the vehicles are ready, your Account Fleet Coordinator will work with each driver to coordinate the most convenient method of pickup or delivery for the driver team.

c) Service force.

Call Center

Enterprise Fleet Management has a call center with a single toll-free number for all customer support related to vehicle maintenance, roadside assistance, and accident management. Our hours are 6 a.m. to 7 p.m. Monday through Friday, and 7 a.m. to 4 p.m. on Saturday. Roadside assistance is available 24 hours a day, seven days a week.

The call center is staffed exclusively by Enterprise Fleet Management associates. Outside of our business hours, calls are automatically forwarded to our roadside partners.

Our National Service Department was the first at a fleet management company to earn the ASE Blue Seal of Excellence. To qualify, 75 percent of our technical staff must be ASE certified and we must maintain certifications in all repair areas in which we operate. The NSD has achieved Blue Seal status for the past 20 years.

Supplier Network

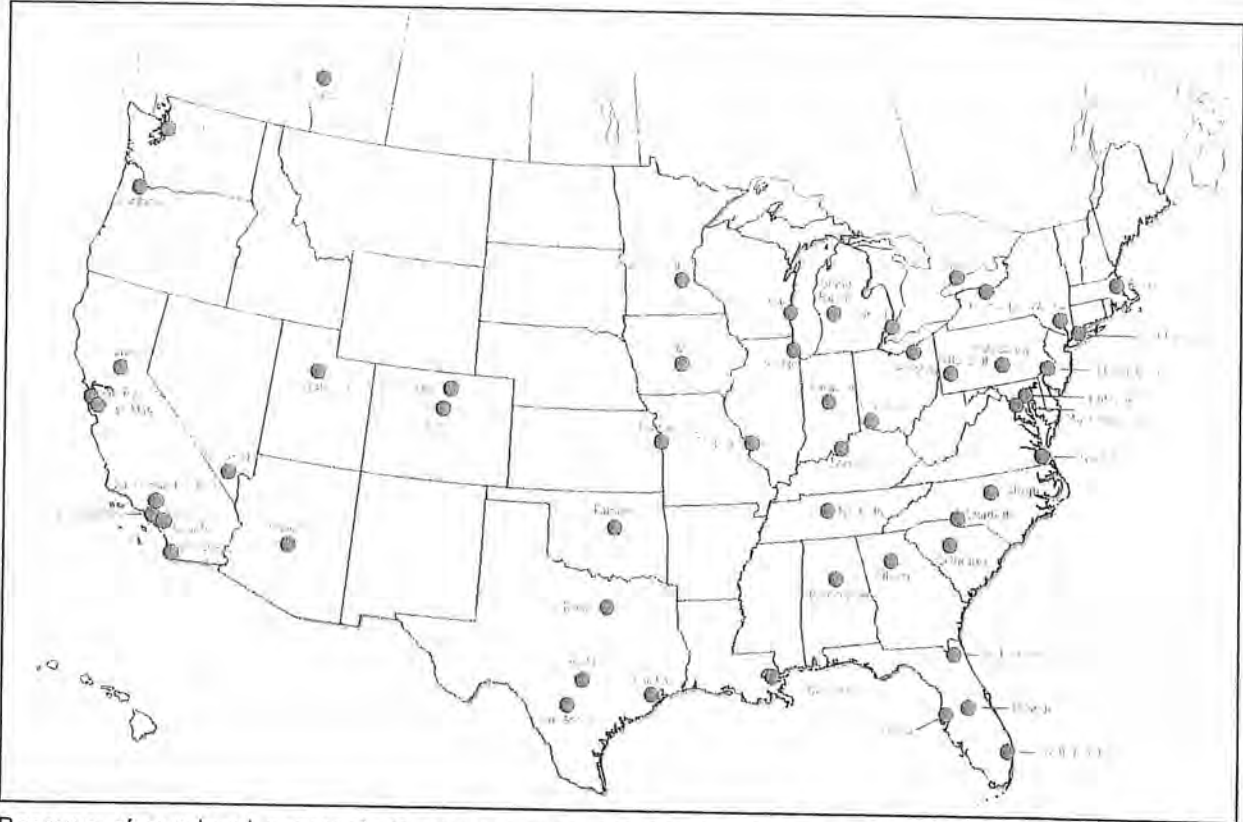
For maintenance and repair services, Enterprise encourages the use of our more than 30,000 Preferred Partners to ensure the highest level of service and greatest value with lower downtimes. In total, Enterprise has established relationships with more than 80,000 maintenance and repair shops nationwide, which includes dealers and National Account partners. National Account partners include: Firestone, Michelin, Pep Boys, Tire Kingdom, Jiffy Lube, Valvoline Instant Oil Change, Goodyear, Discount Tire, and Grease Monkey.

Our partnerships give our customers access to a vast, nationwide network of vendors who are ready to perform routine maintenance and repairs outside of the vehicle warranties.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Please include details, such as the 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 employers (or employees of a third party), and any overlap between the sales and service functions.

Enterprise Fleet Management has more than 50 offices across North America, with more than 2,000 employees.



Because of our local approach to account management, there is some overlap of sales and service functions. Our goal is to create lifelong relationships with our customers, and we believe the sales and implementation processes are a great opportunity to build rapport with a new customer and lay the foundation for a successful long-term partnership. In addition to promoting and selling the NJPA program to potential members, the local sales staffs will provide customer service, support, and other assistance to ensure we are meeting and exceeding expectations.

Maintenance Network

Enterprise encourages the use of our more than 30,000 Preferred Partners to ensure the highest level of service and greatest value with lower downtimes. In total, Enterprise has established relationships with more than 80,000 maintenance and repair shops nationwide, which includes dealers and National Account partners. National Account partners include: Firestone, Michelin, Pep Boys, Tire Kingdom, Jiffy Lube, Valvoline Instant Oil Change, Goodyear, Discount Tire, and Grease Monkey.

Our partnerships give our customers access to a vast, nationwide network of vendors who are ready to perform routine maintenance and repairs outside of the vehicle warranties.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Rental Network

Our affiliate Enterprise Holdings has more than 100,000 employees worldwide and more than 6,000 rental locations in the U.S. alone. Enterprise Fleet Management can leverage this vast network and infrastructure as needed for vehicle logistics/movement, additional support, or for customers in remote locations. We are constantly picking up, delivering, and moving our own fleets units, which gives us an inherent understanding and ability to navigate these situations quickly and efficiently for our fleet customers. Because our combined companies own and operate 1.9 million units, we are keenly aware of industry trends, recalls, vehicle values, new model enhancements, regulatory issues, manufacturer updates, and more.

19) Describe in detail the process and procedure of your customer service program, if applicable. Please include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.

Customer service is provided through our local account management teams. Because Enterprise Fleet Management has fully-staffed offices across North America, we are able to provide a high level of customer service from local employees who are experienced and knowledgeable of their local customers' programs.

All driver/fleet administrator questions would be directed to the dedicated Account Manager and Account Fleet Coordinator. We want our clients to be able to reach out directly to their account team, which will be familiar with their account and be able to react immediately and resolve the issue or answer questions with one call or email. All drivers will have their account team's contact information readily available from the mobile app or introduction packet. They can call their account team's office line, cell phone or reach out through email.

In addition, we hold quarterly and annual client review meetings to review each program's overall performance and provide any needed updates. At that time, members of the local account management team will provide recommendations regarding maintenance, fuel, insurance, acquisition, and resale based upon industry standards.

Ensuring Customer Satisfaction

Our performance as a fleet management partner for our customers is measured in several ways. We strive to reduce our customers' total cost of ownership in several categories, including maintenance costs, fuel spend, acquisition costs and resale gain. Some of the ways in which we accomplish this include:

- Active management of vehicle lifecycle to minimize fuel and maintenance spend
- Annual fuel and maintenance spend benchmarking to decrease total cost of ownership
- Comparison of vehicle makes and models to provide better total cost of ownership
- Increased equity gain at disposal through proactive fleet planning and forecasting
- Continuing review of resale market to identify best disposal method and holding period
- Comparison of Enterprise resale performance against industry standards
- Management of customer-specific incentive programs to reduce acquisition costs
- Review of vehicle application to "right-size" makes and models that are best suited for each client's needs
- Review driver and administrator feedback to maximize driver satisfaction

We also collect customer satisfaction results from a variety of sources to ensure we are meeting our customers' needs. Those sources include our internal Service Quality index (SQi) process, customer satisfaction surveys, customer service inquiries, monthly phone surveys from an independent research service provider, and specific electronic or manual survey campaigns. The results are closely monitored and any necessary changes are made to resources, processes, etc.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

SQi

Our Service Quality index (SQi) is one of the main ways we measure customer satisfaction for each of our brands. 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 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 work with an outside company that contacts our customers twice a year to gauge their overall satisfaction with our program. Enterprise is committed to delivering exceptionally high standards every time. The goal of our company is to exceed customer expectations, and the only acceptable response from a customer is that they are completely satisfied with our service.

Enterprise Fleet Management prides itself on the customer service we offer to each customer, and employee promotions are based on success with the customer service scores we receive. Enterprise is consistently awarded for its top-notch customer service, as recognized by numerous industry awards. 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.

20) a) Identify any geographic areas of the United States that you will NOT be fully serving through the proposed contract. b) Identify any NJPA Member sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Please explain your answer. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract?

Enterprise Fleet Management can fully service and manage fleet programs throughout the United States, with limited availability in Puerto Rico, Hawaii, and parts of Canada. Enterprise has one of the largest geographical coverages for a fleet management company, and our extensive experience with government agencies, educational entities, and other not-for-profit customers is a distinct advantage in these sectors.

21) Define any specific contract requirements or restrictions that would apply to our Members in Hawaii and Alaska and in US Territories.

Enterprise Fleet Management has limited availability in Puerto Rico, Hawaii, and parts of Canada, and we are unable to provide services to members in remote areas. We will work with NJPA and your members to discuss any specific limitations and potential solutions for members in these regions.

Marketing Plan

22) If you are awarded a contract, how will you train your sales management, dealer network, and direct sales teams (whichever apply) to ensure maximum impact? Please include how you will communicate your NJPA pricing and other contract detail to your sales force nationally.

Enterprise Fleet Management is a nationally recognized solution for both public and private entities looking to improve cash flow, free up credit, and save time by offloading their fleet. When combined with our affiliate Enterprise Holdings, NJPA members will also have access to daily rental, business rental, truck rental, vanpooling, car sharing, and car sales, providing a total transportation solution.

Over the past four years, Enterprise has seen a 60 percent growth in the total number of vehicles managed. This growth comes from providing a value that is unmatched in the fleet management industry. A partnership with Enterprise means that E&I and its members will have access to:

Largest Sales Team

Enterprise has the largest sales force in the industry with more than 200 Account Executives and 170 Account Managers. Our Account Executives proactively market to their local territories through cold calls, email marketing, direct mailers, hosting customer/vendor events, referrals, and involvement in both local and national associations. Once a member is on board, Enterprise assigns a local Account Manager to monitor the member's fleet activity, as well as continuing to make proactive recommendations to grow the business. Our local staff is actively engaged and up to date with everything having to do with the automotive industry. Making sure we are constantly aware of all the ways we can provide the right solutions for your members is imperative to our success.

True Commitment

Enterprise has the most proactive sales plan in the industry, especially when it involves both public and private institutions of education. We have a Government Marketing department that specializes in working with these institutions. This department not only works closely with our internal sales teams, but also directly with current and prospective customers in evaluating their fleet plans and informing them of cooperative purchasing opportunities. In addition, this department works directly with Enterprise's cooperative purchasing partners to ensure the local operating groups are educated on the purchasing cooperative's processes and benefits to its members.

Unparalleled Infrastructure

Enterprise Fleet Management is second to none when it comes to our infrastructure and presence across the country. To put this into perspective, Enterprise Fleet Management currently operates more than 50 regional offices with a staff of more than 2,000 employees and approximately 470,000 vehicles under management today. When combined with our affiliate Enterprise Holdings, we have more than 1.9 million vehicles and more than 8,300 offices — with an Enterprise location within 15 miles of 90 percent of the U.S. population.



Industry Leading Customer Service

Customer Service is our way of life. We measure ourselves using the Enterprise Service Quality index (ESQi). Our investment to measure customer satisfaction exceeds \$4 million annually. This evaluation, which is conducted by a third-party company, measures customer satisfaction from the branch level up through area, regional, group and national levels on a monthly basis. Promotions, pay raises and company recognition revolve around ESQi performance. Such top-of-mind awareness, focus, and performance-based career recognition and advancement all distinguish Enterprise from our competitors, and this drives our company collectively to push the limits of exceeding Customer Service benchmarks year-to-year.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Innovative Technology

We have invested more than \$100 million into the fleet management business over the last few years to give our customers features and online tools they have asked for. Our new technology is the most comprehensive fleet management data warehouse in the industry and will help your members manage their vehicle fleets more efficiently — whether it is alerts for oil changes or understanding the total cost of ownership for each vehicle — and when it is time, selling those vehicles for a maximized return.

From our strong manufacturer relationships to our award-winning National Service Department, we make it easy for your members to do business with us. Our message is simple: take care of our customers and employees first and growth will follow. With our sales teams and presence as the leader in the fleet management industry combined with the member base of NJPA, we are confident that a partnership between both parties will be a partnership that will grow for years to come.

Implementation

Enterprise has entire teams at the local level who are experienced at transitioning accounts, as well as operations at our corporate campus that help with internal parts of the process, which will help us meet the projected implementation schedule.

We spend a lot of time with our clients to get a better understanding of how we can make the process as easy as possible. We then have several internal meetings with all team members to ensure we meet all timelines properly.

An external client implementation meeting with the new client's decision makers takes place next, and then the 12 month On-boarding Road Map begins with the new client. Driver training is then scheduled, if applicable, via face-to-face meetings, driver videos, conference calls, and email correspondence. Our implementation processes and experience with similar projects will ensure a smooth and efficient implementation for each member.

Below is a sample timeline of the implementation process.

Agenda	Timeline
New Opportunities in the Implementation Process	Internal – Pre-Implementation
Implementation Road Map	Internal – Pre-Implementation
Internal Transition Meeting	Internal – Pre-Implementation
Implementation Meeting with Client	First Meeting
• Introductions	
• Rollout	
• Fleet Plan	
• Wrap-Up	
Post-Implementation Meeting Action Items	48 Hours Post-Implementation
• Executive Summary	
• Three-Month Account Health Check	90 Days
• Driver Communication	
• Reporting Expectations	
• Fleet Right-Typing and Right-Sizing – planning	
Company Car Policy (if applicable)	First 30 Days
Six-Month Account Health Check	180 Days
• Sample Survey	
• Sample Savings Template	
Annual Client Review	One Year

23) Describe your marketing strategy for promoting this contract opportunity. Please include representative samples of your marketing materials in electronic format.

Enterprise will work with NJPA to develop a customized marketing strategy that leverages our existing sales teams throughout North America. Because of our company's size and infrastructure, we can also scale up to meet higher demand at a moment's notice. Some of the marketing methods will include:

- A marketing banner on the NJPA website announcing the partnership and details
- Targeting the largest members first to maximize the impact
- Local sales teams will meet regularly with current and potential members
- Direct-mail campaign with customized fliers featuring program information

24) Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.

Enterprise Fleet Management uses our customer website (efleets.com) to provide company information and receive online inquiries. In the past, Enterprise Fleet Management has invested in Google Adwords and participated in re-targeting advertising; however, this is a rare occurrence. Enterprise prefers to partner with trusted industry leaders such as Bobit Business Media to advertise and communicate to our niche demographic.

Enterprise Fleet Management uses LinkedIn for recruiting purposes and does not presently leverage social media at a corporate level. We use Salesforce.com and the Pardot email platform to communicate with customers and prospects that have opted in to receive communications.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

25) In your view, what is NJPA's role in promoting contracts arising out of this RFP? How will you integrate an NJPA-awarded contract into your sales process?

As an example, NJPA will provide Enterprise with basic sponsorship activities like below to promote any contract resulting from this RFP.

- First and foremost is a partnership that provides the appropriate access to staff to allow open dialog and collaboration among teams
- Actively promote Enterprise Fleet Management as a preferred fleet management provider through NJPA websites, conferences, newsletters, and other loyalty publications
- NJPA to provide logo in correspondence to members
- Permission for direct-mail to members through Enterprise email platform
- Provision of annual letter from NJPA president promoting the relationship with Enterprise Fleet Management
- Referral of members to Enterprise through phone, mail or email
- Provision of electronic member list on a quarterly basis (company name, address, phone number, email, etc.)

Enterprise will create a unique marketing plan to promote the NJPA program across the country. A sample marketing plan outline is below.

Sample 12-Month Marketing Plan

Advertisements

- Generic Fleet Management Advertisements
 - Enterprise and NJPA logos will be on each ad
 - Each ad will focus on fleet management awareness
 - Each ad will be formatted to be used as a 1/2-page or full-page publication

PR Editorials

- Editorials/Newsletters
 - Based on each partner's editorial calendar (provided by NJPA)
 - Articles submitted based on magazine's theme
 - Topics to correlate with advertisements

Direct Mail / Fax Communication

- Possibly send 12-month advance updates with default topics to be used in mail/fax communication
- Schedule of frequency and topics, along with samples, to be provided by our partners

Case Studies

White Papers

Presentations

Webinars

New Member Packets

Internet Content and Customized Links

- Develop these materials to be used at both the national and local levels

26) Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.

Our ordering and procurement process is customized for each individual member based on their needs. Our dedicated account teams will meet with each individual member to determine what products and services are needed to create a menu price of vehicles that the member can utilize for ordering. After the selections are made, the member will receive a quote for each vehicle to be approved by the authorized signer.

Value-Added Attributes

27) Describe any product, equipment, maintenance, or operator training programs that you offer to NJPA Members. Please include details, such as whether training is standard or optional, who provides training, and any costs that apply.

Enterprise Fleet Management can provide training through a variety of methods as needed — through print materials / guides, online training materials, webinar training, or in-person meetings. This will be facilitated through the local account management team and will be customized to fit the specific needs of the NJPA member, its fleet, and drivers.

28) Describe any technological advances that your proposed products or services offer.

Customer Website

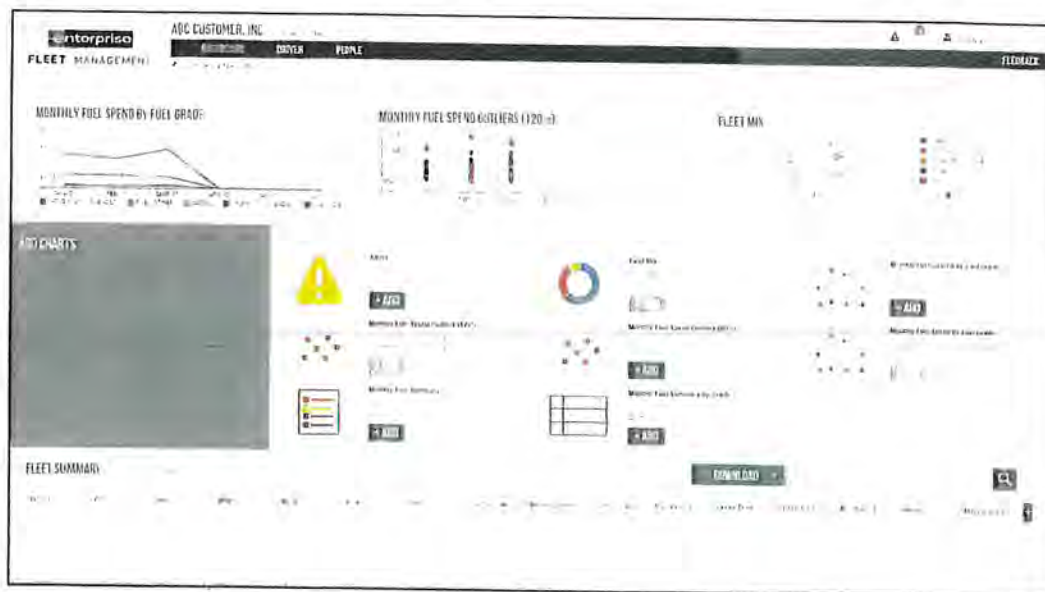
Enterprise Fleet Management's newly updated website uses a vast data warehouse to pull from millions of data records, giving our clients quick access to important vehicle information. This information is organized and consolidated into easy-to-understand, customizable views to provide your members with custom reporting, alerts, and the analytic tools they need to effectively manage their fleets.

Complete Data Visibility

- Review detailed information about recent maintenance activities
- View status of vehicle license renewals
- Access all risk management claims
- Analyze fuel breakdown through WEX data integration

Customized, Self-Service Reporting

- Develop custom reports: display, sort and filter information that is most beneficial to the company and individual roles
- Simplify complex processes with powerful vehicle descriptors by allocating internal costs, tracking costs by project codes, and understanding costs by region and vehicle type
- Perform online searches across all data fields
- Sort data by "Driver" or by "Vehicle" to view the history and assignment of all assets
- Export all information in multiple formats
- Utilize self-service features such as driver changes, vehicle descriptors, mileage and more
- Assign unlimited unique identifiers to each vehicle to simplify routine tasks and vehicle categorization
- Utilize internal accounting and business terms to fully describe each vehicle so reporting can easily blend into your existing structures
- Set up automated alerts: maintenance, billing, registrations, lease renewals, manufacturer recalls, etc.



Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Customizable Dashboard

Our website features a dashboard designed to supplement our annual client review tool and analysis with day-to-day, month-over-month views of the fleet operations. The views are customizable to fit specific business needs and preferences. All day-to-day information needs can now be found in one simple dashboard view.

Mileage and Taxable Fringe Benefit Reporting

The online Mileage Reporting tool allows our customers and their drivers to track vehicle mileage by entering the current odometer reading and the amount of personal and business miles driven. These data entries can then be customized and viewed online, as well as downloaded in multiple file formats.

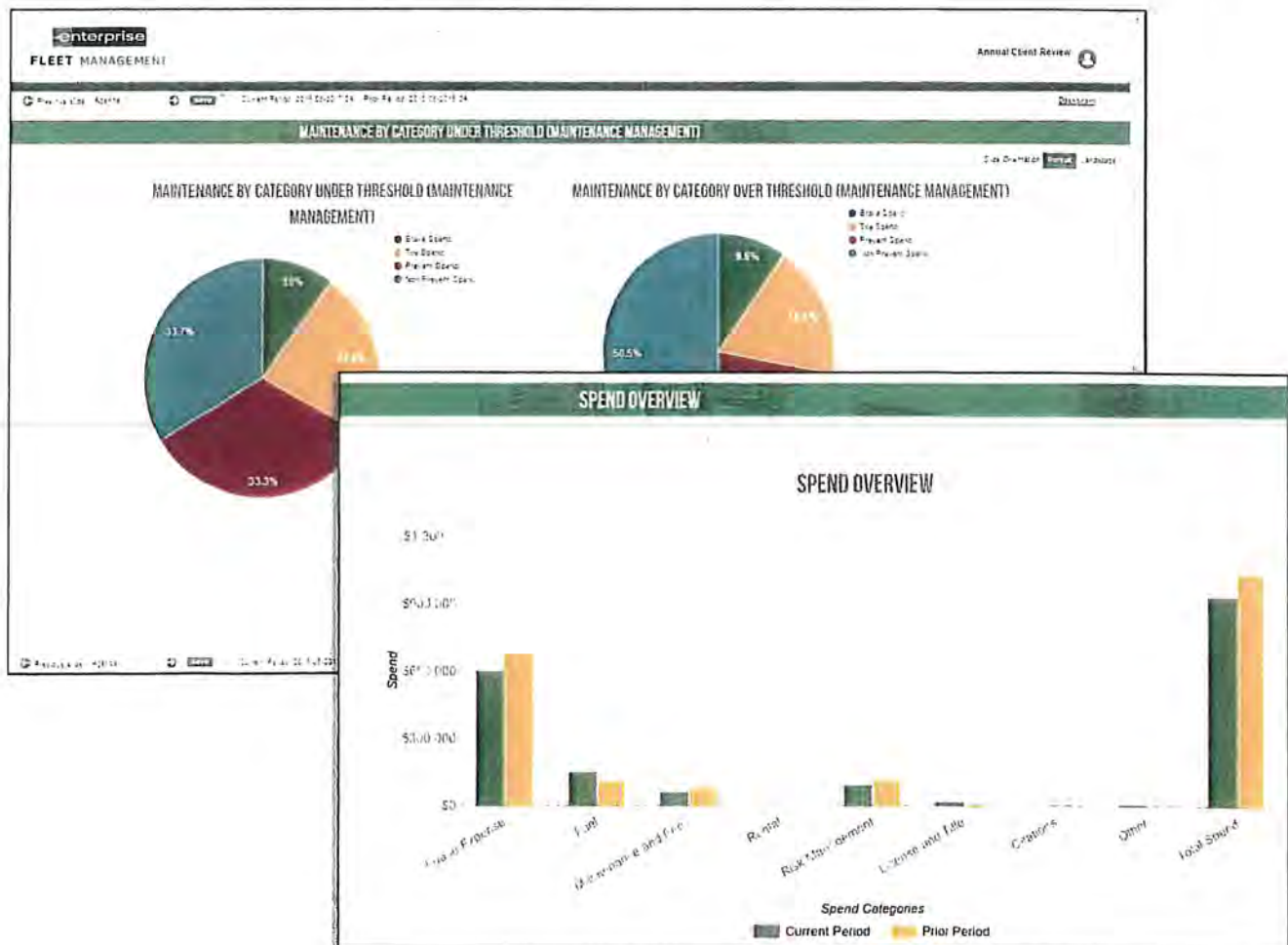
Our website now also provides our customers with detailed reporting on the Cumulative Taxable Benefit for each driver. This is based on IRS guidelines, and our website provides helpful guides and disclosures that can help each payroll department identify and track these amounts, based on vehicle data and mileage.

Integrated Fuel Data

Our fuel card program integrates with our customer website to show fuel data that can help NJPA members lower costs and identify outliers. This data is automatically pulled into the online dashboard to give our customers near real-time insight into fuel usage, costs, and MPG data.

Annual Client Review Tool

At Enterprise Fleet Management, we have created an automated, efficient review process that allows the dedicated Account Manager to quickly present a year-over-year analysis of fleet costs and operations. They will sit with each NJPA member to review the analysis, make appropriate recommendations and create a plan to help them better control and reduce their fleet operating costs.



Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Vehicle Selector

Enterprise will provide a vehicle selector list of best-in-class vehicles that has been expertly determined based upon cost, fuel economy, employee satisfaction and safety. The selector list will be updated on a continual basis to ensure the most efficient vehicles are being offered.

This list will allow each community to quickly and easily choose a vehicle that best fits each individual need and help them make decisions that will best reflect the overall vision for the fleet.

Monthly Vehicle Cost Analysis

This tool allows our team to provide assumptions or real data regarding current fleet vehicle costs, driver downtime, projected resale values, funding options, etc., and compare to other potential Enterprise Fleet Management solutions.

Mobile App

Enterprise Fleet Management recently released a new mobile app with enhanced features for all of our customers. The new app integrates with Enterprise's existing platforms and our customer website to ensure drivers have what they need whether they are in the office or on the road. When drivers use the app, key information and important notifications will be easily accessible 24/7.

- **Real-time alerts:** administrators can send out customized, real-time alerts regarding mileage entry, insurance, license renewals, citations, maintenance, vehicle remarketing, and more
- **Maintenance service features:** view digital maintenance cards; schedule appointments directly from the app (featuring Firestone, with more vendors to be added)
- **Messaging:** allows the customer to send messages to one or more drivers in the field
- **Status updates:** users can check on new vehicle orders; see when maintenance or repairs are completed
- **Maintenance notifications:** displays current or past-due oil change reminders and when work is completed
- **Map features:** drivers can search for the nearest fuel locations based on cost or distance; find the nearest maintenance shops, including preferred shops for faster service; and view turn-by-turn directions
- **Mileage and job tracking:** drivers can track personal vs. business mileage, make notes and track mileage for job-specific travel, and edit or correct odometer entries for accurate reporting
- **Accident reporting:** drivers can report and submit information directly to Enterprise, including photos of damage and accident details
- **Click-to-call:** includes contact information to quickly and easily reach the appropriate Enterprise contact or roadside assistance
- **Multiple vehicles:** manage multiple vehicles under a single user account



Additional features currently under development include push notifications for alerts, check-in and check-out reporting for pool vehicles, digital insurance cards and registration documents, more vendor options for scheduling maintenance appointments, and the ability to upload photos for vehicle profiles.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

29) Describe any “green” initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.

Managing fleet vehicle emissions can represent a key — and highly visible — component of an effective environmental stewardship effort. That is why Enterprise Fleet Management offers a set of eco-friendly programs and initiatives to help customers manage the carbon footprint of their fleets.

Vehicle Cycling/Fleet Optimization

The fundamental principle of fleet optimization is managing what you can measure. We can work with your members to manage their fleets in eco-friendly ways.

Enterprise Fleet Management can add a comprehensive environmental dimension to vehicle-cycling decisions. We have the expertise to measure:

- Improvements in fuel efficiency
- Direct and indirect remediation costs

Emerging Fuel and Engine Technologies

The latest fuel and engine technologies can help address a fleet's environmental impact in many ways. FlexFuel vehicles running on E85 fuel (a blend of 85 percent ethanol and 15 percent gasoline) or biofuels can reduce greenhouse gas emissions by up to 20 percent compared with traditional engines. Hybrid engines can deliver up to 40 percent better fuel efficiency than their counterparts that are powered by gasoline alone.

But new engine technologies have important limitations too. Some alternative fuels like E85 may not be widely available in a customer's service area. In addition, costs for acquisition, maintenance and resale can differ significantly compared with traditional vehicles. Enterprise Fleet Management offers the benefit of unmatched experience with emerging fuel and engine technologies. Today, Enterprise companies own the largest fleet of FlexFuel vehicles in the world, along with thousands of gas-electric hybrids. Our expertise can help your members make smart decisions about when and where to deploy new engine technologies.



Fleet Emission Footprint Analysis

Many fleet operators may have limited opportunities for reducing the environmental impact of the fleet, but we can help maximize the options our customers have.

Even taking steps to balance or mitigate a fleet's emissions can be a challenge — particularly if the client does not have the resources to measure the carbon footprint of the vehicles.

Enterprise Fleet Management can simplify the benchmarking process. We work in partnership with a respected provider to offer an accurate report on vehicle emissions — tailored to the fleet's unique composition and driving conditions. This data can then be used to influence fleet management choices, such as vehicle selection/replacement or the decision to participate in an emission offset program.

Offsetting Greenhouse Gas Emissions

We provide today's fleet operators with a practical means of offsetting their vehicles' greenhouse gas emissions and reducing the impact of their fleet on the environment.

Verified greenhouse gas offsets can provide an appealing option for fleet operators, who would otherwise have few practical ways to reduce the impact of their vehicle emissions. In essence, these offsets are contracts to invest in projects and technologies that remove carbon dioxide from the atmosphere. Enterprise Fleet Management can help purchase these offsets through a trusted third-party partner, TerraPass. TerraPass invests in alternative-energy projects — such as energy from wind farms and the mining of methane gas from landfills — to remove harmful greenhouse gases from the atmosphere.

When customers opt-in to our offset program, they can help address the greenhouse gas emissions created by fleet vehicles. Furthermore, Enterprise Fleet Management, through our company's charitable foundation, will match a portion of each customer's greenhouse gas offset purchase. Collectively, the company's foundation has pledged up to \$1 million annually as part of our customer match program.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

Environmental Stewardship

When a customer does business with Enterprise Fleet Management, they are partnering with a corporate family that takes environmental stewardship very seriously. Beyond our aggressive efforts to build a fuel-efficient, low-emissions fleet, we have made substantial long-term investments in systemic efforts to address environmental challenges.

These include:

- **LEED-certified “Green Building”** — to house Enterprise Fleet Management’s National Operations Center.
- **Research funding for alternative fuels** — a \$25 million grant to create the Enterprise Institute for Renewable Fuels at the Donald Danforth Plant Science Center, a renowned center with expertise in plant oils.
- **The 50 Million Tree Pledge** — a \$50 million gift that created an innovative partnership with the National Arbor Day Foundation and the U.S. Forest Service to underwrite the planting of 1 million trees a year for 50 years in national forests across the U.S., Canada, and Europe.

While we do not expect our efforts to provide a total solution, we do believe that they are making a difference. We welcome the opportunity to work in partnership with you to build a more sustainable future for our communities — and for the world.

Corporate Social Responsibility

Owned by the Taylor family of St. Louis, Enterprise Fleet Management is an affiliate of Enterprise Holdings, the largest car rental company in the world. From our executive suite to our branch locations, we know that healthy and prosperous communities are the lifeblood of our business. That is why Enterprise Holdings and Enterprise Fleet Management are committed to promoting long-term community growth and prosperity — through our economic impact and employment, local foundation grants, global philanthropic initiatives, corporate sustainability, and, of course, sustainable transportation options.

We believe that strong business growth is built on putting the needs of customers, the growth of employees, and the health of local communities first. Through our global Corporate Social Responsibility (CSR) efforts, we are investing in making our business and our world a better place through initiatives that:

- promote the viability of mobility and alternative fuels.
- increase access to fuel-efficient vehicles.
- improve the resource efficiency of our operations.
- minimize waste throughout the lifecycle of our vehicles.
- minimize the impact of vehicle leasing and rental by offering carbon offsets that support renewable energy projects.
- support causes that improve the quality of life in local communities.
- enhance relief efforts in the wake of natural disasters.

Form A — PROPOSER QUESTIONNAIRE – General Business Information cont.

In addition to these efforts, a robust set of policies and a CSR Governance Council guide our approach to sustainable business management. The most important of these policies and programs are summarized below:

- Carbon Offsets
- Duty of Care
- Supplier Code of Conduct
- Human Rights
- Safety Recalls
- Workplace Ethics
- Employment and Equal Opportunity
- Founding Values
- Privacy and Safe Harbor
- Subsidiaries and Franchisees

Sustainable Maintenance Programs

When it comes to sustainable transportation, our approach is quite simple — little things can make a big difference. As a result, corporate sustainability is an ongoing pursuit to shrink our impact.

For example, we recycle, repurpose and reduce materials wherever possible. Our thorough vehicle maintenance program also helps lower costs, divert waste from landfills and reduce reliance on non-recycled materials.

Our commitment to sustainability is based on both a comprehensive understanding of critical details as well as the long-term picture of success. Reducing our environmental impact is ultimately about making responsible choices and following sustainable business practices:

- Managing Materials Responsibly
- Recycling Windshields
- Prioritizing Fuel Efficiency
- Renewing License Plates
- Using Water-Based Paints
- Re-Refining Oil and Recycling Filters
- Repurposing Tires

30) Describe any Women or Minority Business Entity (WMBE) or Small Business Entity (SBE) accreditations that your company or hub partners have obtained.

While Enterprise Fleet Management does not qualify as a minority- or woman-owned business, our company has a Supplier Diversity program which is a strategic initiative to grow our business by utilizing such businesses. Purchasing goods and services from businesses that are classified as small, minority-owned, woman-owned and other nationally or federally recognized designations solidifies Enterprise as a responsible corporation and a driver of economic growth.

We have identified a strong network of Minority Owned Businesses (MBEs), Women Owned Businesses (WBEs), Disabled Veteran-Owned Business Enterprises (DVBES) and other socially and economically disadvantaged businesses to take part in our procurement activities nationwide. To ensure that we are sourcing business from diverse suppliers, Enterprise Holdings is an active member of a number of groups that represent these constituents, including but not limited to the following: the National Minority Supplier Development Council (NMSDC); the U.S. Hispanic Chamber of Commerce (USHCC); the U.S. Pan Asian American Chamber of Commerce (USPAAC); the Women's Business Enterprise National Council (WBENC); the Airport Minority Advisory Council (AMAC), and the National Gay and Lesbian Chamber of Commerce (NGLCC).

To ensure even greater business opportunities for minority auto dealers, Enterprise has a strong partnership with the National Association of Minority Automobile Dealers (NAMAD), which represents more than 1,500 dealerships throughout the United States. Enterprise also has supported member dealers with the General Motors Minority Dealers Association (GMMDA), and the Chrysler Minority Dealers Association (DCMDA).

Annually, our company spends more than \$6 billion with its network of diverse suppliers.

31) What unique attributes does your company, your products, or your services offer to NJPA Members? What makes your proposed solutions unique in your industry as it applies to NJPA members?

At Enterprise Fleet Management, we believe the following are differentiating factors that distinguish us from the competition:

- **Fleet Expertise/Experience:** Because we own and operate 1.9 million units worldwide, together with affiliate Enterprise Holdings, we are keenly aware of industry trends, recalls, vehicle values, new model enhancements, regulatory issues, manufacturer updates, and more.
- **Infrastructure:** Our local account team presence — more than 50 fleet locations nationwide — and our relationships with the manufacturers differentiate us from the competition. Enterprise has local offices around the country with teams who can meet face-to-face and serve our customers.
- **Total Cost of Ownership Approach:** Through managing our own fleet of vehicles, we are experts at analyzing each cost bucket to ensure that we are operating at the lowest cost of ownership and we bring this forth to our clients as well.
- **Logistics:** We are constantly picking up, delivering, and moving our own fleets units, which gives us an inherent understanding and ability to navigate these situations quickly and efficiently for our fleet customers.
- **Vehicle Resale:** Our experienced remarketing professionals are what make the Enterprise service so effective. We invest more in this area of business than any of our competitors, and we have a wide network of remarketing offices across the nation. We use our knowledge and experience to remarket vehicles through the appropriate channels to maximize the sales price.
- **Physical Damage Claims and Subrogation:** As a company, we are self-insured and have in-house teams that handle subrogation and claims services. Because this affects our bottom line, we have unmatched experience, resources and employees managing this area, and this greatly sets us apart from our competitors.

32) Identify your ability and willingness to provide your products and services to NJPA member agencies in Canada.

Enterprise Fleet Management is able to provide our full range of services to NJPA member agencies in Canada. Some geographical limitations apply to parts of Canada, and we are unable to provide services to members in remote areas. More specific details can be provided.

33) NJPA Members may intend to use funds from a federal grant or contract under the Federal Emergency Management Agency (FEMA). In that event, state your ability and willingness to complete, execute, and provide the “Required FEMA Terms and Conditions Certification” form attached as Appendix D to the RFP.

Enterprise is willing to review and execute this if grant specifications meet our terms and conditions and allow for our Master Terms and Conditions.

NOTE: Questions regarding Payment Terms, Warranty, Products/Equipment/Services, Pricing and Delivery, and Industry Specific Items are addressed on Form P.

Signature: _____

Date: 6-5-2018



PROPOSER INFORMATION

Company Name: Enterprise Fleet Management, Inc.

Address: 600 Corporate Park Drive

City/State/Zip: St. Louis, MO, 63105

Phone: 877-233-5338

Fax: _____

Toll-Free Number: 877-233-5338

E-mail: _____

Website Address: www.efleets.com

COMPANY PERSONNEL CONTACTS

Authorized signer for your organization

Name: Dain Giesie, AVP of Fleet Management

Email: Dain.E.Giesie@efleets.com

Phone: 314-274-5428

The person identified here must have proper signing authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer.

Who prepared your RFP response?

Name: Same as above

Title: _____

Email: _____ Phone: _____

Who is your company's primary contact person for this proposal?

Name: Same as above

Title: _____

Email: _____ Phone: _____

Other important contact information

Name: _____ Title: _____

Email: _____ Phone: _____

Name: _____ Title: _____

Email: _____ Phone: _____

Form C

**EXCEPTIONS TO PROPOSAL, TERMS, CONDITIONS,
AND SOLUTIONS REQUEST**



Company Name: Enterprise Fleet Management

Any exceptions to the terms, conditions, specifications, or proposal forms contained in this RFP must be noted in writing and included with the Proposer's response. The Proposer acknowledges that the exceptions listed may or may not be accepted by NJPA or included in the final contract. NJPA will make reasonable efforts to accommodate the listed exceptions and may clarify the exceptions in the appropriate section below.

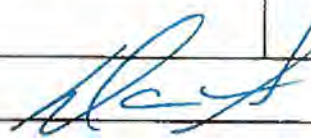
Section/page	Term, Condition, or Specification	Exception	NJPA ACCEPTS
3.17.2.1	5. Installation, operation and maintenance of dedicated charging and fueling stations;	Delete this number 5 in its entirety	August 9, 2018 Sourcewell* accepts
3.23.2	Vendor use of sub-contractors in sourcing or delivering equipment/product/services:	NJPA desires a single source of responsibility for equipment/products and services proposed. Proposers are assumed to have sub-contractor relationships with all organizations and individuals whom are external to the Proposer and are involved in providing or delivering the equipment/products/services being proposed. Suggested Solutions Options include:	August 9, 2018 Sourcewell* accepts
3.24	Geographic Area to be Proposed:	Refer to Enterprise Response #20.	August 9, 2018 Sourcewell* accepts
3.30.1	Deviations from industry standards	Delete this section in its entirety – all industry standard deviations is too broad and cannot be defined	August 9, 2018 Sourcewell* accepts
3.34	Warranty:	Delete this section in its entirety - All warranties made by any supplier, vendor and/or manufacturer of a Vehicle will be assigned by Lessor to Lessee for the applicable Term and Lessee's only remedy, if any, is against the supplier, vendor or manufacturer of the Vehicle.	August 9, 2018 Sourcewell* accepts
3.35	Additional Warrants:	Delete this section in its entirety - All warranties made by any supplier, vendor and/or manufacturer of a Vehicle will be assigned by Lessor to Lessee for the applicable Term and Lessee's only	August 9, 2018 Sourcewell* accepts

		remedy, if any, is against the supplier, vendor or manufacturer of the Vehicle.	
5.31	Price Changes	Delete this section in its entirety and replace with the following language - Lease rates may vary based on factors such as manufacturer pricing, market conditions, interest indexes and vehicle availability.	August 9, 2018 Sourcewell* accepts
5.32	Price Changes	Delete this section in its entirety and replace with the following language - Lease rates may vary based on factors such as manufacturer pricing, market conditions, interest indexes and vehicle availability.	August 9, 2018 Sourcewell* accepts
5.35	Price Changes	Delete this section in its entirety and replace with the following language - Lease rates may vary based on factors such as manufacturer pricing, aftermarket pricing, product pricing, market conditions, interest indexes and availability.	August 9, 2018 Sourcewell* accepts
5.44	SALES TAX	Delete the following two sentences: "Sales and other taxes should not be included in the prices quoted." "Except as set forth herein, no party is responsible for taxes imposed on another party as a result of or arising from the transactions under a Contract resulting from this RFP."	August 9, 2018 Sourcewell* accepts
5.53	Shipping	Delete this section in its entirety	August 9, 2018 Sourcewell* accepts
6.19.6.2	Printed Marketing Materials	Some EFM confidential materials may only be submitted after awarded to EFM.	August 9, 2018 Sourcewell* accepts
6.19.6.3	Contract announcements and advertisements.	Some EFM materials may only be submitted after awarded to EFM.	August 9, 2018 Sourcewell* accepts
6.26	Subcontractors:	Delete this section in its entirety – not applicable	August 9, 2018 Sourcewell* accepts
7.A 7.1 – 7.6	POST-AWARD OPERATING ISSUES A. SUBSEQUENT AGREEMENTS	This section is deleted in its entirety. A Master Lease Agreement will be executed between Enterprise FM Trust and NJPA Members.	August 9, 2018 Sourcewell* accepts

7.E 7.10 - 7.11	HUB PARTNER	Utilizing a HUB partner is at the discretion of Enterprise.	August 9, 2018 Sourcewell* accepts
7.F 7.12	TRADE-INS	Delete Trade-Ins section in its entirety and replace with the below language: CONSIGNMENT. Enterprise will sell Lessee's vehicles consigned to Enterprise by a Lessee as requested and with an executed Enterprise Consignment Agreement (attached to this RFP with Enterprise Lease Agreements). Additional forms may be required for California, Arizona and Canada.	August 9, 2018 Sourcewell* accepts
7.H 7.14 - 7.18	CONTRACT TERMINATION FOR CAUSE AND WITHOUT CAUSE	Delete this section in its entirety and replace with the following language - Either party may terminate this Agreement for any reason (convenience) by delivering not less than ninety (90) calendar days prior written notice thereof to the other party. Termination of the Contract without cause does not relieve either party of the financial, product, or service obligations incurred before the termination.	August 9, 2018 Sourcewell* accepts
7.C 7.8	REPORTING OF SALES ACTIVITY	Refer to Sample Reporting-Sourcewell spreadsheet provided by Enterprise on August 6, 2018.	August 9, 2018 Sourcewell* accepts
8.C 8.12	ASSIGNMENT OF CONTRACT	Delete this section 8.12 in its entirety	August 9, 2018 Sourcewell* accepts
8.H 8.18	FORCE MAJEURE	Delete this section 8.18 in its entirety and replace with the following language - Neither Sourcewell nor Enterprise Fleet Management will be held responsible for delay or default caused by fire, riot, acts of God and/or war that are beyond that party's reasonable control. Sourcewell or Enterprise Fleet Management defaulting under this provision must provide the other party prompt written notice of the default.	August 9, 2018 Sourcewell* accepts
8.J 8.23	MATERIAL SUPPLIERS AND SUB-CONTRACTORS	Delete this section 8.23 in its entirety	August 9, 2018 Sourcewell* accepts

8.Q 8.32 – 8.33	Acquisition Threshold and Termination for Cause and for Convenience	Delete these sections 8.32 – 8.33 in their entirety – Not applicable	August 9, 2018 Sourcewell* accepts
8.Q 8.35 – 8.38	Construction Contracts; Employment of Mechanics or Laborers; Clean Air Act and the Federal Water Pollution Control Act	Delete these sections 8.35 – 8.38 in their entirety – Not applicable	August 9, 2018 Sourcewell* accepts
8.Q 8.42 – 8.43	Energy Policy and Conservation Act Compliance and Buy American Provisions Compliance	Delete these sections 8.42 - 8.43 in their entirety – Not applicable	August 9, 2018 Sourcewell* accepts

Proposer's Signature: _____



Date: 8-7-2018

NJPA's clarification on exceptions listed above:

*On June 6, 2018, National Joint Powers Alliance changed its name to Sourcewell.





Formal Offering of Proposal
(To be completed only by the Proposer)

FLEET MANAGEMENT SERVICES

In compliance with the Request for Proposal (RFP) for FLEET MANAGEMENT SERVICES, the undersigned warrants that the Proposer has examined this RFP and, being familiar with all of the instructions, terms and conditions, general and technical specifications, sales and service expectations, and any special terms, agrees to furnish the defined products and related services in full compliance with all terms and conditions of this RFP, any applicable amendments of this RFP, and all Proposer's response documentation. The Proposer further understands that it accepts the full responsibility as the sole source of solutions proposed in this RFP response and that the Proposer accepts responsibility for any subcontractors used to fulfill this proposal.


Company Name: Enterprise Fleet Management Date: 6-5-2018

Company Address: 600 Corporate Park Drive

City: St. Louis State: Missouri Zip: 63105

CAGE Code/DUNS: 6Q1F8

Contact Person: Dain Giesie Title: AVP of Fleet Management

Authorized Signature:  _____
Dain Giesie
(Name printed or typed)

FORM E
CONTRACT ACCEPTANCE AND AWARD



(Top portion of this form will be completed by Sourcewell if the vendor is awarded a contract. The vendor should complete the vendor authorized signatures as part of the RFP response.)

Sourcewell Contract # 060618-EFM

Proposer's full legal name: Enterprise Fleet Management, Inc. *ILC 8-27-18*

Based on Sourcewell's evaluation of your proposal, you have been awarded a contract. As an awarded vendor, you agree to provide the products and services contained in your proposal and to meet all of the terms and conditions set forth in this RFP, in any amendments to this RFP, and in any exceptions that are accepted by Sourcewell.

The effective date of the Contract will be July 24, 2018 and will expire on July 24, 2022 (no later than the later of four years from the expiration date of the currently awarded contract or four years from the date that the Sourcewell Chief Procurement Officer awards the Contract). This Contract may be extended for a fifth year at Sourcewell's discretion.

Sourcewell Authorized Signatures:

DocuSigned by:
Jeremy Schwartz
7814C830E884E3
SOURCEWELL DIRECTOR OF COOPERATIVE CONTRACTS
AND PROCUREMENT/CPO SIGNATURE

Jeremy Schwartz
(NAME PRINTED OR TYPED)

DocuSigned by:
Chad Coquette
3F75E028A547448
SOURCEWELL EXECUTIVE DIRECTOR/CEO SIGNATURE

Chad Coquette
(NAME PRINTED OR TYPED)

Awarded on 07/23/2018

Sourcewell Contract # 060618-EFM

Vendor Authorized Signatures:

The Vendor hereby accepts this Contract award, including all accepted exceptions and amendments.

Vendor Name Enterprise Fleet Management, Inc. *ILC 8-27-18*

Authorized Signatory's Title Assistant Vice President

[Signature]
VENDOR AUTHORIZED SIGNATURE

Alvin Giersie
(NAME PRINTED OR TYPED)

Executed on Aug 14th, 2018

Sourcewell Contract # 060618-EFM

PROPOSER ASSURANCE OF COMPLIANCE

Proposal Affidavit Signature Page

PROPOSER'S AFFIDAVIT

The undersigned, authorized representative of the entity submitting the foregoing proposal (the "Proposer"), swears that the following statements are true to the best of his or her knowledge.

1. The Proposer is submitting its proposal under its true and correct name, the Proposer has been properly originated and legally exists in good standing in its state of residence, the Proposer possesses, or will possess before delivering any products and related services, all applicable licenses necessary for such delivery to NJPA members agencies. The undersigned affirms that he or she is authorized to act on behalf of, and to legally bind the Proposer to the terms in this Contract.
2. The Proposer, or any person representing the Proposer, has not directly or indirectly entered into any agreement or arrangement with any other vendor or supplier, any official or employee of NJPA, or any person, firm, or corporation under contract with NJPA, in an effort to influence the pricing, terms, or conditions relating to this RFP in any way that adversely affects the free and open competition for a Contract award under this RFP.
3. The Proposer has examined and understands the terms, conditions, scope, contract opportunity, specifications request, and other documents in this solicitation and affirms that any and all exceptions have been noted in writing and have been included with the Proposer's RFP response.
4. The Proposer will, if awarded a Contract, provide to NJPA Members the /products and services in accordance with the terms, conditions, and scope of this RFP, with the Proposer-offered specifications, and with the other documents in this solicitation.
5. The Proposer agrees to deliver products and services through valid contracts, purchase orders, or means that are acceptable to NJPA Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to NJPA Members under an awarded Contract.
6. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
7. The Proposer understands that NJPA will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statute §13.591, Subd. 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals generally become public data. Minnesota Statute §13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
8. The Proposer understands that it is the Proposer's duty to protect information that it considers nonpublic, and it agrees to defend and indemnify NJPA for reasonable measures that NJPA takes to uphold such a data designation.

[The rest of this page has been left intentionally blank. Signature page below]

By signing below, Proposer is acknowledging that he or she has read, understands, and agrees to comply with the terms and conditions specified above.

Company Name: Enterprise Fleet Management, Inc.

Address: 600 Corporate Park Drive

City/State/Zip: St. Louis, Missouri, 63105

Telephone Number: 877-233-5338

E-mail Address: Dain.E.Giesie@efleets.com

Authorized Signature: _____

Authorized Name (printed): Dain Giesie

Title: AVP of Fleet Management

Date: 6-5-2018

Notarized

Subscribed and sworn to before me this 5th day of June, 2018

Notary Public in and for the County of St. Louis State of Missouri

My commission expires: 4-30-2022

Signature: Denise A Godar



DENISE A. GODAR
My Commission Expires
April 30, 2022
St. Louis County
Commission #14436199



PROPOSER QUESTIONNAIRE

Payment Terms, Warranty, Products and Services, Pricing and Delivery, and Industry-Specific Questions

Proposer Name: Enterprise Fleet Management

Questionnaire completed by: Dain Giesie, AVP of Fleet Management

Payment Terms and Financing Options

1) What are your payment terms (e.g., net 10, net 30)?

Payment terms are Net 30.

2) Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?

Yes. Enterprise Fleet Management offers a variety of customizable leasing and financing options. We will work with each NJPA member to find the most cost-effective option for each vehicle application and situation.

Open-Ended Lease

Many educational and governmental agencies have difficulties funding a healthy vehicle life cycle. Enterprise Fleet Management features an Open-Ended Lease product to help bridge any funding gaps. Our Open-Ended Lease is characterized by:

- Improved cash flow
- No mileage restrictions or wear-and-tear charges
- Flexible financing options
- Customized terms for use and type of vehicle
- Retention of ownership rights

In most programs, a vehicle would be purchased outright from the capital budget and kept in-fleet until a specified time when it was sold. However, to increase flexibility, our Open-Ended Lease allows for funding of only the time the vehicle is used. This approach allows our customers to pay the minimum amount for the use of the vehicle on a monthly basis, improving cash flow.

The mechanics of this lease involve financing the difference between the vehicle's purchase price and a conservative Reduced Book Value (RBV), which is based upon the anticipated market value in consideration of the vehicle's age and application.

Closed-End Lease

- Fixed monthly costs convenient to budget
- No resale responsibilities
- Predetermined lease term and mileage (can still be customized to each vehicle contract)
- Over-mileage and abnormal wear and tear charges may apply
- Generally used for one- to three-year terms
- Vehicles are turned in at end of lease term

Form P — PROPOSER QUESTIONNAIRE cont.

- **Prepaid Lease:** allows the lessee to take advantage of discounted interest rates by paying all rent up front.
- **Lease to own Finance:** allows the customer to take ownership of the vehicle at the end of the financed/lease term.

Lease Terms

Enterprise Fleet Management can offer lease terms as short as 12 months and as long as 60 months, or at any six-month interval in between. While we do not offer initial lease terms beyond 60 months, our Open-Ended Leases can be structured with a Reduced Book Value at 60 months that can be paid off or extended for an additional 12 or 24 months, or continue month to month until the Reduced Book Value has been completely paid off.

Form P — PROPOSER QUESTIONNAIRE cont.

- 3) Briefly describe your proposed order process. Please include enough detail to support your ability to report quarterly sales to NJPA. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the NJPA Members' purchase orders.**

As the largest purchaser of vehicles in North America, Enterprise has the ability to acquire vehicles from nearly any manufacturer. We can also offer both new and used vehicles from existing inventory.

Enterprise Fleet Management has a dedicated ordering team at our corporate office in St. Louis to place factory orders for each manufacturer. We have developed system tools and a database that allow us to transmit orders from department to department electronically. Our ordering team has access to many of the manufacturer systems, ordering guides, and assigned contacts for any ordering, scheduling, and tracking questions.

The local account manager will perform a cost analysis to make sure we are ordering and cycling vehicles at the proper time. We will also do a side-by-side vehicle comparison to verify that each member agency is using the most cost-efficient vehicles for their needs. We will work with each member to make sure drivers are getting the correct vehicle for their application, and within the boundaries set by the member.

We track orders with the manufacturers throughout the process. Drivers can also check their vehicle status through our website or through the Enterprise mobile app. Once the vehicles arrive, the Account Fleet Coordinator will work with each driver to coordinate the most convenient method of pickup or delivery for the driver team.

Quarterly, we will review deliveries that have been placed and delivered through the NJPA program to ensure compliance and accuracy. We will provide a detailed breakdown to NJPA monthly or quarterly for review depending on preference.

- 4) Do you accept the P-card procurement and payment process? If so, is there any additional cost to NJPA Members for using this process?**

At this time, Enterprise Fleet Management does not accept the P-Card as payment. Enterprise can accept both EFT and ACH payments from our customers.

Form P — PROPOSER QUESTIONNAIRE cont.

Warranty

- 5) Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may include in your response a copy of your warranties, but at a minimum please also answer the following questions.

Warranty repairs are honored by dealerships on behalf of the vehicle manufacturers. When warranty opportunities arise, Enterprise's National Service Department (NSD) weighs in and consults with the customer on the savings and benefits of getting work covered under warranty versus lost downtime to transport the vehicle to another service location if it is not currently at a dealer.

Enterprise maintains a strong working relationship with our manufacturer partners, and at times we will request goodwill assistance based on the nature of the repair, prior maintenance history, and current vehicle age and mileage. Our technicians proactively monitor repair estimates for possible warranty opportunities as well. There is no additional charge for this service.

- **Do your warranties cover all products, parts, and labor?**

Warranties vary by manufacturer, vehicle type, make and model, etc.

- **Do your warranties impose usage restrictions or other limitations that adversely affect coverage?**

Warranty details — including any mileage limits or other restrictions — vary by manufacturer, vehicle type, make and model, etc. We will advise and advocate on behalf of our customers when needed as well. Because we maintain strong relationships with vehicle manufacturers and our dealer partners, we can often work directly with them to help recuperate warranty costs for our customers on a case-by-case basis.

- **Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?**

Most standard vehicle warranties do not cover these expenses.

- **Are there any geographic regions of the United States for which you cannot provide a certified technician to perform warranty repairs? How will NJPA Members in these regions be provided service for warranty repair?**

This will depend on the manufacturer's dealer network.

When needed, Enterprise's NSD will work with the drivers to find an approved shop for warranty services that is close to their location. Because of the vast network of dealers that our company utilizes, we are able to easily manage these situations for our customers.

- **Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?**

All warranty coverages are provided by the applicable manufacturer.

Form P — PROPOSER QUESTIONNAIRE cont.

• What are your proposed exchange and return programs and policies?

In most cases, Enterprise will acquire vehicles that are new from the factory and under the manufacturer warranty. We will also proactively plan with each member to ensure they are ordering the specific vehicles that are needed, including make/model, available options, any additional equipment or up-fitting required, etc.

The local account manager will perform a lifecycle cost analysis to make sure vehicles are being cycled and replaced at the proper time. We will also conduct a side-by-side vehicle comparison to verify that each member agency is using the most cost-efficient vehicles for their needs.

When determining lifecycle costs, we consider all core operating costs, including maintenance, fuel, and depreciation, and look for opportunities to improve. Often, a thorough investigation into later-life maintenance costs and diminishing resale values can offer insight on a more effective lifecycle.

Our local, full-time Fleet Strategy Manager also keeps us abreast of resale market conditions and auction peaks and valleys. We want to ensure that our clients' vehicles are coming off lease just as demand is high in the used car markets. We are always looking to take advantage of peaks to help reduce our clients' total cost of ownership.

6) Describe any service contract options for the items included in your proposal.

Enterprise offers several maintenance programs designed to fit the needs of the member.

Please see Page 12 for details on our maintenance program options.

Form P — PROPOSER QUESTIONNAIRE cont.

Pricing, Delivery, Audits, and Administrative Fee

7) Provide a general narrative description of the equipment/products and related services you are offering in your proposal.

Enterprise Fleet Management leverages our relationships with manufacturers, dealers, maintenance/repair shops, and our company's own built-in infrastructure to provide the best solution for our customers. We work with nearly every manufacturer to source vehicles that are cost-effective, comfortable, and meet the needs of our customers in various industries across the nation. We also have relationships both locally and nationwide for any needed aftermarket equipment or up-fitting services.

Our experience with managing vehicles and our success in the educational / government sectors has allowed Enterprise to lead the industry in this space. When combined with our affiliate Enterprise Holdings, our companies manage a fleet of 1.9 million vehicles, and we use this knowledge and experience to help our fleet customers build best-in-class fleet programs.

Enterprise Fleet Management can provide a wide range of vehicles from nearly any manufacturer, up to and including medium-duty vehicle classes. At this time we do not lease heavy-duty vehicles.

Enterprise Approach

Our goal as a fleet management company is to work with our clients to develop a long-term, sustainable fleet program that will lower their total cost of ownership. We accomplish this through our localized, hands-on approach to account management, industry-leading products and services, technology, and 60 years of experience managing vehicles. As the awarded vendor, Enterprise Fleet Management will work directly with each NJPA member agency to proactively create, implement and manage a cost-effective total transportation solution.

Work Plan

Enterprise will develop a strategic replacement schedule based on each member's current fleet data. After analyzing the fleet (year, make, model, maintenance spend, fuel spend and odometer reading of the vehicles) we will develop a replacement strategy designed to drive down total costs. We take a number of factors into consideration when making our replacement recommendations, such as age of the vehicle, current odometer reading, average maintenance spend, current fuel economy, estimated resale value, etc.

We look at the total cost to hold each depreciating asset in fleet and make recommendations based on the most cost-effective time to replace a vehicle. The Fleet Replacement Schedule is then used to benchmark and forecast future costs of vehicle replacement.

Enterprise will execute the agreed-upon plan by providing a local, dedicated account management team to ensure the success and efficiency of the program, including consultation and creation, implementation and ongoing management. This role is pivotal to the core value proposition that Enterprise Fleet Management provides because it gives our customers a local point of contact for all fleet-related needs.

Enterprise Fleet Management will provide a lowest cost of ownership program by managing a fleet replacement schedule, providing ancillary services that control operating expenses, and monitoring and reviewing the efficiency of the program and relationship. Our goal is to provide a consistently high level of customer satisfaction and to exceed expectations.

Remarketing

Remarketing is one of the single most important components of our program. Subsequently, we pride ourselves on having our fingers on the pulse of the used car market at all times. The used car market is a constantly moving target, and the local Fleet Strategy Manager and Account Manager work closely to pinpoint trends that can impact our clients' resale values.

Examples include over-mileage, market strengthening/softening of a certain vehicle type, seasonal trends, dealer preferences, etc. Regarding the sale of our clients' vehicles, we prefer to sell directly to dealers. While there are times when a car may perform better at an auction, more often than not we find that we can sell that vehicle directly to the dealer for the same money, which allows us to avoid several hundred dollars in fees from the auction and we pass those savings along to our clients.

Form P — PROPOSER QUESTIONNAIRE cont.

8) Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the NJPA discounted price) on all of the items that you want NJPA to consider as part of your RFP response. Provide a SKU for each item in your proposal. (Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract. See the body of the RFP and the Price and Product Change Request Form for more detail.) Complete the attachment shown below in Excel format and submit as part of your pricing response. The workbook is included as part of the forms package and is titled "Pricing Grid."

We provide our customers with fleet management services that address all fleet holding costs — from acquisition to disposal. This includes maintenance, fuel, insurance, registration, delivery, and reporting.

Please see the completed pricing grids for the U.S. and Canada on the following pages.

Pricing Grid

	Type	Charged / Percentage	Details
Acquisition			
Interest Rate Index Used			
Basis Points(adder)			
Factory Order Vehicles	Domestic		
Factory Order Vehicles	Foreign		
Dealer Stock Vehicles	Domestic		
Dealer Stock Vehicles	Foreign		
% Incentives Passed to Customer			
Federal Tax Incentives			
State Tax Incentives			
Manufacture Incentives			
Maintenance			
Fixed Maintenance			
Occurance Maintenance			
Fees			
Management Fee			
Service Charge			
Lease Termination Fee			
Interim Interest	Yes / No		How is it calculated?
Resale Fee			
Provide fees not listed + rate			

Form P — PROPOSER QUESTIONNAIRE cont.

Pricing Grid - U.S.

	Type	Charged / Percentage	Details
Acquisition			
Interest Rate Index Used	3 Year T-Bill		
Basis Points(ador)		+ 350 Basis Points	
Factory Order Vehicles	Domestic		Manufacturer Published Invoice Less Applicable Incentives Less Applicable Advertising plus \$60 acquisition fee plus coutesey delivery fee (variable \$150-\$450 depending on location)
Factory Order Vehicles	Foreign		Manufacturer Published Invoice Less Applicable Incentives Less Applicable Advertising plus \$60 acquisition fee plus coutesey delivery fee (variable \$150-\$450 depending on location)
Dealer Stock Vehicles	Domestic		Dealer Provided Invoice Less Applicable Incentives plus courtesy delivery fee plus \$60 acquisition fee, subject to dealer availability
Dealer Stock Vehicles	Foreign		Dealer Provided Invoice Less Applicable Incentives plus courtesy delivery fee plus \$60 acquisition fee, subject to dealer availability
% Incentives Passed to Customer			
Federal Tax Incentives		100%	of end user eligible incentives are passed to the member
State Tax Incentives		100%	of end user eligible incentives are passed to the member
Manufacture Incentives		100%	of end user eligible incentives are passed to the member
Maintenance			
Fixed Maintenance			Pricing based on vehicle type and anticipated miles driven over term, the pricing can also be modified to include or exclude brakes and tires depending on what is the best interest of the member.
Occurance Maintenance			\$6 per month card fee per vehicle plus cost of service and parts
Fees			
Management Fee		0.10% for Factory Ordered Vehicles / 0.15% for Dealer Stock Vehicles	
Service Charge		\$400	
Lease Termination Fee		\$0	Termination Fee for Equity Leases, refer to Section 3 of Master Lease Agreement for settlement process.
Interim Interest		Yes / No	Termination Fees for Net Leases are listed in Section 3 of Walkaway Lease Agreement. How is it calculated?
		NO	
Resale Fee			For each Vehicle sold, the End User "Member" shall pay Enterprise a fee of \$395.00 CAD ("Service Fee") plus towing at prevailing rates, applies to member owned/non-leased units
Provide fees not listed + rate			
Fuel Program:		\$2 per month per card	
Physical Damage:		\$1000 deductible, average quoted \$40 per month per vehicle but is based on underwriting and approval	
Accident Management:		\$100 per occurrence	
Maintenance Management:		\$6 per vehicle per month	
Full Maintenance:			Pricing based on vehicle type and anticipated miles driven over term
GeoTab Telematics:		\$26 per month for Base Mode or \$29 per month for Pro Mode + tax + \$49 per unit (one time charge)	
Registration Fees:			All applicable charges related to vehicle registration will be passed to the member, including any service fees that are charged from dealers to process, plus \$25 processing fee

Form P — PROPOSER QUESTIONNAIRE cont.

Pricing Grid - U.S.

	Type	Charged / Percentage	Details
Acquisition			
Interest Rate Index Used	3 Year T-Bill		
Basis Points(adder)		+ 350 Basis Points	
Factory Order Vehicles	Domestic		Manufacturer Published Invoice Less Applicable Incentives Less Applicable Advertising plus \$60 acquisition fee plus courtesey delivery fee (variable \$150-\$450 depending on location)
Factory Order Vehicles	Foreign		Manufacturer Published Invoice Less Applicable Incentives Less Applicable Advertising plus \$60 acquisition fee plus courtesey delivery fee (variable \$150-\$450 depending on location)
Dealer Stock Vehicles	Domestic		Dealer Provided Invoice Less Applicable Incentives plus courtesey delivery fee plus \$60 acquisition fee, subject to dealer availability
Dealer Stock Vehicles	Foreign		Dealer Provided Invoice Less Applicable Incentives plus courtesey delivery fee plus \$60 acquisition fee, subject to dealer availability
% Incentives Passed to Customer			
Federal Tax Incentives		100% of end user eligible incentives are passed to the member	
State Tax Incentives		100% of end user eligible incentives are passed to the member	
Manufacture Incentives		100% of end user eligible incentives are passed to the member	
Maintenance			
Fixed Maintenance			Pricing based on vehicle type and anticipated miles driven over term, the pricing can also be modified to include or exclude brakes and tires depending on what is the best interest of the member.
Occurance Maintenance		\$6 per month card fee per vehicle plus cost of service and parts	
Fees			
Management Fee		0.10% for Factory Ordered Vehicles / 0.15% for Dealer Stock Vehicles	
Service Charge		\$400	
Lease Termination Fee		\$0 Termination Fee for Equity Leases, refer to Section 3 of Master Lease Agreement for settlement process.	
		Termination Fees for Net Leases are listed in Section 3 of Walkaway Lease Agreement.	
Interim Interest		Yes / No	How is it calculated?
		NO	
Resale Fee			For each Vehicle sold, the End User "Member" shall pay Enterprise a fee of \$395.00 CAD ("Service Fee") plus towing at prevailing rates, applies to member owned/non-leased units
Provide fees not listed + rate			
Fuel Program:		\$2 per month per card	
Physical Damage:		\$1000 deductible, average quoted \$40 per month per vehicle but is based on underwriting and approval	
Accident Management:		\$100 per occurrence	
Maintenance Management:		\$6 per vehicle per month	
Full Maintenance:			Pricing based on vehicle type and anticipated miles driven over term
GeoTab Telematics:		\$26 per month for Base Mode or \$29 per month for Pro Mode + tax + \$49 per unit (one time charge)	
Registration Fees:			All applicable charges related to vehicle registration will be passed to the member, including any service fees that are charged from dealers to process, plus \$25 processing fee



Form P — PROPOSER QUESTIONNAIRE cont.

9) Please quantify the discount range presented in this response. For example, indicate that the pricing in your response represents is a 50% percent discount from the MSRP or your published list.

Vehicles are priced at invoice vs. MSRP. Members will receive the Manufacturer or Dealer published invoice less 100% of applicable incentives.

10) The pricing offered in this proposal is

- a. the same as the Proposer typically offers to an individual municipality, university, or school district.
- b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- d. other than what the Proposer typically offers (please describe).

11) Describe any quantity or volume discounts or rebate programs that you offer.

Through a team of incentive analysts at our operations headquarters, partnerships with manufacturers, and relationships with dealers, we work to get the best incentives available for our customers. The team tracks a wide range of retail incentives and enters those in our database, which compares them to the standard fleet, association, and up-fit incentives that may be applicable. Through our relationships with manufacturers and zone representatives, we work to obtain and maximize any special or client-specific incentives available. Manufacturers sometimes provide us with special incentives that are not available through other avenues and we use those as needed.

For ancillary programs such as Full Maintenance and Maintenance Management, additional discounts on parts and labor are passed through to our customers.

Form P — PROPOSER QUESTIONNAIRE cont.

12) Propose a method of facilitating “sourced” products or related services, which may be referred to as “open market” items or “nonstandard options”. 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 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. Some geographical limitations may apply.

Enterprise Fleet Management will coordinate the up-fit of any needed aftermarket equipment. 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, subject to credit worthiness. 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.

13) Identify any total cost of acquisition costs that are NOT included in the pricing submitted with your response. This cost includes all additional charges that are not directly identified as freight or shipping charges. For example, list costs for items like installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.

Costs for registering a vehicle are passed through directly to the end user. All other costs are addressed throughout this response.

14) If delivery or shipping is an additional cost to the NJPA Member, describe in detail the complete shipping and delivery program.

For a majority of our deliveries, vehicles will be sent to the dealer that is closest to the end user so they can pick up the unit directly. We can also coordinate with the dealer or our own employees to deliver the vehicles. Certain charges may apply based on distance to the driver and other factors.

15) Specifically describe those shipping and delivery programs for Alaska, Hawaii, Canada, or any offshore delivery.

Enterprise has a large network of dealerships throughout these regions that can assist with vehicle logistics and delivery. Along with our dealer network, we have a large number of employees within these regions — either through an Enterprise Fleet Management office or an affiliate rental location — who are available to assist with vehicle delivery and pick-up.

Form P — PROPOSER QUESTIONNAIRE cont.

16) Describe any unique distribution and/or delivery methods or options offered in your proposal.

Enterprise employs one of the largest teams of drivers in the industry. This allows us to quickly and easily manage vehicle logistics for our fleet customers.

Because we own and operate 1.9 million units worldwide, together with affiliate Enterprise Holdings, we are constantly picking up, delivering, and moving our own fleets units, which gives us an inherent understanding and ability to navigate these situations quickly and efficiently for our fleet customers.

17) Please specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with NJPA. This process includes ensuring that NJPA Members obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to NJPA.

Enterprise will set a pricing plan up for the NJPA program within our system. This pricing plan will be hard-coded for all NJPA members and cannot be deviated from by any sales or support team member.

Quarterly, we will review deliveries that have been placed and delivered through the NJPA program to ensure compliance and accuracy. We will provide a detailed breakdown to NJPA monthly or quarterly for review depending on preference.

18) Identify a proposed administrative fee that you will pay to NJPA for facilitating, managing, and promoting the NJPA Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See RFP Section 6.29 and following for details.)

Enterprise will offer NJPA and your members access to our fleet management program and pay NJPA a quarterly marketing fee ("Quarterly Incentive") based upon the volume of Combined New Deliveries generated as defined below.

The Quarterly Incentive will be based on the Combined New Deliveries to Qualified Members, and will be paid quarterly.

Deliveries to Qualified Members (August 1 to July 31)	\$100 per delivery
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Qualified Members are eligible members who utilize the Agreement between NJPA and Enterprise Fleet Management as an approved means to satisfy their proper due diligence and competitive requirements. Enterprise Fleet Management retains the right to offer discounted promotional pricing on a market-by-market basis.

Form P — PROPOSER QUESTIONNAIRE cont.

Industry-Specific Questions

19) Describe your available vehicle maintenance program(s).

Full Maintenance

Enterprise's Full Maintenance program covers lessees nationwide and is available for most makes and models. The program is completely managed by Enterprise and will not require any internal approval of repairs or review of monthly invoices. Cost is based on vehicle type and driving pattern.



- Monthly cost is fixed for the term of the vehicle
- Coverage is available up to 100,000 miles
- Covers all routine services recommended by the manufacturer
- Covers all unexpected repairs (not related to damage or neglect)
- 24/7 roadside assistance and towing is included
- Brakes, tires, and loaner vehicles can be included
- Windshield repair, fueling service, and other miscellaneous items are available
- The organization can setup and send automatic service reminders through Enterprise's website

The Enterprise Full Maintenance Program facilitates greater overall cost control for our customers, eliminating unexpected repair costs, the hassle of budgeting for repairs, and expense reporting for the driver. The program is comprehensive and will not change due to inflation.

Maintenance Management

With the Maintenance Management program, Enterprise's team of Automotive Service Excellence (ASE) certified technicians facilitate maintenance and repairs to ensure that proper, quality work is completed at a fair and competitive price. This is our pass-through maintenance program, which allows us to fully manage, track and consult on maintenance services for a flat monthly fee.

Please see Page 11 for further details.

Form P — PROPOSER QUESTIONNAIRE cont.

20) Describe any vehicle (or other) rental program complementary to the service offerings that your company has in place.

Enterprise Fleet Management, together with our affiliate company Enterprise Holdings, is a total transportation solution for many of our customers. With divisions in fleet management, daily rental and business rental, truck rental, vanpooling, car sharing, and car sales, Enterprise is capable of servicing all your transportation needs under one company. More information on these unique business lines can be provided.



Rental Services

Through our affiliate rental brands Enterprise Rent-A-Car and National Car Rental, we can easily set up and manage rentals for our fleet customers. This can be included in our Full Maintenance pricing, or billed as needed with our Maintenance Management program.

21) Please provide current battery electric vehicles and plug-in hybrid electric vehicles your company can provide through this contract understanding that future models can be added.

Enterprise can acquire nearly any commercially available battery electric vehicle or plug-in hybrid vehicle through our dealer network or through factory ordering when available. Our expertise can help your members make smart decisions about when and where to deploy new engine technologies.

Please see pages 37 through 39 for more details on our sustainability programs.

22) Describe the process by which your company will ensure that all natural gas vehicles and propane autogas vehicles leased under this contract will mirror OEM maintenance and warranty provisions and that downtime is minimized.

Enterprise follows the manufacturer-specific maintenance schedule in order to maintain vehicle warranty. Our maintenance program can be customized depending on the situation and vehicle usage, including natural gas vehicles and propane vehicles when available.

Signature: _____

Date: 6-5-2018

