



DEPARTMENT OF  
GENERAL SERVICES

**COMMONWEALTH OF VIRGINIA**  
**DIVISION OF PURCHASES & SUPPLY (DPS)**  
**1111 East Broad Street, Richmond, Virginia 23219**

**MODIFICATION #4**  
**TO**  
**CONTRACT NUMBER #CTR006025**  
**FORMERLY CONTRACT # E194-81913**  
**BETWEEN THE**  
**COMMONWEALTH OF VIRGINIA**  
**AND**  
**EAN SERVICES, LLC**

This **MODIFICATION #4** is an Agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth," and EAN Services, LLC, a Delaware limited liability company, hereinafter referred to as the "Contractor" or "EAN", relating to the modification of Contract **CTR006025** (E194-81913) effective January 9, 2020, as amended, hereinafter referred to as the "Contract" or "Agreement." This Modification is hereby incorporated into and made an integral part of the Agreement.

The purpose of this modification is to document both parties' agreement to A) renew the Contract B.) ]Add/Update Special Term and Conditions; Contract Extension and D.) Price Adjustments. All changes are effective at date of modification execution and shall be included in any subsequent modifications.

**A. Reference:** Contract **CTR006025** (E194-81913), "Renewal of Contract."

Both parties hereby agree to renew the Contract for an additional one (1) year period, beginning **January 17, 2025 through January 16, 2026**, no (0) renewal option remaining.

**B. Reference:** Contract **CTR006025** (E194-81913), "Changes to the Contract"

**CONTRACT EXTENSIONS:** In the event that the original term and all renewals of this contract expire prior to the award for a new contract for similar goods and/or services, the Commonwealth of Virginia may, with written consent of the Contractor, extend this contract for such a period as may be necessary to afford the Commonwealth of Virginia a continuous supply of the identified goods and/or services.

**C. Reference:** Contract **CTR006025**, "Price Adjustments" (Escalation/De-escalation)

Prices are adjusted, as follows, and in accordance with the Consumer Price Index: Car and Truck Rental and special term and condition "Price Adjustments". Highlighted prices reflect the changes.

## CoVA Rental Rates

Contract: CTR006025 (E194-81913)
Effective 01/17/2025 – 01/16/2026

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia **with Loss Damage Waiver Fee:**

These rates shall apply to all orders placed by entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

Vehicle Classification	Seating Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
Car:							
Economy	4	See Fleet Guide	\$42.62	\$42.62	\$234.37	\$937.51	3 x Daily

Compact	5	See Fleet Guide	\$42.62	\$42.62	\$234.37	\$937.51	3 x Daily
Intermediate	5	See Fleet Guide	\$43.83	\$43.83	\$241.07	\$964.30	3 x Daily
Standard	5	See Fleet Guide	\$44.45	\$44.45	\$244.02	\$977.69	3 x Daily
Full Size	5	See Fleet Guide	\$47.49	\$47.49	\$261.16	\$1044.66	3 x Daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$74.35	\$74.35	\$408.93	\$1,635.70	3 x Daily
SUV, Standard	5	See Fleet Guide	\$77.35	\$77.35	\$425.43	\$1,701.70	3 x Daily
<b>Truck:</b>							
Truck, Box, 15-16'	2	See Fleet Guide	\$118.10	\$118.10	\$649.55	\$2,598.25	3 x Daily
Truck, Box, 24'	3	See Fleet Guide	\$136.36	\$136.36	\$750.01	\$3,000.05	3 x Daily
Truck, Box, 26'	3	See Fleet Guide	\$136.36	\$136.36	\$750.01	\$3,000.05	3 x Daily
Truck, Compact	3	See Fleet Guide	\$93.76	\$93.76	\$515.63	\$2,062.53	3 x Daily
Truck, Cutaway	2	See Fleet Guide	\$118.10	\$118.10	\$649.55	\$2,598.25	3 x Daily
Truck, Full Size	4	See Fleet Guide	\$93.76	\$93.76	\$515.63	\$2,062.53	3 x Daily
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$136.36	\$136.36	\$750.01	\$3,000.05	3 x Daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$93.76	\$93.76	\$515.63	\$2,062.53	3 x Daily
Van, Mini	7-8	See Fleet Guide	\$77.01	\$77.01	\$423.56	\$1,694.22	3 x Daily
Van, Passenger	12	See Fleet Guide	\$121.64	\$121.64	\$669.04	\$2,676.15	3 x Daily

## CoVA Rental Rates

Contract: CTR006025 (E194-81913)
Effective 01/17/2025 – 01/16/2026

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia ***without*** Loss Damage Waiver Fee:

These rates are NOT available to entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

Vehicle Classification	Seatin g Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
Car:							

Economy	4	See Fleet Guide	\$40.18	\$40.18	\$220.97	\$883.94	3 x Daily
Compact	5	See Fleet Guide	\$40.18	\$40.18	\$220.97	\$883.94	3 x Daily
Intermediate	5	See Fleet Guide	\$41.40	\$41.40	\$227.69	\$910.73	3 x Daily
Standard	5	See Fleet Guide	\$42.62	\$42.62	\$234.37	\$937.51	3 x Daily
Full Size	5	See Fleet Guide	\$45.05	\$45.05	\$247.77	\$991.09	3 x Daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$71.93	\$71.93	\$395.62	\$1,582.46	3 x Daily
SUV, Standard	5	See Fleet Guide	\$74.93	\$74.93	\$412.12	\$1,648.46	3 x Daily
<b>Truck:</b>							
Truck, Box, 15-16'	2	See Fleet Guide	\$99.84	\$99.84	\$499.20	\$2,196.46	3 x Daily
Truck, Box, 24'	3	See Fleet Guide	\$118.10	\$118.10	\$590.51	\$2,598.25	3 x Daily
Truck, Box, 26'	3	See Fleet Guide	\$118.10	\$118.10	\$590.51	\$2,598.25	3 x Daily
Truck, Compact	3	See Fleet Guide	\$75.49	\$75.49	\$377.44	\$1,660.74	3 x Daily
Truck, Cutaway	2	See Fleet Guide	\$99.84	\$99.84	\$499.20	\$2,196.46	3 x Daily
Truck, Full Size	4	See Fleet Guide	\$87.66	\$87.66	\$438.32	\$1,928.60	3 x Daily
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$118.10	\$118.10	\$590.51	\$2,598.25	3 x Daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$75.49	\$75.49	\$415.18	\$1,660.74	3 x Daily
Van, Mini	7-8	See Fleet Guide	\$74.58	\$74.58	\$410.19	\$1,640.76	3 x Daily
Van, Passenger	12	See Fleet Guide	\$118.10	\$118.10	\$649.55	\$2,598.20	3 x Daily

The foregoing is the complete and final expression of the parties' agreement to modify Contract **CTR006025** and cannot be modified, except by a writing signed by the duly authorized representatives of both parties. All other terms and conditions remain unchanged.

[SIGNATURE PAGE TO FOLLOW]

**PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.**

**EAN SERVICES, LLC.**  
BY: Matthew Morrison  
NAME: Matthew Morrison  
TITLE: Authorized Officer  
DATE: 1/16/2025

**COMMONWEALTH OF VIRGINIA**  
BY: Pamela Copeland  
NAME: Pamela Copeland VCO, VCARM  
TITLE: Statewide Sourcing & Contracting Officer  
DATE: 01/16/2025 Type text here



DEPARTMENT OF  
GENERAL SERVICES

**COMMONWEALTH OF VIRGINIA**  
**DIVISION OF PURCHASES & SUPPLY (DPS)**  
**1111 East Broad Street, Richmond, Virginia 23219**

**MODIFICATION #3**  
**TO**  
**CONTRACT NUMBER #CTR006025**  
**FORMERLY CONTRACT # E194-81913**  
**BETWEEN THE**  
**COMMONWEALTH OF VIRGINIA**  
**AND**  
**EAN SERVICES, LLC**

This **MODIFICATION #3** is an Agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth," and EAN Services, LLC, a Delaware limited liability company, hereinafter referred to as the "Contractor" or "EAN", relating to the modification of Contract **CTR006025** (E194-81913) effective January 9, 2020, as amended, hereinafter referred to as the "Contract" or "Agreement." This Modification is hereby incorporated into and made an integral part of the Agreement.

The purpose of this modification is to document both parties' agreement to A) renew the Contract B.) Add Authorized Users C.) Add/Update Term and Conditions; Vendors Manual, Default, and eVA Business-To-Government Vendor Registration, Contracts, and Orders and D.) Price Adjustments. All changes are effective at date of modification execution and shall be included in any subsequent modifications.

**A. Reference:** Contract **CTR006025** (E194-81913), "Renewal of Contract."

Both parties hereby agree to renew the Contract for an additional one (1) year period, beginning **January 17, 2024 through January 16, 2025**, with one (1) renewal option remaining.

**B. Reference:** Contract **CTR006025** (E194-81913), "Changes to the Contract"

Add Authorized Users: Entities Authorized by the Code of Virginia §2.2-1120, in its entirety.

**C. Reference:** Contract **CTR006025** (E194-81913), "Changes to the Contract"

**VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia Vendors Manual and any changes or revisions thereto, which are hereby incorporated into this contract in their entirety. The process for filing a complaint about this solicitation is in section 7.13 of the Vendors Manual. (Note section 7.13 does not apply to protests of awards or formal contractual claims.) The procedure for filing contractual claims is in section 7.19 of the Vendors Manual. A copy of the manual is normally available for review at the purchasing office and is accessible on the Internet at [eva.virginia.gov](http://eva.virginia.gov) under "I Sell To Virginia".

**DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may terminate this contract and procure all goods and/or services contracted for, from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

**eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, web site portal [eva.virginia.gov](http://eva.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

a. For orders issued July 1, 2014, and after, the Vendor Transaction Fee is:

- (i) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
- (ii) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.

b. Refer to Special Term and Condition "eVA Orders and Contracts" to identify the number of purchase orders that will be issued as a result of this solicitation/contract with the eVA transaction fee specified above assessed for each order.

For orders issued prior to July 1, 2014, the vendor transaction fees can be found at [eva.virginia.gov](http://eva.virginia.gov). The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, typically within 60 days of the order issue date. Any adjustments (increases/decreases) will be handled through purchase order changes.

D. Reference: Contract CTR006025, "Price Adjustments"

Prices are adjusted 4% as follows and in accordance with the Consumer Price Index: Car and Truck Rental and special term and condition "Price Adjustments"

## CoVA Rental Rates

Contract: CTR006025 (E194-81913)
Effective January 17, 2024

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia ***with* Loss Damage Waiver Fee:**

These rates shall apply to all orders placed by entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

Vehicle Classification	Seating Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy	4	See Fleet Guide	\$42.62	\$42.62	\$234.37	\$937.51	3 x Daily
Compact	5	See Fleet Guide	\$42.62	\$42.62	\$234.37	\$937.51	3 x Daily
Intermediate	5	See Fleet Guide	\$43.83	\$43.83	\$241.07	\$964.30	3 x Daily
Standard	5	See Fleet Guide	\$44.45	\$44.45	\$244.42	\$977.69	3 x Daily
Full Size	5	See Fleet Guide	\$47.49	\$47.49	\$261.16	\$1044.66	3 x Daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$80.35	\$80.35	\$441.97	\$1767.89	3 x Daily
SUV, Standard	5	See Fleet Guide	\$80.35	\$80.35	\$441.97	\$1767.89	3 x Daily

<b>Truck:</b>							
Truck, Box, 15-16'	2	See Fleet Guide	\$118.10	\$118.10	\$649.55	\$2598.25	3 x Daily
Truck, Box, 24'	3	See Fleet Guide	\$136.36	\$136.36	\$750.01	\$3000.05	3 x Daily
Truck, Box, 26'	3	See Fleet Guide	\$136.36	\$136.36	\$750.01	\$3000.05	3 x Daily
Truck, Compact	3	See Fleet Guide	\$93.76	\$93.76	\$515.63	\$2062.53	3 x Daily
Truck, Cutaway	2	See Fleet Guide	\$118.10	\$118.10	\$649.55	\$2598.25	3 x Daily
Truck, Fuyll Size	4	See Fleet Guide	\$93.76	\$93.76	\$515.63	\$2062.53	3 x Daily
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$136.36	\$136.36	\$750.01	\$3000.05	3 x Daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$93.76	\$93.76	\$515.63	\$2062.53	3 x Daily
Van, Mini	7-8	See Fleet Guide	\$84.01	\$84.01	\$462.06	\$1848.24	3 x Daily
Van, Passenger	12	See Fleet Guide	\$118.07	\$118.10	\$649.55	\$2598.25	3 x Daily

## CoVA Rental Rates - Modification

Contract: CTR006025 (E194-81913)

Effective January 17, 2024

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia ***without*** Loss Damage Waiver Fee:

These rates are NOT available to entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

<b>Vehicle Classification</b>	<b>Seating Capacity</b>	<b>Make/Model</b>	<b>Half Day Rate</b>	<b>Daily Rate</b>	<b>Weekly Rate</b>	<b>Monthly Rate</b>	<b>Weekend Rate</b>
<b>Car:</b>							
Economy	4	See Fleet Guide	\$40.18	\$40.18	\$220.97	\$883.94	3 x Daily
Compact	5	See Fleet Guide	\$40.18	\$40.18	\$220.97	\$883.94	3 x Daily
Intermediate	5	See Fleet Guide	\$41.40	\$41.40	\$227.69	\$910.73	3 x Daily
Standard	5	See Fleet Guide	\$42.62	\$42.62	\$234.37	\$937.51	3 x Daily
Full Size	5	See Fleet Guide	\$45.05	\$45.05	\$247.77	\$991.09	3 x Daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$77.93	\$77.93	\$389.62	\$1714.30	3 x Daily
SUV, Standard	5	See Fleet Guide	\$77.93	\$77.93	\$389.62	\$1714.30	3 x Daily

Truck:								
Truck, Box, 15-16'	2	See Fleet Guide	\$99.84	\$99.84	\$499.20	\$2196.46	3 x Daily	
Truck, Box, 24'	3	See Fleet Guide	\$118.10	\$118.10	\$590.51	\$2598.25	3 x Daily	
Truck, Box, 26'	3	See Fleet Guide	\$118.10	\$118.10	\$590.51	\$2598.25	3 x Daily	
Truck, Compact	3	See Fleet Guide	\$75.49	\$75.49	\$377.44	\$1660.74	3 x Daily	
Truck, Cutaway	2	See Fleet Guide	\$99.84	\$99.84	\$499.20	\$2196.46	3 x Daily	
Truck, Fuyll Size	4	See Fleet Guide	\$87.66	\$87.66	\$438.32	\$1928.60	3 x Daily	
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$118.10	\$118.10	\$590.51	\$2598.25	3 x Daily	
Van:								
Van, Cargo	2	See Fleet Guide	\$75.49	\$75.49	\$415.18	\$1660.74	3 x Daily	
Van, Mini	7-8	See Fleet Guide	\$81.58	\$81.58	\$448.67	\$1794.68	3 x Daily	
Van, Passenger	12	See Fleet Guide	\$118.10	\$118.10	\$649.55	\$2598.25	3 x Daily	

The foregoing is the complete and final expression of the parties' agreement to modify Contract **CTR006025** and cannot be modified, except by a writing signed by the duly authorized representatives of both parties. All other terms and conditions remain unchanged.

**PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.**

**EAN SERVICES, LLC.**  
DocuSigned by:  
BY: Matthew Morrison  
NAME: Matthew Morrison  
2A8B7F6535E0466  
Printed Name  
TITLE: Authorized Officer  
DATE: 1/10/2024

**COMMONWEALTH OF VIRGINIA**  
BY: Pamela Copeland  
NAME: Pamela Copeland VCO, VCARM  
Printed Name  
TITLE: Statewide Sourcing & Contracting Officer  
DATE: 01/11/2024



DEPARTMENT OF  
GENERAL SERVICES

COMMONWEALTH OF VIRGINIA  
DIVISION OF PURCHASES & SUPPLY (DPS)  
1111 East Broad Street, Richmond, Virginia 23219

MODIFICATION #2  
TO  
CONTRACT NUMBER CTR006025  
FORMERLY CONTRACT NUMBER E194-81913  
BETWEEN THE  
COMMONWEALTH OF VIRGINIA  
AND  
EAN SERVICES LLC

This MODIFICATION #2 is an Agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth," and EAN Services, LLC., a Missouri corporation, hereinafter referred to as the "Contractor" or "Enterprise", relating to the modification of Contract E194-81913 effective January 9, 2020 as amended, hereinafter referred to as the "Contract" or "Agreement." This Modification is hereby incorporated into and made an integral part of the Agreement.

The purpose of this modification is to document both parties' agreement A.) Renew the Contract, B.) Update the Contract number. C.) Default and D.) Price Adjustments. All changes are effective upon full execution of this document, unless otherwise noted, and shall be included in any subsequent modifications.

**A. Reference:** Contract E194-81913, "Renewal of Contract."

Both parties hereby agree to renew the Contract for an additional one (1) year period, beginning January 17, 2023 through January 16, 2024, with two (2) renewal options remaining.

**B. Reference:** Contract E194-81913, "Changes to the Contract."

Due to the new Commonwealth of Virginia e-procurement system, the contract number has changed from E194-81913 to CTR006025.

**C. Reference:** Contract E194-81913, "Default"

**DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may terminate this contract and procure all goods and/or services contracted for, from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

**D. Reference:** Contract E194-81913, " Price Adjustments"

Prices are adjusted 8% as follows in accordance with the Consumer Price Index: Car and Truck Rental

## CoVA Rental Rates

Contract: E194-81913
Effective January 17, 2023

**Note:** Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia *with* Loss Damage Waiver

**Fee:** These rates shall apply to all orders placed by entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

Vehicle Classification	Seating Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy	4	See Fleet Guide	\$40.98	\$40.98	\$225.36	\$901.45	3 x Daily
Compact	5	See Fleet Guide	\$40.98	\$40.98	\$225.36	\$901.45	3 x Daily
Intermediate	5	See Fleet Guide	\$42.14	\$42.14	\$231.80	\$927.21	3 x Daily
Standard	5	See Fleet Guide	\$42.74	\$42.74	\$235.02	\$940.09	3 x Daily
Full Size	5	See Fleet Guide	\$45.66	\$45.66	\$251.12	\$1004.48	3 x Daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$77.26	\$77.26	\$424.97	\$1699.89	3 x Daily
SUV, Standard	5	See Fleet Guide	\$77.26	\$77.26	\$424.97	\$1699.89	3 x Daily
<b>Truck:</b>							
Truck, Box, 15-16'	2	See Fleet Guide	\$113.56	\$113.56	\$624.57	\$2498.32	3 x Daily
Truck, Box, 24'	3	See Fleet Guide	\$131.12	\$131.12	\$721.16	\$2884.66	3 x Daily
Truck, Box, 26'	3	See Fleet Guide	\$131.12	\$131.12	\$721.16	\$2884.66	3 x Daily
Truck, Compact	3	See Fleet Guide	\$90.15	\$90.15	\$495.80	\$1983.20	3 x Daily
Truck, Cutaway	2	See Fleet Guide	\$113.56	\$113.56	\$624.57	\$2498.32	3 x Daily
Truck, Fuyll Size	4	See Fleet Guide	\$90.15	\$90.15	\$495.80	\$1983.20	3 x Daily
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$131.12	\$131.12	\$721.16	\$2884.66	3 x Daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$90.15	\$90.15	\$495.80	\$1983.20	3 x Daily
Van, Mini	7-8	See Fleet Guide	\$80.78	\$80.78	\$444.29	\$1777.15	3 x Daily
Van, Passenger	12	See Fleet Guide	\$113.56	\$113.56	\$624.57	\$2498.32	3 x Daily

# CoVA Rental Rates

Contract: E194-81913

Effective January 17, 2023

**Note:** Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia *without* Loss Damage Waiver

**Fee:** These rates are NOT available to entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

Vehicle Classification	Seating Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy	4	See Fleet Guide	\$38.63	\$38.63	\$212.49	\$849.94	3 x Daily
Compact	5	See Fleet Guide	\$38.63	\$38.63	\$212.49	\$849.94	3 x Daily
Intermediate	5	See Fleet Guide	\$39.81	\$39.81	\$218.93	\$875.70	3 x Daily
Standard	5	See Fleet Guide	\$40.98	\$40.98	\$225.36	\$901.45	3 x Daily
Full Size	5	See Fleet Guide	\$43.32	\$43.32	\$238.24	\$952.97	3 x Daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$74.93	\$74.93	\$374.63	\$1648.37	3 x Daily
SUV, Standard	5	See Fleet Guide	\$74.93	\$74.93	\$374.63	\$1648.37	3 x Daily
<b>Truck:</b>							
Truck, Box, 15-16'	2	See Fleet Guide	\$96.00	\$96.00	\$480.00	\$2111.98	3 x Daily
Truck, Box, 24'	3	See Fleet Guide	\$113.56	\$113.56	\$567.80	\$2498.32	3 x Daily
Truck, Box, 26'	3	See Fleet Guide	\$113.56	\$113.56	\$567.80	\$2498.32	3 x Daily
Truck, Compact	3	See Fleet Guide	\$72.59	\$72.59	\$362.92	\$1596.87	3 x Daily
Truck, Cutaway	2	See Fleet Guide	\$96.00	\$96.00	\$480.00	\$2111.98	3 x Daily
Truck, Full Size	4	See Fleet Guide	\$84.29	\$84.29	\$421.46	\$1854.42	3 x Daily
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$113.56	\$113.56	\$567.80	\$2498.32	3 x Daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$72.59	\$72.59	\$399.21	\$1596.87	3 x Daily
Van, Mini	7-8	See Fleet Guide	\$78.44	\$78.44	\$431.41	\$1725.65	3 x Daily
Van, Passenger	12	See Fleet Guide	\$113.56	\$113.56	\$624.57	\$2498.32	3 x Daily

## SIGNATURE PAGE TO FOLLOW

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Modification #2

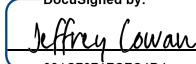
To Contract #CTR006025  
Formerly Contract Number E194-81913

The foregoing is the complete and final expression of the parties' agreement to modify Contract E194-81913 and cannot be modified, except by a writing signed by the duly authorized representatives of both parties. All other terms and conditions remain unchanged.

**PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.**

**EAN SERVICES, LLC.**

DocuSigned by:

BY:   
NAME: Jeffrey Cowan  
Printed Name  
TITLE: Authorized Officer  
DATE: 1/16/2023

**COMMONWEALTH OF VIRGINIA**

BY:   
NAME: Roxanne Thomas  
Printed Name  
TITLE: Statewide Sourcing & Contracting Officer  
DATE: 1/16/2023



DEPARTMENT OF  
GENERAL SERVICES

**COMMONWEALTH OF VIRGINIA**  
**DIVISION OF PURCHASES & SUPPLY (DPS)**  
**1111 East Broad Street, Richmond, Virginia 23219**

**MODIFICATION #1**  
**TO**  
**CONTRACT NUMBER E194-81913**  
**BETWEEN THE**  
**COMMONWEALTH OF VIRGINIA**  
**AND**  
**EAN SERVICES, LLC**

This MODIFICATION #1 is an Agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth," and EAN Services, LLC, a Delaware limited liability company, hereinafter referred to as the "Contractor" or "EAN", relating to the modification of Contract E194-81913 effective January 9, 2020, as amended, hereinafter referred to as the "Contract" or "Agreement." This Modification is hereby incorporated into and made an integral part of the Agreement.

The purpose of this modification is to document both parties' agreement to change Special Term and Condition "Price Adjustments". All changes are effective at date of modification execution and shall be included in any subsequent modifications.

**A. Reference:** Contract E194-81913, "Price Adjustments"

Special Term "Price Escalation/De-escalation" shall be changed to the language below:

Price adjustments may be permitted for changes in the contractor's cost of materials but should not exceed the increase in the following index from the Consumer's Price Index: "Car and Truck Rental", unless there are other relevant market conditions as determined appropriate and approved by DPS. The contractor may be required to produce documentation to the contract officer, which supports a price increase greater than the relevant Consumer's Price Index for that good. No price increases will be authorized during the initial term of the contract. Price escalation may be permitted only at the end of the initial term and each subsequent renewal period thereafter and only where verified to the satisfaction of the purchasing office.

Contractor shall give not less than 30 days advance notice of any price increase to the purchasing office. Any approved price changes will be effective only after agreement, in writing, by both parties. Documentation shall be supplied with the contractor's request for increase which will verify that the requested price increase is general in scope and not applicable just to the Commonwealth of Virginia.

The purchasing office will notify the using agencies and contractor in writing of the effective date of any increase, which it approves. However, the contractor shall fill all purchase orders received prior to the effective date of the price adjustment at the old contract prices. The contractor is further advised that decreases which affect the cost of materials are required to be communicated immediately to the purchasing office.

**B. Reference:** Contract E194-81913, "Renewal of Contract"

Both Parties hereby agree to renew the above-references Contract for an additional one (1) year period, beginning **January 17, 2022** through **January 16, 2023**

**C. Reference:** Contract E194-81913, "Price Adjustments"

Prices are adjusted 8.4% as follows in accordance with the above Special Term and Condition:

## CoVA Rental Rates

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Contract: E194-81913

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Prices Effective: January 17, 2022

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia ***without*** Loss Damage Waiver Fee:

These rates are NOT available to entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

Vehicle Classification	Seating Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy	4	See Fleet Guide	\$35.77	\$35.77	\$196.75	\$786.98	3 x Daily
Compact	5	See Fleet Guide	\$35.77	\$35.77	\$196.75	\$786.98	3 x Daily
Intermediate	5	See Fleet Guide	\$36.86	\$36.86	\$202.71	\$810.83	3 x Daily
Standard	5	See Fleet Guide	\$37.94	\$37.94	\$208.67	\$834.68	3 x Daily
Full Size	5	See Fleet Guide	\$40.11	\$40.11	\$220.59	\$882.38	3 x Daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$69.38	\$69.38	\$346.88	\$1,526.27	3 x Daily
SUV, Standard	5	See Fleet Guide	\$69.38	\$69.38	\$346.88	\$1,526.27	3 x Daily
<b>Truck:</b>							
Truck, Box, 15-16'	2	See Fleet Guide	\$88.89	\$88.89	\$444.44	\$1,955.54	3 x Daily
Truck, Box, 24'	3	See Fleet Guide	\$105.15	\$105.15	\$525.74	\$2,313.26	3 x Daily
Truck, Box, 26'	3	See Fleet Guide	\$105.15	\$105.15	\$525.74	\$2,313.26	3 x Daily
Truck, Compact	3	See Fleet Guide	\$67.21	\$67.21	\$336.04	\$1,478.58	3 x Daily
Truck, Cutaway	2	See Fleet Guide	\$88.89	\$88.89	\$444.44	\$1,955.54	3 x Daily
Truck, Fuyll Size	4	See Fleet Guide	\$78.05	\$78.05	\$390.24	\$1,717.06	3 x Daily
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$105.15	\$105.15	\$525.74	\$2,313.26	3 x Daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$67.21	\$67.21	\$369.64	\$1,478.58	3 x Daily
Van, Mini	7-8	See Fleet Guide	\$72.63	\$72.63	\$399.45	\$1,597.82	3 x Daily
Van, Passenger	12	See Fleet Guide	\$105.15	\$105.15	\$578.31	\$2,313.26	3 x Daily

# CoVA Rental Rates

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Contract: E194-81913

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Prices Effective: January 17, 2022

**Note:**

Base Rental Rate for Rentals Originating Within the Commonwealth of Virginia **with Loss Damage Waiver Fee:**

These rates shall apply to all orders placed by entities which are covered by self-insurance plan administered by the Virginia Department of Treasury's Division of Risk Management

Vehicle Classification	Seating Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy	4	See Fleet Guide	\$37.94	\$37.94	\$208.67	\$834.68	3 x Daily
Compact	5	See Fleet Guide	\$37.94	\$37.94	\$208.67	\$834.68	3 x Daily
Intermediate	5	See Fleet Guide	\$39.02	\$39.02	\$214.63	\$858.53	3 x Daily
Standard	5	See Fleet Guide	\$39.57	\$39.57	\$217.61	\$870.45	3 x Daily
Full Size	5	See Fleet Guide	\$42.28	\$42.28	\$232.52	\$930.07	3 x Daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$71.54	\$71.54	\$393.49	\$1,573.97	3 x Daily
SUV, Standard	5	See Fleet Guide	\$71.54	\$71.54	\$393.49	\$1,573.97	3 x Daily
<b>Truck:</b>							
Truck, Box, 15-16'	2	See Fleet Guide	\$105.15	\$105.15	\$578.31	\$2,313.26	3 x Daily
Truck, Box, 24'	3	See Fleet Guide	\$121.41	\$121.41	\$667.74	\$2,670.98	3 x Daily
Truck, Box, 26'	3	See Fleet Guide	\$121.41	\$121.41	\$667.74	\$2,670.98	3 x Daily
Truck, Compact	3	See Fleet Guide	\$83.47	\$83.47	\$459.07	\$1,836.30	3 x Daily
Truck, Cutaway	2	See Fleet Guide	\$105.15	\$105.15	\$578.31	\$2,313.26	3 x Daily
Truck, Full Size	4	See Fleet Guide	\$83.47	\$83.47	\$459.07	\$1,836.30	3 x Daily
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$121.41	\$121.41	\$667.74	\$2,670.98	3 x Daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$83.47	\$83.47	\$459.07	\$1,836.30	3 x Daily
Van, Mini	7-8	See Fleet Guide	\$74.80	\$74.80	\$411.38	\$1,645.51	3 x Daily
Van, Passenger	12	See Fleet Guide	\$105.15	\$105.15	\$578.31	\$2,313.26	3 x Daily

The foregoing is the complete and final expression of the parties' agreement to modify Contract E194-81913 and cannot be modified, except by a writing signed by the duly authorized representatives of both parties. All other terms and conditions remain unchanged.

**PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.**

**EAN SERVICES, LLC.**

DocuSigned by:

BY: 

031C7871FCFC4D4...

NAME: **Meredith Perkins**

Printed Name

TITLE: **Authorized Officer**

DATE: **1/18/2022**

**COMMONWEALTH OF VIRGINIA**

DocuSigned by:

BY: 

A94165BDE18D4F4...

NAME: **Ryan Thompson, VCO for  
Brandon Amsel, VCO**

Printed Name

TITLE: **Statewide Sourcing & Contracting Officer**

DATE: **1/18/2022**

COMMONWEALTH OF VIRGINIA  
STANDARD CONTRACT

Contract Number: E194-81913

This contract entered into this 9 day of January 2020, by EAN Services LLC, hereinafter called the "Contractor" and Commonwealth of Virginia, Division of Purchases and Supply, (Department, Agency, Division) hereinafter called the "Commonwealth" or "DPS."

WITNESSETH that the Contractor and the Commonwealth, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

**SCOPE OF CONTRACT:** The Contractor shall provide the services to the Commonwealth as set forth in the Contract Documents.

**PERIOD OF PERFORMANCE:** From January 17, 2020 through January 16, 2022.

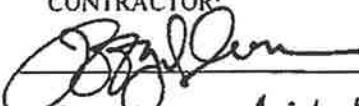
The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposal dated August 14, 2019:
  - (a) The Statement of Needs,
  - (b) The General Terms and Conditions,
  - (c) The Special Terms and Conditions together with any negotiated modifications of those Special Conditions;
- (3) The Contractor's Proposal dated September 5, 2019 and the following negotiated modifications to the Proposal, all of which documents are incorporated herein.
  - (a) Attachment "Points to Negotiate", Dated January 9, 2020

The Contractor agrees to subcontract 5.46% of the contract to DSBSD-certified small businesses.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

By: 

Title: Secretary or Assistant Secretary  
01/30/2020

COMMONWEALTH OF VIRGINIA:

By: 

Title: Statewide Sourcing's Contracting Officer  
01/31/2020

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.



# COMMONWEALTH OF VIRGINIA

DIVISION OF PURCHASES & SUPPLY (DPS)  
1111 East Broad Street, Richmond, Virginia 23219-1199

## REQUEST FOR PROPOSAL (RFP) # 415

### VEHICLE RENTAL SERVICES

**NIGP Commodity Codes:** 97500 – Rental or Lease of Equipment ~ 97514 – Automobiles and Other Passenger Vehicles Rental or Lease ~ 97586 – Truck and Van Rental or Lease ~ 97588 – Utility Vehicle Rental or Lease

**Issue Date:** July 22, 2019 • **Due Date/Time:** **August 26, 2019 – 1:00 P.M. EST**

DPS Statewide Sourcing & Contracting Officer: Angela J. Shearn, VCO E-mail Address: [Angela.Shearn@dgs.virginia.gov](mailto:Angela.Shearn@dgs.virginia.gov)

**USING AGENCY AND/OR LOCATION WHERE WORK WILL BE PERFORMED:** All Commonwealth Agencies, Institutions and other public bodies (collectively “Authorized Users”) as defined in §2.2-4301 of the Code of Virginia.

**PROPOSAL SUBMISSION:** All proposals must be received by the date and time shown on the cover page of this solicitation at the following address. Any proposals received after the stated time and date will be retained unopened in the procurement file. See Section IV, Paragraph A, Subparagraph 2, for additional REQUIRED information regarding “Identification of Sealed Proposal Envelope for Paper Responses”.

Delivery address:

**DGS/Division of Purchases and Supply, 1111 East Broad Street, 6<sup>th</sup> Floor Receptionist/Bid Receiving,  
Richmond, Virginia 23219-1199**

**OPTIONAL PRE-PROPOSAL CONFERENCE:** An optional pre-proposal conference will be held at **1:00 P.M. EST on August 7, 2019** by means of teleconference. See Section VII for additional information related to this optional pre-proposal conference.

**CLARIFICATION OF TERMS:** If any prospective Offeror has questions about the specifications or other solicitation documents, then it is the Offeror’s responsibility to contact the Contracting Officer whose name appears on the face of this solicitation, **in writing**, no later than August 13<sup>th</sup>, 2019. **Oral requests for information will not be accepted.** No further written inquiries will be accepted after **12:00 P.M. EST** on August 13<sup>th</sup>, 2019. Any revisions to the solicitation will be made only by an addendum issued by the Contracting Officer named above and posted on the state procurement website at [www.eva.virginia.gov](http://www.eva.virginia.gov). Any addenda, notifications, extensions, cancellations or changes will be posted to the state procurement website. No other notification is required. It is the responsibility of the prospective Offeror to obtain all current information from the eVA website.

**PERIOD OF CONTRACT:** Initial two (2) year term Contract with four (4) additional successive one (1) year renewal options. **Service Commencement date is upon written mutual agreement by both parties.**

The undersigned hereby offers and agrees to furnish all goods and/or services in accordance with the attached signed proposal and the mandatory requirements outlined herein, or as mutually agreed upon through subsequent negotiation.

Company Name: _____	Email: _____
Address: _____	Telephone: _____
City/State/ZIP: _____	Fax: _____
Signature: _____	Cell: _____
Printed Name: _____	DUNS Number: _____
Title: _____	eVA Vendor ID: _____
Date: _____	Vendor SCC ID: _____

**NOTE:** This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2-4343.1 or against a Offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment.

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## I. PURPOSE

The Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply, hereinafter referred to as "Commonwealth" or "DGS" or "DPS" is issuing this Request for Proposal (RFP) on behalf of the DGS Office of Fleet Management Services (OFMS) in its statutory role under the Code of Virginia, § 2.2-1173 *et al*, for the purpose of soliciting sealed proposals to establish through competitive negotiations, a Master Ordering Agreement with a qualified Offeror ("Offeror") for DGS/OFMS to provide vehicle rental services ("Services") for official use by employees of Virginia State Agencies, local government public procurement units, Commissions, Authorities, Boards, Public Bodies and other Entities Authorized by the *Code of Virginia* § 2.2-1120(D), entitled "Definitions" of the Virginia Public Procurement Act (VPPA) as amended, and hereinafter referred to as "Authorized Users."

The intent of the Commonwealth is to award a single Contract for all requirements; however, it reserves the right to make multiple awards, depending upon the capabilities and benefits described in Offerors' proposal, and such decision shall be based upon the sole and exclusive judgment of the Commonwealth, as it deems necessary.

The initial Contract term for any resulting Contract(s) shall be for a period of two (2) years and have four (4) additional successive one (1) year renewal options, which would be exercised at the discretion of the Commonwealth.

Given the potential scope of Services, which is contemplated to be extended by the DGS/OFMS for the use by all state and local government entities in the Commonwealth, DGS/OFMS seeks to leverage this considerable potential volume in order to secure the best possible competitive pricing structure and optimized business processes available, based on the economies of scale involved and the aggregate market volume that this represents.

Therefore, the Commonwealth expects that any Offeror's pricing obtained through this process to be far more aggressive than any agency, institution or municipality, individually or cooperatively, may currently have with your firm.

As it is within the Commonwealth's discretion to enter into negotiations with only a very limited number of Offerors, any proposal submitted should be a) fully complete, b) comprised of leading edge business processes and practices, and c) consist of extremely aggressive pricing.

**The cumulative sales totals for the current contract over a seven (7) year period are estimated at \$11,000,000.00 for the services provided to the Commonwealth of Virginia, excluding personal use discounts.**

## II. STATEMENT OF NEEDS

Contractor shall provide vehicle rentals, and all related services relating to the centralized management and usage of such Services, and; include all passenger-type or other vehicles, vans, and trucks, as required by the Commonwealth, denoted herein. DGS seeks proposals from qualified firms to provide these services as a "turnkey" solution, in close coordination with DGS/OFMS.

Contractor shall provide:

**A. General Service Requirements:** The Offeror shall be capable of furnishing services as follows:

**1. Conduct of Offeror's Personnel**

The Offeror shall provide in writing, the names of a primary and secondary contact to include telephone numbers, cell phone numbers, emergency phone numbers, and email addresses. These contacts shall be the Offeror's individuals authorized to handle complaint calls and inquiries about other problems as they may occur. These contact personnel shall be capable of authorizing immediate action when warranted. The names and information for the primary and/or secondary contacts may be changed at any time with prior written notification to the DGS Contracting Officer.

Any unauthorized release of proprietary information by the Offeror or Offeror's employees shall constitute a breach of this Agreement.

The Offeror's employees shall exhibit professional conduct at all times and shall demonstrate a high level of customer service.

The Offeror shall be responsible for controlling employee conduct, assuring that its employees and representatives professional, courteous manner, and assuring that they are not engaging in any criminal activity. The Offeror hereby warrants and certifies that all services shall be performed in a first-class skillful manner.

Offeror's employees shall be capable of communicating and comprehending the English language (both verbally and in writing) to Full Professional Proficiency (as defined by Interagency Language Roundtable "ILR" Level 4 standards), and as demonstrated by the ability to use English fluently and accurately at all levels pertinent to professional and Contract needs, with the ability to be completely, fully, and easily understood by the end-user.

**2. Conduct of Commonwealth of Virginia (CoVA) and Authorized User Personnel**

CoVA personnel and Authorized Users shall exhibit professional conduct at all times. Offeror shall immediately notify the Contracting Officer in instances where non-professional conduct is exhibited. This includes, but is not limited to, verbal abuse, intentional damage to or misuse of vehicle, sexual harassment, etc. CoVA personnel or Authorized User may lose vehicle rental privileges at the sole discretion of the DPS Director or designee, if requested by the Offeror. Offeror's request must be submitted in writing and received within 24-hours (or one (1) business day) of incident.

**3. Insurance**

- a. The Offeror will maintain in force, at its sole cost, insurance coverage which will indemnify, hold harmless and otherwise protect the Commonwealth of Virginia and its officers, agents and employees, against liability for personal injury, death, and property arising from the use of the vehicles.
- b. The Offeror shall furnish to the Department of General Services evidence of insurance in the amount of not less than \$1,000,000 per occurrence for bodily injury and property damage combined.

- c. Notwithstanding the provisions of any Offeror vehicle rental agreement executed by an Authorized Driver, the Offeror shall assume and bear the entire risk of loss of, or damage to, the rented vehicles (including the costs of towing, administrative costs, loss of use and replacement), from any and every cause whatsoever except where the loss or damage is caused by one (1) of the following:
  - i. Willful or wanton misconduct on the part of the driver. Willful or wanton misconduct is conduct which is committed with an intentional or reckless disregard for the safety of others or with an intentional disregard of a duty necessary to the safety of another's property.
  - ii. Obtaining the vehicle through fraud or misrepresentation.
  - iii. Operation of the vehicle by a driver who contributed to the vehicle damage while such person was (and has been adjudged by the courts to have been) under the influence of alcohol or other drug(s) as defined in Policy Number 1.05 of the Commonwealth of Virginia's Department of Human Resource Management Policies and Procedures Manual.
  - iv. Use of the vehicle for any intentionally illegal purpose.
  - v. Use or permitting the vehicle to carry unauthorized passengers or property for hire.
  - vi. Operation of the vehicle in a test race or contest.
  - vii. Operation of the vehicle by a person other than the Authorized Driver.
  - viii. Operation of the vehicle outside the continental United States except where such use is specifically authorized by the rental agreement.
- d. In the event of an accident, Authorized Drivers will not be responsible for loss or damage to the vehicle except as stated above.

#### **4. Price Guarantee**

The Commonwealth shall be allowed to take advantage of any special offers, sales, promotions or other reduced rates that are offered by the selected Offeror that result in a lower rate to the Commonwealth.

#### **5. Rental Period**

The Offeror shall be capable of providing vehicles during the following time periods:

- a. Half-day: Defined as a consecutive period of four (4) hours or less. Vehicle is picked-up and dropped-off on the same day during normal business hours
- b. Daily: Defined as one (1) consecutive 24-hour time period with a one (1) hour grace period.

- c. Weekly: Defined as seven (7) consecutive 24-hour periods.
- d. Monthly: Defined as thirty (30) consecutive 24-hour periods.
- e. Week-end: Defined as the period beginning at 6:00 p.m. Friday through 12:00 midnight on Sunday.

## **6. Rental Pick-up/Return**

- a. CoVA employee or Authorized User shall have the option of vehicle delivery to their location or pick-up from the Offeror's location. These services should be provided at no additional charge.
- b. CoVA employee or Authorized User shall have the option of having the vehicle picked up from their location or returned to the Offeror's location. These services should be provided at no additional charge.
- c. CoVA employee or Authorized User should have the option to return vehicles to the Offeror's location after normal business hours without incurring additional charges.
- d. The start time of the rental period shall begin at the time of acceptance by a CoVA employee or Authorized User.
- e. The ending time shall be when the CoVA employee or Authorized User returns the vehicle to the Offeror's location or notifies the Offeror that the vehicle is ready to be picked up.
- f. If a vehicle is returned after the 24-hour period, but within the 25<sup>th</sup> hour, no additional charge shall be accessed. Vehicles returned after the grace period can be accessed an additional fee equivalent to or less than the contract's Half-Day pricing as reflected on the then current Pricing Schedule.
- g. The Commonwealth will require vehicles be available for round trip and one-way travel.
- h. Offeror will be required to provide transportation to and from airports if needed.
- i. Offeror may be required to provide pick-up and/or drop-off service to repair facility.

## **7. Reservations**

Reservations shall be made via Offeror's on-line reservation system, telephone, fax, or onsite at any Offeror location.

## **8. Restrictions**

Luxury vehicles and high performance vehicles (sports cars) shall not be offered to CoVA personnel or Authorized Users.

## **9. Reservation Cancellations**

There will be no charge for a canceled reservation provided the CoVA or Authorized User cancels the reservation prior to the Offeror dispatching a vehicle to their site. In cases where the Offeror receives a reservation cancellation after dispatching a vehicle to the CoVA or Authorized User's site the Offeror may charge a fee equivalent to or less than the contract's Half-Day pricing as reflected on the then current Pricing Schedule.

## **10. Roadside Assistance**

Offeror should be capable of providing emergency roadside assistance around-the-clock, 365 days per year, from any location within the United States. A toll free assistance line shall be provided with each rental agreement.

## **11. Service Locations**

The Offeror should have a sufficient number of service locations in order to service all counties and cities within the Commonwealth of Virginia Districts reflected below:



- a. **Bristol District 1** (includes Bland, Buchanan, Dickenson, Grayson, Lee, Russell, Scott, Smyth, Tazewell, Washington, Wise, and Wythe counties)
- b. **Salem District 2** (includes Bedford, Botetourt, Carroll, Craig, Floyd, Franklin, Giles, Henry, Montgomery, Patrick, Pulaski, and Roanoke counties)
- c. **Lynchburg District 3** (includes Amherst, Appomattox, Buckingham, Campbell, Charlotte, Cumberland, Halifax, Nelson, Pittsylvania, and Prince Edward counties)
- d. **Richmond District 4** (includes Amelia, Brunswick, Charles City, Chesterfield, Dinwiddie, Goochland, Hanover, Henrico, Lunenburg, Mecklenburg, New Kent, Nottoway, Powhatan, and Prince George counties)
- e. **Hampton Roads 5** (includes Accomack, Greensville, Isle of Wight, James City, Northampton, Southampton, Surry, Sussex and York counties and the cities of Chesapeake, Emporia, Franklin, Hampton, Newport News, Norfolk, Poquoson, Portsmouth, Suffolk, Virginia Beach, and Williamsburg)
- f. **Fredericksburg District 6** (includes Caroline, Essex, Gloucester, King & Queen, King George, King William, Lancaster, Mathews, Middlesex, Northumberland, Richmond, Spotsylvania, Stafford, and Westmoreland counties)

- g. **Culpeper District 7** (includes Albemarle, Culpeper, Fauquier, Fluvanna, Greene, Louisa, Madison, Orange, and Rappahannock counties)
- h. **Staunton District 8** (includes Alleghany, Augusta, Bath, Clarke, Frederick, Highland, Page, Rockbridge, Rockingham, Shenandoah, and Warren counties)
- i. **Northern Virginia District 9** (includes Arlington, Fairfax, Loudoun, and Prince William counties.)

## **12. Upgrades**

Whenever the vehicle class requested is not available an upgrade shall be provided at no additional cost. Upgrades to luxury or sport class vehicles shall not be allowed.

## **13. Vehicle Acceptance**

All vehicles shall be given a thorough inspection and walk around noting its operating condition and body or other damage before being accepted by the Commonwealth or Authorized User.

## **14. Web Site Functionality**

### **a. Reservation Purposes**

Offeror shall make available an intuitive and user-friendly web site for the Commonwealth's agencies and employees to place vehicle rental reservations. The Offeror shall host and maintain the web site at no expense to the Commonwealth for the term of this agreement.

### **b. Reporting Purposes**

The Commonwealth's rental information shall be stored by the Offeror in a database which will allow the Commonwealth to generate reports through the Offeror's website. This information will be stored and separated by using agency. At a minimum, these reports should indicate: dates of rentals, name of traveler, name of agency, invoice numbers, mileage, make and model of rental and rental charges.

## **B. Safety Requirements**

Vehicles must conform to all Federal and State Safety Standards and Regulations, including but not limited to those published by the United States' Department of Transportation's National Highway Traffic Safety Administration and the Commonwealth of Virginia's Department of Motor Vehicles' Board of Transportation Safety.

## **C. Vehicle Requirements**

### **1. Americans with Disabilities Act (ADA)**

Offerors should be able to comply with ADA or the specific requirements of the traveler. The selected Offeror may also be required to provide mobility-impaired features and

controls including but not limited to, hand controls, spinner knobs and pedal extenders, at no additional charge.

## **2. Classifications**

In addition to the specifications listed below all vehicles shall feature factory installed air conditioning, power steering, power brakes with anti-lock braking system (ABS), automatic transmission, and driver side air bag. Offeror shall provide examples of the vehicles provided within each class described below:

- a. Economy: 2/4-passenger seating
- b. Compact: 5-passenger seating, 4-cylinder or better performance, and four (4) doors
- c. Intermediate: 5-passenger seating
- d. Standard: 4/5-passenger seating
- e. Full Size: 4/5-passenger seating
- f. Mini-Van: 7-passenger seating, 6-cylinder or better performance, and dual airbags. Cruise control and rear wipers are preferred.
- g. Intermediate Sports Utility Vehicle: 5-passenger seating
- h. Standard SUV: 5-passenger seating
- i. Passenger Van: 12/15-passenger seating, 8-cylinder performance, and dual airbags.
- j. Cargo Van: Minimum cargo payload of 2,000 pounds, minimum 8' cargo bed, door opening to beat least 48" wide and 48" high.
- k. Box Truck, 15-16'
- l. Box Truck, 24'
- m. Box Truck, 26'
- n. Cutaway Truck
- o. Stakebed Truck, 20-24'
- p. Compact Pickup Truck
- q. Full Size Pickup Truck
- r. Other vehicle styles and models may be added. (Note: Luxury vehicles and high performance vehicles (sports cars) shall not be within the scope of any Contract(s) resulting from this solicitation.)

### **3. Higher Miles-Per-Gallon (MPG) and Hybrid Vehicles Preferred**

The Offeror shall make first available those cars that get higher MPG including hybrid vehicles.

### **4. Fuel Requirement**

All Vehicles provided should have a full tank of fuel at the pick up.

### **5. Model Year**

Vehicle offered should be either a current or previous year's production model.

### **6. Vehicle Defects**

Any mechanical, electrical or other malfunction which occurs as a result of ordinary wear and tear or manufacturer's defect shall be repaired by or at the expense of the selected Offeror.

### **7. Vehicle Mileage**

The vehicle odometer should reflect no more than 30,000 original miles at the time of delivery.

## **III. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS**

### **A. General Proposal Information**

#### **1. Proposal Submission Requirements**

RFP # 415 is a request for a sealed proposal; therefore, proposals submitted via e-mail or fax WILL NOT be accepted. Sealed proposals will be received until the closing date and time provided in the solicitation. Any proposal received after the closing date and time specified in the solicitation will not be considered and will be date and time stamped, marked "late" and retained unopened in the procurement file.

Prior to the due date, Offerors should:

- Check the status of the solicitation on eVA (Bid Now Solicitations, Quick Quote & Awards) at [www.eva.virginia.gov](http://www.eva.virginia.gov) for any updates, changes, amendments, etc.;
- Look at the "Reminders" section of the solicitation; and
- Complete all attachments, amendments, exhibits, product information, etc. and attach electronically to the Offeror's electronic submission or paper submission per the instructions below.

Offerors are solely responsible for reviewing, complying, and returning a complete and responsive proposal. Failure to submit any of the required information may

result in a lower score for such proposal. Changes to the RFP's forms or formats are prohibited except where clearly instructed and permitted.

**a) Electronic Submission**

Electronic proposal submission with required documents attached is preferred. In order to submit an electronic proposal, the Offeror must be registered in eVA. To submit an electronic proposal:

- i. Go to [www.eva.virginia.gov](http://www.eva.virginia.gov);
- ii. Type 415 into the Search box;
- iii. Click on "View Opportunity";
- iv. Click the "Respond Online"; and
- v. Sign in to submit a proposal electronically.

**b) Sealed Proposal Paper Submission**

In order to submit a paper proposal, the Offeror must be registered in eVA. To submit a paper proposal response:

- i. Go to [www.eva.virginia.gov](http://www.eva.virginia.gov);
- ii. Type 415 into the Search box;
- iii. Click on "View Opportunity"
- iv. Click on "Print";
- v. Click on "Paper Response Form";
- vi. Follow the Paper Response Instructions completely; and
- vii. Return the completed and signed response with required documents and materials as described in the solicitation in a sealed envelope.

Proposals must be submitted before the closing date and time.

**2. Identification of Sealed Proposal Envelope for Paper Responses**

When submitting a paper proposal response, Offerors must return the completed and signed response in a sealed envelope identified as shown below. If the proposal is not submitted as shown, Offeror risks that the envelope may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. No other unrequested correspondence or other proposals should be placed in the envelope.

OFFEROR NAME STREET OR BOX NUMBER CITY, STATE, ZIP CODE	POSTAGE
DGS/DIVISION OF PURCHASES AND SUPPLY SEE ITEM 3 FOR PROPOSAL SUBMISSION ADDRESS INSTRUCTIONS	
RFP #: 415 CLOSING DATE: As noted on cover page CLOSING TIME: As noted on cover page RFP TITLE: Vehicle Rental Services eVA ID#	

### **3. Proposal Submission Address Instructions**

- a) Express Delivery Service: Offerors should submit the proposal to the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply, 6th Floor Receptionist/Bid Receiving, 1111 East Broad Street, Richmond, VA 23219. Offerors should allow ample time for delivery.
- b) Hand-Delivered Proposals: Offerors should deliver their proposal to the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply, 6th Floor Receptionist/Bid Receiving, 1111 East Broad Street, Richmond, VA 23219. Offerors must allow ample time for parking, walking to the building, and security screening procedures. All visitors are required to enter the Patrick Henry Building through the Darden Garden entrance facing the State Capitol (not the Broad Street entrance). When entering the Patrick Henry Building, visitors will be required to:
  - i. Present a valid and current picture ID;
  - ii. Pass through metal detectors / security wands;
  - iii. Permit all bags/packages to be searched by Capitol Police or security personnel;
  - iv. Sign in at Security Desk; and
  - v. Take elevator to the 6th floor and submit the proposal to the receptionist.
- c) U.S. Postal Service: Offerors should mail the proposal to the Commonwealth of Virginia, Department of General Services, Division of Purchases and Supply, 1111 East Broad Street, Richmond, VA 23219. Offeror must allow ample time for the mailing envelope to be processed through the Commonwealth's Mail Security Processing System prior to delivery to Bid Receiving.

### **B. Proposal Requirements**

Direct contact with agency staff, representatives, and/or agents other than the Procurement Officer or his designee on the subject of this RFP or any subject related to this RFP is expressly prohibited except with the prior written permission of the Contracting Officer.

Any revisions to the solicitation will be made only by addendum issued by the Contracting Officer and will be posted on the state procurement website at [www.eva.virginia.gov](http://www.eva.virginia.gov). No other notification will be made.

It is the Offeror's responsibility to assure that proposal packages are received by the time and date indicated at the appropriate location. Proposals submitted elsewhere, including to other state or federal agencies, will not be accepted. **The envelope shall be date and time stamped, marked "late" and retained in the procurement file unopened.** Proposals will not be accepted by facsimile transmission or by electronic mail. The Offeror shall make no other distribution of the proposal.

In order to be considered for selection, Offerors should submit a complete response to this RFP. There must be:

- i. One (1) original copy so marked; the original copy must contain:
  - a. an ink signature;

- b. a complete copy of the solicitation
  - c. all addenda issued with an ink signature
  - d. all attachments and any attachment requiring a signature must be an ink signature
- ii. Four (4) hard copies of each proposal
- iii. One (1) electronic copies (flash drive) of each proposal must be submitted to the issuing agency shown on the cover page by the due date and time.
- iv. If the proposal contains proprietary information, submit one (1) copy that DOES NOT contain the proprietary information, and mark it as a REDACTED copy. Offeror shall also provide one (1) electronic version of the REDACTED copy.

## **1. Proposal Preparation**

Proposal submitted in response to this solicitation shall meet standards of professional writing established for the type of report or written material provided, should be thoroughly researched for accuracy of content, should be grammatically correct and not contain spelling errors and should be submitted in a format outlined herein. Whenever possible, proposals submitted in response to this solicitation should comply with the following guidelines:

An authorized representative of the Offeror must sign any submitted proposal. All required information should be submitted. If an Offeror fails to submit all information requested, the Contract Officer may require prompt submission of missing information after the receipt of proposal. **Failure to submit all required information may result in a lowered evaluation score of the proposal.** Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. The Offeror is responsible for all costs of proposal preparation. The Commonwealth of Virginia is not liable for any costs incurred in preparing a response to the RFP. Emphasis should be placed on completeness and clarity of content.

Proposals should be organized in the order in which the requirements are presented in the RFP. The proposal should contain a table of contents which cross-references the RFP requirements, and all pages shall be numbered. Emphasis should be placed on completeness and clarity of content. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

Other proposal format requirements include:

- a. The entire proposal response should be **limited to 80 typed pages front and back** (excluding the complete RFP) signed and filled out as required. The entire

RFP, with signature page, must be included in the ORIGINAL proposal and the ELECTRONIC copy of the proposal. Additional copies must include the signed cover page, but need not include the remainder of the original RFP. See Section IV, entitled "Proposal Preparation and Submission Instructions," Item B, entitled "Specific Proposal Submission Instructions" for submittal requirements.

- b. No font smaller than 12 point.
- c. 8½ x 11 inch page size (larger pages are allowed for figures or tables, but they should be folded into the overall proposal and used sparingly.)
- d. All pages must be numbered.
- e. As used in this RFP, the terms "must", "shall", "should" and "may" identify the criticality of requirements. "Must" and "shall" identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled as "should" or "may" are highly desirable, although their absence will not have a large impact and would be useful, but are not necessary. Depending on the overall response to the RFP, some individual "must" and "shall" items may not be fully satisfied, but it is the intent to satisfy most, if not all, "must" and "shall" requirements. The inability of an Offeror to satisfy a "must" or "shall" requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offeror's proposal.
- f. Numbered tabs and dividers are required for each of the sections listed and in the order below:

**TAB I:** RFP cover page, any signed addenda and completed Attachments A, B, C and D

**TAB II:** Introduction of Offeror

**TAB III:** Experience in providing similar service

**TAB IV:** Approach and Capacity

**TAB V:** Pricing

Each copy of the proposal should be bound (not with a rubber band or binder clip only) or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume. When using a three-ring binder, be sure that the binder is large enough to contain the entire document.

## **2. Proprietary Information**

All executables, user data, materials, meeting minutes, progress reports and documentation shall be submitted to DPS and shall belong exclusively to DPS, and shall be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the *Virginia Freedom of Information Act* provided the Offeror invokes the protections of Section 2.2-4342F of the *Virginia Public Procurement Act* which provides that:

“Trade secrets or proprietary information submitted by an Offeror, or subsequently the Offeror, in connection with a procurement transaction, shall not be subject to public disclosure under the *Virginia Freedom of Information Act*. However, the Offeror must invoke the protection of this Section prior to, or upon submission of the data or other materials. The Offeror must identify the data or other materials to be protected and justify in writing the explicit reasons that such protection is necessary. Failure to mark the data or other materials as proprietary or otherwise classified, will result in the data or other materials being released to Offerors or to the public as provided in the *Virginia Freedom of Information Act*.”

***The classification of the entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable.***

### **3. Oral Presentation**

Offerors who submit proposals in response to this RFP may be required to present an oral presentation of their proposal to the Proposal Evaluation Team. An oral presentation may provide an opportunity for the Offeror to clarify or elaborate on their proposal submittal. If held, the Contracting Officer will schedule the time and location of these presentations. If the Offeror is selected to give an oral presentation, such Offeror may be requested to provide additional copies of their proposal at that time.

Oral presentations are an option of the Proposal Evaluation Team and may or may not, be conducted. Therefore, proposals must be complete.

## **B. Specific Proposal Submission Instructions**

Proposals should be as thorough and detailed as possible so that the Proposal Evaluation Team can properly evaluate the Offeror’s capabilities to provide the required services. Offerors are strongly advised to provide a model for the Commonwealth’s evaluation purposes that represents their solution to all requirements depicted in the RFP, and which is complete, comprehensive, simple and easy to understand. Offerors are required to submit the following items, separated by tabs within the proposal and in sequential order corresponding to the related sections of this RFP:

### **TAB I: RFP cover page, any signed addenda and completed Attachments A, B, C, D, E and F**

Offeror shall complete the cover page of the RFP, sign, and submit with their proposal. Attachments A, B, C and D of this RFP shall be completed and signed as necessary and submitted as part of the proposal. The order of documents should be organized as listed below:

- Completed and Signed RFP Cover Page
- Attachment B – Completed Vendor Data Sheet
- Attachment C – Completed State Corporation Commission Form
- Attachment D – Completed Small Business Subcontracting Plan
- Attachment E – Completed Exceptions to RFP
- Attachment F – Completed Proprietary Information Identification
- Signed Addenda, if any
- Certificate(s) of Insurance

**TAB II: Introduction of Offeror**

Offeror's proposal shall contain an executive summary that summarizes its overall capabilities and approaches for accomplishing the services specified herein. This summary shall also identify anticipated challenges and/or barriers to completion, cost saving opportunities and other creative approaches. Offeror shall provide, at a minimum, a brief history of the firm's history, growth, length of time in business, and number and location of employees.

**TAB III: Experience in providing similar service**

Offeror must demonstrate that they have the expertise, experience, personnel and resources necessary to meet the requirements of the work. The Offeror is advised to submit any information which documents successful and reliable experience to meet the needs of the Commonwealth of Virginia. A concise, but thorough, description of relevant experience for each individual of the proposed project team is desired. Not doing so may result in rejection or a lower score on your proposal. Such information must include, but is not limited to:

- At least three (3) examples of national and/or public entity client work on similar projects implemented within the last three years. Examples shall also reveal how the Offeror applied core brand and visual identity(s) to a broad number of vehicle rental service plans.
- Provide favorable and relevant Reference Letters from three current and three former clients within last three years. The Commonwealth of Virginia will verify the reference letters of the top Offeror prior to award. Please provide an email address for person listed on Reference Letter for verification purposes.
- Any current or outstanding cases brought against the company by clients within the past five years. If NOT applicable, then state so in your proposal. If applicable, failure to supply this information may result in rejection of your proposal upon verification.
- Percentage of overall business that is tourism related.
- Brief overview of services and capabilities.
- Awards/accolades and special certifications.
- Verification of stated qualifications should be provided with the Offeror's response.

**TAB IV: Approach and Capacity**

Offeror shall prepare a written narrative statement that includes the Offeror's understanding of the work to be performed under the contract, and the Offeror's understanding of needs of this contract and include a map demonstrating site locations pertaining to the districts outlined in Section II, entitled "Statement of Needs", Paragraph A, entitled "General Service Requirements", Subparagraph 11, entitled "Service Locations". Offeror shall demonstrate their understanding of the Commonwealth of Virginia business needs and briefly describe their knowledge and understanding of the vehicle rental services as it pertains to servicing the Commonwealth of Virginia. Cite current examples of vehicle rental service for national clients within three (3) years.

**Approach and Methodology:**

- Offeror shall detail its understanding of the Statement of Needs of the project, its technical requirements, and the proposed methodology for delivery of services. Describe in narrative form, the approach/philosophy for providing services to the Commonwealth of Virginia. Clearly explain all the steps involved in performing the work in the length of time provided. Any information and data that the Offeror will require from the Commonwealth of Virginia must be identified in this section.
- Briefly describe your knowledge and understanding of the Commonwealth of Virginia and how a vehicle rental service plan will support the Commonwealth's vehicle rental needs. Cite select examples within the last three years that articulate vehicle rental service opportunities that were provided to the Commonwealth of Virginia.
- What key areas of focus would you recommend for positioning the Commonwealth of Virginia through a vehicle rental service strategy?
- How will you maintain strategic direction and manage aggressive, proactive vehicle rental service elements for the Commonwealth of Virginia in order to build and sustain the Commonwealth of Virginia for greatest success?
- What is the method by which you measure the results and success? Please provide examples.
- Key resources applicable to the work described in this RFP; i.e., work completed in house versus out sourced.
- Describe, in detail, the reporting feature mentioned in Section II, entitled "Statement of Needs", Subsection A, entitled "General Service Requirements", Paragraph 14, entitled "Website Functionality", Subparagraph b, entitled "Reporting Purposes". Provide complete information explaining what this feature looks like and what the storage and output method include and provide. In addition, provide a sample of the report that is generated through this feature.
- Describe in detail the method of communication used between service locations to establish and share contract information standards and requirements.

**Capacity:**

- Offeror must demonstrate that its staff size and current workload will not interfere with its capabilities to meet the requirements of the work.
- Provide primary proposed team to which will manage the account with responsibilities and contact information, including senior members.
- Provide management and/or key personnel biographies or resumes
- Provide credentials or resumes of key subcontractors.
- Provide organizational chart which describes the division of responsibilities among the members of the team.

**TAB V: Pricing**

Offeror shall submit itemized pricing in the pricing schedule provided in Attachment A. Any deviations in format of the pricing schedule may result in the rejection of Offeror's proposal.

The Commonwealth will allow a response to include a nationwide price schedule beyond the Commonwealth internal pricing schedule. This can be included in the proposal presented by an Offeror. This will not, however, be part of the evaluation as it pertains to the price portion of the evaluation criteria.

## IV. EVALUATION AND AWARD CRITERIA

A. Upon receipt of the proposals, the Commonwealth of Virginia will evaluate all materials submitted by responding firms and rank the proposals using the following 100-point scale:

Criterion	Points
Experience in Providing Similar Service	30
Approach and Capacity	30
Small Business Subcontracting Plan	20
Price	20
<b>TOTAL</b>	<b>100</b>

The Commonwealth of Virginia reserves the right to reject any or all proposals received. Non-acceptance of a proposal means that one or more others were deemed more advantageous to the Commonwealth of Virginia or that all proposals were rejected.

Pricing Proposal Evaluation Method (Ratio Calculation): The lowest price shall be scored the maximum number of evaluation points per line item for the price criteria. The lowest price is then divided by each Offeror's proposed price and the result is multiplied by the points assigned for the line item price (2).

The point computation formula for each line item is:

Lowest Pricing Proposal = % Factor X 2 points = Points Value Assigned Offeror's Pricing Proposal.

The following vehicles will be evaluated from Table A and Table B of Attachment A.

Compact  
Standard  
SUV, Standard  
Truck, Full Size  
Van, Passenger

The point value totals for with and without will not exceed 20 points.

B. Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The Commonwealth reserves the right to make multiple awards as a result of this solicitation. The

Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (Code of Virginia, § 2.2-4359D). Should the Commonwealth determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Offeror's proposal as negotiated.

## **V. REPORTING AND PAYMENT INSTRUCTIONS**

During the term of any contract resulting from this solicitation, or any renewal thereof, the Offeror agrees that the following reports shall be submitted to the Agency. Failure to comply with reporting and payment requirements of this section may result in payment(s) being withheld until compliance with the plan is received and confirmed. The Agency reserves the right to pursue other appropriate remedies to include, but not be limited to, termination for default. Reference Section IX, entitled "Special Terms and Conditions," provision entitled "Cancellation of Contract."

Reports include, but are not limited to, the following:

### **A. Utilization of Small Businesses and Businesses Owned by Women and Minorities**

Offeror shall provide a quarterly report on the involvement of small businesses and businesses owned by women and minorities. This report will specify actual dollars expended year to date, by month, with such businesses on this contract. This information shall be provided separately for small businesses, women-owned businesses and minority-owned businesses, as delineated herein under the section entitled "Small Business Subcontracting and Evidence of Compliance."

The following information shall be provided in an electronic spreadsheet format as follows:

Firm Name & Phone Number	SWaM Cert. #	SWaM * Type	T.I.N.	NIGP Code and Description of Services	Amount (\$)
Example:					
ABC Company, Inc. (123) 456-7890	123456	SW	12-3456789	96239 Hauling Services	\$123,456.78
<b>TOTAL</b>					<b>\$123,456.78</b>

\*Small (S), Woman-owned (W), Minority-owned (M) or DSBSD Service Disabled Veteran-Owned or combination (i.e., SW, SM, etc.)

This report shall be submitted in electronic spreadsheet format via email to [Angela.Shearn@dgs.virginia.gov](mailto:Angela.Shearn@dgs.virginia.gov) within fifteen (15) days after the end of each quarterly reporting period as defined herein.

## VI. PRE-PROPOSAL CONFERENCE

An optional pre-proposal conference will be held on August 7, 2019 at 1:00 pm by means of teleconference.

Potential Offerors are encouraged to submit any questions pertaining to this RFP **in writing no later than close of business on August 2, 2019**. All questions should be submitted to Angela Shearn via email at [Angela.Shearn@dgs.virginia.gov](mailto:Angela.Shearn@dgs.virginia.gov).

Although participation at this conference is not a prerequisite for submitting a proposal, due to the importance of all Offerors having a clear understanding of the scope of work and requirements of this solicitation, interested Offerors are encouraged to participate.

Interested Offerors attending in-person **should have a copy of the RFP available during the conference.**

**Interested Offerors wishing to participate via teleconference must register with the DPS Contracting Officer, Angela Shearn, via email, at [Angela.Shearn@dgs.virginia.gov](mailto:Angela.Shearn@dgs.virginia.gov) by August 2, 2019.** Registered participants will be provided the telephone number and conference code needed in order to participate.

Any change in this solicitation will be made through an addendum issued by the Contracting Officer and will be posted on the state procurement website at [www.eva.virginia.gov](http://www.eva.virginia.gov). No other notification will be made.

## VII. GENERAL TERMS AND CONDITIONS

General Terms and Conditions have been included electronically for this solicitation and are **MANDATORY** and will be included in any contract awarded. General Terms and Conditions can be specifically identified as items 1-13 on the electronic solicitation documents under the Terms section.

## VIII. SPECIAL TERMS AND CONDITIONS

Special Terms and Conditions have been included electronically for this solicitation and will be included in any contract awarded. Special Terms and Conditions can be specifically identified as items 14-55 on the electronic solicitation documents under the Terms section.

## IX. ORDERS, INVOICES AND METHOD OF PAYMENT

- A. **Orders:** An “Order” is defined for purposes of this solicitation as any eVA Order, purchase order, or small purchase charge card order. Following award, any order for Services under this agreement will be placed directly with the Offeror by Authorized Users.
- B. **Invoices:** All invoices shall be rendered promptly to DGS or any Authorized User after all Services covered by the invoice have been provided. The Offeror shall invoice monthly in arrears. No invoice may include any cost other than those identified in the Agreement or individual Order referencing this Contract. Invoices shall provide at a minimum:

1. Name of Authorized User (ordering entity)
2. User contact name
3. Type and description of the service
4. Invoice number
5. Invoice date
6. Monthly charges
7. Contract Number, and
8. Purchase Order Number

Offeror shall render invoices for any Authorized User in accordance with the instructions contained in an Order from such Authorized User.

**C. Methods of Payment:**

1. Payment will be made within thirty (30) days of receipt of a valid invoice (45 days for localities) for all goods and/or services provided during the previous month. Offeror shall submit a valid invoice to the invoice address designated in any Order issued by an Authorized User in accordance with the invoice mailing instructions therein.
2. For valid invoices in the amount of \$5,000 or less, or any then-current charge card small dollar usage threshold, Offeror shall accept payment using the Commonwealth of Virginia's Small Purchase Charge Card (SPCC), if the SPCC card is offered for payment. For any amount exceeding \$5,000, or any then-current charge card small dollar usage threshold, Offeror shall accept payment by the Commonwealth's Gold Card, if the Gold Card is offered for payment.
3. Payment may be made by any other duly authorized official payment method or card as mutually agreed upon between any Authorized User and the Offeror.

**X. PRICING SCHEDULE**

The Commonwealth will evaluate pricing proposals for award purposes based on the pricing provided in Attachment A.

Consideration will also be given to the discount structure and methodology behind providing the Commonwealth with the best discounts and value possible.

**XI. ATTACHMENTS**

- Attachment A – Pricing Schedule
- Attachment B – Vendor Data Sheet
- Attachment C – State Corporation Commission Form
- Attachment D – Small Business Subcontracting Plan
- Attachment E – Exceptions to RFP
- Attachment F – Proprietary Information Identification

## ATTACHMENT A – PRICING SCHEDULE

**Instructions to Submit Pricing:** The pricing provided in this Services and Pricing Schedule is for scoring purposes and should reflect the services you have proposed to provide to DGS under this solicitation. The Services and Pricing Schedule shown is the Offeror's pre-negotiated commission and all associated fees for services described in Section III, entitled "Statement of Need." These will be the final rates for negotiation for successful Offeror(s) to use to determine their offer if selected for such negotiations.

Tables A and B will be used for evaluation purposes. Please provide additional response information for Table C and any additional cost for One-Way Travel Charges, Roadside Assistance Protection (RAP), Collision Damage Waiver (CDW), Supplemental Liability Protection (SLP) and Optional Global Positioning System (GPS) Onboard Portable Navigation System, or any other services the Offeror deems pertinent to this solicitation and would wish to be considered during a negotiation process, if applicable.

**CONTINUED ON NEXT PAGE**

**A. Base Rental Fees without Loss Damage Waiver Fee**

Vehicle Classification	Seating Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy							
Compact							
Intermediate							
Standard							
Full Size							
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate							
SUV, Standard							
<b>Truck:</b>							
Truck, Box, 15-16'							
Truck, Box, 24'							
Truck, Box, 26'							
Truck, Compact							
Truck, Cutaway							
Truck, Full Size							
Truck, Stake Bed, 20-24'							
<b>Van:</b>							
Van, Cargo							
Van, Mini							
Van, Passenger							

**B. Base Rental Fees with Loss Damage Waiver Fee**

Vehicle Classification	Seating Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy							
Compact							
Intermediate							
Standard							
Full Size							
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate							
SUV, Standard							
<b>Truck:</b>							
Truck, Box, 15-16'							
Truck, Box, 24'							
Truck, Box, 26'							
Truck, Compact							
Truck, Cutaway							
Truck, Full Size							
Truck, Stake Bed, 20-24'							
<b>Van:</b>							
Van, Cargo							
Van, Mini							
Van, Passenger							

## C. Virginia Airport and Fixed Base Operation (FBO) Location Fees

### 1. Virginia Airport Locations:

Location	Access Fees	Concession Recovery Fee	Customer Facility Charge	One Way Charge	Drop Charges
Blacksburg Airport					
Dulles International Airport					
Lynchburg Airport					
Newport News Airport					
Norfolk International Airport					
Reagan National Airport					
Richmond International Airport					
Roanoke Airport					

### 2. Virginia FBO Locations:

Location	Access Fees	Concession Recovery Fee	Customer Facility Charge	One Way Charge	Drop Charges
Crewe Municipal Airport					
Aero Industrial Aviation					
Airport Authority					
Atlantic Aviation					
Blue Ridge Airport					
Central Virginia Aviation					
Culpeper County Reg. Airport					
Dominion Aviation					
Dulles/Private Airport Hawthorn					
Executive Air					
Falwell Aviation					
Franklin Municipal Airport					
Glick Fields Inc.					

Location	Access Fees	Concession Recovery Fee	Customer Facility Charge	One Way Charge	Drop Charges
Hampton Roads Exec Airport					
Heart of Virginia Aviation (Farmville/Ashland)					
Horizon Aviation					
Hummel Aviation LLC					
Landmark Aviation Charlottesville					
Landmark Aviation Roanoke					
Landmark Aviation/Norfolk					
Million Air Richmond					
Mountain Empire Aviation					
New Kent County					
New London Airport					
New River Valley Airport					
Richmond Jet Center					
Rick Aviation					
Shenandoah Airport					
Skylark Aviation					
Suffolk Airport					
Twin County Airport					
Virginia Aviation Retail					
Virginia Highlands Airport					
Virginia Tech/Montgomery Co. Airport					
West Point Aviation					
Williamsburg Jamestown Airport					

## **ATTACHMENT B-VENDOR DATA SHEET**

1. Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.

2. Vendor's Primary Contact:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

3. Years in Business: Indicate the length of time you have been in business providing this type of good or service:

\_\_\_\_\_ Years        \_\_\_\_\_ Months

4. eVA Vendor ID or DUNS Number: \_\_\_\_\_

5. Indicate below a listing of at least six (6) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods/services. Include the length of service and the name, address, and telephone number of the point of contact.

A. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

B. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

C. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

D. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

E. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

F. Company: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Dates of Service: \_\_\_\_\_ \$ Value: \_\_\_\_\_

I certify the accuracy of this information.

Signed: \_\_\_\_\_ Title: \_\_\_\_\_ Date: \_\_\_\_\_

## ATTACHMENT C-State Corporation Commission Form

### Virginia State Corporation Commission ("SCC") registration information:

#### **The undersigned Offeror:**

is a corporation or other business entity with the following SCC identification number: \_\_\_\_\_  
-OR-

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust  
-OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Offeror's out-of-state location)  
-OR-

is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned Offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

**\*\*NOTE\*\* >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Print

Title: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

## ATTACHMENT D-SMALL BUSINESS SUBCONTRACTING PLAN

It is the goal of the Commonwealth that over 42% of its purchases be made from small businesses. All potential Offerors are required to return this document with their response.

**Small Business** "Small business (including micro)" means a business which holds a certification as such by the Virginia Department of Small Business and Supplier Diversity (DSBSD) on the due date for proposals. This shall also include DSBSD-certified women- and minority-owned businesses and businesses with DSBSD service disabled veteran-owned status when they also hold a DSBSD certification as a small business on the proposal due date. Currently, DSBSD offers small business certification and micro business designation to firms that qualify.

Certification applications are available through DSBSD online at [www.DSBSD.virginia.gov](http://www.DSBSD.virginia.gov) (Customer Service).

**Offeror Name:** \_\_\_\_\_ **PreparerName:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### Instructions

- A. If you are certified by the DSBSD as a micro/small business, complete only Section A of this form.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the Offeror to receive credit for the small business subcontracting plan evaluation criteria, the Offeror shall identify the portions of the contract that will be subcontracted to DSBSD-certified small businesses for the initial contract period in Section B.

Offerors which are small businesses themselves will receive the maximum available points for the small business participation plan evaluation criterion, and do not have any further subcontracting requirements.

Offerors which are not certified small businesses will be assigned points based on proposed expenditures with DSBSD-certified small businesses for the initial contract period in relation to the Offeror's total price for the initial contract period.

Points will be assigned based on each Offeror's proposed subcontracting expenditures with DSBSD-certified small businesses for the initial contract period as indicated in Section B in relation to the Offeror's total price.

### Section A

If your firm is certified by DSBSD, provide your certification number and the date of certification:

Certification number: \_\_\_\_\_ Certification Date: \_\_\_\_\_

**Section B**

Populate the table below to show your firm's plans for utilization of DSBSD-certified small businesses in the performance of this contract for the initial contract period in relation to the Offeror's total price for the initial contract period. Certified small businesses include but are not limited to DSBSD-certified women-owned, minority-owned businesses and DSBSD service disabled veteran-owned businesses that have also received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc. It is important to note that the proposed participation will be incorporated into the subsequent contract and will be a requirement of the contract. Failure to obtain the proposed participation percentages may result in breach of the contract.

**B. Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement**

Micro/Small Business Name & Address DSBSD Certificate #	Status if Micro/Small Business is also: Women (W), Minority (M), or DSBSD Service Disabled Veteran-Owned	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract (\$ or %)
Totals \$					

**ATTACHMENT E**  
**COMMONWEALTH OF VIRGINIA**  
**RFP# 415**

**EXCEPTIONS TO RFP# 415**

Name of Firm/Offeror: \_\_\_\_\_

Unless stated on this form, all Offerors will be considered to have accepted all terms and conditions of the RFP and any amendments as issued without exception. Offerors who wish to propose modifications to the contract provisions must clearly identify the proposed exceptions including the section and page numbers of the RFP, and submit any proposed substitute language; however, the provisions of the RFP cannot be modified without written approval by the DPS Statewide Strategic Sourcing Officer.

SECTION/TITLE	PAGE NUMBER(S)	PROPOSED SUBSTITUTE LANGUAGE

**ATTACHMENT F****COMMONWEALTH OF VIRGINIA  
RFP# 415****PROPRIETARY INFORMATION IDENTIFICATION**

Name of Firm/Offeror: \_\_\_\_\_

Trade secrets or proprietary material submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of *Code of Virginia* § 2.2-4342F, in writing, either before or at the time the data or other material is submitted. The trade secret or proprietary material submitted in the proposal must be identified by some distinct method such as highlighting or underlining, and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary material. Offeror shall complete and provide the "Proprietary Information Identification" form with a summary of this material in their Proposal response which must specifically identify the data or materials to be protected including the section and page numbers of the proposal in which it is contained, and state the reasons protection is necessary. The classification of an entire Proposal document, line item prices, and/or total Proposal prices as trade secret or proprietary is not acceptable and the Proposal may be rejected.

SECTION/TITLE	PAGE NUMBER(S)	REASON(S) FOR WITHHOLDING FROM DISCLOSURE

## Solicitation Print

[Return to Solicitation](#) [Send to Printer](#)**Solicitation 415**

Procurement Folder: 81913

Solicitation: 415

Solicitation Type: Request for Proposals (RFP)

Short Description: Vehicle Rental Services

Description: Vehicle Rental Services

External Solicitation ID:

External Solicitation Version:

External Solicitation Type:

Closing Date: 9/5/2019

Amendment: 1

Status: Awarded

Issued Date: 8/20/2019

Requestor Office: E194

Closing Time: 1:00 PM

Preparer Office: E194

Phone: 804-786-5415

Work Location: State of Virginia

Phone: 804-786-5415

Created By: ashearn

Modified By: ashearn

Created On: 8/20/2019

Modified On: 8/20/2019

**Attachments**

Attachment Name: RFP 415\_Vehicle Rental Services.pdf

Description: RFP #415 Vehicle Rental Services

Attachment Name: Addenda\_1\_VehicleRentalServicesRFP415.pdf

Description: Addendum #1

**Contact Information**

Angela Shearn

Phone: 804-786-5415

Email: Angela.shearn@dgs.virginia.gov

Fax: 804-786-0223

**Other Events**

1: 2019-08-02

Deadline for registration for Pre-Proposal Conference

2: 2019-08-07

Pre-Proposal Conference

3: 2019-08-13

Deadline for submission of Clarification Requests

**Commodity Information**

Line	Commodity	Description
1	97514	Automobiles and Other Passenger Vehicles (Including Emergency Type) Rental or Lease
2	97586	Truck and Van Rental or Lease (Incl. Fire and Garbage Trucks)
3	97588	Utility Vehicle Rental or Lease

**Terms And Conditions****Section GEN****NOTE**

This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, section 2.2-4343.1 or against a offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment. Faith-based organizations may request that the issuing agency not include subparagraph 1.e in General Terms and Condition C. Such a request shall be in writing and explain why an exception should be made in that request for proposal.

**ANTI-DISCRIMINATION**

"By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and section 2.2-4311 of the Virginia Public Procurement Act (VPPA). If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Code of Virginia, section 2.2-4343.1E). In every contract over \$10,000 the provisions in 1. and 2. below apply: 1. During the performance of this contract, the contractor agrees as follows: a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment,

except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer. c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section. d. The requirements of these provisions 1. and 2. are a material part of the contract. If the Contractor violates one of these provisions, the Commonwealth may terminate the affected part of this contract for breach, or at its option, the whole contract. Violation of one of these provisions may also result in debarment from State contracting regardless of whether the specific contract is terminated. e. In accordance with Executive Order 61 (2017), a prohibition on discrimination by the contractor, in its employment practices, subcontracting practices, and delivery of goods or services, on the basis of race, sex, color, national origin, religion, sexual orientation, gender identity, age, political affiliation, disability, or veteran status, is hereby incorporated in this contract. 2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor."

#### **ETHICS IN PUBLIC CONTRACTING**

By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

#### **MANDATORY USE OF STATE FORM**

Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

#### **CLARIFICATION OF TERMS**

If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

#### **QUALIFICATIONS OF OFFERORS**

The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

#### **USE OF BRAND NAMES**

Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict offerors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equivalent of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The offeror is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless the offeror clearly indicates in its proposal that the product offered is an equivalent product, such proposal will be considered to offer the brand name product referenced in the solicitation.

#### **TRANSPORTATION AND PACKAGING**

By submitting their proposals, all offerors certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.

#### **INSURANCE**

By signing and submitting a proposal under this solicitation, the offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the Code of Virginia. The offeror further certifies that the contractor and any subcontractors will maintain these insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission. MINIMUM INSURANCE COVERAGES AND LIMITS: 1. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the Code of Virginia during the course of the contract shall be in noncompliance with the contract. 2. Employer's Liability - \$100,000. 3. Commercial General Liability - \$1,000,000 per occurrence and \$2,000,000 in the aggregate. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia shall be added as an additional insured to the policy by an endorsement. 4. Automobile Liability - \$1,000,000 combined single limit. (Required only if a motor vehicle not owned by the Commonwealth is to be used in the contract. Contractor must assure that the required coverage is maintained by the Contractor (or third party owner of such motor vehicle.) Profession/Service Limits Accounting \$1,000,000 per occurrence, \$3,000,000 aggregate Architecture \$2,000,000 per occurrence, \$6,000,000 aggregate Asbestos Design, Inspection or Abatement Contractors \$1,000,000 per occurrence, \$3,000,000 aggregate Health Care Practitioner (to include Dentists, Licensed Dental Hygienists, Optometrists, Registered or Licensed Practical Nurses, Pharmacists, Physicians, Podiatrists, Chiropractors, Physical Therapists, Physical Therapist Assistants, Clinical Psychologists, Clinical Social Workers, Professional Counselors, Hospitals, or Health Maintenance Organizations.) \$2,150,000 per occurrence, \$4,250,000 aggregate (Limits increase each July 1 through fiscal year 2031 per Code of Virginia § 8.01-581.15.) Insurance/Risk Management \$1,000,000 per occurrence, \$3,000,000 aggregate

Landscape/Architecture \$1,000,000 per occurrence, \$1,000,000 aggregate Legal \$1,000,000 per occurrence, \$5,000,000 aggregate Professional Engineer \$2,000,000 per occurrence, \$6,000,000 aggregate Surveying \$1,000,000 per occurrence, \$1,000,000 aggregate

#### **NONDISCRIMINATION**

A offeror shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.

#### **eVA VENDOR REGISTRATION**

"The eVA Internet electronic procurement solution, web site portal [www.eVA.virginia.gov](http://www.eVA.virginia.gov), streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution by completing the free eVA Vendor Registration. All offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the proposal being rejected. Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows: a. For orders issued July 1, 2014, and after, the Vendor Transaction Fee is: (i) DSBSD-certified Small Businesses: 1%, capped at \$500 per order. (ii) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order. b. Refer to Special Term and Condition "eVA Orders and Contracts" to identify the number of purchase orders that will be issued as a result of this solicitation with the eVA transaction fee specified above assessed for each order. For orders issued prior to July 1, 2014, the vendor transaction fees can be found at [www.eVA.virginia.gov](http://www.eVA.virginia.gov). The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, typically within 60 days of the order issue date. Any adjustments (increases/decreases) will be handled through purchase order changes."

#### **SET-ASIDES AWARD PRIORITY**

This solicitation is set-aside for award priority to DSBSD-certified micro businesses or small businesses when designated as "Micro Business Set-Aside Award Priority" or "Small Business Set-Aside Award Priority" accordingly in the solicitation. DSBSD-certified micro businesses or small businesses also includes DSBSD-certified women-owned and minority-owned businesses when they have received the DSBSD small business certification. For purposes of award, offerors shall be deemed micro businesses or small businesses if and only if they are certified as such by DSBSD on the due date for receipt of proposals.

#### **BID PRICE CURRENCY**

Unless stated otherwise in the solicitation, offerors shall state offer prices in US dollars.

#### **Section SPC**

#### **RENEWAL OF CONTRACT**

This Contract may be renewed at the sole discretion of the Commonwealth, for up to four (4) additional one (1) year successive periods under the terms and conditions of the original Contract and upon mutual written agreement between the parties. Written notice of the Commonwealth's intention to renew shall be given approximately ninety (90) days prior to the expiration date of each Contract period, of the Commonwealth's intent to renew the Contract.

#### **PRICE ADJUSTMENTS**

At its sole discretion, the Commonwealth may permit price adjustments only at the time of Contract renewal, and only where verified to the satisfaction of the Contracting Officer. The Contract pricing for any renewal period following the Initial Term shall not exceed the lesser of: a) 3% of the Contract pricing for the prior term, or; b) the Contract pricing for the prior period, increased/decreased by more than the percentage increase/decrease of the United States (US) Department of Labor's (DOL) Bureau of Labor Statistics' (BLS) "Other Services" category of the Consumer Price Index for All Urban Consumers (CPI-U) section of the Consumer Price Index for the latest twelve (12) months for which statistics are available. (<http://stats.bls.gov/news.release/cpi.t03.htm>) Contractor shall give not less than thirty (30) days advance notice of any price increase request, with documentation, to the Contracting Officer. The Contracting Officer will notify the using agencies and Contractor in writing of the effective date of any approved increase. However, the Contractor shall fill all purchase orders received prior to the effective date of the price adjustment at the old Contract prices. "Across the board" price decreases are subject to implementation at any time and shall be immediately conveyed to the Commonwealth and reflected in subsequent invoices. Any such change in price shall be submitted to DGS in writing in accordance with the above and shall not become effective for sixty (60) days thereafter.

#### **AWARD TO MULTIPLE OFFERORS**

Selection shall be made of two (2) or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals.

Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the Contract to that Offeror. The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous (Code of Virginia, § 2.2-4359D). Should the Commonwealth determine in writing and in its sole discretion that only one (1) Offeror is fully qualified, or that one (1) Offeror is clearly more highly qualified than the others under consideration, a Contract may be negotiated and awarded to that Offeror. The award document will be a Contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated.

#### **ACCIDENTS OR REPAIRS**

The Contractor will notify Authorized Drivers that in the event of an accident or if repairs become necessary, the Authorized Driver should immediately notify the Contractor by calling the toll free telephone number, or other telephone number provided by the Contractor, and request a replacement vehicle if necessary and instructions for the disposition of the disabled vehicle. When an accident occurs and the fault is not the Commonwealth's, Contractor will handle any and all insurance claims.

#### **ADDITION/DELETION OF SERVICES**

The Commonwealth reserves the right to add and/or delete items to this Contract as needed during the term of the Contract with written notification provided to the Contractor. Added item(s) shall be of like or similar nature and in the same NIGP commodity code. The

addition shall be with the mutual agreement of the Contractor with pricing proportionally equal to that of similar items on the Contract or better than that given to the Contractor's best customer. No modifications to this contract shall be effective unless it is in writing and signed by the duly authorized representative of both parties. No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent to breach is in writing.

**AUDIT**

The Contractor shall retain all Contractual books, records, and other documents relative to matters under this Contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.

**AUTHORIZED DRIVERS**

Employees of the Commonwealth, individuals contracted by the Commonwealth to perform services may rent and operate vehicles under this Agreement when on official business and while acting within the scope of their employment duties.

**AUTHORIZED REPRESENTATIVES**

This Contract may be modified in accordance with §2.2-4309 of the Code of Virginia. Such modifications may only be made by the representatives authorized to do so denoted below, or their duly authorized designees. No modifications to this Contract shall be effective unless in writing and signed by the duly authorized representative of both parties. No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent to breach is in writing. Any Contract issued on a firm fixed price basis may not be increased more than twenty-five percent (25%) or \$50,000, whichever is greater, without the approval of the Governor of the Commonwealth of Virginia or their authorized designee. The provisions of this section shall not limit the amount a party to a public contract may claim or recover against a public body pursuant to § 2.2-4363 (contractual claims) or any other applicable statute or regulation. The unauthorized approval of a modification cannot be the basis of a contractual claim as set forth in § 2.2-4363.

**BANKRUPTCY**

If Contractor becomes insolvent, takes any step leading to its cessation as a going concern, fails to pay its debts as they become due, or ceases business operations continuously for longer than fifteen (15) business days, then the Commonwealth may immediately terminate this Contract on notice to Contractor, unless Contractor immediately gives the Commonwealth adequate assurance of the future performance of this Contract or the applicable order. If bankruptcy proceedings are commenced with respect to Contractor, and if this Contract has not otherwise terminated, then the Commonwealth may suspend all further performance of this Contract until Contractor assumes this Contract and provides adequate assurance of performance thereof or rejects this Contract pursuant to Section 365 of the Bankruptcy Code or any similar or successor provision, it being agreed by the Commonwealth and Contractor that this is an executory Contract. Any such suspension of further performance by the Commonwealth pending Contractor's assumption or rejection shall not be a breach of this Contract, and shall not affect the rights of the Commonwealth to pursue or enforce any of its rights under this Contract or otherwise.

**BILLING FOR DAMAGES**

Whenever a loss or damage occurs as a result of one of the uncovered incidents listed in Paragraph R of General Terms and Conditions entitled "Insurance", the Contractor will submit its bills for damages directly to the agency employing the Authorized Driver, and not to the Authorized Driver. If the agency denies liability on the basis that the individual renter was not operating the vehicle within the scope of employment at the time of the loss, the Contractor may bill the individual renter directly. Claims for damage to a vehicle will not include amounts for loss of use.

**BREACH**

The Contractor shall be deemed in breach of this agreement if the Contractor: 1. Fails to provide any service by the specified delivery date; 2. Repeatedly fails to respond to requests for required service within the time set forth in this Agreement; 3. Fails to comply with any other term of this Agreement and fails to cure such noncompliance within ten (10) days (or such greater period as is acceptable to the Commonwealth) following Contractor's receipt of a Show Cause Notice identifying such noncompliance; or 4. Fails to provide a written response to the Commonwealth Show Cause Notice within ten (10) days after receiving same. The Contractor shall not be in breach of this Agreement if the default was due to causes beyond the reasonable control of, and occurred without any fault or negligence on the part of, both the Contractor and its subcontractors. Such causes may include, but are not restricted to, acts of God or of a public enemy, acts of the Commonwealth in its sovereign or Contractual capacity, fires, floods, epidemics, quarantine restrictions, freight embargoes, and unusually severe weather.

**CANCELLATION OF CONTRACT**

The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may also be terminated by the contractor, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.

**COMPETITIVE PRICING**

Contractor warrants and agrees that each of the charges, economic or product terms or warranties granted to the Commonwealth pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any commercial or government customer of Contractor. If Contractor enters into any arrangements with another customer of Contractor or with an Authorized User to provide Services under more favorable prices, as the prices may be indicated on Contractor's current U.S. and International price list or comparable document, then this Contract shall be deemed amended as of the date of such other arrangements to incorporate those more favorable prices, and Contractor shall immediately notify DGS of such change.

**CONDITIONS OF PAYMENT**

All Services provided by Contractor pursuant to this Contract shall be performed to the satisfaction of the ordering Agency and in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations. Contractor shall not receive payment for defective material or work found by the ordering Agency to be unsatisfactory, or performed in violation of federal, state, or local laws, ordinances, rules, or regulations.

**CONTINUITY OF SERVICES**

1. The Contractor recognizes that the services under this Contract are vital to the Agency and must be continued without interruption and that, upon contract expiration, a successor, either the Agency or another contractor, may continue them. The Contractor agrees: a. To exercise the best efforts and cooperation to effect an orderly and efficient transition to a successor; b. To make all Agency owned facilities, equipment, and data available to any successor at an appropriate time prior to the expiration of the contract to facilitate transition to

successor; and c. That the Agency Contracting Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor. 2. The Contractor shall, upon written notice from the Contract Officer, furnish phase-in/phase-out services for up to ninety (90) days after this Contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Contract Officer's approval. 3. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this Contract. All phase-in/phase-out work fees must be approved by the Contract Officer in writing prior to commencement of said work.

**CONTRACTOR ACCESS**

Commonwealth shall grant to Contractor personnel such access to the Commonwealth location as may be necessary or appropriate for Contractor to perform its obligations under this Agreement, subject to all security issues. For any individual Commonwealth location, the Contractor may be required to undergo additional security procedures that may include but not be limited to; records verification, submission of photos and/or fingerprints, etc. The Contractor may at any time, for any Commonwealth location, be required to undertake the execution and completion for each individual employee, the requirement of the submission of additional forms that the Commonwealth would consider reasonable for security measures. These forms may include the individual employee's agreement that all Commonwealth information that is garnered while at the Commonwealth site is confidential and proprietary. Any unauthorized release of proprietary information by the Contractor or Contractor's employees shall constitute a breach of this Agreement.

**CONTRACTUAL DISPUTES**

In accordance with Section 2.2-4363 of the Code of Virginia, Contractual claims, whether from money or other relief, shall be submitted in writing to the purchasing agency no later than 60 days after final payment; however, written notice of the Contractor's intention to file such claim must be given to such agency at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. The purchasing agency shall render a final decision in writing within thirty (30) days after its receipt of the Contractor's written claim. The Contractor may not invoke any available administrative procedure under Section 2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the purchasing agency's decision on the claim, unless that agency fails to render its decision within thirty (30) days. The decision of the purchasing agency shall be final and conclusive unless the Contractor, within six (6) months of the date of the final decision on the claim, invokes appropriate action under Section 2.2-4364, Code of Virginia, or the administrative procedure authorized by Section 2.2-4365, Code of Virginia. The Department of General Services, its officers, agents and employees, including without limitation, the Contracting Officers, are executing this Agreement and any Orders issued hereunder, solely in its or their statutory and regulatory capacities as agent of the Commonwealth agency purchasing and receiving the goods or services in question and need not be joined as a party to any dispute that may arise there under. In the event of any breach by the Commonwealth, Contractor's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Contractor's remedies include the right to terminate any license or support services hereunder.

**CREDITS**

Any credits due the State under the terms of this Contract may be applied against Contractor's invoices with appropriate information attached to enable validation

**DAMAGE LIABILITY**

In the event of an accident, Authorized Drivers will not be responsible for loss or damage to the vehicle except as stated in Special Term and Condition entitled "Loss of or Damage to Vehicle."

**DISCOUNTS**

The Contractor shall extend any promotional prices or discounts immediately to the Commonwealth during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.

**EVA ORDERS AND CONTRACTS**

The Contract may result in multiple purchase order(s) if the dollar value of any single reservation totals \$50,000 or more. The applicable eVA transaction fee will be assessed for each order. Vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement.

**E-VERIFY PROGRAM**

Pursuant to Code of Virginia, §2.2-4308.2., any employer with more than an average of 50 employees for the previous 12 months entering into a contract in excess of \$50,000 with any agency of the Commonwealth to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to such public contract. Any such employer who fails to comply with these provisions shall be debarred from contracting with any agency of the Commonwealth for a period up to one year. Such debarment shall cease upon the employer's registration and participation in the E-Verify program. If requested, the employer shall present a copy of their Maintain Company page from E-Verify to prove that they are enrolled in E-Verify.

**EXCLUSIVITY OF TERMS**

No employee or agent of the Commonwealth or Authorized User shall be required to sign or execute any additional contract, license or other agreement containing contractual terms and conditions; excluding the rental contract form as required for receiving a rental car. Any documents signed by persons other than the Director or authorized designee shall have no validity or effect upon the Contract

**EXTRA CHARGES NOT ALLOWED**

Proposed pricing shall be for complete delivery ready for the Commonwealth's use, and shall include all delivery charges; extra charges will not be allowed.

**FAILURE TO DELIVER**

In the event Contractor fails for any reason to deliver in a timely manner or according to Contract terms the Services or items set forth in the Schedule, then the Commonwealth, at its own discretion, may give Contractor oral or written notice of such breach. Once notice by the State is sent or given, then the State may immediately procure service(s) from another source. In no event shall the State be held to pay Contractor any costs incurred by Contractor, including but not limited to ordering, developing, or delivering the service(s), which are subject of the State's notice of breach. This remedy is in addition to and not in lieu of any other remedy the Commonwealth may have under this agreement and the laws of the Commonwealth of Virginia.

**INDEMNIFICATION**

Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods,

or equipment of any kind or nature furnished by the contractor/any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.

**LIMITATION OF LIABILITY**

To the maximum extent permitted by applicable law, the Contractor's liability under this contract for loss or damages to government property caused by the use of any defective or deficient product and/or services delivered under this Contract shall not exceed the greater of \$1,000,000 dollars or two (2) times the total amount of the affected order to be paid to the Contractor resulting from a statement of work (SOW) under this contract as of the date of the event or circumstance giving rise to Contractor's liability. The Contractor will not be liable under this contract for any indirect, incidental, special or consequential damages, or damages from loss of profits, revenue, data or use of the supplies, equipment and/or services delivered under this contract. The above limitation of liability is per incident. The limitation and exclusion of damages in the foregoing sentences will not apply, however, to liability arising from: (a) personal injury or death; (b) defect or deficiency caused by willful misconduct or negligence on the part of the contractor; or (c) circumstances where the contract expressly provides a right to damages, indemnification or reimbursement.

**LOBBYING AND INTEGRITY**

Offerors are cautioned that communications with individuals other than the Contracting Officer may result in incorrect and/or insufficient information being provided. In addition, the Offeror shall not, in connection with this or any other agreement with the State, directly or indirectly: 1.Offer, confer, or agree to confer any pecuniary benefit on anyone as consideration for any State officer or employee's decision, opinion, recommendation, vote, other exercise of discretion, or violation of a known legal duty, or 2.Offer, give, or agree to give anyone any gratuity for the benefit of or at the direction or request of any state officer or employee. Upon request of the Department of General Services, the Offeror shall provide any type of information the Agency deems relevant to the Offeror's integrity or responsibility to provide the services or goods, described herein.

**LOSS OF OR DAMAGE TO VEHICLE**

Notwithstanding the provisions of any Contractor vehicle rental agreement executed by an Authorized Driver, the Contractor hereby assumes and shall bear the entire risk of loss of, or damage to, the rented vehicles (including costs of towing, administrative costs, loss of use, and replacement), from any and every cause whatsoever, including without limitation, casualty, collision, fire, upset, malicious mischief, vandalism, falling objects, overhead damage, glass disappearance, except where the loss or damage is caused by one or more of the following: 1.Willful or wanton misconduct on the part of a driver. Willful or wanton misconduct is conduct which is committed with an intentional or reckless disregard for the safety of others or with an intentional disregard of a duty necessary to the safety of another's property. 2.Obtaining the vehicle through fraud or misrepresentation. 3.Operation of the vehicle by a driver who contributed to the vehicle damage while such person was (and has been adjudged by the courts to have been) under the influence of alcohol or other drug(s) as defined in Policy Number 1.05 of the Commonwealth of Virginia's Department of Human Resource Management Policies and Procedures Manual. 4.Use of the vehicle for any intentionally illegal purpose. 5.Use or permitting the vehicle to carry unauthorized passengers or property for hire. 6.Operation of the vehicle in a test race or contest. 7.Operation of the vehicle by a person other than an Authorized Driver. 8.Operation of the vehicle outside the continental United States except where such use is specifically authorized by the rental agreement. Operation across international boundaries unless specifically authorized at the time of rental. (Commonwealth of Virginia policy requires that the appropriate State agency approve the out-of-the-United States travel, that the Contractor is notified regarding the trip and that the Department of Treasury's, Office of Risk and Insurance Management approved insurance is obtained for the trip.)

**NON-APPROPRIATION**

All funds for payment services ordered under this Contract are subject to the availability and legislative appropriation for this purpose. In the event of non-appropriation of funds by the Legislature for the items under this Contract, the Commonwealth will terminate this Contract for those services for which funds have not been appropriated. Written notice will be provided to the Contractor as soon as possible after legislative action is completed. If any purchases are to be supported by federal funding, and such funding is not made available, the Commonwealth may terminate this Contract for goods or services dependent on such federal funds without further obligation.

**PRIME CONTRACTOR RESPONSIBILITY**

The Contractor shall be responsible for completely supervising and directing the work under this Contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this Contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.

**QUALIFIED PERSONNEL**

All services to be performed as specified in this solicitation shall be performed by properly trained and experienced personnel. The Commonwealth reserves the right to require proof of training or experience prior to award and at any time during the term of the Contract. Verification of stated qualifications should be provided with the Offeror's response. The Commonwealth reserves the right to request replacement of Contractor's personnel if the Services performed by the Contractor's personnel is deemed in any way unsuitable by the Contract Administrator.

**QUANTITIES**

Quantities set forth in this solicitation are estimates only, and the Contractor shall supply at proposal prices actual quantities as ordered, regardless of whether such total quantities are more or less than those shown.

**SEVERABILITY**

Each paragraph and provision of this Contract is severable from the entire Contract, and if any provision is declared invalid, the remaining provisions shall nevertheless remain in effect.

**SUBMISSION OF SMALL SUBCONTRACTORS**

1.Submission of Small Business Subcontracting Plan: It is the statewide goal of the Commonwealth that 42% of its purchases be made from small businesses certified by DSBSD. This includes discretionary spending in prime contracts and subcontracts. All Offerors are required to submit a Small Business Subcontracting Plan. The contractor is encouraged to offer such subcontracting opportunities to DSBSD-certified small businesses. This shall include DSBSD-certified women-owned and minority-owned businesses and businesses with DSBSD service disabled veteran-owned status when they have also received DSBSD small business certification. Where it is not practicable for any portion of the goods/services to be subcontracted to other suppliers, the Offeror shall note such on the Small Business Subcontracting Plan. No Offeror or subcontractor shall be considered a small business unless certified as such by the Department of Small Business and Supplier Diversity (DSBSD) by the due date for receipt of proposals. 2.Evidence of Compliance with Small Business

**Subcontracting Plan:** Each prime Contractor who wins an award in which provision of a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution timely reports substantiating compliance in accordance with the small business subcontracting plan. If a variance exists, the Contractor shall provide a written explanation. A subcontractor shall be considered a Small Business for purposes of a Contract if and only if the subcontractor holds a certification as such by the DSBSD. Payment(s) may be withheld until the purchasing agency confirms that the Contractor has certified compliance with the Contractor's submitted Small Business Subcontracting Plan or is in receipt of a written explanation of the variance. The agency or institution reserves the right to pursue other appropriate remedies for non-compliance to include, but not be limited to, termination for default.

**3. Prime Contractor Subcontractor Reporting:**

- a. Each prime Contractor who wins an award greater than \$100,000 shall deliver to the contracting agency or institution on a quarterly basis, information on use of subcontractors that are DSBSD-certified businesses or Employment Services Organizations (ESOs). The Contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, total dollar amount subcontracted, category type (Businesses that are DSBSD-certified small, women-owned, minority-owned, Service Disabled Veteran, or Employment Services Organization) and type of product/service provided, at the frequency required.
- b. In addition each prime Contractor who wins an award greater than \$200,000 shall deliver to the contracting agency or institution on a quarterly basis, information on use of subcontractors that are not DSBSD-certified businesses or Employment Services Organizations.. The Contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, total dollar amount subcontracted and type of product/service provided, at the frequency required.

#### **STATE CORPORATION COMMISSION**

Pursuant to Code of Virginia, §2.2-4311.2 subsection B, a Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its proposal the identification number issued to it by the State Corporation Commission (SCC). Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its proposal a statement describing why the Offeror is not required to be so authorized. Indicate the above information on the SCC Form provided. Contractor agrees that the process by which compliance with Titles 13.1 and 50 is checked during the solicitation stage (including without limitation the SCC Form provided) is streamlined and not definitive, and the Commonwealth's use and acceptance of such form, or its acceptance of Contractor's statement describing why the Offeror was not legally required to be authorized to transact business in the Commonwealth, shall not be conclusive of the issue and shall not be relied upon by the Contractor as demonstrating compliance. Complete and submit Attachment A, entitled "Virginia State Corporation Commission (SCC) Form" with response.

#### **SUBCONTRACTS**

No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency the names, qualifications and experience of their proposed subcontractors. The Contractor shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of the Contract.

#### **TERMINATION AND CANCELLATION**

The Commonwealth shall have the unilateral right to terminate this Contract for Default, in the event that any one (1) or more of the following events of default occur or continue during the term of this Agreement:

- 1. Contractor fails to deliver equipment or services required by this Agreement or
- 2. Contractor repeatedly fails to respond to requests for services within the time limits set forth in the Agreement or
- 3. Contractor breaches any of the other terms set forth within this Agreement or
- 4. Contractor fails to cure any breach after receiving a "Show Cause Notice" identifying the failure, and providing the Contractor ten (10) days to cure the failure/nonperformance. If the Contractor fails to answer the cure notice, or does not correct the deficiencies noted, then the State may immediately terminate the Contract for Default. In such event, the Commonwealth will only be liable for cost incurred to the date of termination. All costs of de-installation and return of the equipment will be the Contractor's expense. The Commonwealth's failure to exercise its right to terminate for default under this provision shall not be construed as a waiver of its right to terminate, rescind or revoke this Contract in the event of any subsequent breach of any provisions of this Agreement.

#### **THIRD PARTY LIABILITY**

The Contractor will maintain in force, at its sole cost, insurance coverage which will indemnify, hold harmless and otherwise protect the Commonwealth of Virginia and its officers, agents and employees, against liability for personal injury, death, and property damage arising from the use of the vehicle. The Contractor shall furnish to the Department of General Services evidence of insurance in the amount of not less than \$1,000,000 per occurrence for bodily injury and property damage combined. Providing a certificate of insurance issued by an insurer admitted to issue policies in Virginia may satisfy evidence of insurance. The insurer shall have a rating of B+ or better as determined by Best's Key Rating Guide. The evidence of insurance must include the following provisions in their entirety:

- 1. This insurance will not be cancelled, non-renewed, or reduced in limits without thirty (30) days prior written notice to the State; and
- a. The Commonwealth of Virginia and its officers, agents, employees and servants are included as additional insured's, but only insofar as the operations under this contract are concerned. The Contractor shall be responsible for the timely submission of its insurance certificate and any additional documentation as is needed to establish to the State's satisfaction that Contractor's insurance fully covers the operation of all participating franchisees and subcontractors.

In the event the Contractor fails to keep insurance coverage in effect at all times as herein provided, the State may, in addition to any other remedies it may have, terminate this contract upon the occurrence of such event.

#### **WARRANTY**

Contractor agrees that the Services furnished under any award resulting from this solicitation shall be covered by the most favorable commercial warranties the contractor gives any customer for such services and that the rights and remedies provided therein are in addition to and do not limit those available to the Commonwealth by any other clause of this solicitation.

#### **WEB INTERFACE**

The Contractor shall have a web interface available within 14 days of the signing of the contract. This website will incorporate the functionality described through this Contract, and any Attachments, contained herein.

#### **WORK SITE DAMAGES**

Any damage to the Commonwealth or Authorized User's facility, resulting from the performance of this contract, shall be repaired to the Commonwealth or Authorized User's satisfaction at the Contractor's expense.

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#### **Evaluation Criteria**

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Information not provided

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**Vendor List**

Information not provided

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**Free Form Vendor**

Information not provided

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**Reminders**

Reminder: Be sure to complete, sign and submit all attachments.

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**Publishing Options**

Pre-Bid Conference Type: **Pre-Proposal Conference**

Category: **Non-Professional Services - Non-Technology**

Pre-Bid Conference Date: **8/7/2019**

Publish Date: **8/20/2019**

Close Date: **9/5/2019**

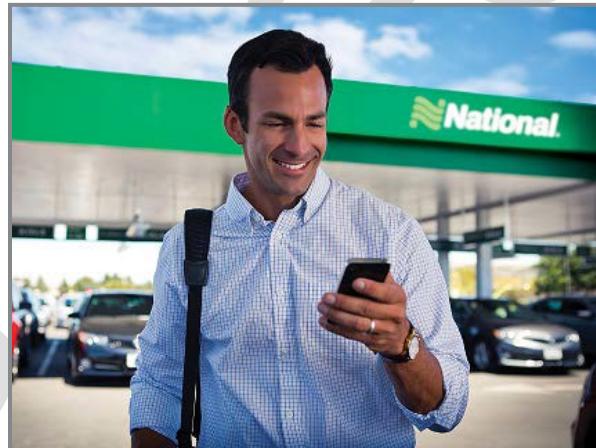
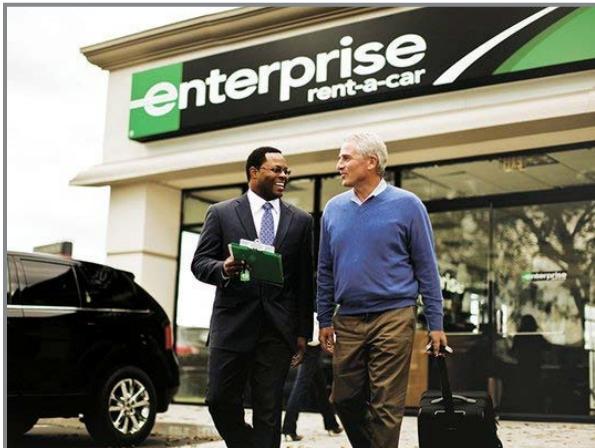
Open Responses Date: **9/5/2019**

Pre-Bid Conference Time: **1:00 PM**

Publish Time: **1:30 PM**

Close Time: **1:00 PM**

Open Responses Time: **1:00 PM**



Car Rental RFP for  
**Commonwealth of Virginia**  
Division of Purchases and Supply (DPS)  
RFP #415

September 5, 2019



Commonwealth of Virginia  
Division of Purchases and Supply  
1111 East Broad Street  
Richmond, VA 23219

Enterprise Holdings  
Enterprise Rent-A-Car  
National Car Rental  
600 Corporate Park Drive  
St. Louis, MO 63105  
314-512-5000 Main  
314-512-5583 Fax

Kevin Sevilla  
Director of Business Rental Sales  
323 Alexander Lee Parkway  
Williamsburg, VA 23185  
804-320-5686 Office  
877-552-9874 Fax  
[kevin.j.sevilla@ehi.com](mailto:kevin.j.sevilla@ehi.com)

### Statement of Confidentiality

The information contained in this proposal and any exhibits, attachments, certifications, questionnaires, surveys and/or other deliveries required in connection with this proposal, and in subsequent communications relating to this proposal, whether or not expressly marked as confidential, are and shall be deemed confidential by both Enterprise Holdings and the recipient of such proposal. The contents shall only be disclosed where required by applicable law and only the extent required by the applicable law or any applicable open records law (for government proposals) and only after prior written notice to Enterprise Holdings. Disclosure and misuse of such information would result in immediate and irreparable harm to Enterprise Holdings and would provide Enterprise Holdings with a competitive disadvantage in its marketplace should its confidential business, operational and financial information be released.

Notwithstanding any separate agreement to the contrary, the recipient shall protect and keep the provisions of this proposal and any subsequent communications confidential and will not disclose such provisions, except to its employees or agents who require the information for the purpose expressly authorized by Enterprise Holdings and for no other purpose whatsoever. Such individuals shall be bound by the same confidentiality requirements — to the same extent and on the same basis — as these obligations are imposed upon and assumed by the recipient.

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### Statement of Non-Binding Nature, Bidder Party and Rental Providers

This document and subsequent communications are proposals only and should be considered non-binding until a final agreement may be reached. The terms of any final agreement will be subject to further negotiations between the parties and not completed until incorporated into a written agreement executed by both parties. Any verbal or written undertaking prior to a final executed agreement will have no legal effect and any reliance upon the same is disclaimed by recipient. The information and data provided in this bid are reflective of EAN Services, LLC and its Affiliates ("Enterprise Holdings") to provide an overall picture of our organization as a whole, who we are, and how we operate, including, among other things, our financial strength, employment practices and policies, diversity and environmental stewardship, and sustainability initiatives. However, in the event we are the successful bidder, the agreement will be entered into by EAN Services, LLC. Vehicle rentals under the agreement would be provided by affiliates of EAN (the "EAN Affiliates"). In addition, EAN would make available a network of independently owned third-party franchisees and licensees operating Enterprise Rent-A-Car and National Car Rental brand vehicle rental locations from which recipient may rent vehicles at the agreed-to rates provided in the agreement in locations where the EAN Affiliates themselves do not operate.

## Enterprise Operating Subsidiaries

EAN Services, LLC

Enterprise Leasing Company of STL, LLC

Enterprise Leasing Company of Georgia, LLC

Enterprise Leasing Company of Florida, LLC

Enterprise Leasing Company of KS, LLC

EAN Holdings, LLC

Enterprise Leasing Company of Orlando, LLC

Enterprise Leasing Company of Indianapolis, LLC

Enterprise Rent-A-Car Company of Boston, LLC

Enterprise Leasing Company of Denver, LLC

Enterprise Leasing Company of Chicago, LLC

Enterprise RAC Company of Maryland, LLC

Enterprise Leasing Company of Philadelphia, LLC

Enterprise RAC Company of Baltimore, LLC

Enterprise Leasing Company of Minnesota, LLC

Enterprise Leasing Company of Detroit, LLC

Enterprise Leasing Co. of Norfolk/Richmond, LLC

Enterprise Rent-A-Car Co. of San Francisco, LLC

ELRAC, LLC

SNORAC, LLC

Enterprise Rent-A-Car Company of Sacramento, LLC

Enterprise Rent-A-Car Company of Los Angeles, LLC

CLERAC, LLC

Enterprise Rent-A-Car Company of Pittsburgh, LLC

Enterprise Rent-A-Car Company of Wisconsin, LLC

Enterprise Rent-A-Car Company of UT, LLC

CAMRAC, LLC

Enterprise Rent-A-Car Company of Rhode Island, LLC

Enterprise Leasing Company of Phoenix, LLC

Enterprise Leasing Company – Southeast, LLC

Enterprise Leasing Company – West, LLC

Enterprise Leasing Company – South Central, LLC

PENRAC, LLC

Enterprise Rent-A-Car Canada Company

Enterprise Rent-A-Car UK Limited

Enterprise Autovermietung Deutschland B.V. & Co. KG

ERAC Ireland Limited

Enterprise Holdings France S.A.S

Autotransporte Turistico Espanol, S.A.

## Trademark and Copyright Information

Enterprise Rent-A-Car, National Car Rental, Alamo Rent A Car, Emerald Club, Enterprise Truck Rental, Enterprise Rideshare, Commute with Enterprise, Enterprise CarShare, Zimride, and all associated features, processes, logos, phone numbers, websites, and promotional programs and/or phrases in any language or format are registered trademarks of their respective companies and Enterprise Holdings, which hold copyrights where applicable.

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# COMMONWEALTH OF VIRGINIA

DIVISION OF PURCHASES & SUPPLY (DPS)  
1111 East Broad Street, Richmond, Virginia 23219-1199

## REQUEST FOR PROPOSAL (RFP) # 415

### VEHICLE RENTAL SERVICES

**NIGP Commodity Codes:** 97500 – Rental or Lease of Equipment ~ 97514 – Automobiles and Other Passenger Vehicles Rental or Lease ~ 97586 – Truck and Van Rental or Lease ~ 97588 – Utility Vehicle Rental or Lease

**Issue Date:** July 22, 2019 • **Due Date/Time:** August 26, 2019 – 1:00 P.M. EST

DPS Statewide Sourcing & Contracting Officer: Angela J. Shearn, VCO E-mail Address: [Angela.Shearn@dgs.virginia.gov](mailto:Angela.Shearn@dgs.virginia.gov)

**USING AGENCY AND/OR LOCATION WHERE WORK WILL BE PERFORMED:** All Commonwealth Agencies, Institutions and other public bodies (collectively "Authorized Users") as defined in §2.2-4301 of the Code of Virginia.

**PROPOSAL SUBMISSION:** All proposals must be received by the date and time shown on the cover page of this solicitation at the following address. Any proposals received after the stated time and date will be retained unopened in the procurement file. See Section IV, Paragraph A, Subparagraph 2, for additional REQUIRED information regarding "Identification of Sealed Proposal Envelope for Paper Responses".

Delivery address:  
DGS/Division of Purchases and Supply, 1111 East Broad Street, 6<sup>th</sup> Floor Receptionist/Bid Receiving,  
Richmond, Virginia 23219-1199

**OPTIONAL PRE-PROPOSAL CONFERENCE:** An optional pre-proposal conference will be held at 1:00 P.M. EST on August 7, 2019 by means of teleconference. See Section VII for additional information related to this optional pre-proposal conference.

**CLARIFICATION OF TERMS:** If any prospective Offeror has questions about the specifications or other solicitation documents, then it is the Offeror's responsibility to contact the Contracting Officer whose name appears on the face of this solicitation, In writing, no later than August 13<sup>th</sup>, 2019. Oral requests for information will not be accepted. No further written inquiries will be accepted after 12:00 P.M. EST on August 13<sup>th</sup>, 2019. Any revisions to the solicitation will be made only by an addendum issued by the Contracting Officer named above and posted on the state procurement website at [www.eva.virginia.gov](http://www.eva.virginia.gov). Any addenda, notifications, extensions, cancellations or changes will be posted to the state procurement website. No other notification is required. It is the responsibility of the prospective Offeror to obtain all current information from the eVA website.

**PERIOD OF CONTRACT:** Initial two (2) year term Contract with four (4) additional successive one (1) year renewal options. Service Commencement date is upon written mutual agreement by both parties.

The undersigned hereby offers and agrees to furnish all goods and/or services in accordance with the attached signed proposal and the mandatory requirements outlined herein, or as mutually agreed upon through subsequent negotiation.

Company Name: <u>EAN Services, LLC.</u>	Email: <u>Michael.Bruce1@ehi.com</u>
Address: <u>600 Corporate Park Drive</u>	Telephone: <u>757-476-7900</u>
City/State/ZIP: <u>St. Louis, MO 63105</u>	Fax: <u>N/A</u>
Signature: <u>Michael Bruce</u>	Cell: <u>757-275-4686</u>
Printed Name: <u>Michael Bruce</u>	DUNS Number: <u>04 6380093</u>
Title: <u>Vice President and General Manager</u>	eVA Vendor ID: <u>VS0000121833</u>
Date: <u>September 4, 2019</u>	Vendor SCC ID: <u>T0420598</u>

**NOTE:** This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a Offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment.

**ATTACHMENT B-VENDOR DATA SHEET**

1. Qualification: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.

2. Vendor's Primary Contact:

Name: Kevin Sevilla, Director of Business Rental Sales Phone: (804) 320-5686

Email: kevin.j.sevilla@ehi.com

3. Years in Business: Indicate the length of time you have been in business providing this type of good or service: 62 Years    Months

4. eVA Vendor ID or DUNS Number: VS0000121833

5. Indicate below a listing of at least six (6) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods/services. Include the length of service and the name, address, and telephone number of the point of contact.

Company: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Redacted

Attachment C – Completed State Corporation Commission Form

**ATTACHMENT C-State Corporation Commission Form**

**Virginia State Corporation Commission ("SCC") registration information:**

**The undersigned Offeror:**

is a corporation or other business entity with the following SCC identification number: T0420598

-OR-

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust

-OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from Offeror's out-of-state location)

-OR-

is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned Offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

**\*\*NOTE\*\* >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):**

Signature:  Date: September 4, 2019

Name: Michael Bruce

Print

Title: Vice President and General Manager

Name of Firm: EAN Services, LLC.

## Attachment D – Completed Small Business Subcontracting plan

### Section B

Populate the table below to show your firm's plans for utilization of DSBSD-certified small businesses in the performance of this contract for the initial contract period in relation to the Offeror's total price for the initial contract period. Certified small businesses include but are not limited to DSBSD-certified women-owned, minority-owned businesses and DSBSD service disabled veteran-owned businesses that have also received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc. It is important to note that the proposed participation will be incorporated into the subsequent contract and will be a requirement of the contract. Failure to obtain the proposed participation percentages may result in breach of the contract.

#### Disadvantaged Business EAN Services, LLC

EAN Services, LLC will make a good faith effort to contract or purchase services with Disadvantaged Business Enterprise (DBE) and Minority Business Enterprise (MBE) companies. We have extensive experience managing and monitoring services used in the provision of transportation services and ensuring compliance by subcontractors with local, state and federal law. It is the policy of EAN Services, LLC to involve minority businesses, specifically Small and Disadvantaged Businesses and Women-Owned Businesses to the fullest extent feasible in all phases of its procurement practices and provide them equal opportunities to compete for subcontracts for construction provision of professional services, purchases of equipment and supplies, and provision of other services required by EAN Services, LLC and its affiliates.

Due to the decentralized structure of our organization and our privately held business model, it is difficult to reach a high percentage of DBE participation. However, in the past, we have utilized DBE businesses for vehicle maintenance, vehicle graphics, glass repair, auditing services, operating facilities, fire extinguishers, temporary staffing, drug testing, criminal background checks, vehicle cleaning services and janitorial services. (See Attachment D for reference) When services such as these are needed, certified DBE firms will be selected from the list of certified suppliers. These firms will be contacted to determine their availability and their competitiveness in price.

Annually, we will reference the CoVA available resources to identify, contact and assess possible DBE vendors to work with to ensure a proper good faith effort in working with DBE certified companies. We will endeavor to work with other small businesses to encourage them to become certified in the system. Should these businesses attain certification in conjunction with work performed within the scope of our partnership with the Commonwealth, we will notify CoVA immediately and create or update monthly DBE reporting structures.

## B. Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Micro/Small Business Name & Address DSBSD Certificate #	Status if Micro/Small Business is also: Women (W), Minority (M), or DSBSD Service Disabled Veteran-Owned	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract (\$ or %)
<b>SWAM Certificate AC20127466#</b>  DES Wholesale Inc. DBA: Diversified Energy Supply Ph: 678-828-4301	ACDBE/DBE	Allison de Aguero info@diversifiedenergysupply.com	Natural Gas Petroleum		\$1,862,226
<b>SWAM Certification # 708883</b>  The Riverside Locksmith Corp. Ph: 804-320-7904	S, Micro	Frances Stell trichmondlocks@verizon.net	Professional Services Not Otherwise Classified		\$314,344
<b>SWaM Certification # 5844</b>  Davis & Green, Inc. Ph: 804-231-9684	S	Chris Williams lynn@dgelectrical.com	Generators, Wiring, Electrical and Maintenance		\$287,194
<b>SWaM Certification #722783</b>  Commodore Sales, Inc. Ph: 804-794-1992	S, W	Amy Margau amycamps@msn.com	Cleaning Compositions, Detergents, Solvents		\$241,256
<b>SWaM Certification #647488</b>  Guy Brown Mgmt., LLC Ph: 757-537-2211	M	Lauren Cooley info@guybrown.com	Office Supplies, Carbon Paper and Ribbons, Recycled Office Supplies, General Office Supplies		\$62,702
<b>SWaM Certification #690620</b>  Doors on Demand, LLC Ph: 757-537-2211	S, Micro	Helena Gates tim@doorsondemandusa.com	Construction		\$53,581
<b>SWaM Certification # 714851</b>  Pharr Industries II, Inc. Ph: 931-363-5379	S, W	Shannon Downs Parr2dbe@gmail.com	Misc. Waste Management Services, Catch Basin Cleaning Services, Tank Cleaning, Waste Mgmt. & Disposal		\$44,963
<b>SWaM Certification #4701</b>  Carolina Clean, Inc. Ph: 757-928-3900	S, Micro, W, M	Shirley Newsome carolinacln@msn.com	Janitorial and Custodial Services		\$44,350

<b>SWaM Certification #627033</b> Apple Ford of Lynchburg Ph: 434-385-5012	S, M, W	Nancy Huften NHUFSEN@ APPLEFORDBA.COM	Automobile, Station Wagons, Class 1 Trucks		\$30,780
<b>SWaM Certification # 724289</b> Babalu Enterprises, LLC Ph: 757-375-1299	S, Micro, M	Rosalind Jenkins Rosalindwjenkins @grmail.com	Janitorial and Custodial Services		\$37,621
<b>Totals \$</b>					<b>\$2,979,017</b>

## ATTACHMENT E

COMMONWEALTH OF  
VIRGINIA RFP# 415EXCEPTIONS TO RFP#  
415Name of Firm/Offeror: EAN Services, LLC.

Unless stated on this form, all Offerors will be considered to have accepted all terms and conditions of the RFP and any amendments as issued without exception. Offerors who wish to propose modifications to the contract provisions must clearly identify the proposed exceptions including the section and page numbers of the RFP, and submit any proposed substitute language; however, the provisions of the RFP cannot be modified without written approval by the DPS Statewide Strategic Sourcing Officer.

SECTION/TITLE	PAGE NUMBER(S)	PROPOSED SUBSTITUTE LANGUAGE
Statement of Needs	Pg. 3 of 34 Statement of Needs	4. Price Guarantee See Below
Terms and Conditions	Pg. 7 of 13 Competitive pricing Terms and Conditions	See Below

**Competitive Pricing – Commonwealth of Virginia, Statement of Needs**

*“The Commonwealth shall be allowed to take advantage of any special offers, sales, promotions or other reduced rates that are offered by the selected Offeror that result in a lower rate to the Commonwealth.”*

**Competitive Pricing – Commonwealth of Virginia, Terms and Conditions**

*“Contractor warrants and agrees that each of the charges, economic or product terms or warranties granted to the Commonwealth pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any commercial or government customer of Contractor. If Contractor enters into any arrangements with another customer of Contractor or with an Authorized User to provide Services under more favorable prices, as the prices may be indicated on Contractor’s current U.S. and International price list or comparable document, then this Contract shall be deemed amended as of the date of such other arrangements to incorporate those more favorable prices, and Contractor shall immediately notify DGS of such change.”*

## EXCEPTIONS TO RFP#

415

Page 2

**Most Favored Nation's Status**

Enterprise does not agree to be bound by a Most Favored Nations status, however, we do offer Best Rate functionality with **National Car Rental**. Best Rate ensures that the Commonwealth's travelers renting in the United States will receive the lowest applicable rate for every reservation request. In addition, we will honor the contractual terms and conditions of your agreement when a promotional or noncontract rate is applied. All Enterprise locations will honor the competitive rates set forth in this proposal.

<b>Terms and Conditions</b>	<b>Pg. 5 of 13</b> <b>Audit</b>	<b>See Below</b>
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*"AUDIT: The Contractor shall retain all Contractual books, records, and other documents relative to matters under this Contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period."*

Enterprise shall maintain adequate books and records necessary for an accurate determination of the Rates set forth in this Agreement. The books and records related to this Agreement may be audited by internal auditors of The Commonwealth (not outsourced third parties) no more than once per twelve (12) consecutive months during the term of this Agreement by providing thirty (30) days' written notice to Enterprise. Such notice of intent to audit shall include, without limitation, the scope, location and expected duration of the audit. Such audit may occur during reasonable business hours during the term of this Agreement and for three (3) months thereafter. No audit shall cover or seek information concerning any time prior to twelve (12) months before the institution of such audit by The Commonwealth. All costs of audit (including any copying charges and additional labor charges actually incurred by Enterprise as a result of the audit) shall be paid for by The Commonwealth.

In the event such an audit reveals any discrepancy or error, The Commonwealth shall provide Enterprise with written notification detailing such discrepancy within ten (10) days after such audit or finding, whichever is first to occur. Upon such notification, Enterprise will conduct an investigation into the claim. After such investigation, and in no event later than one hundred twenty (120) days from the date of notification, Enterprise and The Commonwealth shall convene to develop a mutual resolution regarding such claim which shall be agreed to by the parties in writing. All information learned or discovered as a result of any audit shall be kept confidential by The Commonwealth and shall only be disclosed where required by law and only to the extent required by law and after prior written notice to Enterprise. Enterprise has no duty to maintain any data related to a rental pursuant to this Agreement for more than twenty-four (24) months beyond the date of each such rental hereunder."

<b>Terms and Conditions</b>	<b>Pg. 9 of 13</b> <b>Extra Charges Not Allowed</b>	<b>See Below</b>
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**Extra Charges Not Allowed** – Commonwealth of Virginia, Terms and Conditions

*"Proposed pricing shall be for complete delivery ready for the Commonwealth's use and shall include all delivery charges; extra charges will not be allowed."*

Rates negotiated and agreed upon as a part of this Contract will not include applicable taxes, fees, surcharges, refueling, drop-off, delivery, youthful driver, additional driver, or pickup charges. At the time of reservation, Enterprise and National will quote all fees up front in addition to the appropriate rental rate.

**EXCEPTIONS TO RFP#**

**415**

**Page 3**

Addendum No. 1	Pg. 1 of 5 Surcharge Adjustment Fee	See Below
<p><b>B. Surcharge Adjustment Fee: - Commonwealth of Virginia, Addendum No. 1</b></p> <p><i>"The Contractor must pay the Department of General Services (DGS), a Surcharge Adjustment (SCA) fee under this Contract. DGS will not issue invoices or statements. The Contractor must remit the SCA fee by the last day of the month following the end of the calendar quarter. The SCA fee equals two percent (2%) of the quarterly reported total invoiced sales. The SCA fee amount due must be paid by check with identification of "Contract Number..."</i></p> <p>Enterprise pays rebates on Time and Mileage Revenue, which is the applicable Base Rental Charge multiplied by the number of days of the rental, and is exclusive of taxes, refueling, and additional driver fees, discounts, surcharges, government charges, facility charges, concession recovery and other fees, and optional products and other charges."</p>		

**Attachment F – Completed Proprietary Information Identification****ATTACHMENT F****COMMONWEALTH OF  
VIRGINIA RFP# 415****PROPRIETARY INFORMATION  
IDENTIFICATION**Name of Firm/Offeror: EAN Services, LLC

Trade secrets or proprietary material submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of *Code of Virginia* § 2.2-4342F, in writing, either before or at the time the data or other material is submitted. The trade secret or proprietary material submitted in the proposal must be identified by some distinct method such as highlighting or underlining, and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary material. Offeror shall complete and provide the “Proprietary Information Identification” form with a summary of this material in their Proposal response which must specifically identify the data or materials to be protected including the section and page numbers of the proposal in which it is contained and state the reasons protection is necessary. The classification of an entire Proposal document, line item prices, and/or total Proposal prices as trade secret or proprietary is not acceptable and the Proposal may be rejected.

SECTION/TITLE	PAGE NUMBER(S)	REASON(S) FOR WITHHOLDING FROM DISCLOSURE
Statement of Needs Price Guarantee – Competitive Price Guarantee	Pg. 28	Proprietary
Statement of Needs – Rental Pick-up and Delivery	Pg. 30	Trade Secret
Statement of Needs – Service Locations	Pg. 33, 66	Proprietary (Detailed locations list beginning on pg. 77)
Tab II Introduction of Offeror Special Contracted Rates	Pg. 42	Trade Secret and Proprietary
Tab II Introduction of Offeror Updated MRA tool	Pg. 42	Trade Secret, Proprietary and Confidential at this time
Tab III Experience in Providing Similar Services References and Reference Letters	Pg. 58-62	Proprietary and Confidential - As a private company that respects the privacy of our corporate clients, Enterprise and National view specific contact information as confidential and prefer not to provide customer references to entities outside of procurement purposes.
Tab IV – Approach and Capacity General Service Requirements Cost Avoidance Plan	Pg. 68	Trade Secret and Proprietary
Tab IV – Approach and Capacity General Service Requirements Capacity and Local Capacity	Pg. 72	Proprietary and Confidential
Exhibit A: Service Locations and Commonwealth Service Entities	Pgs. 84-106	Proprietary



## COMMONWEALTH of VIRGINIA

### *Department of General Services Division of Purchases and Supply*

J. Peter Stamps, CPPO, VCM, VCO  
Director

Linwood J. Spindle, CPPO, CPPB  
Deputy Director

P.O. Box 1199  
Richmond, Virginia 23218-1199  
Voice (804) 786-3842  
FAX (804) 225-3707

#### **ADDENDUM NO. 1 TO ALL OFFERORS:**

Reference – Request for Proposal: 415  
Commodity: 91582, 91584, 91574, 91578, 91590  
Date: August 14, 2019  
Bids Due: **September 5, 2019 at 1:00 PM**

The following is hereby changed to read:

1. Reference Due Date has been changed as follows: Proposal due date is now September 5, 2019 at 1:00 PM local prevailing time
2. Reference Section II, entitled “Statement of Needs”, Subsection A, entitled “General Service Requirements”, Paragraph 6, entitled “Rental Pick-up/Return, Subparagraph e. Revise to read as follows:
  - e. The ending time shall be when the CoVA employee or Authorized User returns the vehicle to the Offeror’s location.
3. Reference Section II, entitled “Statement of Needs”, Subsection A, entitled “General Service Requirements”, Paragraph 6, entitled “Rental Pick-up/Return, Subparagraph h. Revise to read as follows:
  - h. The Offeror will be required to provide transportation to and from airports, if needed. Under such provision, though, there is no expectation for a non-Airport based location to enter Airport property if that limitation is in place according to the airport authority.
4. Reference Section V, entitled “Reporting and Payment Instructions”. Add language as follows:

#### **B. SURCHARGE ADJUSTMENT FEE:**

The Contractor must pay the Department of General Services (DGS), a Surcharge Adjustment (SCA) fee under this Contract. **DGS will not issue invoices or statements.** The Contractor must remit the SCA fee by the last day of the month following the end of the calendar quarter. The SCA fee equals two percent (2%) of the quarterly reported total invoiced sales. The SCA fee amount due must be paid by check with identification of “Contract Number,” “Report Amounts,” and “Report Period” on either the check stub or other remittance material. DGS may, at its discretion, agree to an electronic funds transfer, in lieu of a check,

however in the absence of an express written agreement from DGS that validates the agreement, then the payment shall be made by check as described herein.

Checks shall be payable to: Treasurer, Commonwealth of Virginia.

Checks shall be mailed to:  
DGS/Division of Purchases and Supply  
ATTN: SCA Coordinator  
PO Box 1199  
Richmond, VA 23218-1199

If the full amount of the SCA fee is not paid within 30 calendar days of due date, it shall constitute a debt that the Contractor is obligated contractually to pay to the Commonwealth of Virginia, and the Commonwealth may exercise all rights and remedies available under law. Failure to submit sales reports, falsification of sales reports, and or failure to pay the SCA fee in a timely manner may result in termination or cancellation of the Contract.

**The below are the questions and answers proposed during the RFP Pre-proposal meeting held on August 7, 2019 as follows:**

1. Question: Page 3, Section 4, The solicitation requires Damage Waiver (CDW/LDW) and Liability to be included within the pricing. Retail rentals do not contain these products within their base rate. Will the Commonwealth be taking these additional products into consideration on price evaluations of special offers, sales, promotions or other reduced rates as per this section?

**Answer: Please refer to the second paragraph on the first page of Attachment A for clarification. Tables A and B will be evaluated for the pricing score. The additional items listed there can be addressed during the negotiations process.**

2. Question: Page 4, Section 6, Subsection a. – The expectation would be to execute delivery of vehicles upon request from Offeror's location with no additional charge. Delivery of vehicles requires a minimum staff of two persons. (One to drive the delivery car, and one to drive a chase vehicle) Would the Commonwealth consider reasonable geographic limitation to this request to limit undo burden of staffing associated with deliveries?

**Answer: The Offeror's response should address any applicable restrictions based on location.**

3. Question: Page 4, Section 6, Subsection b. – Similar to deliveries, vehicle collection requires an additional staffing component. Would the Commonwealth consider a reasonable geographic restriction on vehicle collection?

**Answer: The Offeror's response should address any applicable restrictions based on location.**

4. Question: Page 4, Section 6, Subsection c. – Could the Commonwealth clarify the meaning of “without incurring additional charges”? Is it the Commonwealth's intent to ensure the awarded Vendor doesn't charge penalty fees for after hours returns? i.e. “Late Return Fees” charged by some rental car vendors.

**Answer: Yes, it is the intent of the Commonwealth to ensure that late fees or penalties are not charged for after-hour returns.**

5. Question: Page 6, Section 12 – Automotive manufacturers are rapidly diversifying the styles of the fleet offerings making it harder for rental car companies to place vehicle types into specific categories.

Furthermore, the dedication to customer service and fast transaction times for renters requires our branches to occasionally provide higher level vehicles to renters at no additional charge. Considering the focus on increased service and transaction times, as well as the growing difficulty of classifying vehicles into “classes”, could the Commonwealth please remove the last sentence of this segment? This would ensure higher level service, without a worry for increase costs to the Commonwealth

**Answer: It is not the intent of the Commonwealth to allow CoVA employees the ability to rent luxury or sport class vehicles.**

6. Question: Page 7, Section 2, Parts K and N: The terms Cutaway and 15' Box truck are often interchangeable and classed the same. In those instances, would the Commonwealth be open to an Offeror recommending a change in the name/style of the vehicle classification?

**Answer: Yes, this information can be provided in the Offerors' response.**

7. Question: Page 8, Subsection 1: The Commonwealth requested a Sealed Proposal, but also stated an electronic eVA submission is acceptable. Is there a preference between a bound and sealed response and an electronic submission through eVA?

**Answer: Either response format is acceptable in accordance with the instructions outlined in the section.**

8. Question: Page 14, Tab III, first and second bullet: Can the Three Examples and three favorable Reference Letters be the same entities?

**Answer: Yes, as long as they fall within the parameters of the bulleted list.**

9. Questions: Page 15, Capacity: Is the Commonwealth asking for full CVs of all management/key personnel involved in their contract? Or would a short paragraph highlighting their work history suffice?

**Answer: At a minimum, all information requested in the second bullet should be provided. It is at the discretion of the Offeror as to the extent of detail provided within this section of their response and should contain sufficient information to accomplish the intent of the third bullet. The Offeror should take into consideration the number of pages allowed in their response.**

10. Question: Page 16, Evaluation Car Classes: Is the commonwealth weighting the car classes evaluated? If so, can the Commonwealth share their weighting criteria?

**Answer: The class of vehicle, and pricing provided for such, will be used to evaluate the price portion of the criteria outlined in the table of this section. The specific vehicle types from both pricing tables outlined on Attachment A are described in the subsequent paragraph, along with the point values assigned to each vehicle type.**

11. Question: Page 17, SBE Business Utilization: In order to provide nationwide pricing, we currently intend on responding to this solicitation using our nationwide legal entity. However, the vast majority of spend and work for the Commonwealth agreement is executed from our Virginia registered affiliate entity. Can we use the reporting information from the Affiliate to successfully fulfill this obligation?

**Answer: Any affiliates that would participate in the fulfillment of the contractual obligations would need to be presented in the proposal as a subcontractor and meet the same qualifying criteria as the awarded prime contractor.**

12. Question: What are the assessment criteria for DBE businesses considered in this solicitation?

**Answer: Any certification numbers will need to be verified with the Virginia Department of Supplier Diversity for each vendor provided. Additionally, any required registrations for the prime contractor will apply to any performing subcontractors as well.**

13. Question: Do you only need information on those businesses who are operating in execution of this agreement? Or do you need all of our subcontractor information nationwide?

**Answer: The only business that need to be included on the Subcontracting plan are those that will perform under any contract award as a result of this solicitation.**

14. Question: DBE Small Business contractors we may hire which may have a very indirect effect on the Commonwealth agreement. We are verifying that indirect subcontractors, like Facility Repair contractors, are not applicable to your DBE/Small business requests.

**Answer: The Small Business Subcontract Plan should list any DSBSD certified vendors that would occupy a portion of the total cost presented by the Offeror. Please reference the information on Attachment D as it pertain to the required usage of such subcontractor if presented as part of the plan.**

15. Question: The Commonwealth is asking if our suppliers or subcontractors are in possession of DSBSD certification. We have a number of suppliers who are in possession of various other certifications, are those acceptable for inclusion?

**Answer: Yes, however the only certification pertinent to Attachment D are those that maintain a DSBSD certification as described on the attachment.**

16. Question: Our parent organization is registered with eVA. Could you please help with an independent verification that will be acceptable so we can use for the formal response to provide nationwide pricing.

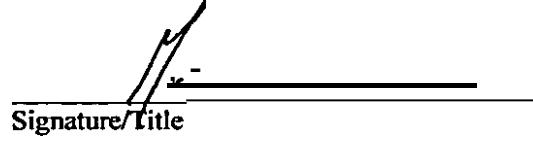
**Answer: There are no restrictions on location as it pertains to the company location. All verifications for Offerors will be conducted to ensure proper business licensing and SCC registrations are current, as applicable, that eVA and DSBSD registrations and certifications are current and active, as applicable, and that each are not listed under the Inactive vendor list or Department of Taxation Prohibited list. If the responding vendor is located outside of the State of Virginia, then reciprocity will be verified in advance of any award as well.**

Note: A signed acknowledgment of this addendum must be received attached to your proposal. Failure to return the addendum may be grounds for removing the proposal from further consideration. Signature on this addendum does not substitute for your signature on the original proposal document.

**The original proposal document must be signed.**

Angela Shearn VCO, VCA  
Statewide Sourcing & Contracting Officer  
Phone: 804-786-5415  
[angela.shearn@dgs.virginia.gov](mailto:angela.shearn@dgs.virginia.gov)

**EAN Services, LLC**  
Name of Firm



Signature/Title

September 4 2019

Date

Redacted



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
09/03/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERs NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER		CONTACT NAME: PHONE (A/C, No. Ext): E-MAIL ADDRESS:	
Marsh USA Inc. 701 Market Street, Suite 1100 St. Louis, MO 63101 Attn: slouis.certrequest@marsh.com		INSURER(S) AFFORDING COVERAGE INSURER A : The Travelers Indemnity Company of Connecticut	
CN101321765-STND-GAW-19-20 2199 EHI		NAIC # 25682	
INSURED		INSURER B : N/A N/A	
Enterprise Holdings, Inc. and its subsidiaries 600 Corporate Park Drive St. Louis, MO 63105		INSURER C : INSURER D : INSURER E : INSURER F :	

COVERAGES		CERTIFICATE NUMBER:		CHI-009332375-01	REVISION NUMBER:	2				
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.										
INSR LTR	TYPE OF INSURANCE	ADDL SUBR IN SD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS				
A	COMMERCIAL GENERAL LIABILITY		HC2E-GLSA-474M7351-TCT-19	09/01/2019	09/01/2020	EACH OCCURRENCE \$ 3,000,000				
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000				
	<input checked="" type="checkbox"/> Fire Damage (Any One Fire)					MED EXP (Any one person) \$ 10,000				
	GENL AGGREGATE LIMIT APPLIES PER:									
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO- JECT <input type="checkbox"/> LOC					PERSONAL & ADV INJURY \$ 3,000,000				
	OTHER:					GENERAL AGGREGATE \$ 15,000,000				
AUTOMOBILE LIABILITY										
<input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY Hired AUTOS ONLY	<input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY			COMBINED SINGLE LIMIT (Ea accident)						
				BODILY INJURY (Per person) \$						
				BODILY INJURY (Per accident) \$						
				PROPERTY DAMAGE (Per accident) \$						
UMBRELLA LIAB										
<input type="checkbox"/> EXCESS LIAB	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE			EACH OCCURRENCE \$						
				AGGREGATE \$						
				\$						
WORKERS COMPENSATION AND EMPLOYERS' LIABILITY										
ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y / N N / A	PER STATUTE		OTH-ER					
			E.L. EACH ACCIDENT \$							
			E.L. DISEASE - EA EMPLOYEE \$							
		E.L. DISEASE - POLICY LIMIT \$								
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Re: GPBR: 2199, Address: 323 Alexander Lee Pkwy., Williamsburg, VA 23185.										
Commonwealth of Virginia Department of General Services is/are added as an additional insured where required by written contract with respects to General Liability.										

CERTIFICATE HOLDER		CANCELLATION	
Commonwealth of Virginia Department of General Services Attn: Angela Shearn 1111 East Broad Street Richmond, VA 23219		SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.	
		AUTHORIZED REPRESENTATIVE of Marsh USA Inc. Manashi Mukherjee	

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ACORD 25 (2016/03)

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## Providing Insurance Certificates

In order for an insurance certificate to be of value to a renter, it would be necessary to issue each renter of the Commonwealth's a certificate for each state in which the renter plans to rent/drive. To eliminate the confusion and inconvenience such certificates would cause, our cars contain all the insurance documentation a renter might need. In each of our rental cars, evidence of compliance with a state's financial responsibility laws (in most states this will be a copy of a self-insurance certificate) is kept in the glove compartment of the rental car.

Proof of insurance will not apply if the Commonwealth chooses an option that is exclusive of damage waiver and liability coverage.

## A. General Service Requirements

### Primary and Secondary Contracts

<b>Sharon Patrick</b>	<b>Kevin Sevilla</b>
Sr. Business Rental Sales Executive	Director of Business Rental Sales
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Ph: 301-670-8649	Ph: 240-536-3344
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<a href="mailto:mailto:lisa.r.pickup@ehi.com">mailto:lisa.r.pickup@ehi.com</a>	<a href="mailto:nicholas.t.weinberg@ehi.com">nicholas.t.weinberg@ehi.com</a>

### 1. Conduct of Offeror's Personnel

Our goal is to make travelers happy every time they rent a vehicle. To achieve this, we use an internal system that allows us to access all traveler information, including tracking customer feedback. We analyze this feedback to develop action plans, take preventive steps, and identify the root cause of any customer complaint. Field personnel record every issue and follow adjustments to their resolution. Senior management later reviews the information and enacts measures to ensure the issue does not reoccur.

To ensure customer satisfaction, all new employees are provided thorough customer service training that includes insights into our expectations, and reviews of recent phone conversations. The service representatives are fully evaluated at the conclusion of their coursework. In addition to proficiency in communications and typing, service representatives of all kinds are educated in Enterprise and National's quality process. To enable managers to monitor and coach employees on effective customer service techniques, calls are randomly observed, recorded, and reviewed with service representatives on a weekly basis. Customer satisfaction with telephone and counter service is also reviewed through Enterprise and National's Service Quality indexes, in which renters are polled on their rental experience.

Customer satisfaction is the highest priority to the Enterprise and National brands. Through our program of empowerment, customers can expect professional, courteous and satisfying resolutions from our front-line staff and all staff interactions will be performed in a first-class skillful manner.

## 2. Conduct of Commonwealth of Virginia (CoVA) and Authorized User Personnel

*“CoVA personnel and Authorized Users shall exhibit professional conduct at all times.”*

Enterprise employees will exhibit professional conduct at all times and shall demonstrate a high level of customer service.

## 3. Insurance

### **Liability Protection Included**

Under the proposed Agreement, Enterprise and National will extend third-party liability protection to the Commonwealth for rentals in the United States. Liability protection covers the renter and authorized drivers against claims (e.g., property damage, bodily injury, etc.) brought by third parties at the limits set forth in the Agreement.

This protection meets or exceeds the legal minimum financial requirement set by laws in all 50 states, the District of Columbia and Puerto Rico.

When liability is included in your Agreement, Enterprise will include a combined single limit protection of \$1 Million for business rentals only when using the Commonwealth's corporate rates. Eligible renters must use the Account Number(s) assigned by Enterprise that has been designated for Business Rentals. In order to ensure the proper rates are utilized, all rentals under this agreement shall be made through a booking channel(s) approved by Enterprise. The Commonwealth's travelers departing from corporate rates —even on a business-related rental — will not receive the liability protection agreed to in the contract.

Combined single limit protection of \$1 Million is not typical within the car rental industry however, our stable financial footing is a distinct competitive advantage, ensuring the long-term viability of your rental program.

### **Damage Waiver**

When Damage Waiver (DW) is included in the Agreement, it will relieve the Commonwealth's renters and authorized drivers from financial responsibility for loss of or damage to the rental vehicle. It also relieves renters of additional charges such as fees for the vehicle's loss of use, diminishment of value or claims administration expenses. Note that the DW will be null and void if the vehicle was used in a manner prohibited by the rental agreement.

Providing the appropriate rates, terms provisions and protections of your contract is essential to our partnership; because of this, Enterprise and National have implemented a process to ensure the most efficient and trouble-free implementation of your program. Travelers' profiles are prepopulated with the Commonwealth's Account Number for business-use rentals; whenever a reservation is placed using your Account Number, the rates and terms of the contract are recognized and automatically extended to the renter.

Additionally, personal profiles can be set to decline or accept optional protection products to further ensure that the traveler complies with the Commonwealth's travel policy.

All locations, including licensees, honor our commercial agreements, so you can count on the protection offered by DW no matter where you rent with us.

## Deductibles

Damage Waiver, with no deductible, will be applied to business rentals at all Enterprise and National locations, alleviating the driver from any further financial exposure for damage.

## Actions that Void DW

The following are examples illustrative of which acts may be a violation of the agreement and will render the Damage Waiver void. These may differ according to state law and will not necessarily apply to all rentals under the Agreement.

- The damage or loss is caused intentionally or as a result of willful, wanton, or reckless conduct of the driver.
- The damage or loss arises out of the driver's operation of the vehicle while intoxicated or impaired by the use of alcohol or drugs.
- The rental vehicle company entered into the rental transaction based on fraudulent or materially false information supplied by the renter or authorized driver.
- The damage or loss arises out of the use of the vehicle while engaged in the commission of a crime other than a traffic infraction.
- The damage or loss arises out of the use of the vehicle to carry persons or property for hire, to push or tow anything, while engaged in a speed contest, operating off road, or for driver's training.
- The damage or loss arises out of the use of the vehicle by a person other than: an authorized driver, a duly licensed parent or child over the age of 18 who permanently resides in the same household, or a parking valet or parking garage attendant for compensation and in the normal course of employment.
- The damage or loss arises out of the use of the vehicle outside of the continental United States and Canada when that use is not specifically authorized by the rental agreement.
- The authorized driver has failed to comply with the requirements for reporting damage or loss as set forth in the rental agreement.

## 4. Price Guarantee

### Best Rating

Enterprise will honor the competitive rates set forth in this proposal.

National's rental and reservation system offers the ability to automatically search for and apply the lowest National rate that meets the parameters of the reservation request (i.e., car class, pick up and return dates, and rental location). This provision is known as Best Rate and is a very effective tool for maximizing the value of your car rental partnership with National.

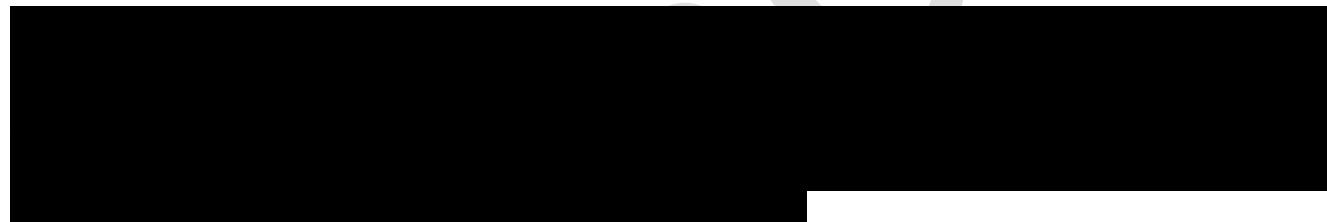
Not only will National extend the lowest applicable rate for every reservation request, we will also honor the contractual terms and conditions of your agreement when a promotional or noncontract rate is applied. This Best Rate provision is applicable on all business rentals in the United States that are reserved or rented by using the Commonwealth's Account Number.

**Price Guarantee – Commonwealth of Virginia, Statement of Needs**

*"The Commonwealth shall be allowed to take advantage of any special offers, sales, promotions or other reduced rates that are offered by the selected Offeror that result in a lower rate to the Commonwealth."*

**Competitive Pricing – Commonwealth of Virginia, Terms and Conditions**

*"Contractor warrants and agrees that each of the charges, economic or product terms or warranties granted to the Commonwealth pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any commercial or government customer of Contractor. If Contractor enters into any arrangements with another customer of Contractor or with an Authorized User to provide Services under more favorable prices, as the prices may be indicated on Contractor's current U.S. and International price list or comparable document, then this Contract shall be deemed amended as of the date of such other arrangements to incorporate those more favorable prices, and Contractor shall immediately notify DGS of such change."*



## 5. Rental Period

Based on historical data regarding the Commonwealth's utilization, half-day rentals will be provided at the same rate as a one-day rental.

While there is not a minimum rental period, rentals for less than 24 hours will be charged at the daily rate, regardless of the amount of time the vehicle was out.

### **Rental Clock**

Enterprise Rent-A-Car and National Car Rental consider 24 hours a one-day rental. For example, if a Commonwealth employee rented a vehicle at noon on Tuesday and returned it at noon on Wednesday, the traveler would be charged for a one-day rental.

Authorized Users who return vehicles after the 24-hour rental period, but within the 25th hour, will not be assessed an additional charge. Vehicles returned after the grace period may be accessed an hourly fee of 33% of the then current vehicle classification rental rate until that hourly fee equals the Daily rental rate of that vehicle classification.

### **Weekend Hours**

Weekend hours start at 5 p.m. on Friday and end at 12:50 p.m. on Sunday. For rentals commencing at John F. Kennedy or LaGuardia airports in New York the weekend hours are from 1 p.m. Friday through 12:59 p.m. Sunday.

## One-way Travel

In the Commonwealth of Virginia any transaction with the Enterprise brand at one of our non-airport locations completing a one way drop off to another local location or airport within the Commonwealth of Virginia there will be no charge for the following car classes economy, compact, intermediate, standard, full size, intermediate SUV, standard SUV, minivan, and full-size SUV. Commercial Trucks as listed on the pricing under Truck are not included in our one-way program.

## 6. Rental Pick-up and Return



## 7. Reservations

### Reservation System and Process

Enterprise and National offer real-time connectivity to our internal reservation system via multiple booking channels, including direct XML links, our branded websites, the GDS, online travel sites, and through our Contact Center, which is staffed 24 hours per day, 365 days a year. All booking channels have real-time access to vehicle availability and rates, including rate per day and an estimated total that includes taxes, fees, and surcharges.

### Reservation Numbers

Enterprise: 800-736-8222

National: 877-227-7368

## Advanced Notice for Reservations

Customers may walk up to the rental counter and rent a vehicle without reservation. However, because rentals are made based on supply and demand, we recommend that customers reserve a vehicle at least 24 hours before their desired rental time. Specialty vehicles or vehicles rented within peak times may require more notice.

In addition, National will guarantee a vehicle (up to fullsize) for Emerald Club Executive Elite members with any reservation placed at least 24 hours in advance.

## 8. Restrictions

Automotive manufacturers are rapidly diversifying the styles of the fleet offerings making it harder for rental car companies to place vehicle types into specific categories. Furthermore, the dedication to customer service and fast transaction times for renters requires our branches to occasionally provide higher level vehicles to renters at no additional charge.

### Contract Compliance

However, our reservation system incorporates an automated rate quote program to ensure that the appropriate contractual rates and provisions will be applied. This is driven by an Account Number, which ensures 100 percent compliance with the Commonwealth's corporate contract. Whenever a reservation is placed using this Account Number, the rates and terms of the traveler's corporate agreement are recognized as primary and are automatically extended to the renter. In addition, a traveler's profile can be pre-populated with the Commonwealth's Account Number, to ensure compliance to the corporate negotiated rates, we can set the profile to decline (block) luxury and sport class vehicles.

## 9. Reservation Cancellations

Enterprise and National will not charge a cancellation fee to the Commonwealth's renters in most instances. We only request that you provide us with as much notice as possible so that we may rent the reserved vehicle to another traveler.

### Cancellation Policy,

Cancellations are accepted up to one calendar day before the reservation date with no penalty. Again, we only request that you provide us with as much notice as possible so that we may rent the reserved vehicle to another traveler.

## Grace Period

Unforeseen circumstances may delay travelers in returning their rental vehicle, and for this reason Enterprise and National have implemented a grace period of 29 minutes beyond the check-in time printed on the rental agreement. A traveler returning a vehicle within the grace period will not incur additional charges. Travelers returning vehicles after the grace period will incur charges based on how many minutes past the check-in time the vehicle is returned:

- If a vehicle is returned one to 59 minutes after it is due, no charge is incurred.
- If a vehicle is returned 59 to 89 minutes after it is due, a one-hour charge is incurred.
- If a vehicle is returned 90 to 149 minutes after it is due, a two-hour charge is incurred.

Travelers wishing to extend their rental period should notify the original rental location, which will then apply the contracted rate to the additional days.

## U.S. Grace Period Charges

Enterprise and National charge 33 percent of the daily rate for hourly charges after the first 59-minute grace period, up to the cost of the daily rate.

## 10. Roadside Assistance

Customers in need of emergency road service in the United States and Canada may call a dedicated 24-hour roadside assistance line. Instructions for contacting the roadside assistance line are included in the rental agreement provided at the counter. For Emerald Club members who choose to bypass the counter and proceed directly to the vehicle, the instructions will be located on the driver's-side visor.

Terms and Conditions for assistance will vary and renters should review these terms before starting their travel.

Travelers using the Enterprise Rent-A-Car App and National Car Rental App also have the ability to press the Roadside button. This allows them to call 911 or be connected with our Roadside team for assistance with items such as flat tires or lockouts.

### Additional Details

Emergency road service is available to assist renters when they lose their keys, get flat tires, are involved in accidents, or experience mechanical failure.

### Service Fees

There is no fee for roadside assistance related to mechanical breakdowns. However, charges may apply for service calls related to lost keys, lock outs, flat tire service and running out of gas. \*Note - Cost of replacement tires are not covered by Roadside Assistance Protection.

## 11. Service Locations



## 12. Upgrades

### Vehicle Upgrades

Authorized users with a reservation made 48 hours in advance will receive an upgrade at no additional charge to the next vehicle class should the vehicle class requested not be available. Any reservations made less than 48 hours in advance shall have no size guarantee. Luxury or sport class vehicles will not be allowed as upgrades.

## 13. Vehicle Acceptance

Vehicles are inspected before every rental. Any change in condition that is considered damage is documented in our internal claim system and/or the rental agreement, depending on the brand. If there are any questions regarding what the condition of the vehicle was at the time of rental, this documentation is reviewed to determine responsibility.

## 14. Website Functionality

### a. Reservation Purposes

Enterprise Holdings will make available a functioning, intuitive, and user-friendly web site for the Authorized User's to place vehicle rental reservations. Enterprise will host and maintain the web site at no expense to the Commonwealth for the term of this agreement.

### b. Reporting Purposes

Enterprise and National currently do not offer real-time reporting. While this is being considered as a future enhancement, we choose not to implement a real-time reporting solution until we are entirely certain that it will protect the integrity of the data and that of its users.

## **B. Safety Requirements**

All vehicles in our fleet meet all federal safety standards at the time of purchase. We also ensure that all vehicles are inspected, licensed and registered in accordance with all federal, state and local laws.

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

Through our Preventative Maintenance (PM) program, vehicle mileage, and service history are each monitored on a computer system which flags vehicles to be scheduled for regular service. Vehicle warning and recalls by manufacturers are monitored via direct contacts with the manufacturers.

To further protect our rental car customers, we have removed all promotional stickers from our fleet. Enterprise and National vehicles carry a discreet identification number on the windshield but are otherwise not identifiable from the exterior as rental cars.

## **C. Vehicle Requirements**

### **1. American's with Disabilities Act (ADA)**

Enterprise and National are committed to providing a range of mobility devices for persons with disabilities. We offer several adaptive driving devices, including hand controls, spinner knobs, pedal extenders, and left-foot accelerators. Where available, these are provided at no charge on a variety of compatible vehicles. Renters who require these devices should contact their local customer service team for further instructions.

#### **Installation Timeframes**

Generally, Enterprise and National require 48-hour notice for vehicles to be equipped with mobility devices. However, at certain major airport locations, mobility device-equipped vehicles may be available in 24-hours, with some locations being able to offer devices with as little as 8 hours' notice.

#### **Reservations and Customer Service**

We employ a dedicated Renters with Disabilities team, trained in handling inquires and reservations. For reservations and more information, renters may call:

Enterprise: 866-225-4284 (users of TTY devices use 866-534-9270)

National: 888-273-5262 (users of TTY devices use 800-328-6323)

## 2. Classifications

As required by law, 100 percent of our vehicles have front driver and passenger airbags. Nearly all of our vehicles also feature anti-lock brakes. More than half of our vehicles feature daytime running lights, a feature which several studies have determined effective in reducing the incidence and severity of daylight multi-vehicle accidents. In North America ABS is not required equipment, but approximately 99 percent of our U.S. vehicles are equipped with anti-lock brakes.

Specifications	Class and Vehicle	
Automatic transmission Air conditioning AM / FM	Economy ECAR	
Automatic transmission Air conditioning AM / FM / CD	Compact CCAR	
	Nissan Versa or similar	
Automatic transmission Air conditioning AM / FM / CD / MP3 Power windows	Intermediate / Midsize ICAR	
Automatic transmission Air conditioning AM / FM / CD / MP3 Power windows	Standard SCAR	
Automatic transmission Air conditioning AM / FM / CD Cruise Control Power Locks / Windows / Mirrors	Full Size FCAR	

Specifications	Class and Vehicle	Image
Automatic transmission	Intermediate / Midsize SUV	
Air conditioning	IRAR      IFAR	
AM / FM / CD		
Power Locks / Windows / Mirrors	Nissan Rogue or similar	
Automatic transmission	Standard SUV	
Air conditioning	SRAR      SFAR	
AM / FM / CD		
Cruise control		
Power Locks / Windows / Mirrors	Hyundai Santa Fe or similar	
Room to seat 7 passengers	Full Size SUV	
Automatic transmission	FRAR      FFAR	
Air conditioning		
AM / FM / CD / MP3	Chevrolet Tahoe or similar	
Cruise control		
Power Locks / Windows / Mirrors		
14,500 lb. GVWR	16' Box Trucks	
Approx. 90" high x 96" wide		
960 approx. cubic feet		
Up to 7,500 lb. payload		
Tuck-away lift gates		
Diesel engines	4,000 to 6,000 lbs. Payload	
E-track/wood tie-slats		
Automatic transmissions	Tuck-away lift gates	
3-person seating	Automatic Transmission	
Air-conditioned	Wood tie-slats	
Power steering/brakes	Power steering/brakes	
26,000 lb. GVWR	24' – 26' Box Trucks	
Approx. 102" high x 102" wide	9,000 to 11,000 lbs. Payload	
1,800 approx. cubic feet	Driver air-ride seats	
Up to 10,000 lb. payload	Automatic Transmission	
Tuck-away lift gates	Dock high	
Dock high	Power steering/brakes	
E-track/wood tie-slats	Wood tie-slats	
Automatic transmissions		
3-person seating		
Air-conditioned		
Driver air-ride seats		

Specifications	Class and Vehicle Small Pickup SPAR
Automatic transmission Air conditioning AM / FM Power Locks / Windows / Mirrors Cruise control	Nissan Frontier or similar
Automatic transmission Air conditioning AM / FM Power Locks / Windows / Mirrors Cruise control	Large Pickup PPAR
26,000 lb. GVWR Approx. 96" - 102" wide Up to 10,000 lb. payload Tuck-away lift gates Dock high Removable sides Winches/load straps Automatic transmissions 3-person seating Air-conditioned Driver air-ride seats	Ram 1500 Quad Cab or similar
Room to seat 8 passengers Automatic transmission Air conditioning AM / FM / CD Cruise control Power Locks / Windows / Mirrors	20' – 26' Stakebeds 9,000 to 11,000 lbs. Payload 3-person Seating Tuck-away lift gates Driver air-ride seats Automatic Transmission Dock high Removable sides
Room to seat 12 passengers Automatic transmission Air conditioning / Dual climate zones AM / FM / CD Cruise control Power Locks / Windows	8-Passenger Minivan SVAR Toyota Sienna or similar
Automatic transmission Air conditioning AM / FM	12-Passenger Van RVAR Ford Transit Wagon or similar
	Cargo Van SKAR Chevrolet Express or similar

### 3. Higher Miles Per Gallon and Hybrid Vehicles Preferred

Enterprise Holdings, the largest car rental company in the world, owns and operates 2 million cars and trucks — the largest fleet of passenger vehicles in the world today. Our company is committed to providing quality vehicles to the business traveler. With more than 450 makes and models, we continually invest in and replenish our fleet to maintain an average fleet age of eight months.

Our vehicle acquisition team is focused on ensuring that our customers enjoy an optimal balance between the availability of new, low-mileage vehicles and the cost savings that benefit customers when we utilize vehicles in our fleet for longer periods. All of our vehicles are maintained as recommended by the vehicle manufacturer, and all repairs are conducted by Automotive Service Excellence (ASE) certified technicians.

In addition, Enterprise and National work in partnership with manufacturers to provide our customers with a variety of vehicles for all of their transportation needs. We also leverage our manufacturer relationships to introduce new vehicles and new vehicle technologies, as well as alternative-fueled vehicles, to the driving public. With more locations than any other car rental company, we also have the flexibility to move our fleet from the airports to our home-city branches as necessary. This practice allows us to maximize fleet utilization, which benefits our customers by lowering costs and improving our ability to respond to irregular shifts in demand at specific locations.

#### Alternative Fuel Rentals

Hybrid vehicles are available at National locations throughout the country. Travelers may rent hybrid vehicles if they are available at the location at the time of rental. National offers hybrids on a first-come, first-serve basis. A traveler may reserve a vehicle and upgrade to a hybrid in the same car class for no additional charge.

At Enterprise, reservations for hybrid vehicles may be made through all normal booking channels. Pricing is based on a number of factors, including the cost of the vehicle and seasonal demand. There is no additional charge for reserving a hybrid.

### 4. Fuel Requirement

At all Enterprise and National airport locations, vehicles are provided with a full tank of gas. At off-airport locations, vehicles may be provided with less than a full tank of gas.

Both Enterprise and National offer our renters several refueling options. Refueling rates vary by location, and the option selected. Travelers may choose one of the following:

**Option A.** You refuel — The renter replaces all gallons used before returning the vehicle to avoid all refueling charges.

**Option B.** Prepay — At the time of rental, renters may purchase a full tank of gas at competitive industry prepurchase fuel prices. Just ask the rental agents for the Fuel Service Option (FSO). This is available at all airport and select off-airport locations.

**Option C.** We refuel — The renter will be charged the refueling rate based on current local, per-gallon price, plus a fee of up to 50 percent. Corporate locations will cap the maximum refueling charge at \$2 per gallon above current per-gallon prices.

## 5. Model Year

Approximately 40 percent of Enterprise and National's U.S. fleet is composed of cars that are less than six months old, with 42 percent composed of cars that are six to 15 months old. The remainder of the fleet is older than 15 months.

### Licensee Fleet Age

The age of our U.S. licensee fleet is no more than one model-year old.

## 6. Vehicle Defects

### Mechanical Maintenance

Mechanical issues are tended to on a local basis and through the Preventative Maintenance program. More information may be provided should Enterprise and National be selected as a vendor for vehicle rental services.

## 7. Vehicle Mileage

### Fleet Mileage Breakdown

Due to our financial stability we continually invest in and replenish our fleet to maintain an average fleet age of eight months. Approximately 50 percent of Enterprise and National's fleet has fewer than 15,000 miles. Nearly 45 percent has between 15,000 and 40,000 miles. The small remainder of vehicles has more than 40,000 miles.

In Addition, Enterprise and National work in partnership with manufacturers to provide our customers with a variety of vehicles for all of their transportation needs. We also leverage our manufacturer relationships to introduce new vehicles and new vehicle technologies, as well as alternative-fueled vehicles, to the driving public. With more locations than any other car rental company, we also have the flexibility to move our fleet from the airports to our home-city branches as necessary. This practice allows us to maximize fleet utilization, which benefits our customers by lowering costs and improving our ability to respond to irregular shifts in demand at specific locations.

## Executive Summary



Enterprise Rent-A-Car and National Car Rental are internationally recognized brands owned and operated by Enterprise Holdings. As North America's largest and most comprehensive car rental company, our brands operate a fleet of 2 million vehicles and a network of more than 10,000 car rental locations in neighborhoods and at airports worldwide. We lead the industry with more than 50 percent of the overall rental market in the U.S. and Canada.

### History

In 1957, Enterprise Rent-A-Car opened its doors and became known for low rates, neighborhood convenience, and outstanding service. Pioneering customer service and location expansion led Enterprise to develop our popular "We'll Pick You Up" service in 1974.

Founded in 1947, National Car Rental is a premium brand serving the daily rental needs of the frequent airport business traveler throughout the United States, Canada, Mexico, the Caribbean, Latin America, and Asia. National helped pioneer the corporate account business in the 1970s and introduced the car rental industry's first comprehensive frequent-renter program, Emerald Club, in 1987.

### Dedication to Service

Today, our brands remain the rental company of choice for our business customers. The Emerald Club continues to expedite the car rental process for time-sensitive corporate travelers by offering counter bypass and automatic e-receipts as well as car choice. The Emerald Club enables customers in the United States to quickly choose their own vehicles without any paperwork and simply drive away.

Enterprise now has more than 7,800 neighbourhood and airport locations across the globe. There are more than 5,800 U.S. Enterprise offices to serve our clients wherever they do business — all within 15 miles of 90 percent of the U.S. population.

Our brands are uniquely positioned to serve all your business' car rental needs — both at the airport and locally — with more vehicles and locations than all of our major competitors.

### Customer Satisfaction

Customer service is the highest priority at Enterprise and National. Our brands consistently take the top spots for satisfaction among rental customers around the world.

In addition to numerous industry awards and third-party surveys, we use a variety of internal processes to measure our customers' satisfaction, including our Service Quality index (SQi), Quality Service Process, and Brand Integrity Assessments. All of this ensures we are exceeding expectations worldwide while continually improving and distinguishing our service from the competition.

## Looking Toward the Future

We are committed to managing our business sustainably and for the long term — continuously working to balance the interests of our customers, our employees, and the parts of the world we touch with our business. Our environmental initiatives include:

- Embracing new, cleaner fuels
- Increasing our fuel-efficient fleet
- Offsetting carbon emissions
- Offering hybrid vehicles
- Planting 50 million trees in 50 years
- Funding alternative fuel research

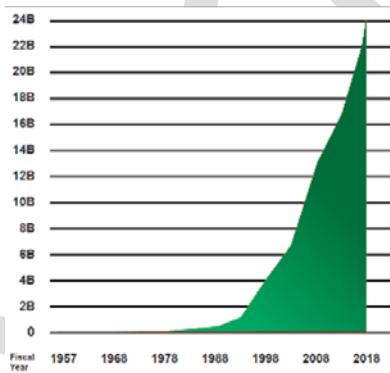
As the only investment-grade company in the car rental industry, our stable financial footing is a distinct competitive advantage, ensuring the long-term viability of your rental program.

Enterprise Rent-A-Car and National Car Rental combine the expertise and industry-leading value to provide your travelers the most comprehensive option in the marketplace. We are committed to providing a wide array of options to more Commonwealth travelers in 2019 and beyond.

## Financial Highlights and Credit Outlook

Ranked No. 13 on the Forbes America's Largest Private Companies list, Enterprise Holdings, the operating company of National Car Rental and Enterprise Rent-A-Car, 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. This has made us the only investment-grade car rental company. Our current credit ratings are as follows: Standard and Poor's — A-, Moody's — Baa1.

### Global Revenue IN BILLIONS



**FY 2018** \$24.1 billion

**FY 2017** \$22.3 billion

**FY 2016** \$20.9 billion

**FY 2015** \$19.4 billion

**FY 2014** \$17.8 billion

Revenue includes Enterprise Fleet Management, which was spun off from Enterprise Holdings Aug. 1, 2011.

	Long-Term Debt	Commercial Paper	Outlook
Moody's	Baa1	P-2	Stable
Standard + Poor's	A-	A-2	Stable
Dominion Bond Rating Service [Canada]	A [low]	R-1 [low]	Stable

## Business Rental Program

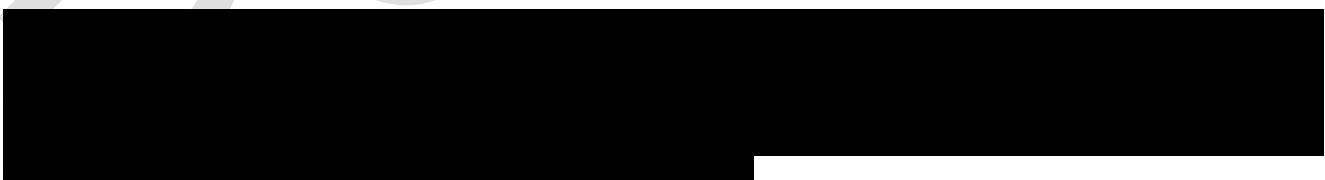
Enterprise and National have always been at the forefront of delivering the most efficient and cost-effective way for business travelers to rent cars. Now, the Enterprise and National Business Rental Program affords our corporate customers even more value, speed, and convenience.



## Complimentary Emerald Club Membership

Emerald Club membership offers privileges that get your travelers on the road as quickly and efficiently as possible. Benefits include:

- Counter bypass
- Access to the Emerald Aisle
- Increased benefits for more frequent renters
- Only frequent renter program accepted at two rental car brands
- Choice of reward
- Automatic e-receipts
- 24-hour roadside assistance
- One Click Reservations
- Online member profile management tool



## One-Way Rentals

In the Commonwealth of Virginia any transaction with the Enterprise brand at one of our non-airport locations completing a one way drop off to another local location or airport within the Commonwealth of Virginia there will be no charge for the following car classes economy, compact, intermediate, standard, full size, intermediate SUV, standard SUV, minivan, and full-size SUV. Commercial Trucks as listed on the pricing under Truck are not included in our one-way program.

## General Aviation/FBO Service

For the Commonwealth's VIPs who use corporate or chartered jets, we not only offer the industry's only total coverage of private U.S. jetports, but we also provide a General Aviation/FBO booking tool. This online tool allows your executives to book a car to be waiting at any private airport across the United States. The reservation will automatically match your chosen FBO with a servicing Enterprise branch.



Daily rates make up only 60 percent of overall rental costs; taxes and fees complete the total rental cost.

Approximately 40 percent of what determines total cost will be overlooked if daily rental price is the only focus.

### Instant Savings

Enterprise and National can save you money before your renter's even reserve a vehicle. Because we do not charge certain unnecessary fees like our competitors, invoices will not have:

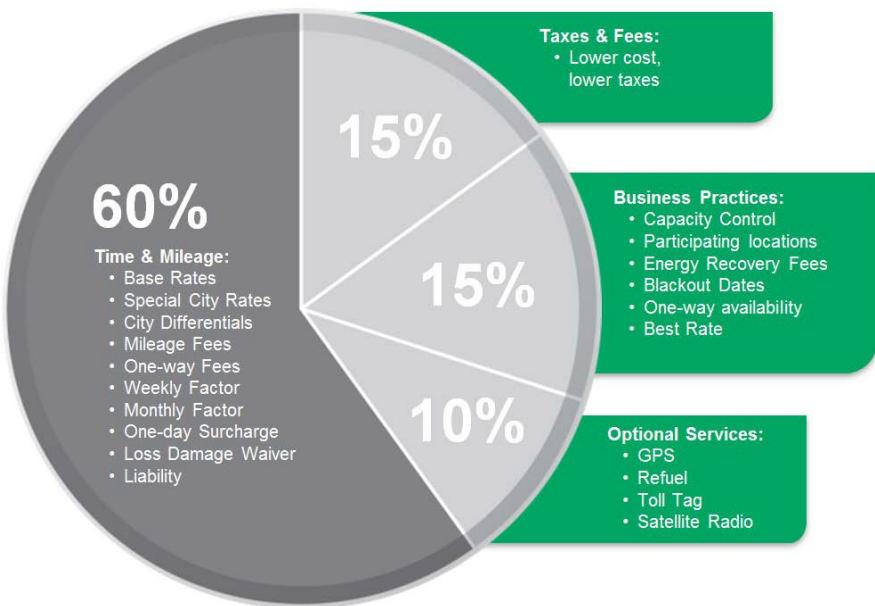
- Fuel recovery fees
- Cancellation fees
- Early return fees
- Drop fees at most locations
- No-show fees
- Rental extension fees

### Refueling

In the event that Enterprise or National refuels your rental vehicle, the renter will be charged the refueling rate based on current self-service, per-gallon pricing, plus a fee of up to 50 percent, never to exceed \$2 at corporate locations.

### Energy Recovery Fees

As opposed to our competitors, Enterprise and National do not charge energy recovery fees.



For more than 30 years, Emerald Club has been synonymous with National Car Rental and our reputation as premium supplier to the corporate traveler. Members enjoy faster transactions, greater choice, and special recognition while renting across our worldwide network. We offer complimentary Emerald Club membership for each traveler.

			
	Emerald Club	Emerald Club Executive	Emerald Club Executive Elite
<b>Dedicated Phone Line</b>	800-328-1234	800-732-2109	888-836-3725
<b>Requirements</b>	Complimentary Membership	12-24 Rentals or 40-84 Days	25+ Rentals or 85+ Days
<b>Speed &amp; Choice</b> Counter bypass; pay midsize rate	The Aisle (Midsize or better)	Executive Area (Fullsize or better)	Executive Area (Fullsize or better)
<b>Drop &amp; Go</b> Emailed rental receipts	✓	✓	✓
<b>Earn with Enterprise</b> At participating Enterprise locations	✓	✓	✓
<b>Free Rental Days</b> Credits required for one rental day	7	6	5
<b>Online Reservations</b>	✓	✓	✓
<b>Special Offers</b>	✓	✓	✓
<b>Free Additional Driver</b> Family members and business associates	✓	✓	✓
<b>Guaranteed Upgrades</b> Vehicles reserved at Midsize rate		✓	✓
<b>Guaranteed Vehicles</b> with 24-hour notice, up to fullsize vehicle			✓
<b>FBO Service</b> Private airport delivery			✓

## Competitor Status Match

National will work with the Commonwealth to identify current travelers who qualify for higher levels of membership in Emerald Club based on either existing membership in a competitive loyalty program or on the number of rentals or rental days completed during the past 12 months. By providing travelers with appropriate levels of membership, we ensure that your travelers will experience the quality of service that they deserve.

National Membership Levels	Hertz Membership Levels	Avis Membership Levels
Emerald Club	Hertz Gold	Preferred
Emerald Club Executive	Five Star Hertz Gold	Avis Preferred Plus
Emerald Club Executive Elite	President's Circle	Avis President's Club

## Emerald Club Aisle Service

At most major North American airport locations, members with a midsize car reservation can bypass the rental counter and proceed to the Emerald Aisle. There they may simply choose any vehicle — midsize or larger — parked on the Aisle and, after a brief stop at the exit booth, be on their way. Regardless of the vehicle selected, a member pays only the reserved midsize rate.

## Free Upgrades at Midsize Rate

Approximately 80 percent of all Emerald Club rentals include a one car-class upgrade. Our award-winning Emerald Club program provides choice of vehicle from the Emerald Aisle and Emerald Reserve. Emerald Club Executive and Executive Elite members are rewarded with an upgrade for every rental with a midsize reservation.

## Mobile App

The National Car Rental App caters to all National travelers, with additional features for Emerald Club members. The app features Trip Tracker, which detects where in the rental cycle the member and provides timely actions at each stage, from booking a reservation to returning the car. Using the app, customers may make reservations and review location information. Emerald Club members may also manage their upcoming trips, renter profile, and view reward balance.



## Virtual Aisle

The National app's Virtual Aisle provides Emerald Club members with efficiency and control over their vehicle selection at locations where Emerald Aisle service is not available. Now with expanded service at 21 of National's U.S. rental facilities, the Virtual Aisle allows Emerald Club members to see the real-time inventory available at select airport locations, then choose the specific car they wish to drive.

### **Emerald Checkout**

The Emerald Checkout feature of the National Car Rental app is now available for use more than 60 locations across North America. Emerald Club members simply scan a bar code on the car they've selected from the Emerald Aisle, confirm rental details, and show their phone and driver's license at any exit booth. Emerald Checkout decreases the time at the booth from roughly 90 to 30 seconds.

### **Arrival and Return Alerts**

Available in North America, Arrival Alerts are sent one hour before the scheduled rental time and include reservation details and instructions for picking up the vehicle. Members renting two days or longer in North America will also receive an email four hours in advance of their scheduled return which will include location details, a link to a map guiding the customer to the return location and contact information.

### **Drop & Go**

At the time of rental return, Emerald Club renters may leave the key in the car and depart the lot if the car has not been damaged during the rental. There is no need to wait for an agent to check them in, and the renter will receive an e-receipt automatically. This service is available at any of our participating North American locations.

### **The Emerald Club at Enterprise Rent-A-Car**



Members of Emerald Club enjoy faster reservations, quicker rentals, and member discounts. The Emerald Club allows Enterprise travelers to create personal profiles, including payment information, further expediting the reservation process for repeat renters. Emerald Club members who rent from Enterprise will earn rental credits toward higher status. This gives travelers more than 6,000 additional locations where they can earn credits with our loyalty program.



## Availability

Having a car ready to drive at the right place and time requires careful fleet management, and our operations and headquarters staffs analyze vehicle requirements hourly for each location. In addition, our representatives behind the counter are empowered to make adjustments to ensure customer satisfaction.

## Car Class and Manufacturers

Enterprise and National have more vehicles to suit your business needs. With more than 450 makes and models, you are able to choose from a variety of specialty vehicles, such as cargo vans, passenger vans, pickup trucks, SUVs, commercial trucks, and luxury cars.

## Fleet Maintenance

An appropriately maintained fleet promotes safety, enhances customer satisfaction, saves on significant repair costs, and lessens the environmental impact.

Through the Preventative Maintenance (PM) program, vehicle mileage and service history are monitored, and vehicles are flagged for regular service. These inspections at manufacturer-specified intervals ensure the safety and reliability of every vehicle. The service program adjusts or replaces any component as needed to conform to manufacturer specifications, including brakes, tires, and lubrication.

In accordance with the manufacturer's specified interval, a PM-generated control is issued. Vehicles may be removed from operation until they can be restored to our safety and comfort standards. All of this ensures travelers do not encounter problems.

## Navigational Systems

Portable GPS devices are currently available at participating Enterprise and National locations across North America and can be used in any vehicle. GPS devices feature simple touch-screen operation with automatic route calculation. Renters are also able to make hands-free calls with Bluetooth wireless technology when pairing with a phone.

## TollPass

In participating states, Enterprise and National can provide your renters with multiple streamlined toll solutions. Our TollPass programs allow renters to bypass the cash toll lanes and use the quicker express lanes and open video tolling options on toll roads and highways. Renters will incur toll pass charges only on days that the traveler uses toll roads. In contrast, our competitors apply toll charge fees for the entire rental period, even on days when the traveler does not use toll roads.

## Airport Rental Locations

Enterprise Rent-A-Car and National Car Rental have a comprehensive network of airport locations in the United States. Our brands service all major and regional airports. National and Enterprise's U.S. airport location network consists of 696 locations. Approximately 89 percent of our U.S. airport locations are located on airport premises. Our global airport location network consists of 1,193 locations, 89 percent of which are on airport premises.

On vs. Off Airport Locations in the United States	Enterprise Rent-A-Car		National Car Rental		Total	
	On	Off	On	Off	On	Off
Locations	312	71	306	7	618	78
Total		383		313		696
Percent	81%	19%	98%	2%	89%	11%

Global On vs. Off Airport Locations	Enterprise Rent-A-Car		National Car Rental		Total	
	On	Off	On	Off	On	Off
Locations	540	90	521	42	1,061	132
Total		630		563		1,193
Percent	86%	14%	93%	7%	89%	11%

## Home-City Locations

Enterprise Rent-A-Car and National Car Rental operate an extensive network of more than 5,300 local, neighborhood offices in the United States. With an Enterprise location within 15 miles of 90 percent of the U.S. population, we are conveniently located in the same communities in which the Commonwealth's employees live and work.

## Corporate and Licensee Locations

In the United States, 99 percent of Enterprise and National's location network is corporately owned. Globally, 89 percent of locations are corporately owned.

## 100 Percent Licensee Participation

Each of our more than 6,600 North American locations honors the terms and provisions of our commercial agreements such as Damage Waiver (DW) and liability protection, guaranteeing contract compliance.

Enterprise and National offer account management tools to help track car rental usage and expenditures:

- Personal account representatives ready to help meet your needs.
- Billing options — personal and business credit cards or centralized billing.

Enterprise Rent-A-Car and National Car Rental will provide you with dedicated account managers and customer service representatives. Your account managers are available to:

- Develop a customized program with contracted rates, terms, and provisions.
- Proactively manage your account.
- Provide on-going support.
- Conduct account reviews.
- Personally address customer service issues.



We are committed to managing your corporate travel program and overseeing the enforcement of your travel policy. All stages of the implementation process will be handled by your account managers, with support from an administrative staff. These processes provide the most efficient and trouble-free implementation of your rental program and guarantee our ability to provide your travelers with all agreed-upon conditions of your contract.

The education of both travelers and travel agents connected to your company is also an important component of the implementation process. To aid in communicating your selection of Enterprise and National as your preferred suppliers, you will be provided with:

- Program documents for posting on internal websites or in traveler communication emails.
- Travel seminars, if necessary.
- Travel Agency Booking Guides.

While these processes are very effective in building a solid partnership, it is important to consistently review the success of implementation procedures. Therefore, your dedicated account manager will conduct regular overviews with you during your first several months partnered with Enterprise and National. Steps will be revised and repeated as needed until Enterprise, National and the Commonwealth of Virginia are satisfied with the results.

### Quarterly Account Review

Typically, we meet with corporate accounts once per quarter to conduct productivity meetings and uncover cost-saving opportunities. Our team of seasoned travel management experts will oversee the implementation and management processes of your corporate travel program with additional support coordinated from administrative staff in each of your key markets. Our processes ensure the most efficient implementation and maintenance of your rental program. Our ability to provide your travelers with all the agreed upon conditions of your contract anywhere in the world demonstrates our commitment to exceed your expectations with every rental.

### Highly Customizable Management Reporting

Our advanced information system has the capacity to collect, store, and analyze rental activity data to provide you with a full range of management reports tailored to your needs. Our reports offer a variety of standard and user-specified data fields, and are available when you want them: monthly, quarterly, or as needed. All standard management reports are available at no cost to the Commonwealth. Reports can be provided on paper or in a variety of electronic formats.

At Enterprise Holdings, a commitment to environmental sustainability is integrated into every aspect of our business. We know that embracing sustainable practices will lead to good outcomes not only for our business, but also for the environment, our employees, and our customers.

### Hybrids and Fuel-Efficient Vehicles



Owning and operating the world's largest fleet of rental vehicles is a responsibility we take very seriously. Eco-friendly fleet vehicles are in high demand by the public and car rental companies. As production of these vehicles continues to rise, Enterprise and National will continue to increase our fleet inclusion of:

- Hybrid Vehicles
- Alternative Fuel Vehicles
- Electric Vehicles
- Highly Fuel-Efficient Vehicles

### Airport Shuttles

Beyond our passenger vehicles, we are also the first major company in our industry to shift our fleet of more than 500 airport shuttle buses to alternative fuels. Currently, 98 percent of our airport shuttle buses are hybrid models or operate on biodiesel, synthetic diesel or compressed natural gas. This move by Enterprise and National saves millions of pounds of carbon emissions.

### Enterprise CarShare and Commute with Enterprise

- Enterprise CarShare is an efficient, cost-effective, and convenient transportation solution, delivering speed and economy to organizations and individuals looking for a more sustainable transportation alternative.
- Commute with Enterprise reduces traffic congestion, commuter times, and driving costs, as well as vehicle emissions and fuel consumption. A typical Commute with Enterprise vanpool program involves seven to 15 coworkers riding together, with each paying a low monthly rate.

### Renewable Fuels and Environmental Technology

Our commitment to the future goes beyond investing in technologies already in the marketplace — we are also investing in research to find the next sustainable alternative. In 2006, our owners gave a \$35 million endowment to the Donald Danforth Plant Science Center to form the Enterprise Rent-A-Car Institute for Renewable Fuels. The Institute focuses on using algae to produce third-generation biofuels that could someday be used on a large scale to power cars, trucks, and aircraft.

### Repurposing and Recycling

Part of our mission for sustainability includes limiting the amount of material waste our company produces. For example, Enterprise Holdings refines/recycles:

- Approximately 95 percent of the oil used in our vehicles
- Virtually all used oil filters — more than 1 million annually
- More than 1,000 tons of damaged windshield glass
- Around 2,000 tons of spent tires each year

### Offsetting CO<sub>2</sub>

Enterprise Rent-A-Car and National Car Rental offer our customers the option of using carbon offsets through TerraPass. Renters can opt to contribute \$1.25 per rental to help fund projects that offset CO<sub>2</sub> in the environment. In a continued effort to support this project, we will match each contribution up to \$1 million.

### 50 Million Tree Pledge

For Enterprise's 50th anniversary, the company teamed up with The National Arbor Day Foundation and pledged to plant 50 million trees in the next 50 years in National Parks across the United States, Canada, and Europe. The 50 Million Tree pledge is our way of ensuring that the long-term effects of continued gasoline usage are being counteracted.

More information about these environmental initiatives and much more may be found at [enterpriseholdings.com/sustainability](http://enterpriseholdings.com/sustainability).

## Stability

Ranked No. 13 on the *Forbes* America's Largest Private Companies list, Enterprise Holdings, the operating company of Enterprise Rent-A-Car and National Car Rental, is unparalleled in size, strength, and stability. Our conservative and disciplined long-term approach to managing our business has earned us, by far, the strongest balance sheet in our industry. This has made us the only investment-grade car rental company. Standard and Poor's Rating Services recently raised Enterprise Holdings' credit rating to BBB+ due to our improved financial profile, with "stronger credit ratios due to continued strong cash flow and substantial debt reduction." Moody's Investors Service also upgraded its outlook on the company from stable to positive.

## Customer Service

Quality, customer service, and value are three elements that make Enterprise and National the logical choice for the Commonwealth. We have developed an advanced global system dedicated to customer satisfaction. At Enterprise and National, we define value as providing our customers with a premium level of service for a fair price. Renting with Enterprise and National means your car will be there when you need it, our associates will ensure you know the way to your destination, and we will provide you with the fastest check-in and check-out services in the industry.

## Environmental Leader

At Enterprise and National, we continuously work to balance the interests of our customers, our employees, and the parts of the world we touch with our business. Our environmental policy is at the core of that desire to manage our business sustainability for the long term. Our policy focuses on increasing energy efficiency throughout the organization to help better control costs and reduce environmental impact.



## Cultural Compass



It is a simple, proven fact: diverse companies perform better. They compete more effectively for talent, they cultivate more loyal customers, they have fewer conflicts, and they can better spot opportunities. Our future success depends on our ability to reach out to people of all backgrounds, including new and existing customers, current and future employees, and service providers. We must build a workforce that reflects the diversity of the marketplace we serve, and we must continue to extend ourselves to new, growing and ever-changing communities and populations.

## Community Member

Enterprise and National are local companies that have a presence in thousands of neighborhoods and airports across the globe. We are a positive economic force in our communities, creating meaningful jobs, and purchasing millions of dollars' worth of goods and services through local businesses. We actively support thousands of organizations and donate millions of dollars each year to a variety of causes. Business cannot be a one-way street; good will makes good sense. But when we give back, we need to think strategically to make sure that we use our charitable dollars to do the most good in a given community. We also need to think out of the box: it is not always about dollars. It is about time, dedication, longevity, and maximum impact. The overall goal is to advance the interests and priorities of our company and of the people we serve.

## Total Transportation Solution

The total transportation solution provided by Enterprise and National can bring incremental value to the Commonwealth in many ways. The following are some creative ideas leveraging the use of each brand, as well as different divisions within our company:

- Emerald Club membership allows your travelers to bypass the rental counter and choose the vehicle they would like to drive while saving your company money. Midsize rate compliance is maximized while also maximizing your travelers' satisfaction, making both the Commonwealth and the traveler happy. Emerald Club also provides benefits such as expedited rental and return processes, and reward choices.
- Our off-airport network of more than 6,700 Enterprise locations helps reduce the amount of money spent on airport surcharges and fees. Reduction of airport surcharges can substantially reduce the cumulative amount spent for travel expenses.
- The "Virtual Car" works as an alternative to owning a pool of vehicles. By renting a vehicle, the Commonwealth will incur charges only when the vehicle is needed. The expense of owning and maintaining a vehicle will be left to us.
- Along with all the above solutions provided to meet all of the Commonwealth's transportation needs, Enterprise and National can provide marketing and public relations support for any co-branded press releases or marketing materials to promote our partnership.





## FLEET MANAGEMENT

for businesses to manage their fleets — on average 15 to 125 vehicles — at the highest productivity levels and lowest cost. Fleet Management offers the products and services that customers need, such as:

- Vehicle acquisition
- Fleet financing
- Fleet maintenance
- Fleet insurance services
- Fleet fuel management
- Fleet credit card services
- License and registration
- Vehicle disposal
- Reporting and Internet tools

More importantly, Enterprise Fleet Management is committed to providing a level of local customer service that is unmatched in the industry.



rental fleet.

Car Sales offers what we have dubbed our Perfect Used Car Package. This includes:

- Haggle-Free Buying
  - No-haggle pricing set below Kelley Blue Book standards
  - Vehicle certification
  - Trade-ins and financing
- Worry-Free Ownership
  - Seven-day repurchase agreement
  - 12-month/12,000-mile Limited Powertrain Warranty
  - Vehicle service contracts
  - Enterprise roadside assistance
  - Free Vehicle History Report from CARFAX

Enterprise Fleet Management allows corporate customers to lease a specific number of vehicles at a guaranteed rate for a period of longer than 12 months. Every year Enterprise Fleet Management works with automobile manufacturers to provide the necessary guidance and products

Enterprise Car Sales offers customers one of the industry's most diverse, continually revolving inventories of more than 120 makes and models. Our inventory is comprised of high-quality, low-mileage, ASE-certified (Automotive Service Excellence) used vehicles — mainly from our car

**Tab III: Experience in Providing Similar Service****Background and Experience**

With 100,000 employees, 2 million vehicles, and annual revenue of \$24.1 billion (together with affiliate Enterprise Fleet Management), Enterprise Holdings is the largest car rental service provider in the world.

Headquartered in St. Louis, Missouri, our company is an independently-owned, private corporation operating the Enterprise Rent-A-Car and National Car Rental brands, along with several other operational divisions all dedicated to providing our customers with an easy and efficient total transportation network.

Enterprise Rent-A-Car is known for operating the largest fleet of passenger vehicles in the world and our extensive network of locations worldwide. We are the first choice for business travelers who need to rent near their homes or offices while providing their companies savings. To accommodate home-city rentals, Enterprise has branch offices located within 15 miles of 90 percent of the U.S. population.

National Car Rental has long been favored by frequent renters at airports for speed and vehicle choice. We introduced the car rental industry's first comprehensive frequent-renter program, Emerald Club, in 1987. Today, Emerald Club continues to expedite the car rental process for time-sensitive corporate travelers by offering counter bypass, automatic e-receipts, and car choice — which enables customers to quickly choose their own vehicles without any paperwork and simply drive away.

Collectively, the Enterprise family of companies operates a network of more than 10,000 car rental locations in neighborhoods and at airports worldwide and is the most comprehensive service provider in the industry, unparalleled in size, strength, and stability. With our brands, Enterprise Holdings gives businesses the service, value, and convenience they expect from the brands they have come to know and trust — and the most comprehensive business rental solution in the marketplace.

**Implementation**

As the incumbent supplier to the Commonwealth our implementation solution would mirror our initial process - with the same goal in mind. To review, revise and repeat the solution steps until Enterprise, National and The Commonwealth of Virginia are satisfied with the results.

Your dedicated account manager is committed to managing your corporate travel program and overseeing the enforcement of your travel policy. All stages of the implementation process will be handled by your dedicated account manager. These processes provide the most efficient and trouble-free implementation of your rental program and guarantee our ability to provide your travelers with all agreed upon conditions of your contract.

Your account manager and their team will revisit each step in the implementation timeline, monitor the progress leading up to the effective date of the contract, and ensure all items are addressed and communicated. Subject to regular review, the timeline is a very effective tool in ensuring that no item, regardless of how minor, is missed as we work to integrate Enterprise and National into your company's travel program.

While these processes are very effective in building a solid partnership, it is important to consistently review the success of the implementation procedures. Therefore, your dedicated account manager will conduct regular overviews with you during the first several months after the continued partnership with Enterprise and National is under way.

We have provided an implementation timeline for the Commonwealth's review as [Appendix C](#).

### Key Personnel

We have provided the Commonwealth a concise but thorough description of key personnel that will be involved with the Commonwealth's account. This information is provided along with an organizational chart under the Approach and Methodology portion of our response. [Please see page 73.](#)

## References

Contact Name	[REDACTED]
Company Address	[REDACTED]
Contact Phone	[REDACTED]
Contact Email	[REDACTED]
Length of Alliance	[REDACTED]
Contact Name	[REDACTED]
Company Address	[REDACTED]
Contact Phone	[REDACTED]
Contact Email	[REDACTED]
Length of Alliance	[REDACTED]
Contact Name	[REDACTED]
Company Address	[REDACTED]
Contact Phone	[REDACTED]
Contact Email	[REDACTED]
Length of Alliance	[REDACTED]

## Reference Letter 1

[REDACTED]



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Figure 1 consists of five horizontal black bars of decreasing length from top to bottom. The top bar is the longest, followed by a slightly shorter bar, then a medium-length bar, then a shorter bar, and finally the shortest bar at the bottom. Each bar represents the number of individuals in a specific category, with the length of the bar corresponding to the count.

A solid black horizontal bar at the bottom of the page, likely a placeholder for a footer or end-of-page content.

1000

A horizontal bar chart showing the percentage of respondents who have experienced various types of discrimination. The y-axis lists the types of discrimination, and the x-axis shows the percentage from 0% to 100%. The bars are black with white outlines. A large gray watermark 'Recorded' is diagonally across the chart.

Discrimination Type	Percentage
Sexual harassment	85%
Sexism	82%
Racism	78%
Homophobia	75%
Transphobia	72%
Disability discrimination	68%
Ageism	65%
Religious discrimination	62%
Classism	58%
Gender discrimination	55%
Other	52%

Reference Letter 2

Redacted

Reference Letter 3

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

owens-minor.com

**Any Current or Outstanding cases brought against the company by clients within the past two years.**

With a combined fleet of more than 1.2 million rental cars and a combined employee base of more than 90,000 in North America, at any given time the company is named in hundreds of lawsuits and occasional government investigations. The vast majority of these lawsuits pertain to auto liability claims, some of which may involve auto defects. Other representative litigation includes employment matters, antitrust, patent and/or copyright, etc. None of the pending litigations and investigations are believed to be material, nor would they affect our ability to perform the obligations under this RFP. Additional information can be furnished upon request.

### **Percentage of Overall Business that is Tourism Related.**

Enterprise Holdings considers this proprietary information and not relevant to the scope of work concerning the Commonwealth.

### **Awards and Accolades**

#### **Enterprise Ranks "Highest in Rental Car Customer Satisfaction" Five Years in a Row**

For the fifth year in a row, Enterprise Rent-A-Car was ranked "Highest in Rental Car Customer Satisfaction" in the J.D. Power North American Rental Car Satisfaction Study<sup>SM</sup>. The study surveys business and leisure travelers who rented vehicles at North American airports.



*Enterprise received the highest score in the J.D. Power 2014-2018 North America Rental Car Satisfaction Studies of customers' satisfaction with their airport rental car experience. Visit [jdpower.com/awards](http://jdpower.com/awards).*

#### **BTN Survey 2019**

For 2019, National earned its fifth straight victory in the annual BTN Car Rental Survey. National's average score across 11 criteria beat all competitors, as it has every year since BTN launched the survey. National's strongest areas according to the survey were clean, well-serviced cars; perks, amenities and upgrades for VIP travelers; as well as efficient pickup/drop-off and efficient lines.

#### **Travy Awards**

For 2019, Enterprise Rent-A-Car earned gold Travvy awards in the following car rental categories: Overall, Domestic, Luxury/Exotic Fleet, and Website. Enterprise also received a silver award for Best International Car Rentals.



The awards recognize the highest standards of excellence in the travel industry and honor brands across the travel industry that are considered the best of the best by travel agents and consumers.



#### **Newsweek's Best Customer Service 2019**

Enterprise Rent-A-Car took the top spot in the Car Rental Services category of Newsweek's inaugural America's Best Customer Service list. Enterprise CarShare also ranked second in the Car Sharing category.

The rankings analyzed data across 141 retail categories to highlight the companies with the best customer service.

## World's Best Car Rental Agency

For the sixth year in a row, National Car Rental was named the World's Best Car Rental Agency by *Travel + Leisure* magazine for 2019, with Enterprise once again earning second place. Readers ranked National above the competition because of the Emerald Club loyalty program, counter bypass services, diverse fleet, and specialty vehicles.



## Best Car Rental Company

National Car Rental was again named the Best Car Rental Company in North America by *Business Traveler* magazine for 2018. The award demonstrates National's commitment to consistency of service and innovation in delivery for business travelers.

### Verification of stated qualifications should be provided with the Offeror's Response.

Enterprise will specifically tailor a program based on the unique requirements of the Commonwealth of Virginia. We have the ability to offer you programs consisting of rental, insurance, superior customer service and more. Our goal is to provide the same value to the Commonwealth that we have to many others across the nation.

Our resources are available to our customers through a professional and personalized approach. The Commonwealth will have access to dedicated, local account managers as well as customer service representatives that are specifically assigned to ensure the highest level of customer service. The Commonwealth's account teams will meet with you regularly, and in person, to develop and evolve your customized transportation solutions.

Our local Enterprise branches stand ready to meet the transportation needs outlined in this RFP. During the initial phase of implementation, with advance notice, all of the Commonwealth's top rental locations are available for reasonable inspections as deemed necessary by both the Commonwealth and Enterprise Holdings.

## Solution

Enterprise has been delivering transportation alternatives since 1957. As other car rental companies focused on airports, our founder Jack Taylor took a different path. The concept began in the lower level of a St. Louis car dealership, where Jack and a handful of colleagues worked hard to serve their customers. It was those early customers who shaped our business model.

They told us they wanted to rent cars where they live and work. And we listened, building an unparalleled neighborhood network of Enterprise Rent-A-Car locations in communities across North America and Western Europe. Then, in 2007, we acquired the National Car Rental and Alamo Rent A Car brands, which quickly bolstered our presence at the airport.

Today, our global network offers a total transportation solution – including sustainable mobility options – that extends around the world and well beyond day-to-day car rental.

## Industry Leaders

**Cost savings.** Enterprise and National can save you money before your renter's even reserve a vehicle. Because we do not charge certain unnecessary fees, the Commonwealth's invoices will not have:

- Fuel recovery fees.
- Cancellation fees.
- Early return fees.
- Drop fees at most locations.
- No-show fees.
- Rental extension fees.

**Financial strength.** Our company's financial strength and stability is unmatched in our industry. This is attributed to the disciplined, long-term approach to managing the business. Additionally, as a privately held company, we are not pressured by quarterly earnings expectations. Overall, this gives us a significant advantage over our competitors.

**Rental location network.** We offer an unparalleled network of more than 6,000 home-city and airport branch offices in the U.S., with an Enterprise location within 15 miles of 90 percent of the U.S. population. Simply put, we are extremely accessible and as a result, make it incredibly convenient to rent a car.

**Customer service.** We collect customer satisfaction results from a variety of sources to ensure we are meeting our customers' needs. Those sources include customer satisfaction surveys such as the J.D. Power and Associates Domestic Car Rental Satisfaction Survey, customer service inquiries, and from independent research service providers. In addition, our company has won numerous awards, all of which have given us global recognition as a customer leader across all industries.

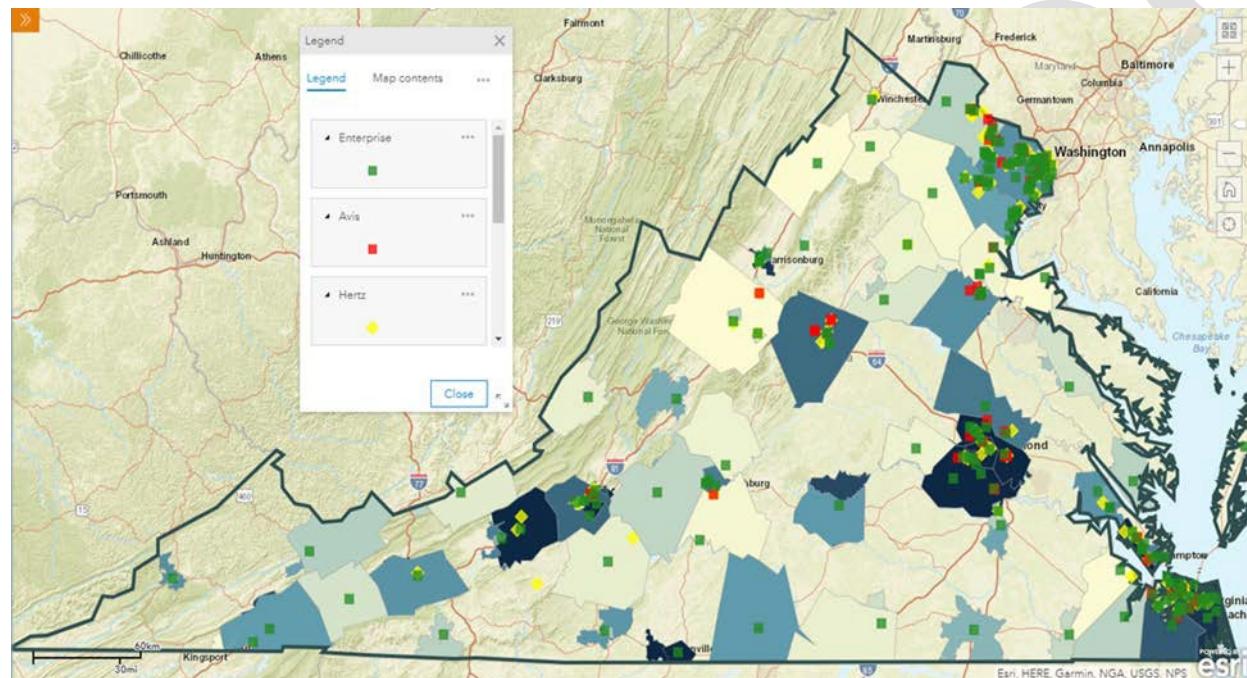
**Business rental growth.** Our dual-brand approach, combined with competitive pricing, has led to the acquisition and retention of many large corporate accounts within the last three years.

## General Service Requirements

### Service Locations

We have taken the historical data of the Commonwealth over the past year and generated this heatmap of transactions. The darker the county, the greater the number of transactions originated at one of our locations in that area.

This includes the ability to service the Commonwealth in 30 counties, spread over each of the 9 districts, where our competition has no active location currently. We have provided a list of service locations as Exhibit A, beginning on page 84. Branch hours vary by location, please call the branch for their hours or visit our websites at [enterprise.com](http://enterprise.com) and [nationalcar.com](http://nationalcar.com).



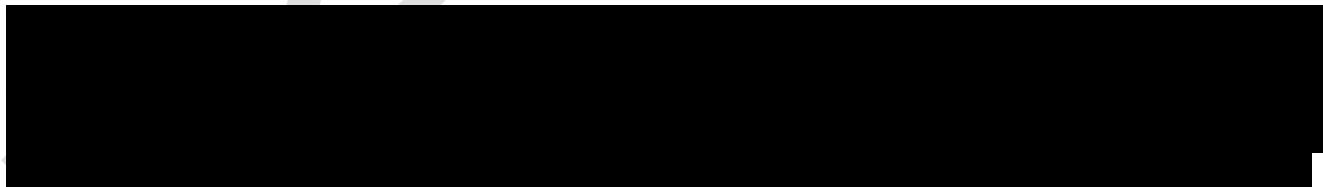
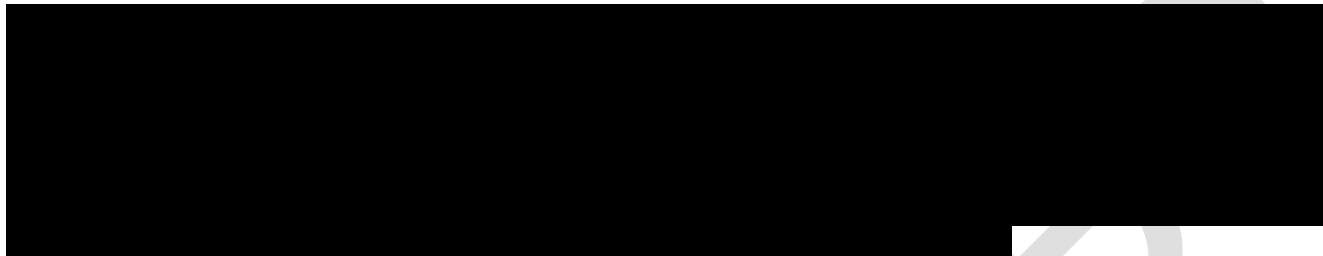
	Number of Rentals	Charge Days
District 1	947	3264
District 2	2597	9113
District 3	1533	6604
District 4	3307	11033
District 5	3328	12537
District 6	3280	10333
District 7	561	1912
District 8	832	2637
District 9	1404	4674
	17789	62107

Number of Locations to Service Each District		
Enterprise/ National	Hertz	Avis/ Budget
6	1	0
19	5	4
7	3	0
15	3	3
41	13	8
16	7	7
7	4	2
11	3	1
51	14	13

## Approach and Methodology

### The Commonwealth's Statement of Needs

*"Contractor shall provide vehicle rentals, and all related services relating to the centralized management and usage of such Services, and; include all passenger-type or other vehicles, vans, and trucks, as required by the Commonwealth, denoted herein. DGS seeks proposals from qualified firms to provide these services as a "turnkey" solution, in close coordination with DGS/OFMS."*



## Cost Avoidance Plan

1000 J. M. HARRIS

For more information, contact the Office of the Vice President for Research and Economic Development at 515-294-6450 or [research@iastate.edu](mailto:research@iastate.edu).

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For more information, contact the Office of the Vice President for Research and Economic Development at 319-273-2500 or [research@uiowa.edu](mailto:research@uiowa.edu).

[REDACTED]

Page 10

## Performance Measurements and Benchmarking

### ESQi / NSQi

Our Service Quality index (SQi) for each of our brands is what we use to measure customer satisfaction. Our customers are asked to rate their experiences on a scale from *Completely Satisfied* to *Completely Dissatisfied*. Independent research shows that customers who say they are completely satisfied are three times more likely to use our brands again.

Enterprise and National employees and teams are determined to maintain high SQi scores by providing top-notch, personalized customer service to retain the absolute loyalty that comes with complete satisfaction. All promotions, pay raises, and individual and team recognition are determined by success in completely satisfying our customers.

We also use our customer satisfaction data to monitor changing industry trends, needed global enhancements, and local service issues to continually improve and distinguish our service from the competition.

### SQi Process

A third-party research firm polls a random sample of customers from each location soon after their rental. The pollster calls and asks this simple question, "On a five-point scale from Completely Satisfied to Completely Dissatisfied, how do you rate your rental experience?" When the response is Completely Satisfied, the pollster closes with, "Would you definitely rent from the brand again?" There are no follow-up questions to any other response. Our branches receive their results on a 1-month, 3-month, 6-month, and 12-month basis.

### Brand Integrity Assessments

Brand Integrity Assessments take place regularly for all Enterprise and National locations. These assessments measure compliance to standards of achievement that have been set in identified service and presentation categories, including:

- Customer Service
- Customer Wait Time
- Vehicle Cleanliness and Condition
- Shuttle Service and Condition
- Uniforms
- Facility
- Branding

Because our founder Jack Taylor believed that our brand is the most valuable thing we own, Brand Integrity Assessments focus primarily on the customer. Customer service and customer wait time at our locations is at the top of our list when we assess the quality and integrity of our brands. We believe that our agents should be friendly, greet our customers, and act in a professional manner, and we strive to enforce this through our Brand Integrity Assessments. Furthermore, as our customers are travelers on the go, we believe we should do our best to keep them moving. Wait times for service should be minimal, whether they are waiting at the counter or waiting to get on a shuttle, and as such we measure this and take it into consideration during every assessment.

## Quality Service Process

Enterprise and National's operations and customer service groups track individual customer service issues, complaints, and compliments through the Quality Service Process, which is supported through an internal system.

Whenever a customer communicates an issue, complaint, or compliment, it is logged in our systems, identifying the rental agreement number, specific issue, time, location, day of week, and person who communicated with the customer. If the employee cannot resolve the issue for the customer, the open QSP is escalated automatically to local management who must respond to the customer's concern and resolve the issue. Open QSP reports are monitored by upper management to ensure proper follow-up.

QSP reports are run by location and are analyzed by operations personnel to make process improvements and identify weaknesses in individual locations. QSP reports can be generated on an account basis to provide the number of logged complaints which their customers have generated.

## Customer Service Measurements

Our customer service measurements are based on eight key areas:

- Billing
- Location
- Vehicle
- Reservations
- Policy & Procedure
- Loyalty
- Roadside Assistance
- Inbound Tour

This measurement data details the ratio of complaints to the number of rentals for the past two years.

## Key Resources

Our company does not use subcontractors. All key operations are provided via in-house sources and are not outsourced.

## Website Functionality - Reservations

Enterprise Holdings will make available a functioning, intuitive, and user-friendly web site for the Authorized User's to place vehicle rental reservations. Enterprise will host and maintain the web site at no expense to the Commonwealth for the term of this agreement.

## Website Functionality – Reporting

Enterprise and National do not offer Web-based reports at this time. Again, while this is being considered as a future enhancement, we choose not to implement a real-time reporting solution until we are entirely certain that it will protect the integrity of the data and that of its users. Your account manager can provide management reports upon request.

## Reporting Capabilities

Our advanced information system can collect, store, and analyze rental activity data to provide the Commonwealth with a full range of management reports tailored to your needs. Our reports offer a variety of standard and user-specified data fields and are available when you want them: monthly, quarterly, or as needed.

All standard management reports are available at no cost to the Commonwealth and can be provided on paper or in a variety of electronic formats. Our reports can outline activities at specific rental locations or within individual departments to best help you track and control car rental expenditures.

Enterprise and National reports offer a variety of standard or user-specified data fields, and are available when you want them: monthly, quarterly, or as needed. Enterprise and National reports provide vehicle rental data for Commonwealth rentals no later than 30 days after the close of the reporting period as requested.

We have provided sample reports in [Appendix B](#) for the Commonwealth's review.

## Communication

Our reservation system incorporates an automated rate quote program to ensure that the appropriate contractual rates and provisions will be applied. This is driven by an Account Number, which ensures 100 percent compliance with the Commonwealth's corporate contract. Whenever a reservation is placed using this Account Number, the rates and terms of the traveler's corporate agreement are recognized as primary and are automatically extended to the renter.

Outside of our reservation system all communication to branch locations will be facilitated by our key personnel beginning with Sr. Business Rental Sales Executive for Virginia, Sharon Patrick.

## Capacity

Enterprise Holdings employs 100,000 associates worldwide. In addition to full- and part-time associates, we employ a substantial number of temporary and seasonal workers. Our brands also employ outside services, principally for the transportation of vehicles between locations.

### Local Capacity



### Qualified Personnel – Commonwealth of Virginia, Terms and Conditions

*"All services to be performed as specified in this solicitation shall be performed by properly trained and experienced personnel. The Commonwealth reserves the right to require proof of training or experience prior to award and at any time during the term of the Contract. Verification of stated qualifications should be provided with the Offeror's response. The Commonwealth reserves the right to request replacement of Contractor's personnel if the Services performed by the Contractor's personnel is deemed in any way unsuitable by the Contract Administrator."*

### Staff Replacement

Should a key member of the Commonwealth's project management team leave or otherwise be removed from their duties, existing Enterprise staff will be trained as replacement personnel. As one of the largest employers in the United States, we are best equipped to train and develop staff in the event someone is promoted or leaves the company.

## Primary Proposed Team Descriptions

### **Michael Bruce – Vice President and General Manager, Virginia**

Mike is the Vice President and General Manager for Enterprise Holdings in Virginia. Enterprise Holdings is the parent company of Enterprise Rent-A-Car and National Car Rental. Mike began working for Enterprise as a Management Trainee in South Florida in 1998. During his 20-year career with EHI he has taken assignments in Ohio, Texas and Nova Scotia, Canada before moving to Richmond in June of 2018 to assume the role of Vice President and General Manager for the state of Virginia.

### **Mark Chilcott – Enterprise Holdings Controller of Business Management, Virginia**

Mark Chilcott is the Virginia Controller of Business Management for Enterprise Holdings, the parent company of Enterprise Rent-A-Car, Alamo Rent-A-Car and National Car Rental. Mark began working for Enterprise as an employee in the United Kingdom in 1998. During his 20-year career with EHI he has taken assignments in St Louis, Chicago Illinois, Connecticut, before moving to Williamsburg to assume the role of Controller for the state of Virginia. Mark is also in charge of our local Government and Compliance team in Virginia.

### **Kevin Sevilla - Business Rental Sales Director, Virginia**

Kevin Sevilla is the Director of Business Rental at Enterprise Holdings, representing Enterprise Rent-A-Car and National Car Rental for the Commonwealth of Virginia. Kevin has been in the travel industry for almost 13 years and serves as a consultant who unlocks business value through custom ground transportation solutions for business travelers and commuters. His overall focus is to help customers increase business efficiency, productivity, and engagement of the workforce. The following engagement provides solutions and efficiencies for travel needs of all types by utilizing analysis in mileage reimbursement alternatives, local market accessibility, and alternative forms of transportation. The overall goal is to be a total transportation provider and strategic business partner for companies, municipalities, and government agencies.

### **Nicholas Weinberg – Business Rental Sales Manager, Maryland**

Nicholas Weinberg is a Business Rental Sales Manager at Enterprise Holdings, representing the Greater Washington Metropolitan Area for Enterprise Holdings. Nick has been with Enterprise for over 15 years with a vast amount of experience in both daily rental operations and high level corporate partnerships. Nick focuses on key relationship development with leaders in multiple industries including local, State, Federal and International governments. Nick primarily helps drive value through creating innovative approaches to comprehensive total ground transportation management solutions.

### **Sharon Patrick - Sr. Business Rental Sales Executive, Virginia**

Sharon Patrick is the Sr. Business Rental Sales Executive at Enterprise Holdings, representing Enterprise Rent-A-Car and National Car Rental. Sharon has been in the travel industry for almost 27 years. Key components to her job are providing cost-saving solutions to various companies within the Commonwealth of Virginia. Sharon implements these efficiencies in transportation for travel needs of all types utilizing analysis in mileage reimbursement alternatives, home city accessibility, and counter bypass efficiency at airports. Her overall goal is to provide a total transportation solution and strategic business partner for companies, municipalities, and Government agencies. Sharon has also played a major role in giving back to the communities within the Commonwealth of Virginia through volunteering and serving on boards and committees of many organizations.

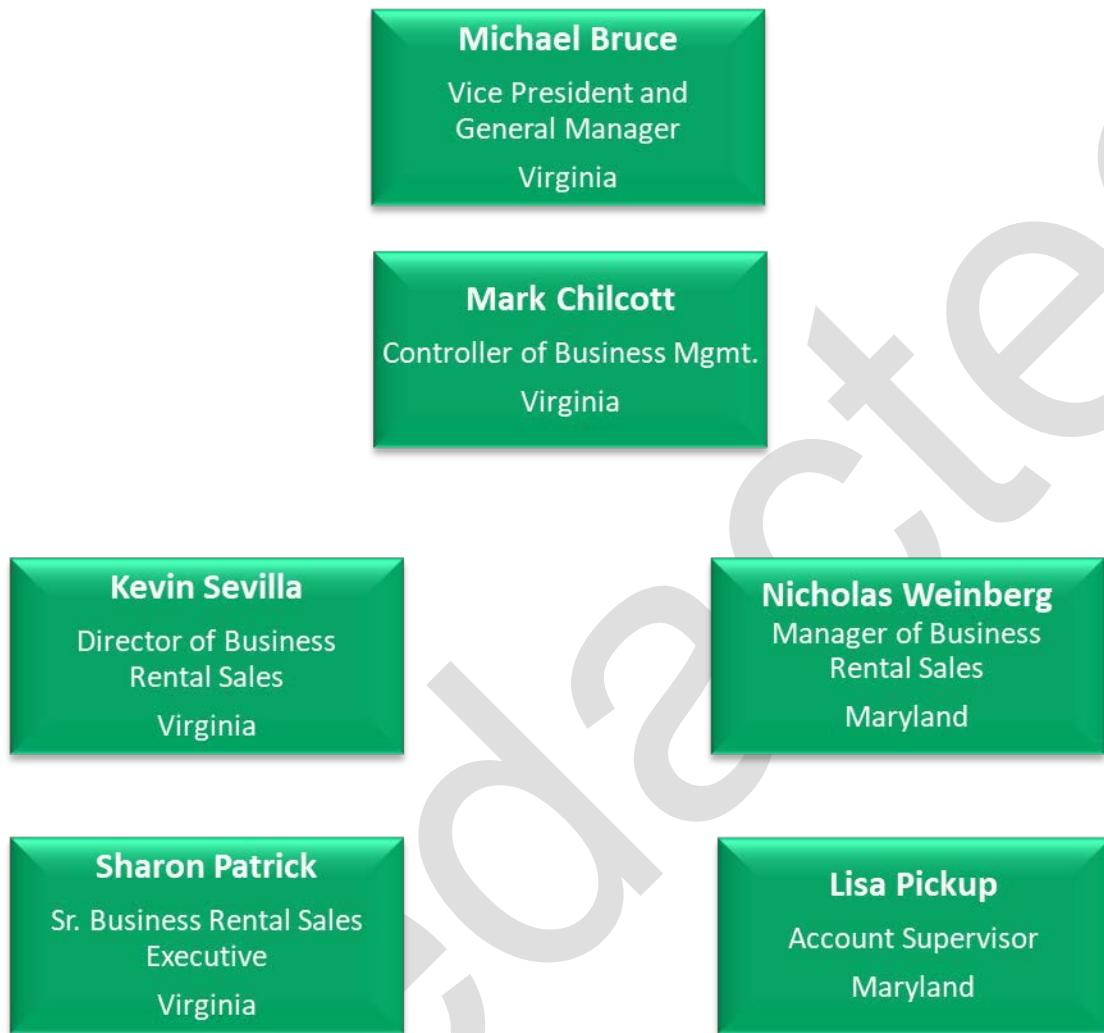
Sharon Patrick will be the primary contact for the Commonwealth.

### **Lisa Pickup – Account Supervisor, Maryland**

Lisa Pickup is an Account Supervisor at Enterprise Holdings for the past 18 years and has over 22 years of experience with Enterprise. Lisa's main focus has been helping customers manager day to day requests, logistics, and problem solving any issues that may arise in real time. She specializes in local, State and Federal agencies. When not at Enterprise she is involved in several community organizations and non-profits in the Northern Virginia Region.

### **Key Subcontractors**

Enterprise and National do not utilize subcontractors.



### A. Base Rental Fees without Loss Damage Waiver Fee

Vehicle Classification	Seating Capacity	Make Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy	4	See Fleet Guide	\$33	\$33	\$181.50	\$726	3 X Daily
Compact	5	See Fleet Guide	\$33	\$33	\$181.50	\$726	3 X Daily
Intermediate	5	See Fleet Guide	\$34	\$34	\$187	\$748	3 X Daily
Standard	5	See Fleet Guide	\$35	\$35	\$192.50	\$770	3 X Daily
Full Size	5	See Fleet Guide	\$37	\$37	\$203.50	\$814	3 X Daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$67	\$67	\$368.50	\$1,474	3 X Daily
SUV, Standard	5	See Fleet Guide	\$67	\$67	\$368.50	\$1,474	3 X Daily
<b>Truck:***</b>							
Truck, Box, 15-16'	2	See Fleet Guide	\$85	\$85	\$467.50	\$1,870	3 X Daily
Truck, Box, 24'	3	See Fleet Guide	\$100	\$100	\$550	\$2,200	3 X Daily
Truck, Box, 26'	3	See Fleet Guide	\$100	\$100	\$550	\$2,200	3 X Daily
Truck, Compact	3	See Fleet Guide	\$65	\$65	\$357	\$1,430	3 X Daily
Truck, Cutaway	2	See Fleet Guide	\$85	\$85	\$467.50	\$1,870	3 X Daily
Truck, Full Size	4	See Fleet Guide	\$75	\$75	\$412.50	\$1,650	3 X Daily
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$100	\$100	\$550	\$2,200	3 X Daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$65	\$65	\$357	\$1,430	3 X Daily
Van, Mini	7-8	See Fleet Guide	\$67	\$67	\$368.50	\$1,474	3 X Daily
Van, Passenger	12	See Fleet Guide	\$97	\$97	\$533.50	\$2,134	3 X Daily

### Extra Charges Not Allowed – Commonwealth of Virginia, Terms and Conditions

*“Proposed pricing shall be for complete delivery ready for the Commonwealth’s use and shall include all delivery charges; extra charges will not be allowed.”*

Rates negotiated and agreed upon as a part of this Contract will not include applicable taxes, fees, surcharges, refueling, drop-off, delivery or pickup charges. At the time of reservation, Enterprise and National will quote all fees up front in addition to the appropriate rental rate.

### B. Surcharge Adjustment Fee: - Commonwealth of Virginia, Addendum No. 1

*“The Contractor must pay the Department of General Services (DGS), a Surcharge Adjustment (SCA) fee under this Contract. DGS will not issue invoices or statements. The Contractor must remit the SCA fee by the last day of the month following the end of the calendar quarter. The SCA fee equals two percent (2%) of the quarterly reported total invoiced sales. The SCA fee amount due must be paid by check with identification of “Contract Number...”*

Enterprise pays rebates on Time and Mileage Revenue, which is the applicable Base Rental Charge multiplied by the number of days of the rental, and is exclusive of taxes, refueling, and additional driver fees, discounts, surcharges, government charges, facility charges, concession recovery and other fees, and optional products and other charges.”

A \$4.00 surcharge will be added to the daily rate for all rentals originating at a location within Commonwealth District Nine.

Vehicle License Fee Recovery charges are a recovery of the costs incurred when registering rental vehicles in each state. Each of these taxes and fees is noted on the rental receipt as a separate line item charge and is in addition to your negotiated rate. Currently the Commonwealth's VLF is \$.31 per day per rental.

\*\*\* Please note: Vehicles listed under the Truck category will include 4,000 free miles per month. Anything over will be \$.17 a mile.

## B. Base Rental Fees with Loss Damage Waiver Fee

Vehicle Classification	Seating Capacity	Make Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy	4	See Fleet Guide	\$35	\$35	\$192.50	\$770	3 X Daily
Compact	5	See Fleet Guide	\$35	\$35	\$195.50	\$770	3 X Daily
Intermediate	5	See Fleet Guide	\$36	\$36	\$198	\$792	3 X Daily
Standard	5	See Fleet Guide	\$36.50	\$36.50	\$200.75	\$803	3 X Daily
Full Size	5	See Fleet Guide	\$39	\$39	\$214.50	\$858	3 X Daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$69	\$69	\$379.50	\$1,518	3 X Daily
SUV, Standard	5	See Fleet Guide	\$69	\$69	\$379.50	\$1,518	3 X Daily
<b>Truck:***</b>							
Truck, Box, 15-16'	3	See Fleet Guide	\$100	\$100	\$550	\$2,200	3 X Daily
Truck, Box, 24'	3	See Fleet Guide	\$115	\$115	\$632.50	\$2,530	3 X Daily
Truck, Box, 26'	3	See Fleet Guide	\$115	\$115	\$632.50	\$2,530	3 X Daily
Truck, Compact	3	See Fleet Guide	\$80	\$80	\$440	\$1,760	3 X Daily
Truck, Cutaway	2	See Fleet Guide	\$100	\$100	\$550	\$2,200	3 X Daily
Truck, Full Size	4	See Fleet Guide	\$80	\$80	\$440	\$1,760	3 X Daily
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$115	\$115	\$632.50	\$2,530	3 X Daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$80	\$80	\$500	\$2,040	3 X Daily
Van, Mini	7-8	See Fleet Guide	\$69	\$69	\$379.50	\$1,518	3 X Daily
Van, Passenger	12	See Fleet Guide	\$97	\$97	\$533.50	\$2,134	3 X Daily

Under the proposed Agreement, Enterprise and National will extend third-party liability protection to the Commonwealth of Virginia for rentals in the United States. Liability protection covers the renter and authorized drivers against claims (e.g., property damage, bodily injury, etc.) brought by third parties at the limits set forth in the Agreement.

This protection meets or exceeds the legal minimum financial requirement set by laws in all 50 states, the District of Columbia and Puerto Rico.

When liability is included in your Agreement, Enterprise will include a combined single limit protection of \$1 Million for business rentals only when using the Commonwealth's corporate rates. Eligible renters must use the Account Number assigned by Enterprise that has been designated for Business Rentals. In order to ensure the proper rates are utilized, all rentals under this agreement shall be made through a booking channel(s) approved by Enterprise. The Commonwealth's travelers departing from corporate rates —even on a business-related rental — will not receive the liability protection agreed to in the contract.

Combined single limit protection of \$1 Million is not typical within the car rental industry however, our stable financial footing is a distinct competitive advantage, ensuring the long-term viability of your rental program.

### Extra Charges Not Allowed – Commonwealth of Virginia, Terms and Conditions

*“Proposed pricing shall be for complete delivery ready for the Commonwealth’s use and shall include all delivery charges; extra charges will not be allowed.”*

Rates negotiated and agreed upon as a part of this Contract will not include applicable taxes, fees, surcharges, refueling, drop-off, delivery or pickup charges. At the time of reservation, Enterprise and National will quote all fees up front in addition to the appropriate rental rate.

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A \$4.00 surcharge will be added to the daily rate for all rentals originating at a location within Commonwealth District Nine.

Vehicle License Fee Recovery charges are a recovery of the costs incurred when registering rental vehicles in each state. Each of these taxes and fees is noted on the rental receipt as a separate line item charge and is in addition to your negotiated rate. Currently the Commonwealth’s VLF is \$.31 per day per rental.

\*\*\* Please note: Vehicles listed under the Truck category will receive 4,000 free miles per month. Anything over will be \$.17 a mile.

## C. Virginia Airport and Fixed Base Operation (FBO) Location Fees

### 1. Virginia Airport Locations:

Location	Access Fees	Concession Recovery Fee	Customer Facility Charge	One Way Charge	Drop Charges
Blacksburg Airport	2% Rental Fee 5% Communications Tax	12.36%	\$3 per day Airport Fee	Varies	Varies
Dulles International Airport	2% Rental Fee 5% Communications Tax	11.11%	No Airport Fee	Varies	Varies
Lynchburg Airport	2% Rental Fee 5% Communications Tax	11.11%	\$2 per day Airport Fee	Varies	Varies
Newport News Airport	2% Rental Fee 5% Communications Tax	11.11%	\$4.25 per day Airport Fee	Varies	Varies
Norfolk International Airport	2% Rental Fee 5% Communications Tax	11.11%	\$2 per day Airport Fee	Varies	Varies
Reagan National Airport	2% Rental Fee 5% Communications Tax	11.11%	\$3.50 per day Airport Fee	Varies	Varies
Richmond International Airport	2% Rental Fee 5% Communications Tax	11.11%	\$2 per day Airport Fee	Varies	Varies
Roanoke Airport	2% Rental Fee 5% Communications Tax	12.36%	\$3 per day Airport Fee	Varies	Varies

Some Enterprise home-city locations may charge a drop fee. Please contact the rental branch for more information.

National corporate locations do not apply “unauthorized drop” fees; however, we request that CoVA travelers inform National of their plans to return the vehicle to a different location.

#### Licensee One-Way Drop Charges

Licensee locations may charge one-way drop charges based on the distance between the rental location and the return location.

## 2. Virginia FBO Locations:

Location	Access Fees	Concession Recovery Fee	Customer Facility Charge	One Way Charge	Drop Charges
Crewe Municipal Airport	N/A	N/A	N/A	N/A	N/A
Aero Municipal Airport	N/A	N/A	N/A	N/A	N/A
Airport Authority	N/A	N/A	N/A	N/A	N/A
Atlantic Aviation	N/A	11.11 %	\$4.25 per day Airport Fee		Varies
Blue Ridge Airport	N/A	N/A	N/A	N/A	N/A
Central Virginia Aviation	N/A	N/A	N/A	N/A	N/A
Culpeper County Reg. Airport	N/A	N/A	N/A	N/A	N/A
Dominion Aviation	N/A	N/A	N/A	N/A	N/A
Dulles/Private Airport Hawthorne	11.11%				
Executive Air	N/A	N/A	N/A	N/A	N/A
Falwell Aviation	N/A	N/A	N/A	N/A	N/A
Franklin Municipal Airport	N/A	N/A	N/A	N/A	N/A
Glick Fields Inc.	N/A	N/A	N/A	N/A	N/A
Hampton Roads Exec. Airport	N/A	N/A	N/A	N/A	N/A
Heart of Virginia Aviation (Farmville/Ashland)	N/A	N/A	N/A	N/A	N/A
Horizon Aviation	N/A	N/A	N/A	N/A	N/A
Hummel Aviation LLC	N/A	N/A	N/A	N/A	N/A
Landmark Aviation Charlottesville	N/A	N/A	N/A	N/A	N/A
Landmark Aviation Roanoke	N/A	11.11%	\$1.70 per day	N/A	N/A
Landmark Aviation/Norfolk	N/A	N/A	N/A	N/A	N/A
Million Air Richmond	N/A	11.11%	N/A	N/A	N/A

Location	Access Fees	Concession Recovery Fee	Customer Facility Charge	One Way Charge	Drop Charges
Mountain Empire Aviation	N/A	N/A	N/A	N/A	N/A
New Kent County	N/A	N/A	N/A	N/A	N/A
New London Airport	N/A	N/A	N/A	N/A	N/A
New River Valley Airport	N/A	N/A	N/A	N/A	N/A
Richmond Jet Center	N/A	11.11%	\$1.70 per day	N/A	N/A
Rick Aviation	N/A	11.11%	\$3 per day	N/A	N/A
Shenandoah Airport	N/A	N/A	N/A	N/A	N/A
Skylark Aviation	N/A	N/A	N/A	N/A	N/A
Suffolk Airport	N/A	N/A	N/A	N/A	N/A
Twin County Airport	N/A	N/A	N/A	N/A	N/A
Virginia Aviation Retail	N/A	N/A	N/A	N/A	N/A
Virginia Highlands Airport	N/A	N/A	N/A	N/A	N/A
Virginia Tech/Montgomery Co. Airport	N/A	N/A	N/A	N/A	N/A
West Point Aviation	N/A	N/A	N/A	N/A	N/A
Williamsburg Jamestown Airport	N/A	N/A	N/A	N/A	N/A

Some Enterprise home-city locations may charge a drop fee. Please contact the rental branch for more information.

National corporate locations do not apply "unauthorized drop" fees; however, we request that CoVA travelers inform National of their plans to return the vehicle to a different location.

#### Licensee One-Way Drop Charges

Licensee locations may charge one-way drop charges based on the distance between the rental location and the return location.



With traffic getting worse every year, commuting to work is getting more costly and stressful every day. By commuting in an Enterprise vanpool, commuters can eliminate travel stress and dramatically reduce the cost of driving to work. Additionally, Commute with Enterprise vehicles have access to HOV (High Occupancy Vehicle) lanes, which have been estimated to reduce commute time by 40 minutes per day on average.

Enterprise's full-service vanpool package typically caters to a group of 7 to 15 coworkers who each pay one low monthly rate. Each vanpool is designated a late-model, well-equipped vehicle for maximum carpoolsing comfort, plus comprehensive maintenance, roadside assistance, and insurance.

Commute with Enterprise provides a turn-key commuter vanpool program that is fully customizable to your agency's needs. Providing local account management with dedicated staff priding themselves in excellent customer service. We currently have vanpools servicing the commuters of multiple state agencies including Virginia Department of Transportation, Virginia Department of Health, Virginia Department of General Services, Office of the Attorney General, and Virginia Department of Environmental Quality to mention a few. Commute with Enterprise holds contracts with Greater Richmond Transit Company and Hampton Roads Transit providing vanpooling services in partnership with those Transit agencies within their service areas resulting in multiple benefits for the commuters.



## COMMUTE with ENTERPRISE RATES

	FY 2019 Rates		
	2000 Monthly Mileage	Per 500 Additional Miles	Buy America
Toyota Sienna 8xle	\$1,283	\$100	Y
Chevy Traverse 2lt2	\$1,174	\$100	Y
Nissan Pathfinder 2wd	\$1,158	\$100	Y
Ford Explorer lmt2	\$1,273	\$100	Y
Transit OEM Low (10-Pass)	\$1,147	\$100	Y
Transit OEM Low (15-Pass)	\$1,170	\$100	Y
Transit Commuter Low (7-Pass)	\$1,183	\$100	Y
Transit Commuter Low (8-Pass)	\$1,188	\$100	Y
Transit Commuter Low (9-Pass)	\$1,192	\$100	Y
Transit Commuter Low (10-Pass)	\$1,220	\$100	Y
Transit Commuter Low (12-Pass)	\$1,227	\$100	Y
Transit Commuter Low (13-Pass)	\$1,232	\$100	Y
Chevy Express 2500 (12-Pass)	\$1,133	\$100	Y
Chevy Express 3500 (15-Pass)	\$1,133	\$100	Y

## Exhibit A. Service Locations

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
1138 W. Main St.	Abingdon	24210	276-619-4555	Bristol Redevelopment & Housing Bristol Virginia Public Schools Clinch Valley Soil & Water Highlands Community Service Holston River Soil & Water Town of Chilhowie Russell County Sheriff's Office Washington County Washington County Public Schools Virginia DRS Abingdon FRS Virginia DRS Bristol Virginia DRS Norton FRS Virginia Highlands Community College Virginia Dept of Forestry VDOT Bristol District Virginia DOH- Washington County Virginia DOH-SW Care Connection Virginia DBVI Bristol Region Virginia DOH Russell County
1027 Main St.	Altavista	24517	434-369-4201	
5800 Edsall Rd.	Alexandria	22304	703-658-0010	DGS Purchases NOVA DRS-Alexandria ABC Northern Virginia Virginia Tech National Cap.
200 S. Pickett St.	Alexandria	22304	703-341-2117	Governor's Office Northern Virginia Juvenile Detention Center
4213 Duke St.	Alexandria	22304	703-212-4700	Motor Vehicle Dealer
5954 Richmond Hwy.	Alexandria	22303	703-960-6900	DOH-Alexandria
7520A Richmond Hwy.	Alexandria	22306	703-660-1331	DRS-Northern VA
7032 Columbia Pike	Annandale	22003	703-658-3500	Northern VA Community College
700 N. Glebe Rd.	Arlington	22203	703-243-5404	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
601 N. Randolph St.	Arlington	22203	703-312-7900	
1560 Wilson Blvd., Suite150	Arlington	22209	703-528-6466	
1225 S. Clark St.	Arlington	22202	703-418-7240	
2020 Jefferson Davis Hwy.	Arlington	22202	703-553-7744	
12210 Washington Hwy.	Ashland	23005	804-752-2319	Virginia VDFP Div. 1. Glen Allen
				Hanover County Public Schools-HR
				Caroline County Public School
				Virginia DOH Chickahominy
915 Blue Ridge Ave., Suite F	Bedford	24523	540-586-8774	Bedford County Public Schools
				Bedford County
303 E. 5th St.	Big Stone Gap	24219	276-523-4700	
1601 Tech Center Dr.	Blacksburg	24060	540-231-4230	
9570 A-1 Burke Rd.	Burke	22015	703-503-7900	
3781 Steelsburg Hwy.	Cedar Bluff	24609	276-963-3345	Virginia DRS-Pounding Mill
				Cumberland Mountain Community
				Southwest Virginia Community
				Virginia Pocahontas Correctional
				Virginia DOH-Cumberland District
4300 Chantilly Shopping Center	Chantilly	20151	703-378-0967	VDOT Structure
4048 Walney Rd.	Chantilly	22151	703-968-8787	Dept of Conservation
151 Seminole Ct.	Charlottesville	22901	434-974-7488	Virginia Dept of Forestry
				VDOT-Transportation Research
				Albemarle High School
				Albemarle County General Services
				Western Albemarle High School

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
392 Pantops Center	Charlottesville	22911	434-979-5566	Charlottesville City Schools Monticello High School Region Ten CSB Thomas Jefferson Planning District Virginia DRS -Charlottesville Piedmont VA Community College Virginia DBVI Vib- Charlottesville Rivanna River Basin Commission Virginia DOH-Thomas Jefferson
1590 Seminole Trail	Charlottesville	22901	434-964-1625	
1301 S. Military	Chesapeake	23320	757-420-7700	
1426 N. Battlefield Blvd.	Chesapeake	23320	757-549-6600	City of Chesapeake Hickory High School-Chesapeake Virginia DOH-Chesapeake City of Chesapeake Schools
3125 Western Branch Blvd.	Chesapeake	23321	757-638-0911	Virginia DRS-Portsmouth FRS
3412 Western Branch Blvd.	Chesapeake	23321	757-638-5323	
1765 S. Military Hwy.	Chesapeake	23320	757-366-9480	
1636 S. Military Hwy.	Chesapeake	23320	757-361-0081	Southeastern VA Training Center
1245 Cedar Rd., Unit M	Chesapeake	23322	757-548-2676	City of Chesapeake-Risk Management
2110 Smith Ave.	Chesapeake	23320	757-417-5507	
642 Woodlake Dr.	Chesapeake	23320	757-605-3033	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
1301 S. Military Hwy.	Chesapeake	23320	757-420-7700	
12312 Jefferson Davis Hwy.	Chester	23831	804-796-2003	Virginia DOH-Chesterfield Virginia Information Technology Virginia DRS-Chesterfield FRS John Tyler Community College
55 Ponderosa Ln.	Christiansburg	24073	540-382-7970	New River Valley Community College Virginia Outdoors Foundation Virginia DRS-Christiansburg Virginia DOH-New River District Montgomery County Public Schools New River Valley Community Service
325 Charles H. Dimmick Hwy.	Colonial Heights	23834	804-520-5241	
510 Highland Ave.	Covington	24426	540-460-7546	Covington City Public Schools Virginia Social Services-Alleghany
15419 Brandy Rd.	Culpeper	22701	540-829-7800	Madison County Public Schools Rappahannock-Rapidan Regional Virginia DRS-Culpeper Germanna Community College VDOT-Culpeper District Virginia DOH-Culpeper
3045 Riverside Dr.	Danville	24541	434-791-2000	City of Danville Danville Community College Virginia DOH-Pitts. County/Danville Virginia Southern Mental Health Virginia Green Rock Correction
23000 Indian Creek Dr.	Dulles	20166	703-467-3177	DOH-Northern VA OCME-Northern VA Department of Taxation Northern VA Department of Education Northern VA Emergency Response Northern VA Dept of Social Services
23330 Autopilot Dr.	Dulles	20166	703-661-8800	Veteran Services

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
17481 Jefferson Davis Hwy.	Dumfries	22026	703-221-2525	Dept of Business
531 N Main St.	Emporia	23847	434-634-2595	Virginia DOC Greensville
9854 Fairfax Blvd.	Fairfax	22030	703-273-3344	DOH-Fairfax
				George Mason
3055 Nutley St.	Fairfax	22031	703-280-4646	George Mason Motor Pool
				DRS-Fairfax
				DDS-Fairfax
11180 Fairfax Blvd.	Fairfax	22030	703-273-8306	Northern VA Mental Health
6286A Arlington Blvd.	Falls Church	22044	703-237-9800	Indigent Defense
156 Hillwood Ave.	Falls Church	22046	703-241-9610	
2851 Gallows Rd.	Falls Church	22042	703-204-9400	
				Department of Military Affairs
2102B South Main St.	Farmville	23901	434-315-0024	Piedmont Soil & Water Conservation
				Peter Francisco Soil/Water District
				Longwood University - Business
				Longwood University-SBDC
				Virginia DRS-Farmville-FRS
				Virginia DOH-Piedmont District
				Virginia Piedmont Geriatric
				Virginia Center Behavior Rehab
				Virginia VDPP Div. 3 Farmville
1431 Mahone Ave.	Fort Lee	23801	804-957-4653	
1100 Armory Dr., Ste 104	Franklin	23851	757-562-3778	Virginia DRS-Franklin FRS
				Paul D Camp Community College
				City of Franklin
4403 Plank Rd.	Fredericksburg	22407	540-785-9270	Germanna Community College

## Exhibit A. Service Locations

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
1138 W. Main St.	Abingdon	24210	276-619-4555	Bristol Redevelopment & Housing Bristol Virginia Public Schools Clinch Valley Soil & Water Highlands Community Service Holston River Soil & Water Town of Chilhowie Russell County Sheriff's Office Washington County Washington County Public Schools Virginia DRS Abingdon FRS Virginia DRS Bristol Virginia DRS Norton FRS Virginia Highlands Community College Virginia Dept of Forestry VDOT Bristol District Virginia DOH- Washington County Virginia DOH-SW Care Connection Virginia DBVI Bristol Region Virginia DOH Russell County
1027 Main St.	Altavista	24517	434-369-4201	
5800 Edsall Rd.	Alexandria	22304	703-658-0010	DGS Purchases NOVA DRS-Alexandria ABC Northern Virginia Virginia Tech National Cap.
200 S. Pickett St.	Alexandria	22304	703-341-2117	Governor's Office Northern Virginia Juvenile Detention Center
4213 Duke St.	Alexandria	22304	703-212-4700	Motor Vehicle Dealer
5954 Richmond Hwy.	Alexandria	22303	703-960-6900	DOH-Alexandria
7520A Richmond Hwy.	Alexandria	22306	703-660-1331	DRS-Northern VA
7032 Columbia Pike	Annandale	22003	703-658-3500	Northern VA Community College
700 N. Glebe Rd.	Arlington	22203	703-243-5404	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
601 N. Randolph St.	Arlington	22203	703-312-7900	
1560 Wilson Blvd., Suite150	Arlington	22209	703-528-6466	
1225 S. Clark St.	Arlington	22202	703-418-7240	
2020 Jefferson Davis Hwy.	Arlington	22202	703-553-7744	
12210 Washington Hwy.	Ashland	23005	804-752-2319	Virginia VDFP Div. 1. Glen Allen
				Hanover County Public Schools-HR
				Caroline County Public School
				Virginia DOH Chickahominy
915 Blue Ridge Ave., Suite F	Bedford	24523	540-586-8774	Bedford County Public Schools
				Bedford County
303 E. 5th St.	Big Stone Gap	24219	276-523-4700	
1601 Tech Center Dr.	Blacksburg	24060	540-231-4230	
9570 A-1 Burke Rd.	Burke	22015	703-503-7900	
3781 Steelsburg Hwy.	Cedar Bluff	24609	276-963-3345	Virginia DRS-Pounding Mill
				Cumberland Mountain Community
				Southwest Virginia Community
				Virginia Pocahontas Correctional
				Virginia DOH-Cumberland District
4300 Chantilly Shopping Center	Chantilly	20151	703-378-0967	VDOT Structure
4048 Walney Rd.	Chantilly	22151	703-968-8787	Dept of Conservation
151 Seminole Ct.	Charlottesville	22901	434-974-7488	Virginia Dept of Forestry
				VDOT-Transportation Research
				Albemarle High School
				Albemarle County General Services
				Western Albemarle High School

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
392 Pantops Center	Charlottesville	22911	434-979-5566	Charlottesville City Schools Monticello High School Region Ten CSB Thomas Jefferson Planning District Virginia DRS -Charlottesville Piedmont VA Community College Virginia DBVI Vib- Charlottesville Rivanna River Basin Commission Virginia DOH-Thomas Jefferson
1590 Seminole Trail	Charlottesville	22901	434-964-1625	
1301 S. Military	Chesapeake	23320	757-420-7700	
1426 N. Battlefield Blvd.	Chesapeake	23320	757-549-6600	City of Chesapeake Hickory High School-Chesapeake Virginia DOH-Chesapeake City of Chesapeake Schools
3125 Western Branch Blvd.	Chesapeake	23321	757-638-0911	Virginia DRS-Portsmouth FRS
3412 Western Branch Blvd.	Chesapeake	23321	757-638-5323	
1765 S. Military Hwy.	Chesapeake	23320	757-366-9480	
1636 S. Military Hwy.	Chesapeake	23320	757-361-0081	Southeastern VA Training Center
1245 Cedar Rd., Unit M	Chesapeake	23322	757-548-2676	City of Chesapeake-Risk Management
2110 Smith Ave.	Chesapeake	23320	757-417-5507	
642 Woodlake Dr.	Chesapeake	23320	757-605-3033	

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1138 W. Main St.	Abingdon	24210	276-619-4555	Bristol Redevelopment & Housing Bristol Virginia Public Schools Clinch Valley Soil & Water Highlands Community Service Holston River Soil & Water Town of Chilhowie Russell County Sheriff's Office Washington County Washington County Public Schools Virginia DRS Abingdon FRS Virginia DRS Bristol Virginia DRS Norton FRS Virginia Highlands Community College Virginia Dept of Forestry VDOT Bristol District Virginia DOH- Washington County Virginia DOH-SW Care Connection Virginia DBVI Bristol Region Virginia DOH Russell County
1027 Main St.	Altavista	24517	434-369-4201	
5800 Edsall Rd.	Alexandria	22304	703-658-0010	DGS Purchases NOVA DRS-Alexandria ABC Northern Virginia Virginia Tech National Cap.
200 S. Pickett St.	Alexandria	22304	703-341-2117	Governor's Office Northern Virginia Juvenile Detention Center
4213 Duke St.	Alexandria	22304	703-212-4700	Motor Vehicle Dealer
5954 Richmond Hwy.	Alexandria	22303	703-960-6900	DOH-Alexandria
7520A Richmond Hwy.	Alexandria	22306	703-660-1331	DRS-Northern VA
7032 Columbia Pike	Annandale	22003	703-658-3500	Northern VA Community College
700 N. Glebe Rd.	Arlington	22203	703-243-5404	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
601 N. Randolph St.	Arlington	22203	703-312-7900	
1560 Wilson Blvd., Suite150	Arlington	22209	703-528-6466	
1225 S. Clark St.	Arlington	22202	703-418-7240	
2020 Jefferson Davis Hwy.	Arlington	22202	703-553-7744	
12210 Washington Hwy.	Ashland	23005	804-752-2319	Virginia VDFP Div. 1. Glen Allen
				Hanover County Public Schools-HR
				Caroline County Public School
				Virginia DOH Chickahominy
915 Blue Ridge Ave., Suite F	Bedford	24523	540-586-8774	Bedford County Public Schools
				Bedford County
303 E. 5th St.	Big Stone Gap	24219	276-523-4700	
1601 Tech Center Dr.	Blacksburg	24060	540-231-4230	
9570 A-1 Burke Rd.	Burke	22015	703-503-7900	
3781 Steelsburg Hwy.	Cedar Bluff	24609	276-963-3345	Virginia DRS-Pounding Mill
				Cumberland Mountain Community
				Southwest Virginia Community
				Virginia Pocahontas Correctional
				Virginia DOH-Cumberland District
4300 Chantilly Shopping Center	Chantilly	20151	703-378-0967	VDOT Structure
4048 Walney Rd.	Chantilly	22151	703-968-8787	Dept of Conservation
151 Seminole Ct.	Charlottesville	22901	434-974-7488	Virginia Dept of Forestry
				VDOT-Transportation Research
				Albemarle High School
				Albemarle County General Services
				Western Albemarle High School

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
392 Pantops Center	Charlottesville	22911	434-979-5566	Charlottesville City Schools Monticello High School Region Ten CSB Thomas Jefferson Planning District Virginia DRS -Charlottesville Piedmont VA Community College Virginia DBVI Vib- Charlottesville Rivanna River Basin Commission Virginia DOH-Thomas Jefferson
1590 Seminole Trail	Charlottesville	22901	434-964-1625	
1301 S. Military	Chesapeake	23320	757-420-7700	
1426 N. Battlefield Blvd.	Chesapeake	23320	757-549-6600	City of Chesapeake Hickory High School-Chesapeake Virginia DOH-Chesapeake City of Chesapeake Schools
3125 Western Branch Blvd.	Chesapeake	23321	757-638-0911	Virginia DRS-Portsmouth FRS
3412 Western Branch Blvd.	Chesapeake	23321	757-638-5323	
1765 S. Military Hwy.	Chesapeake	23320	757-366-9480	
1636 S. Military Hwy.	Chesapeake	23320	757-361-0081	Southeastern VA Training Center
1245 Cedar Rd., Unit M	Chesapeake	23322	757-548-2676	City of Chesapeake-Risk Management
2110 Smith Ave.	Chesapeake	23320	757-417-5507	
642 Woodlake Dr.	Chesapeake	23320	757-605-3033	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
1301 S. Military Hwy.	Chesapeake	23320	757-420-7700	
12312 Jefferson Davis Hwy.	Chester	23831	804-796-2003	Virginia DOH-Chesterfield Virginia Information Technology Virginia DRS-Chesterfield FRS John Tyler Community College
55 Ponderosa Ln.	Christiansburg	24073	540-382-7970	New River Valley Community College Virginia Outdoors Foundation Virginia DRS-Christiansburg Virginia DOH-New River District Montgomery County Public Schools New River Valley Community Service
325 Charles H. Dimmick Hwy.	Colonial Heights	23834	804-520-5241	
510 Highland Ave.	Covington	24426	540-460-7546	Covington City Public Schools Virginia Social Services-Alleghany
15419 Brandy Rd.	Culpeper	22701	540-829-7800	Madison County Public Schools Rappahannock-Rapidan Regional Virginia DRS-Culpeper Germanna Community College VDOT-Culpeper District Virginia DOH-Culpeper
3045 Riverside Dr.	Danville	24541	434-791-2000	City of Danville Danville Community College Virginia DOH-Pitts. County/Danville Virginia Southern Mental Health Virginia Green Rock Correction
23000 Indian Creek Dr.	Dulles	20166	703-467-3177	DOH-Northern VA OCME-Northern VA Department of Taxation Northern VA Department of Education Northern VA Emergency Response Northern VA Dept of Social Services
23330 Autopilot Dr.	Dulles	20166	703-661-8800	Veteran Services

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
17481 Jefferson Davis Hwy.	Dumfries	22026	703-221-2525	Dept of Business
531 N Main St.	Emporia	23847	434-634-2595	Virginia DOC Greensville
9854 Fairfax Blvd.	Fairfax	22030	703-273-3344	DOH-Fairfax
				George Mason
3055 Nutley St.	Fairfax	22031	703-280-4646	George Mason Motor Pool
				DRS-Fairfax
				DDS-Fairfax
11180 Fairfax Blvd.	Fairfax	22030	703-273-8306	Northern VA Mental Health
6286A Arlington Blvd.	Falls Church	22044	703-237-9800	Indigent Defense
156 Hillwood Ave.	Falls Church	22046	703-241-9610	
2851 Gallows Rd.	Falls Church	22042	703-204-9400	
				Department of Military Affairs
2102B South Main St.	Farmville	23901	434-315-0024	Piedmont Soil & Water Conservation
				Peter Francisco Soil/Water District
				Longwood University - Business
				Longwood University-SBDC
				Virginia DRS-Farmville-FRS
				Virginia DOH-Piedmont District
				Virginia Piedmont Geriatric
				Virginia Center Behavior Rehab
				Virginia VDPP Div. 3 Farmville
1431 Mahone Ave.	Fort Lee	23801	804-957-4653	
1100 Armory Dr., Ste 104	Franklin	23851	757-562-3778	Virginia DRS-Franklin FRS
				Paul D Camp Community College
				City of Franklin
4403 Plank Rd.	Fredericksburg	22407	540-785-9270	Germanna Community College

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1138 W. Main St.	Abingdon	24210	276-619-4555	Bristol Redevelopment & Housing Bristol Virginia Public Schools Clinch Valley Soil & Water Highlands Community Service Holston River Soil & Water Town of Chilhowie Russell County Sheriff's Office Washington County Washington County Public Schools Virginia DRS Abingdon FRS Virginia DRS Bristol Virginia DRS Norton FRS Virginia Highlands Community College Virginia Dept of Forestry VDOT Bristol District Virginia DOH- Washington County Virginia DOH-SW Care Connection Virginia DBVI Bristol Region Virginia DOH Russell County
1027 Main St.	Altavista	24517	434-369-4201	
5800 Edsall Rd.	Alexandria	22304	703-658-0010	DGS Purchases NOVA DRS-Alexandria ABC Northern Virginia Virginia Tech National Cap.
200 S. Pickett St.	Alexandria	22304	703-341-2117	Governor's Office Northern Virginia Juvenile Detention Center
4213 Duke St.	Alexandria	22304	703-212-4700	Motor Vehicle Dealer
5954 Richmond Hwy.	Alexandria	22303	703-960-6900	DOH-Alexandria
7520A Richmond Hwy.	Alexandria	22306	703-660-1331	DRS-Northern VA
7032 Columbia Pike	Annandale	22003	703-658-3500	Northern VA Community College
700 N. Glebe Rd.	Arlington	22203	703-243-5404	

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601 N. Randolph St.	Arlington	22203	703-312-7900	
1560 Wilson Blvd., Suite150	Arlington	22209	703-528-6466	
1225 S. Clark St.	Arlington	22202	703-418-7240	
2020 Jefferson Davis Hwy.	Arlington	22202	703-553-7744	
12210 Washington Hwy.	Ashland	23005	804-752-2319	Virginia VDPP Div. 1. Glen Allen
				Hanover County Public Schools-HR
				Caroline County Public School
				Virginia DOH Chickahominy
915 Blue Ridge Ave., Suite F	Bedford	24523	540-586-8774	Bedford County Public Schools
				Bedford County
303 E. 5th St.	Big Stone Gap	24219	276-523-4700	
1601 Tech Center Dr.	Blacksburg	24060	540-231-4230	
9570 A-1 Burke Rd.	Burke	22015	703-503-7900	
3781 Steelsburg Hwy.	Cedar Bluff	24609	276-963-3345	Virginia DRS-Pounding Mill
				Cumberland Mountain Community
				Southwest Virginia Community
				Virginia Pocahontas Correctional
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4300 Chantilly Shopping Center	Chantilly	20151	703-378-0967	VDOT Structure
4048 Walney Rd.	Chantilly	22151	703-968-8787	Dept of Conservation
151 Seminole Ct.	Charlottesville	22901	434-974-7488	Virginia Dept of Forestry
				VDOT-Transportation Research
				Albemarle High School
				Albemarle County General Services
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392 Pantops Center	Charlottesville	22911	434-979-5566	Charlottesville City Schools Monticello High School Region Ten CSB Thomas Jefferson Planning District Virginia DRS -Charlottesville Piedmont VA Community College Virginia DBVI Vib- Charlottesville Rivanna River Basin Commission Virginia DOH-Thomas Jefferson
1590 Seminole Trail	Charlottesville	22901	434-964-1625	
1301 S. Military	Chesapeake	23320	757-420-7700	
1426 N. Battlefield Blvd.	Chesapeake	23320	757-549-6600	City of Chesapeake Hickory High School-Chesapeake Virginia DOH-Chesapeake City of Chesapeake Schools
3125 Western Branch Blvd.	Chesapeake	23321	757-638-0911	Virginia DRS-Portsmouth FRS
3412 Western Branch Blvd.	Chesapeake	23321	757-638-5323	
1765 S. Military Hwy.	Chesapeake	23320	757-366-9480	
1636 S. Military Hwy.	Chesapeake	23320	757-361-0081	Southeastern VA Training Center
1245 Cedar Rd., Unit M	Chesapeake	23322	757-548-2676	City of Chesapeake-Risk Management
2110 Smith Ave.	Chesapeake	23320	757-417-5507	
642 Woodlake Dr.	Chesapeake	23320	757-605-3033	

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12312 Jefferson Davis Hwy.	Chester	23831	804-796-2003	Virginia DOH-Chesterfield Virginia Information Technology Virginia DRS-Chesterfield FRS John Tyler Community College
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325 Charles H. Dimmick Hwy.	Colonial Heights	23834	804-520-5241	
510 Highland Ave.	Covington	24426	540-460-7546	Covington City Public Schools Virginia Social Services-Alleghany
15419 Brandy Rd.	Culpeper	22701	540-829-7800	Madison County Public Schools Rappahannock-Rapidan Regional Virginia DRS-Culpeper Germanna Community College VDOT-Culpeper District Virginia DOH-Culpeper
3045 Riverside Dr.	Danville	24541	434-791-2000	City of Danville Danville Community College Virginia DOH-Pitts. County/Danville Virginia Southern Mental Health Virginia Green Rock Correction
23000 Indian Creek Dr.	Dulles	20166	703-467-3177	DOH-Northern VA OCME-Northern VA Department of Taxation Northern VA Department of Education Northern VA Emergency Response Northern VA Dept of Social Services
23330 Autopilot Dr.	Dulles	20166	703-661-8800	Veteran Services

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17481 Jefferson Davis Hwy.	Dumfries	22026	703-221-2525	Dept of Business
531 N Main St.	Emporia	23847	434-634-2595	Virginia DOC Greensville
9854 Fairfax Blvd.	Fairfax	22030	703-273-3344	DOH-Fairfax
				George Mason
3055 Nutley St.	Fairfax	22031	703-280-4646	George Mason Motor Pool
				DRS-Fairfax
				DDS-Fairfax
11180 Fairfax Blvd.	Fairfax	22030	703-273-8306	Northern VA Mental Health
6286A Arlington Blvd.	Falls Church	22044	703-237-9800	Indigent Defense
156 Hillwood Ave.	Falls Church	22046	703-241-9610	
2851 Gallows Rd.	Falls Church	22042	703-204-9400	
				Department of Military Affairs
2102B South Main St.	Farmville	23901	434-315-0024	Piedmont Soil & Water Conservation
				Peter Francisco Soil/Water District
				Longwood University - Business
				Longwood University-SBDC
				Virginia DRS-Farmville-FRS
				Virginia DOH-Piedmont District
				Virginia Piedmont Geriatric
				Virginia Center Behavior Rehab
				Virginia VDPP Div. 3 Farmville
1431 Mahone Ave.	Fort Lee	23801	804-957-4653	
1100 Armory Dr., Ste 104	Franklin	23851	757-562-3778	Virginia DRS-Franklin FRS
				Paul D Camp Community College
				City of Franklin
4403 Plank Rd.	Fredericksburg	22407	540-785-9270	Germanna Community College

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
4810 Jefferson Davis Hwy.	Fredericksburg	22408	540-891-2200	DOH-Rappahannock DRS-Fredericksburg VDOT-Res Fredericksburg University of Mary Washington
3455 Jefferson Davis Hwy.	Fredericksburg	22408	540-891-1800	Attorney General
20 Plantation Dr., Suite 109	Fredericksburg	22406	540-371-4143	
1500 N. Shenandoah Ave.	Front Royal	22630	540-636-8181	VA Tech-Front Royal
7486 Limestone Dr.	Gainesville	20155	703-754-6505	VDOT-Tolling Operations Division
146 Larkspur Ln.	Galax	24333	276-236-4013	Virginia DOH-Galax Galax Grayson Emergency Medical Carroll County Public Schools Carroll County, Virginia
10056 W. Broad St.	Glen Allen	23060	804-346-9500	Dept. Professional & Occupational Virginia Department of Emergency Henrico County Public Schools Virginia Health Professions Virginia DDS - Medicaid Disability Virginia DOH - Licensure & Virginia Board of Accountancy Virginia Emergency Medical Services
8611 Telegraph Rd.	Glen Allen	23060	804-627-6125	
10401 Knotty Pine Ln.	Glen Allen	23059	804-752-6039	Virginia Department of Fire Programs
1268 Mountain Rd.	Glen Allen	23060	8042615490	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
6921 George Washington Memorial. Hwy.	Gloucester	23061	804-694-8226	Community Services Board-MPNN County of Gloucester Virginia Dept of Health 3 Rivers Rappahannock Community College
3004 W. Mercury Blvd.	Hampton	23666	757-838-7770	Virginia School for The Deaf
1020 West Mercury Blvd.	Hampton	23666	757-826-3448	
906 W. Mercury Blvd.	Hampton	23666	757-896-0360	Virginia DRS-Hampton FRS Hampton Newport News Community Thomas Nelson Community College
766 Settlers Landing Rd., Unit M	Hampton	23668	757-723-7997	Virginia DOH-Hampton City of Hampton-Fleet Management City of Hampton-Business Fort Monroe Federal Area Development
3115 South Main St.	Harrisonburg	22801	540-433-7455	City of Harrisonburg Harrisonburg Park and Recreation City of Harrisonburg City of Harrisonburg-Economic Harrisonburg-Commission of Revenue City of Harrisonburg-IT Dept Harrisonburg City Public Schools Rockingham County Schools Rockingham Co. Sheriff's Office
734 East Market St.	Harrisonburg	22801	540-432-8690	Virginia DRS-Harrisonburg FRS Harrisonburg Rockingham Community Lord Fairfax CC-Luray City of Harrisonburg - Personal

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
2200 Centreville Rd.	Herndon	20170	703-467-9286	
5954 Richmond Hwy.	King George	22485	540-663-2244	
3922 US Hwy 19	Lebanon	24266	276-889-5601	
25 Fairfax Street	Leesburg	20175	703-777-5800	Virginia DOH-Loudoun County Northern VA Community College
				Dabney S. Lancaster Community
				City of Lexington
33 Quarry Ln.	Lexington	24450	540-463-4679	Rockbridge Regional Jail Rockbridge Area Community Service Rockbridge County Public Schools
7000F Newington Rd.	Lorton	22079	703-339-6900	
				Central VA Community Services
				City of Lynchburg-Fleet Services
				Virginia DRS-Lynchburg FRS
3913 Old Forest Rd.	Lynchburg	24501	434-385-7511	VDOT-Lynchburg District Virginia DOH-Central VA District E.C. Glass High School Virginia Region 2000 Horizon Behavioral Health
2415 Wards Rd.	Lynchburg	24052	434-237-5656	Central VA Community College
4449 S. Amherst Hwy.	Madison Heights	24572	434-528-3780	Appomattox County Public Schools Nelson County School Board
9111 Euclid Ave.	Manassas	20110	703-330-9696	VDOT Interstate
				VDOT NOVA District Equip.
				VDOT NOVA Northern District
8513 Manassas Dr., Suite 101	Manassas	20111	703-393-6475	Dept of Agriculture-John Lawton DRS-Manassas Forensic Science

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
5948 Centreville Crest Lane	Manassas	20121	703-266-5716	VIAB
7823 Sudley Rd.	Manassas	20109	703-331-5616	Military Affairs
819 W. Main St.	Marion	24354	276-783-4485	Town of Marion Smyth County Public Schools Virginia DRS-Marion FRS Virginia DOH-Marion Southwestern VA Mental Health Virginia VDPP Div. 4 Marion
717 Memorial Blvd.	Martinsville	24112	276-638-1121	Henry County Schools Martinsville City Public Schools Virginia DRS -Martinsville Patrick Henry Community College Virginia Museum of Nat. History New College Institute Piedmont Community Services
1572 Springhill Rd.	McLean	22102	703-918-0034	
8251 Greensboro Dr.	McLean	22102	703-448-7680	
7006 Mechanicsville Tpk.	Mechanicsville	23111	804-730-4176	
11651 Midlothian Tpk.	Midlothian	23113	804-794-1161	Dept. of Emergency Management
618 J. Clyde Morris Blvd.	Newport News	23601	757-873-3003	Christopher Newport University Virginia DOH-Peninsula City of Newport News Fleet Management
12525 Jefferson Ave.	Newport News	23602	757-872-7882	
12950 Jefferson Ave.	Newport News	23608	757-872-9536	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
12896 Jefferson Ave.	Newport News	23608	757-988-0117	
900 Bland Blvd	Newport News	23602	757-874-3279	
11061 Warwick Blvd.	Newport News	23601	757-595-7880	
3561 N. Military Hwy.	Norfolk	23518	757-853-7700	Virginia DRS-Norfolk Virginia DBVI-Norfolk City of Norfolk City of Norfolk-Libraries Vice & Narcotics Division Virginia DDS-Norfolk
7520 N. Military Hwy.	Norfolk	23518	757-588-5818	
6252 E. Virginia Beach Blvd.	Norfolk	23502	757-461-3453	
1361 East Little Creek Rd.	Norfolk	23518	757-583-7700	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
751 Monticello Ave.	Norfolk	23510	757-627-2833	Norfolk State University Norfolk Budgets and Grants Norfolk Department of Neighborhood Development Norfolk Human Services Norfolk Office of Emergency Norfolk Public Schools NSU Department of Computer Science NSU Procurement Services NSU Student Support Center NSU Financial Aid Office NSU Grants and Contracts NSU Transformation Center Virginia DOH- Norfolk Virginia Forensic Science-Norfolk Virginia Port Authority Recreation Parks & Open Space Eastern Virginia Medical School City of Norfolk Community Service City of Norfolk City Auditors Office City of Norfolk Communications & City of Norfolk Department of General City of Norfolk Public Works Seven Venues Tidewater Community College
912 W. Little Creek Rd.	Norfolk	23505	757-489-2006	
2200 Norview Ave.	Norfolk	23518	757-855-1329	
3600 N Military Hwy.	Norfolk	23518	757-855-0194	
6101 Burton Station Rd.	Norfolk	23502	757-857-1076	
3561 N. Military Hwy.	Norfolk	23518	757-583-1772	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
497 Hawthorne Dr. NW	Norton	24273	276-679-3134	Norton City Schools City of Norton Lonesome Pine Regional Library Mountain Empire Community College Virginia DOH-Lenowisco District Virginia DOH-Lee County Virginia DOH-Scott County Virginia DOH-Wise County Virginia Wallens Ridge Prison Virginia Red Onion State Prison Wise County Public Schools Lenowisco Planning District
12385 James Madison Hwy.	Orange	22960	540-672-6344	Virginia DOH-Orange Orange County Public Schools Virginia VDFP Div. 2 Orange
794 N. Main St.	Pearisburg	24134	540-921-4285	Town of Pearisburg
3206 S. Crater Rd.	Petersburg	23805	804-861-9305	Richard Bland College Virginia DRS-Petersburg FRS Virginia Dept Of Historic Resources Virginia Central State Hospital Virginia Southside Training Center Virginia Hiram Davis Medical Center City of Petersburg Parks Virginia DOH-Crater
2841 Airline Blvd.	Portsmouth	23701	757-465-1000	
1220 High St.	Portsmouth	23704	757-399-5262	Virginia DOH-Portsmouth
3310 Airline Blvd.	Portsmouth	23701	757-465-2272	

## Exhibit A. Service Locations

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1138 W. Main St.	Abingdon	24210	276-619-4555	Bristol Redevelopment & Housing Bristol Virginia Public Schools Clinch Valley Soil & Water Highlands Community Service Holston River Soil & Water Town of Chilhowie Russell County Sheriff's Office Washington County Washington County Public Schools Virginia DRS Abingdon FRS Virginia DRS Bristol Virginia DRS Norton FRS Virginia Highlands Community College Virginia Dept of Forestry VDOT Bristol District Virginia DOH- Washington County Virginia DOH-SW Care Connection Virginia DBVI Bristol Region Virginia DOH Russell County
1027 Main St.	Altavista	24517	434-369-4201	
5800 Edsall Rd.	Alexandria	22304	703-658-0010	DGS Purchases NOVA DRS-Alexandria ABC Northern Virginia Virginia Tech National Cap.
200 S. Pickett St.	Alexandria	22304	703-341-2117	Governor's Office Northern Virginia Juvenile Detention Center
4213 Duke St.	Alexandria	22304	703-212-4700	Motor Vehicle Dealer
5954 Richmond Hwy.	Alexandria	22303	703-960-6900	DOH-Alexandria
7520A Richmond Hwy.	Alexandria	22306	703-660-1331	DRS-Northern VA
7032 Columbia Pike	Annandale	22003	703-658-3500	Northern VA Community College
700 N. Glebe Rd.	Arlington	22203	703-243-5404	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
601 N. Randolph St.	Arlington	22203	703-312-7900	
1560 Wilson Blvd., Suite150	Arlington	22209	703-528-6466	
1225 S. Clark St.	Arlington	22202	703-418-7240	
2020 Jefferson Davis Hwy.	Arlington	22202	703-553-7744	
12210 Washington Hwy.	Ashland	23005	804-752-2319	Virginia VDFP Div. 1. Glen Allen
				Hanover County Public Schools-HR
				Caroline County Public School
				Virginia DOH Chickahominy
915 Blue Ridge Ave., Suite F	Bedford	24523	540-586-8774	Bedford County Public Schools
				Bedford County
303 E. 5th St.	Big Stone Gap	24219	276-523-4700	
1601 Tech Center Dr.	Blacksburg	24060	540-231-4230	
9570 A-1 Burke Rd.	Burke	22015	703-503-7900	
3781 Steelsburg Hwy.	Cedar Bluff	24609	276-963-3345	Virginia DRS-Pounding Mill
				Cumberland Mountain Community
				Southwest Virginia Community
				Virginia Pocahontas Correctional
				Virginia DOH-Cumberland District
4300 Chantilly Shopping Center	Chantilly	20151	703-378-0967	VDOT Structure
4048 Walney Rd.	Chantilly	22151	703-968-8787	Dept of Conservation
151 Seminole Ct.	Charlottesville	22901	434-974-7488	Virginia Dept of Forestry
				VDOT-Transportation Research
				Albemarle High School
				Albemarle County General Services
				Western Albemarle High School

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
392 Pantops Center	Charlottesville	22911	434-979-5566	Charlottesville City Schools Monticello High School Region Ten CSB Thomas Jefferson Planning District Virginia DRS -Charlottesville Piedmont VA Community College Virginia DBVI Vib- Charlottesville Rivanna River Basin Commission Virginia DOH-Thomas Jefferson
1590 Seminole Trail	Charlottesville	22901	434-964-1625	
1301 S. Military	Chesapeake	23320	757-420-7700	
1426 N. Battlefield Blvd.	Chesapeake	23320	757-549-6600	City of Chesapeake Hickory High School-Chesapeake Virginia DOH-Chesapeake City of Chesapeake Schools
3125 Western Branch Blvd.	Chesapeake	23321	757-638-0911	Virginia DRS-Portsmouth FRS
3412 Western Branch Blvd.	Chesapeake	23321	757-638-5323	
1765 S. Military Hwy.	Chesapeake	23320	757-366-9480	
1636 S. Military Hwy.	Chesapeake	23320	757-361-0081	Southeastern VA Training Center
1245 Cedar Rd., Unit M	Chesapeake	23322	757-548-2676	City of Chesapeake-Risk Management
2110 Smith Ave.	Chesapeake	23320	757-417-5507	
642 Woodlake Dr.	Chesapeake	23320	757-605-3033	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
1301 S. Military Hwy.	Chesapeake	23320	757-420-7700	
12312 Jefferson Davis Hwy.	Chester	23831	804-796-2003	Virginia DOH-Chesterfield Virginia Information Technology Virginia DRS-Chesterfield FRS John Tyler Community College
55 Ponderosa Ln.	Christiansburg	24073	540-382-7970	New River Valley Community College Virginia Outdoors Foundation Virginia DRS-Christiansburg Virginia DOH-New River District Montgomery County Public Schools New River Valley Community Service
325 Charles H. Dimmick Hwy.	Colonial Heights	23834	804-520-5241	
510 Highland Ave.	Covington	24426	540-460-7546	Covington City Public Schools Virginia Social Services-Alleghany
15419 Brandy Rd.	Culpeper	22701	540-829-7800	Madison County Public Schools Rappahannock-Rapidan Regional Virginia DRS-Culpeper Germanna Community College VDOT-Culpeper District Virginia DOH-Culpeper
3045 Riverside Dr.	Danville	24541	434-791-2000	City of Danville Danville Community College Virginia DOH-Pitts. County/Danville Virginia Southern Mental Health Virginia Green Rock Correction
23000 Indian Creek Dr.	Dulles	20166	703-467-3177	DOH-Northern VA OCME-Northern VA Department of Taxation Northern VA Department of Education Northern VA Emergency Response Northern VA Dept of Social Services
23330 Autopilot Dr.	Dulles	20166	703-661-8800	Veteran Services

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
17481 Jefferson Davis Hwy.	Dumfries	22026	703-221-2525	Dept of Business
531 N Main St.	Emporia	23847	434-634-2595	Virginia DOC Greensville
9854 Fairfax Blvd.	Fairfax	22030	703-273-3344	DOH-Fairfax
				George Mason
3055 Nutley St.	Fairfax	22031	703-280-4646	George Mason Motor Pool
				DRS-Fairfax
				DDS-Fairfax
11180 Fairfax Blvd.	Fairfax	22030	703-273-8306	Northern VA Mental Health
6286A Arlington Blvd.	Falls Church	22044	703-237-9800	Indigent Defense
156 Hillwood Ave.	Falls Church	22046	703-241-9610	
2851 Gallows Rd.	Falls Church	22042	703-204-9400	
				Department of Military Affairs
2102B South Main St.	Farmville	23901	434-315-0024	Piedmont Soil & Water Conservation
				Peter Francisco Soil/Water District
				Longwood University - Business
				Longwood University-SBDC
				Virginia DRS-Farmville-FRS
				Virginia DOH-Piedmont District
				Virginia Piedmont Geriatric
				Virginia Center Behavior Rehab
				Virginia VDPP Div. 3 Farmville
1431 Mahone Ave.	Fort Lee	23801	804-957-4653	
1100 Armory Dr., Ste 104	Franklin	23851	757-562-3778	Virginia DRS-Franklin FRS
				Paul D Camp Community College
				City of Franklin
4403 Plank Rd.	Fredericksburg	22407	540-785-9270	Germanna Community College

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Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
1138 W. Main St.	Abingdon	24210	276-619-4555	Bristol Redevelopment & Housing Bristol Virginia Public Schools Clinch Valley Soil & Water Highlands Community Service Holston River Soil & Water Town of Chilhowie Russell County Sheriff's Office Washington County Washington County Public Schools Virginia DRS Abingdon FRS Virginia DRS Bristol Virginia DRS Norton FRS Virginia Highlands Community College Virginia Dept of Forestry VDOT Bristol District Virginia DOH- Washington County Virginia DOH-SW Care Connection Virginia DBVI Bristol Region Virginia DOH Russell County
1027 Main St.	Altavista	24517	434-369-4201	
5800 Edsall Rd.	Alexandria	22304	703-658-0010	DGS Purchases NOVA DRS-Alexandria ABC Northern Virginia Virginia Tech National Cap.
200 S. Pickett St.	Alexandria	22304	703-341-2117	Governor's Office Northern Virginia Juvenile Detention Center
4213 Duke St.	Alexandria	22304	703-212-4700	Motor Vehicle Dealer
5954 Richmond Hwy.	Alexandria	22303	703-960-6900	DOH-Alexandria
7520A Richmond Hwy.	Alexandria	22306	703-660-1331	DRS-Northern VA
7032 Columbia Pike	Annandale	22003	703-658-3500	Northern VA Community College
700 N. Glebe Rd.	Arlington	22203	703-243-5404	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
601 N. Randolph St.	Arlington	22203	703-312-7900	
1560 Wilson Blvd., Suite150	Arlington	22209	703-528-6466	
1225 S. Clark St.	Arlington	22202	703-418-7240	
2020 Jefferson Davis Hwy.	Arlington	22202	703-553-7744	
12210 Washington Hwy.	Ashland	23005	804-752-2319	Virginia VDFP Div. 1. Glen Allen
				Hanover County Public Schools-HR
				Caroline County Public School
				Virginia DOH Chickahominy
915 Blue Ridge Ave., Suite F	Bedford	24523	540-586-8774	Bedford County Public Schools
				Bedford County
303 E. 5th St.	Big Stone Gap	24219	276-523-4700	
1601 Tech Center Dr.	Blacksburg	24060	540-231-4230	
9570 A-1 Burke Rd.	Burke	22015	703-503-7900	
3781 Steelsburg Hwy.	Cedar Bluff	24609	276-963-3345	Virginia DRS-Pounding Mill
				Cumberland Mountain Community
				Southwest Virginia Community
				Virginia Pocahontas Correctional
				Virginia DOH-Cumberland District
4300 Chantilly Shopping Center	Chantilly	20151	703-378-0967	VDOT Structure
4048 Walney Rd.	Chantilly	22151	703-968-8787	Dept of Conservation
151 Seminole Ct.	Charlottesville	22901	434-974-7488	Virginia Dept of Forestry
				VDOT-Transportation Research
				Albemarle High School
				Albemarle County General Services
				Western Albemarle High School

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
392 Pantops Center	Charlottesville	22911	434-979-5566	Charlottesville City Schools Monticello High School Region Ten CSB Thomas Jefferson Planning District Virginia DRS -Charlottesville Piedmont VA Community College Virginia DBVI Vib- Charlottesville Rivanna River Basin Commission Virginia DOH-Thomas Jefferson
1590 Seminole Trail	Charlottesville	22901	434-964-1625	
1301 S. Military	Chesapeake	23320	757-420-7700	
1426 N. Battlefield Blvd.	Chesapeake	23320	757-549-6600	City of Chesapeake Hickory High School-Chesapeake Virginia DOH-Chesapeake City of Chesapeake Schools
3125 Western Branch Blvd.	Chesapeake	23321	757-638-0911	Virginia DRS-Portsmouth FRS
3412 Western Branch Blvd.	Chesapeake	23321	757-638-5323	
1765 S. Military Hwy.	Chesapeake	23320	757-366-9480	
1636 S. Military Hwy.	Chesapeake	23320	757-361-0081	Southeastern VA Training Center
1245 Cedar Rd., Unit M	Chesapeake	23322	757-548-2676	City of Chesapeake-Risk Management
2110 Smith Ave.	Chesapeake	23320	757-417-5507	
642 Woodlake Dr.	Chesapeake	23320	757-605-3033	

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1027 Main St.	Altavista	24517	434-369-4201	
5800 Edsall Rd.	Alexandria	22304	703-658-0010	DGS Purchases NOVA DRS-Alexandria ABC Northern Virginia Virginia Tech National Cap.
200 S. Pickett St.	Alexandria	22304	703-341-2117	Governor's Office Northern Virginia Juvenile Detention Center
4213 Duke St.	Alexandria	22304	703-212-4700	Motor Vehicle Dealer
5954 Richmond Hwy.	Alexandria	22303	703-960-6900	DOH-Alexandria
7520A Richmond Hwy.	Alexandria	22306	703-660-1331	DRS-Northern VA
7032 Columbia Pike	Annandale	22003	703-658-3500	Northern VA Community College
700 N. Glebe Rd.	Arlington	22203	703-243-5404	

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1560 Wilson Blvd., Suite150	Arlington	22209	703-528-6466	
1225 S. Clark St.	Arlington	22202	703-418-7240	
2020 Jefferson Davis Hwy.	Arlington	22202	703-553-7744	
12210 Washington Hwy.	Ashland	23005	804-752-2319	Virginia VDFP Div. 1. Glen Allen
				Hanover County Public Schools-HR
				Caroline County Public School
				Virginia DOH Chickahominy
915 Blue Ridge Ave., Suite F	Bedford	24523	540-586-8774	Bedford County Public Schools
				Bedford County
303 E. 5th St.	Big Stone Gap	24219	276-523-4700	
1601 Tech Center Dr.	Blacksburg	24060	540-231-4230	
9570 A-1 Burke Rd.	Burke	22015	703-503-7900	
3781 Steelsburg Hwy.	Cedar Bluff	24609	276-963-3345	Virginia DRS-Pounding Mill
				Cumberland Mountain Community
				Southwest Virginia Community
				Virginia Pocahontas Correctional
				Virginia DOH-Cumberland District
4300 Chantilly Shopping Center	Chantilly	20151	703-378-0967	VDOT Structure
4048 Walney Rd.	Chantilly	22151	703-968-8787	Dept of Conservation
151 Seminole Ct.	Charlottesville	22901	434-974-7488	Virginia Dept of Forestry
				VDOT-Transportation Research
				Albemarle High School
				Albemarle County General Services
				Western Albemarle High School

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1590 Seminole Trail	Charlottesville	22901	434-964-1625	
1301 S. Military	Chesapeake	23320	757-420-7700	
1426 N. Battlefield Blvd.	Chesapeake	23320	757-549-6600	City of Chesapeake Hickory High School-Chesapeake Virginia DOH-Chesapeake City of Chesapeake Schools
3125 Western Branch Blvd.	Chesapeake	23321	757-638-0911	Virginia DRS-Portsmouth FRS
3412 Western Branch Blvd.	Chesapeake	23321	757-638-5323	
1765 S. Military Hwy.	Chesapeake	23320	757-366-9480	
1636 S. Military Hwy.	Chesapeake	23320	757-361-0081	Southeastern VA Training Center
1245 Cedar Rd., Unit M	Chesapeake	23322	757-548-2676	City of Chesapeake-Risk Management
2110 Smith Ave.	Chesapeake	23320	757-417-5507	
642 Woodlake Dr.	Chesapeake	23320	757-605-3033	

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1301 S. Military Hwy.	Chesapeake	23320	757-420-7700	
12312 Jefferson Davis Hwy.	Chester	23831	804-796-2003	Virginia DOH-Chesterfield Virginia Information Technology Virginia DRS-Chesterfield FRS John Tyler Community College
55 Ponderosa Ln.	Christiansburg	24073	540-382-7970	New River Valley Community College Virginia Outdoors Foundation Virginia DRS-Christiansburg Virginia DOH-New River District Montgomery County Public Schools New River Valley Community Service
325 Charles H. Dimmick Hwy.	Colonial Heights	23834	804-520-5241	
510 Highland Ave.	Covington	24426	540-460-7546	Covington City Public Schools Virginia Social Services-Alleghany
15419 Brandy Rd.	Culpeper	22701	540-829-7800	Madison County Public Schools Rappahannock-Rapidan Regional Virginia DRS-Culpeper Germanna Community College VDOT-Culpeper District Virginia DOH-Culpeper
3045 Riverside Dr.	Danville	24541	434-791-2000	City of Danville Danville Community College Virginia DOH-Pitts. County/Danville Virginia Southern Mental Health Virginia Green Rock Correction
23000 Indian Creek Dr.	Dulles	20166	703-467-3177	DOH-Northern VA OCME-Northern VA Department of Taxation Northern VA Department of Education Northern VA Emergency Response Northern VA Dept of Social Services
23330 Autopilot Dr.	Dulles	20166	703-661-8800	Veteran Services

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531 N Main St.	Emporia	23847	434-634-2595	Virginia DOC Greensville
9854 Fairfax Blvd.	Fairfax	22030	703-273-3344	DOH-Fairfax
				George Mason
3055 Nutley St.	Fairfax	22031	703-280-4646	George Mason Motor Pool
				DRS-Fairfax
				DDS-Fairfax
11180 Fairfax Blvd.	Fairfax	22030	703-273-8306	Northern VA Mental Health
6286A Arlington Blvd.	Falls Church	22044	703-237-9800	Indigent Defense
156 Hillwood Ave.	Falls Church	22046	703-241-9610	
2851 Gallows Rd.	Falls Church	22042	703-204-9400	
				Department of Military Affairs
2102B South Main St.	Farmville	23901	434-315-0024	Piedmont Soil & Water Conservation
				Peter Francisco Soil/Water District
				Longwood University - Business
				Longwood University-SBDC
				Virginia DRS-Farmville-FRS
				Virginia DOH-Piedmont District
				Virginia Piedmont Geriatric
				Virginia Center Behavior Rehab
				Virginia VDPP Div. 3 Farmville
1431 Mahone Ave.	Fort Lee	23801	804-957-4653	
1100 Armory Dr., Ste 104	Franklin	23851	757-562-3778	Virginia DRS-Franklin FRS
				Paul D Camp Community College
				City of Franklin
4403 Plank Rd.	Fredericksburg	22407	540-785-9270	Germanna Community College

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1027 Main St.	Altavista	24517	434-369-4201	
5800 Edsall Rd.	Alexandria	22304	703-658-0010	DGS Purchases NOVA DRS-Alexandria ABC Northern Virginia Virginia Tech National Cap.
200 S. Pickett St.	Alexandria	22304	703-341-2117	Governor's Office Northern Virginia Juvenile Detention Center
4213 Duke St.	Alexandria	22304	703-212-4700	Motor Vehicle Dealer
5954 Richmond Hwy.	Alexandria	22303	703-960-6900	DOH-Alexandria
7520A Richmond Hwy.	Alexandria	22306	703-660-1331	DRS-Northern VA
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700 N. Glebe Rd.	Arlington	22203	703-243-5404	

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1560 Wilson Blvd., Suite150	Arlington	22209	703-528-6466	
1225 S. Clark St.	Arlington	22202	703-418-7240	
2020 Jefferson Davis Hwy.	Arlington	22202	703-553-7744	
12210 Washington Hwy.	Ashland	23005	804-752-2319	Virginia VDFP Div. 1. Glen Allen
				Hanover County Public Schools-HR
				Caroline County Public School
				Virginia DOH Chickahominy
915 Blue Ridge Ave., Suite F	Bedford	24523	540-586-8774	Bedford County Public Schools
				Bedford County
303 E. 5th St.	Big Stone Gap	24219	276-523-4700	
1601 Tech Center Dr.	Blacksburg	24060	540-231-4230	
9570 A-1 Burke Rd.	Burke	22015	703-503-7900	
3781 Steelsburg Hwy.	Cedar Bluff	24609	276-963-3345	Virginia DRS-Pounding Mill
				Cumberland Mountain Community
				Southwest Virginia Community
				Virginia Pocahontas Correctional
				Virginia DOH-Cumberland District
4300 Chantilly Shopping Center	Chantilly	20151	703-378-0967	VDOT Structure
4048 Walney Rd.	Chantilly	22151	703-968-8787	Dept of Conservation
151 Seminole Ct.	Charlottesville	22901	434-974-7488	Virginia Dept of Forestry
				VDOT-Transportation Research
				Albemarle High School
				Albemarle County General Services
				Western Albemarle High School

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
392 Pantops Center	Charlottesville	22911	434-979-5566	Charlottesville City Schools Monticello High School Region Ten CSB Thomas Jefferson Planning District Virginia DRS -Charlottesville Piedmont VA Community College Virginia DBVI Vib- Charlottesville Rivanna River Basin Commission Virginia DOH-Thomas Jefferson
1590 Seminole Trail	Charlottesville	22901	434-964-1625	
1301 S. Military	Chesapeake	23320	757-420-7700	
1426 N. Battlefield Blvd.	Chesapeake	23320	757-549-6600	City of Chesapeake Hickory High School-Chesapeake Virginia DOH-Chesapeake City of Chesapeake Schools
3125 Western Branch Blvd.	Chesapeake	23321	757-638-0911	Virginia DRS-Portsmouth FRS
3412 Western Branch Blvd.	Chesapeake	23321	757-638-5323	
1765 S. Military Hwy.	Chesapeake	23320	757-366-9480	
1636 S. Military Hwy.	Chesapeake	23320	757-361-0081	Southeastern VA Training Center
1245 Cedar Rd., Unit M	Chesapeake	23322	757-548-2676	City of Chesapeake-Risk Management
2110 Smith Ave.	Chesapeake	23320	757-417-5507	
642 Woodlake Dr.	Chesapeake	23320	757-605-3033	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
1301 S. Military Hwy.	Chesapeake	23320	757-420-7700	
12312 Jefferson Davis Hwy.	Chester	23831	804-796-2003	Virginia DOH-Chesterfield Virginia Information Technology Virginia DRS-Chesterfield FRS John Tyler Community College
55 Ponderosa Ln.	Christiansburg	24073	540-382-7970	New River Valley Community College Virginia Outdoors Foundation Virginia DRS-Christiansburg Virginia DOH-New River District Montgomery County Public Schools New River Valley Community Service
325 Charles H. Dimmick Hwy.	Colonial Heights	23834	804-520-5241	
510 Highland Ave.	Covington	24426	540-460-7546	Covington City Public Schools Virginia Social Services-Alleghany
15419 Brandy Rd.	Culpeper	22701	540-829-7800	Madison County Public Schools Rappahannock-Rapidan Regional Virginia DRS-Culpeper Germanna Community College VDOT-Culpeper District Virginia DOH-Culpeper
3045 Riverside Dr.	Danville	24541	434-791-2000	City of Danville Danville Community College Virginia DOH-Pitts. County/Danville Virginia Southern Mental Health Virginia Green Rock Correction
23000 Indian Creek Dr.	Dulles	20166	703-467-3177	DOH-Northern VA OCME-Northern VA Department of Taxation Northern VA Department of Education Northern VA Emergency Response Northern VA Dept of Social Services
23330 Autopilot Dr.	Dulles	20166	703-661-8800	Veteran Services

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
17481 Jefferson Davis Hwy.	Dumfries	22026	703-221-2525	Dept of Business
531 N Main St.	Emporia	23847	434-634-2595	Virginia DOC Greensville
9854 Fairfax Blvd.	Fairfax	22030	703-273-3344	DOH-Fairfax
				George Mason
3055 Nutley St.	Fairfax	22031	703-280-4646	George Mason Motor Pool
				DRS-Fairfax
				DDS-Fairfax
11180 Fairfax Blvd.	Fairfax	22030	703-273-8306	Northern VA Mental Health
6286A Arlington Blvd.	Falls Church	22044	703-237-9800	Indigent Defense
156 Hillwood Ave.	Falls Church	22046	703-241-9610	
2851 Gallows Rd.	Falls Church	22042	703-204-9400	
				Department of Military Affairs
2102B South Main St.	Farmville	23901	434-315-0024	Piedmont Soil & Water Conservation
				Peter Francisco Soil/Water District
				Longwood University - Business
				Longwood University-SBDC
				Virginia DRS-Farmville-FRS
				Virginia DOH-Piedmont District
				Virginia Piedmont Geriatric
				Virginia Center Behavior Rehab
				Virginia VDPP Div. 3 Farmville
1431 Mahone Ave.	Fort Lee	23801	804-957-4653	
1100 Armory Dr., Ste 104	Franklin	23851	757-562-3778	Virginia DRS-Franklin FRS
				Paul D Camp Community College
				City of Franklin
4403 Plank Rd.	Fredericksburg	22407	540-785-9270	Germanna Community College

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
4810 Jefferson Davis Hwy.	Fredericksburg	22408	540-891-2200	DOH-Rappahannock DRS-Fredericksburg VDOT-Res Fredericksburg University of Mary Washington
3455 Jefferson Davis Hwy.	Fredericksburg	22408	540-891-1800	Attorney General
20 Plantation Dr., Suite 109	Fredericksburg	22406	540-371-4143	
1500 N. Shenandoah Ave.	Front Royal	22630	540-636-8181	VA Tech-Front Royal
7486 Limestone Dr.	Gainesville	20155	703-754-6505	VDOT-Tolling Operations Division
146 Larkspur Ln.	Galax	24333	276-236-4013	Virginia DOH-Galax Galax Grayson Emergency Medical Carroll County Public Schools Carroll County, Virginia
10056 W. Broad St.	Glen Allen	23060	804-346-9500	Dept. Professional & Occupational Virginia Department of Emergency Henrico County Public Schools Virginia Health Professions Virginia DDS - Medicaid Disability Virginia DOH - Licensure & Virginia Board of Accountancy Virginia Emergency Medical Services
8611 Telegraph Rd.	Glen Allen	23060	804-627-6125	
10401 Knotty Pine Ln.	Glen Allen	23059	804-752-6039	Virginia Department of Fire Programs
1268 Mountain Rd.	Glen Allen	23060	8042615490	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
6921 George Washington Memorial. Hwy.	Gloucester	23061	804-694-8226	Community Services Board-MPNN County of Gloucester Virginia Dept of Health 3 Rivers Rappahannock Community College
3004 W. Mercury Blvd.	Hampton	23666	757-838-7770	Virginia School for The Deaf
1020 West Mercury Blvd.	Hampton	23666	757-826-3448	
906 W. Mercury Blvd.	Hampton	23666	757-896-0360	Virginia DRS-Hampton FRS Hampton Newport News Community Thomas Nelson Community College
766 Settlers Landing Rd., Unit M	Hampton	23668	757-723-7997	Virginia DOH-Hampton City of Hampton-Fleet Management City of Hampton-Business Fort Monroe Federal Area Development
3115 South Main St.	Harrisonburg	22801	540-433-7455	City of Harrisonburg Harrisonburg Park and Recreation City of Harrisonburg City of Harrisonburg-Economic Harrisonburg-Commission of Revenue City of Harrisonburg-IT Dept Harrisonburg City Public Schools Rockingham County Schools Rockingham Co. Sheriff's Office
734 East Market St.	Harrisonburg	22801	540-432-8690	Virginia DRS-Harrisonburg FRS Harrisonburg Rockingham Community Lord Fairfax CC-Luray City of Harrisonburg - Personal

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
2200 Centreville Rd.	Herndon	20170	703-467-9286	
5954 Richmond Hwy.	King George	22485	540-663-2244	
3922 US Hwy 19	Lebanon	24266	276-889-5601	
25 Fairfax Street	Leesburg	20175	703-777-5800	Virginia DOH-Loudoun County Northern VA Community College
				Dabney S. Lancaster Community
				City of Lexington
33 Quarry Ln.	Lexington	24450	540-463-4679	Rockbridge Regional Jail Rockbridge Area Community Service Rockbridge County Public Schools
7000F Newington Rd.	Lorton	22079	703-339-6900	
				Central VA Community Services
				City of Lynchburg-Fleet Services
				Virginia DRS-Lynchburg FRS
3913 Old Forest Rd.	Lynchburg	24501	434-385-7511	VDOT-Lynchburg District Virginia DOH-Central VA District E.C. Glass High School Virginia Region 2000 Horizon Behavioral Health
2415 Wards Rd.	Lynchburg	24052	434-237-5656	Central VA Community College
4449 S. Amherst Hwy.	Madison Heights	24572	434-528-3780	Appomattox County Public Schools Nelson County School Board
9111 Euclid Ave.	Manassas	20110	703-330-9696	VDOT Interstate
				VDOT NOVA District Equip.
				VDOT NOVA Northern District
8513 Manassas Dr., Suite 101	Manassas	20111	703-393-6475	Dept of Agriculture-John Lawton DRS-Manassas Forensic Science

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
5948 Centreville Crest Lane	Manassas	20121	703-266-5716	VIAB
7823 Sudley Rd.	Manassas	20109	703-331-5616	Military Affairs
819 W. Main St.	Marion	24354	276-783-4485	Town of Marion Smyth County Public Schools Virginia DRS-Marion FRS Virginia DOH-Marion Southwestern VA Mental Health Virginia VDPP Div. 4 Marion
717 Memorial Blvd.	Martinsville	24112	276-638-1121	Henry County Schools Martinsville City Public Schools Virginia DRS -Martinsville Patrick Henry Community College Virginia Museum of Nat. History New College Institute Piedmont Community Services
1572 Springhill Rd.	McLean	22102	703-918-0034	
8251 Greensboro Dr.	McLean	22102	703-448-7680	
7006 Mechanicsville Tpk.	Mechanicsville	23111	804-730-4176	
11651 Midlothian Tpk.	Midlothian	23113	804-794-1161	Dept. of Emergency Management
618 J. Clyde Morris Blvd.	Newport News	23601	757-873-3003	Christopher Newport University Virginia DOH-Peninsula City of Newport News Fleet Management
12525 Jefferson Ave.	Newport News	23602	757-872-7882	
12950 Jefferson Ave.	Newport News	23608	757-872-9536	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
12896 Jefferson Ave.	Newport News	23608	757-988-0117	
900 Bland Blvd	Newport News	23602	757-874-3279	
11061 Warwick Blvd.	Newport News	23601	757-595-7880	
3561 N. Military Hwy.	Norfolk	23518	757-853-7700	Virginia DRS-Norfolk Virginia DBVI-Norfolk City of Norfolk City of Norfolk-Libraries Vice & Narcotics Division Virginia DDS-Norfolk
7520 N. Military Hwy.	Norfolk	23518	757-588-5818	
6252 E. Virginia Beach Blvd.	Norfolk	23502	757-461-3453	
1361 East Little Creek Rd.	Norfolk	23518	757-583-7700	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
751 Monticello Ave.	Norfolk	23510	757-627-2833	Norfolk State University Norfolk Budgets and Grants Norfolk Department of Neighborhood Development Norfolk Human Services Norfolk Office of Emergency Norfolk Public Schools NSU Department of Computer Science NSU Procurement Services NSU Student Support Center NSU Financial Aid Office NSU Grants and Contracts NSU Transformation Center Virginia DOH- Norfolk Virginia Forensic Science-Norfolk Virginia Port Authority Recreation Parks & Open Space Eastern Virginia Medical School City of Norfolk Community Service City of Norfolk City Auditors Office City of Norfolk Communications & City of Norfolk Department of General City of Norfolk Public Works Seven Venues Tidewater Community College
912 W. Little Creek Rd.	Norfolk	23505	757-489-2006	
2200 Norview Ave.	Norfolk	23518	757-855-1329	
3600 N Military Hwy.	Norfolk	23518	757-855-0194	
6101 Burton Station Rd.	Norfolk	23502	757-857-1076	
3561 N. Military Hwy.	Norfolk	23518	757-583-1772	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
497 Hawthorne Dr. NW	Norton	24273	276-679-3134	Norton City Schools City of Norton Lonesome Pine Regional Library Mountain Empire Community College Virginia DOH-Lenowisco District Virginia DOH-Lee County Virginia DOH-Scott County Virginia DOH-Wise County Virginia Wallens Ridge Prison Virginia Red Onion State Prison Wise County Public Schools Lenowisco Planning District
12385 James Madison Hwy.	Orange	22960	540-672-6344	Virginia DOH-Orange Orange County Public Schools Virginia VDFP Div. 2 Orange
794 N. Main St.	Pearisburg	24134	540-921-4285	Town of Pearisburg
3206 S. Crater Rd.	Petersburg	23805	804-861-9305	Richard Bland College Virginia DRS-Petersburg FRS Virginia Dept Of Historic Resources Virginia Central State Hospital Virginia Southside Training Center Virginia Hiram Davis Medical Center City of Petersburg Parks Virginia DOH-Crater
2841 Airline Blvd.	Portsmouth	23701	757-465-1000	
1220 High St.	Portsmouth	23704	757-399-5262	Virginia DOH-Portsmouth
3310 Airline Blvd.	Portsmouth	23701	757-465-2272	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
2624 Anderson Hwy.	Powhatan	23139	804-598-0200	Virginia Powhatan Correctional Center
101 N. Bailey Ln.	Purcellville	20132	540-751-1000	
3500 Russell Rd.	Quantico	22134	703-441-1782	
1500 Tyler Avenue	Radford	24141	757-639-3636	Town of Pulaski Pulaski County Public Schools New River Valley Regional City of Radford-Parks & Recreation New River Community College Radford City Public Schools
8028-A Midlothian Tpk.	Richmond	23235	804-330-3030	Richmond Public Schools Transportation Virginia State Police
5105 S. Laburnum Ave.	Richmond	23231	804-222-2700	Virginia Racing Commission
7919 W. Broad St.	Richmond	23294	804-346-8666	County of Henrico
11944 - A Midlothian Tpk.	Richmond	23113	804-378-2800	
9001 W. Broad St.	Richmond	23294	804-217-6323	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
2624 Anderson Hwy.	Powhatan	23139	804-598-0200	Virginia Powhatan Correctional Center
101 N. Bailey Ln.	Purcellville	20132	540-751-1000	
3500 Russell Rd.	Quantico	22134	703-441-1782	
1500 Tyler Avenue	Radford	24141	757-639-3636	Town of Pulaski Pulaski County Public Schools New River Valley Regional City of Radford-Parks & Recreation New River Community College Radford City Public Schools
8028-A Midlothian Tpk.	Richmond	23235	804-330-3030	Richmond Public Schools Transportation Virginia State Police
5105 S. Laburnum Ave.	Richmond	23231	804-222-2700	Virginia Racing Commission
7919 W. Broad St.	Richmond	23294	804-346-8666	County of Henrico
11944 - A Midlothian Tpk.	Richmond	23113	804-378-2800	
9001 W. Broad St.	Richmond	23294	804-217-6323	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
713 W. Broad St.	Richmond	23230	804-355-7707	Virginia Film Office-Employees Virginia-DGS Purchases & Supplies Commonwealth of Virginia DGS Engineering DGS Consolidated Lab DGS Real Estate Division Virginia Office of Fleet Management DGS Director's Office Virginia House of Delegates Virginia Science Museum Virginia Dept of Motor Vehicles Virginia Compensation Board Virginia Criminal Sentencing Virginia Dept of Taxation Virginia Protection & Advocacy Virginia Workers Compensation Virginia Dept Minority Business Virginia Museum of Fine Arts Virginia DRS-Richmond FRS Virginia DRS-Henrico FRS Virginia DRS-Career & Business Virginia Center of Rehab Blind Virginia- VRCBVI J Sergeant Reynolds Community Virginia Dept of Game & Inland VDOT Information Technology VDOT- Civil Rights Division VDOT Scheduling & Contract Division VDOT Construction Division Virginia Motor Vehicle Dealer Board Virginia Dept of Health Central Office Virginia Board for People with Virginia Dept for Blind & Visually Impaired Virginia DBVI-Richmond Regional Virginia DBVI-Library & Resources Richmond Redevelopment and The Maggie Walker Governor's School Virginia Board of Towing/Recovery

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
8 North 6th St.	Richmond	23219	804-648-7612	City of Richmond Richmond Department of Public Works Richmond Public Utilities and VDOT Assurance & Compliance office VDOT Business Transformation VDOT Maintenance Division VDOT-OTP3 Virginia Personal Use Rentals Virginia Senate Finance Virginia Senate Virginia Legislative Services Virginia- JLARC Virginia Supreme Court Virginia State Bar Virginia Governor's Office Department of Planning & Budget Virginia Dept of Human Resources Virginia State Board of Elections Virginia Auditor Public Accounts Virginia Dept Criminal Justice Virginia Attorney General Virginia Commission for the Arts Virginia Dept of Accounts Virginia Dept of the Treasury Virginia Retirement System Virginia Dept of Housing & Community Virginia Human Rights Council Virginia SCC Comptroller Virginia SCC Commissioner's Office Virginia SCC Securities & Retail Virginia SCC Financial Institute Virginia SCC Bureau of Insurance Virginia SCC Public Utilities Accounting Virginia SCC Energy Regulation Virginia SCC Economics & Finance Virginia SCC Public Service Taxation Virginia SCC Utility & Railroad Virginia SCC Info Resources Virginia SCC General Council Virginia SCC Hearing Examiners Virginia SCC Information Technology

Virginia SCC Clerk's Office  
Virginia Lottery  
Virginia Dept of Charitable Gaming  
Virginia College Savings Plan  
Virginia Dept of Labor & Industry  
Virginia Employment Commission  
VA DGS-Graphic Communications  
Virginia Dept of Conservation &  
Virginia Dept of Education  
Virginia Tourism Corporation  
City of Richmond Department of  
Library of Virginia  
VCU Patient Transportation  
Virginia Higher Education Council  
Virginia Community College System  
VCU Health System  
Virginia Dept of Agriculture  
Virginia Economic Development  
Virginia Dept. of Business Assistance  
Virginia Dept of Mines, Minerals and  
Virginia Alcohol Safety Program  
Virginia-DEQ: Environmental Quality  
VDOT- Asset Management Division  
VDOT Environmental Division  
VDOT-Traffic Engineering

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
8 North 6th St. (Continued)	Richmond	23219	804-648-7612	VDOT- Location & Design Division VDOT Learning Center VDOT Investigation Division VDOT Internal Audit VDOT Management Services Division VDOT Capital Assets & Inventory VDOT- Right of Way & Utilities Division VDOT Office of Public Affairs VDOT Local Assistance & Program VDOT Transportation & Mobility VDOT Fiscal Division VDOT External Construct Audit VDOT Administrative Services VDOT- Human Resources Division VDOT Materials Division VDOT Operations & Security VDOT Innovative Project Del. VDOT Operations Planning Division VDOT Policy Division VDOT-Enterprise Applications VDOT-Financial Planning Division VDOT Structure & Bridge** Virginia Dept of Rail & Public Virginia DOH- Epidemiology Virginia DOH-Environmental Health Virginia DOH-Chief Medical Examiner Virginia DOH-Minority & Public Health Virginia DOH-Human Resources Virginia DOH-Richmond District Virginia Dept of Medical Assistance Virginia DBVI-Richmond Virginia Dept of Behavioral Health & Virginia Dept of Correctional Education Virginia Dept of Social Services Virginia Dept of Juvenile Virginia Forensic Science-Richmond Virginia Freedom of Information Virginia Chesapeake Bay Commission Virginia Tobacco Commission Virginia Foundation for Healthy You

					Virginia Capitol Police Virginia Employment Dispute Virginia ABC Virginia General Assembly VA Commonwealth Preparedness Virginia DOH-EP&R Central Region Virginia DOH-Dental Division Virginia DOH-Child & Adolescent Virginia DOH-Injury Prevention Virginia DOH- WIC Virginia DOH- Women's and Infants Virginia DOH-EP&R Training & Virginia DOH-Drinking Water
6109 W. Broad St.	Richmond	23230	804-673-0500		Virginia Dept. for the Aging Virginia Dept of Rehabilitative Services Virginia DDS-Central Region Virginia DRS-Grants & Special Virginia Dept for the Deaf Virginia Indigent Defense Commission
9401 Midlothian Tpk.	Richmond	23235	804-330-4467		Virginia Correctional Enterprises
1 Richard E. Byrd Terminal Dr.	Richmond	23250	804-222-0865		Virginia Dept of Aviation
12050 W. Broad St.	Richmond	23233	804-364-3000		Virginia Academy for Staff Development
9400 Midlothian Tpk.	Richmond	23235	804-560-9494		
8406 W Broad St.	Richmond	23294	804-270-4200		County of Henrico Virginia DOH-Henrico Health District
1800 Dabney Rd.	Richmond	23230	804-353-8400		
4721 Melrose Ave.	Roanoke	24017	540-986-0565		Virginia Veterans Care Center Virginia DBVI Roanoke Regional Virginia Dept. Veteran Services Roanoke County Public Schools

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
				Roanoke-Alleghany Regional Commission
				Virginia DRS-Southwest
				Virginia DOH-Roanoke/Alleghany
				Virginia DOC Dist15 Probation & Parole
1603 Williamson Rd.	Roanoke	24012	540-343-8000	Western Virginia Water Authority
				Roanoke Higher Education Authority
				City of Roanoke
				City of Roanoke-Personal
				Roanoke City Public Schools
				Virginia Dept. Social Serv-Botetourt
5202 Aviation Dr.	Roanoke	24012	540-563-8055	
				Virginia Forensic Science-Roanoke
5536 Airport Rd.	Roanoke	24012	540-563-8055	Virginia VDFP Div. 6-Roanoke
				Botetourt County Public Schools
				VA DOH-Chief Medical Examiner Roanoke
1824 Williamson Rd.	Roanoke	24027	540-344-3252	
2609 Plantation Rd. NE	Roanoke	24012	540-362-1741	
4385 Electric Rd.	Roanoke	24018	540-772-8262	Virginia DRS-Roanoke
				Virginia DRS-Blue Ridge
				Virginia Western Community College
5536 Airport Rd.	Roanoke	24012	540-265-5777	
545 Old Franklin Tpk, #B	Rocky Mount	24151	540-484-1927	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
1020 W. Main St.	Salem	24153	540-375-4814	VDOT-Salem District City of Salem Schools
932-A South Church St.		Smithfield	23430	757-357-9711
1318 Wilborn Ave.	South Boston	24592	434-575-0600	Halifax County Dept. Of Tourism Virginia DRS-South Boston Virginia DOC-Halifax Southern VA Higher Education Center
103 S Mecklenburg Ave.	South Hill	23970	434-447-6866	
5555 Industrial Dr.	Springfield	22151	703-914-0480	
6701-X Loisdale Rd.	Springfield	22150	703-922-3808	
6536 Backlick Rd.	Springfield	22150	703-451-2400	
7500 Fullerton Rd.	Springfield	22153	703-455-6525	
32 Doc Stone Rd. Suite 101	Stafford	22556	540-657-9315	
834 Greenville Ave.	Staunton	24401	540-885-0820	City of Staunton-Economic Development Virginia Woodrow Wilson Rehab Virginia School for the Deaf & Blind Virginia Frontier Cultural Museum Blue Ridge Community College VDOT-Staunton District Virginia DBVI-Staunton Regional Western State Hospital Virginia Augusta Correctional Center Virginia DOH-Central Shenandoah

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
47020 Harry Byrd Hwy. Suite 120	Sterling	20145	703-406-4414	
				The Pruden Center
				VDOT-Hampton Roads District
				Virginia DOH-Western Tidewater
				Virginia DOC-Eastern Regional
				City of Suffolk Fleet Management
				City of Suffolk Non DB
				City of Suffolk
1600 N Main St.	Suffolk	23143	757-923-4812	
1841 Richmond Hwy.	Tappahannock	22560	804-443-5666	Rappahannock Community College
27992 Governor GC Peery Hwy.	Tazwell	24651	276-988-0636	
5329 Virginia Beach Blvd.	Virginia Beach	23462	757-461-6401	
5329 Virginia Beach Blvd.	Virginia Beach	23462	757-671-7700	Bayside Middle School
				Princess Anne High School
3269 Virginia Beach Blvd.	Virginia Beach	23452	757-486-7700	Virginia DRS-Virginia Beach
				Virginia DOH-Virginia Beach
				Brookwood Elementary School
				City of Virginia Beach-Human Services
3152 Virginia Beach Blvd.	Virginia Beach	23454	757-498-5819	
3680 Holland Rd.	Virginia Beach	23452	757-431-9200	Green Run High School
141 Spruce St.	Virginia	23452	757-431-1791	
1877 Laskin Rd.	Virginia Beach	23454	757-422-6900	Virginia Beach Convention & Visitors Bureau
				Programs for Exceptional Children
				Virginia Beach City Public Schools
				City of Virginia Beach-Tourism

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
5253 Indian River Rd.	Virginia Beach	23464	757-495-3678	
2017 Independence Blvd.	Virginia Beach	23455	757-464-9700	Virginia DOH-Eastern Shore Eastern Shore Community College
1650 General Booth Blvd. Ste 107	Virginia Beach	23454	757-721-4499	Virginia Commonwealth Preparedness Virginia Beach Virginia Beach Transportation Services
3809 Princess Anne Rd, Unit 108A	Virginia Beach	23456	757-471-4582	City of Virginia Beach-Police Department Kellam High School Landstown High School Rosemont Elementary School Salem High School-VA Beach Virginia Beach Public Schools Human Resources Virginia Beach Department of School Leadership Virginia Beach Parks and Recreation Department of Teaching & Learning City of Virginia Beach Communications City of Virginia Beach-Car Rental Center for Teacher Leadership City of Virginia Beach
2717 Virginia Beach Blvd	Virginia Beach	23452	757-306-7395	
573 Central Dr.	Virginia Beach	23454	757-498-2173	
1121 Jenson Dr.	Virginia Beach	23451	757-422-1966	
2017 Independence Blvd.	Virginia Beach	23455	757-464-9700	

Enterprise Location Address	City	Zip Code	Phone Number	Serving these Commonwealth Entities
310 Broadview Ave. Suite 110	Warrenton	20186	540-341-2727	
2049 W. Main St.	Waynesboro	22980	540-943-9714	Augusta County School Board Virginia DRS-Fishersville
713 Merrimac Trail	Williamsburg	23185	757-220-1900	James City County Virginia DRS-Williamsburg Jamestown-Yorktown Foundation Virginia CASC-Williamsburg City of Williamsburg Eastern State Hospital
6532 Richmond Rd.	Williamsburg	23188	757-258-9199	
14335 Jefferson Davis Hwy.	Woodbridge	22191	703-490-0566	DOH-Prince William County Virginia Tech Prince William
14455 Potomac Mills Rd.	Woodbridge	22193	703-491-2224	
2850 Dale Blvd.	Woodbridge	22192	703-580-9950	
430-A Hoover Rd.	Woodstock	22664	540-459-7982	DOH-Lord Fairfax Lord Fairfax - Country Club
1100 E. Main St.	Wytheville	24382	276-223-0785	Bland County Public Schools Mount Rogers Community Service Virginia-DRS-Wytheville Wytheville Community College Wythe County Public Schools Town of Wytheville Virginia DOH-Wytheville

- Appendix A. Local Rate Zones.....
- Appendix B. Sample Management Reports.....
- Appendix C. Sample Implementation Timeline .....
- Appendix D. Nationwide Program Summary for National Car Rental .....
- Appendix E. Nationwide Program Summary for Enterprise Rent-A-Car .....

Redacted

## Appendix A. Local Rate Zones

National travelers may rent in any of the rental cities and return to any National location within the specified Local Rate Zone and still pay the local rental rate with no additional per-mile charges.

If Local Rate Zone is identified by a specific location, rather than a geographic area, rentals are allowed from the location to the others listed, but not vice versa (e.g., Travelers may rent at Springfield Capital Airport and return at Moline International Airport, but not vice versa).

<b>Arizona</b>				
Phoenix	Mesa — Falcon Field Mesa Gateway Airport Phoenix — Swift National	Phoenix Sky Harbor International Airport Scottsdale Municipal Airport		
Tucson	Tucson — S. Palo Verde Tucson — S. Rita Road	Tucson — Hemisphere Loop Tucson International Airport		
<b>California</b>				
Fresno	Fresno International Airport	Bakersfield Airport		
Northern California	Livermore — Research Drive Monterey Peninsula Airport Oakland International Airport Redwood City — El Camino Real Sacramento International Airport	San Francisco International Airport San Francisco — Union Square San Francisco — O'Farrell Street San Francisco Convention Center San Jose International Airport Santa Rosa Sonoma County Airport		
San Diego	Escondido — West 4th Avenue San Diego International Airport Solana Beach — Highway 101			
Southern California	Anaheim — West Katella Burbank — Bob Hope Airport Long Beach International Airport Los Angeles International Airport	Ontario International Airport Palm Springs International Airport Santa Ana Orange County Airport Santa Barbara Municipal Airport		
<b>Colorado</b>				
Colorado	Aspen-Pitkin County Airport Colorado Springs Municipal Airport	Denver International Airport Fort Collins — Woodward		
<b>Connecticut</b>				
New Haven Stamford	<i>New York City Local Rate Zone</i>			
<b>District of Columbia</b>				
Washington D.C.	Baltimore International Airport, Maryland Lexington Park, Md.—Three Notch Road National L'Enfant Plaza	Washington Dulles International Airport Washington Reagan International Airport Washington D.C. —Union Station		
<b>Delaware</b>				
Wilmington	<i>Philadelphia Local Rate Zone</i>			
<b>Florida</b>				
All National rentals originating and terminating within the State of Florida are included in the Local Rate Zone.				
<b>Georgia</b>				
Savannah	<i>Savannah/Hilton Head International Airport, Georgia Hilton Head, S.C. Local Rate Zone</i>			
<b>Hawaii</b>				
Island of Hawaii	Hilo International Airport Kona International Airport Waikoloa Beach Drive			
Island of Oahu	Honolulu International Airport Honolulu — Waikiki Ala Moana Blvd.			
Island of Maui	Kahului International Airport Lahaina Kapalua International Airport			

<b>Illinois</b>		
Chicago	Chicago Midway International Airport Chicago O'Hare International Airport	Chicago — North LaSalle Naperville — East Ogden Avenue
Springfield Capital Airport	Moline/Quad City International Airport	
<b>Indiana</b>		
Indianapolis	Carmel — East 116th Street Indianapolis International Airport Indianapolis Walk Up	
<b>Iowa</b>		
Cedar Rapids East Iowa Airport	Cedar Rapids — Rockwell	
<b>Kentucky</b>		
Paducah Barkley Airport	Louisville International Airport	
<b>Maryland</b>		
Maryland	<i>Washington, D.C. Local Rate Zone</i>	
<b>Massachusetts</b>		
Boston	Boston Logan International Airport Boston — Atlantic Avenue Boston — Boylston Street	
<b>Michigan</b>		
Michigan	Ann Arbor Municipal Airport Detroit Metropolitan Airport Toledo Express Airport, Ohio	
<b>Minnesota</b>		
Minneapolis	Minneapolis International Airport Minneapolis Hubert Humphrey Charter Terminal	
Rochester International Airport	Fargo International Airport, N.D.	
<b>Missouri</b>		
Hollister — Branson Airport	Springfield Regional Airport	
<b>Nebraska</b>		
Lincoln Municipal Airport	Omaha Airport	
<b>Nevada</b>		
Henderson Executive Air	Phoenix Sky Harbor Airport, Arizona Phoenix — Swift National, Arizona	Scottsdale Airport, Arizona
<b>New Jersey</b>		
New Jersey	<i>New York City Local Rate Zone</i>	
<b>New Mexico</b>		
Roswell Airport	Phoenix Sky Harbor International Airport, Arizona Phoenix — Swift National, Arizona Scottsdale Municipal Airport, Arizona	
<b>New York</b>		
Elmira/Corning Regional Airport	Greater Rochester International Airport	
New York City	Iselin, N.J. — Renaissance Inn Islip MacArthur Airport, N.Y. Jersey City, N.J. — Montgomery Street Newark Liberty International Airport, N.J. Manhattan, N.Y. — East 50th Street Manhattan, N.Y. — East 80th Street Manhattan, N.Y. — West 77th Street	Manhattan, N.Y. — West 40th Street New Haven, Connecticut — State Street New York, N.Y. — JFK Airport New York, N.Y. — LaGuardia Airport New Windsor Stewart Airport Stamford, Connecticut — Main Street Teterboro Airport, N.J. White Plains Airport, N.Y.

<b>North Carolina</b>		
Charlotte	Charlotte/Douglas International Airport	
Fletcher — Landmark Aviation	Fletcher — Asheville Regional Airport	
Fletcher — Asheville Regional Airport	Hickory	
<b>Ohio</b>		
Toledo	<i>Michigan Local Rate Zone</i>	
<b>Oregon</b>		
Portland International Airport	Eugene Mahlon Sweet Field Airport	
<b>Pennsylvania</b>		
Philadelphia	Philadelphia International Airport Philadelphia, Pennsylvania — 30th Street Philadelphia — Norwichtown	
<b>South Carolina</b>		
Hilton Head	Hilton Head Island Airport Savannah/Hilton Head International Airport, Georgia	
<b>Texas</b>		
Dallas	Dallas-Fort Worth International Airport Dallas Love Field Airport Plano — North Dallas Parkway	
Houston	Houston Bush Intercontinental Airport Houston Hobby Airport	Houston — Doubletree Galleria Houston — Omni Hotel
Southern Texas	Brownsville/South Padre Island International Airport Harlingen Valley International Airport McAllen-Miller International Airport	
<b>Virginia</b>		
Washington D.C.	<i>Washington D.C. Local Rate Zone</i>	
Norfolk International Airport	Newport News/Williamsburg International Airport	
Richmond	Charlottesville Airport Richmond International Airport	
Roanoke	Roanoke Regional Airport Roanoke — Coulter Drive	
<b>Washington</b>		
Seattle	Seattle — Downtown Hilton Seattle-Tacoma International Airport Bellevue Seattle Redmond	
<b>West Virginia</b>		
Huntington Tri-State Airport	Charleston Yeager Airport	
<b>Wyoming</b>		
Cheyenne Air National	Grand Junction Regional Airport	

## One-Page Corporate Scorecard

Commercial Global Scorecard									
Account: Example Company Account Number: XZXZXZXZ									
Brand(s): Enterprise Rent-A-Car, National Car Rental Currency: US Dollars									
Region(s): North America, Europe/Middle East/Africa, Asia Pacific, Latin America/Caribbean Division(s): Rent-A-Car, Rent-A-Truck Committed Volume: \$5,000,000.00									
Beginning YM Reporting Period: 201701 to 201712									
Prior YM Reporting Period: 201601 to 201612									
Quarter	Cur YM Revenue	% Change Revenue	Rental Information				Car Classes	Charged	Driven
Q1	\$1,291,693	-4.82%	Number of Rental Transactions	44,721			Economy	2,026	119
Q2	\$1,361,229	-3.40%	Charge Days	141,952			Compact	1,653	1,370
Q3	\$1,347,713	-3.90%	One-Way Transactions	5,190			Intermediate	26,281	4,796
Q4	\$1,135,170	0.08%	Average Rate Per Day	\$36.18			Standard	1,658	809
Overall - Summary	\$5,135,805	-3.15%	Average Miles Per Day	121			Fulsize	7,766	8,763
			Average Rent Length	3.17			Premium	736	974
			Revenue	\$5,135,805			Luxury	310	508
Compliance									
Quarter	CY Compliance	Compliance Growth	Location				Minivan	1,012	1,734
Q1	103.34%	2.04%	CY % of Total Revenue		Location	PY % of Total Revenue	Mid/Std SUV	1,935	6,398
Q2	108.90%	4.21%	DALLAS - FT. WORTH AIRPORT	4.44%	DALLAS - FT. WORTH AIRPORT	4.14%			4.33%
Q3	107.82%	3.84%	PHILADELPHIA AIRPORT	3.66%	PHILADELPHIA AIRPORT	3.90%			
Q4	90.81%	-11.28%	PHOENIX AIRPORT	3.46%	LOS ANGELES AIRPORT	3.75%			
Overall - Summary			LOS ANGELES AIRPORT	3.29%	JACKSONVILLE, FL AIRPORT	3.50%			
# of Travelers: 1									
Tier	Enrolled	Location				PY % of Total Revenue	Large SUV	356	1,475
Emerald Club	11,961	DALLAS - FT. WORTH AIRPORT	4.44%	DALLAS - FT. WORTH AIRPORT	4.14%		Hybrid	35	1,341
Executive	558	PHILADELPHIA AIRPORT	3.66%	PHILADELPHIA AIRPORT	3.90%		1/2/15 Psgr Van	27	28
Executive Elite	189	PHOENIX AIRPORT	3.46%	LOS ANGELES AIRPORT	3.75%		Pick Up Truck	129	980
Executive VP	1	LOS ANGELES AIRPORT	3.29%	JACKSONVILLE, FL AIRPORT	3.50%		Cargo Van	24	17
		JACKSONVILLE, FL AIRPORT	2.79%	PHOENIX AIRPORT	2.92%		Cargo Van Heavy Duty	1	4
		DENVER AIRPORT	2.66%	DENVER AIRPORT	2.54%		Pickup Heavy Duty	13	37
		CHARLOTTE AIRPORT	2.20%	CHARLOTTE AIRPORT	2.51%		Box Truck	6	6
		ATLANTA AIRPORT	1.93%	ATLANTA AIRPORT	2.14%		Other	690	14,867
		TAMPA AIRPORT	1.88%	FT. LAUDERDALE AIRPORT	1.81%		Exotic	64	496
		ORLANDO AIRPORT	1.87%	ORLANDO AIRPORT	1.78%		Overall - Total	44,722	44,722
		% of Total	28.18%	% of Total	29.03%				100.00%
# of Travelers: 1									
Country	CY % of Total Revenue	Country				PY % of Total Revenue	Reservation Source	% of Total Rentals	Previous % of Total Rentals
United States	99.05%	United States	99.27%				GDS	72.70%	75.36%
Canada	0.38%	Canada	0.31%				Online	19.81%	17.22%
United Kingdom	0.14%	United Kingdom	0.11%				Call Center	4.18%	4.13%
Italy	0.08%	Italy	0.06%				Walk In	1.94%	2.01%
Iceland	0.06%	Spain	0.05%				BRANCH	1.11%	1.08%
% of Total	99.90%	% of Total	99.97%				ARMS®	0.18%	0.12%
							Web Service	0.08%	0.07%
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Cost Savings									
Account Number(s): XZ99999									
Date Range: 201710 to 201712									
Rented Country: USA - North America, Canada - North America									
Car Groups	Car Charged	Car Driven	Upgrades	Average LOR	Upgrade Days	Mid Size Rate	RPD	Savings Per Day	Savings
Mid Size	4,020	570	0	2.90	0.00	\$36.11	\$36.11	\$0.00	\$0.00
Full Size	96	1,643	1,547	3.61	5,580.80	\$36.11	\$39.80	\$3.69	\$20,593.15
Premium	10	178	168	3.63	610.34	\$36.11	\$49.75	\$13.64	\$8,325.04
Mini Van	41	188	147	3.85	565.27	\$36.11	\$62.42	\$26.31	\$14,872.25
Luxury	2	38	36	5.00	180.00	\$36.11	\$34.00	\$0.00	\$0.00
Sport Utility	28	244	216	3.08	665.82	\$36.11	\$61.78	\$25.67	\$17,091.60
Other	20	1,775	1,755	2.58	4,533.16	\$36.11	\$293.73	\$257.62	\$1,167,832.68
Total Savings:								\$1,228,714.72	
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## Greenhouse Gas Emissions Report Account Summary

Account Number(s): XZXZXZXZ

Date Range: 201804 to 201806

BR Brand Description	BR Parent Account Name	BR Parent Account Number	Metric Tons of CO2e
Enterprise	Company XZ	XZXZXZXZ	630.79
National	Company XZ	XZXZXZXZ	167.93
<b>Overall - Summary</b>			<b>798.72</b>

Check Out Country Name	Total Distance Driven	Distance Code	Gallons of Fuel	Litres of Fuel	Pounds of CO2e	Kilograms of CO2e	Metric Tons of CO2e
CANADA	1,793	Kilometer	59.17	224.00	1,148.94	521.15	0.52
UNITED STATES	2,148,817	Miles	90,559.13	132,357.22	1,759,727.81	798,200.06	798.20
<b>Overall - Total</b>							<b>798.72</b>

Aug 13, 2018

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**Calculation Disclaimer:**

The methodology for calculating total greenhouse gas (GHG) emissions in metric tonnes of Carbon Dioxide equivalents (MT CO2e) reporting is summarized as follows – (1) Calculate the average combined fuel economy for each car class driven. (2) Calculate the amount of fuel consumed by dividing the total distance driven in the car class by the average combined fuel economy for that car class. (3a) Calculate total Carbon Dioxide (CO2) by multiplying the quantity of fuel consumed for each vehicle by the EPA emissions factor for each car class (.00878 kg CO2 per gallon)(3b) Calculate total Methane (CH4) by multiplying the miles driven by 1.73e-08 grams CH4 per mile. The metric tonnes of CH4 are then converted to MT CO2e by multiplying by 28 - the GWP for CH4.(3c) Calculate total Nitrous (N2O) by multiplying the miles driven by 3.6e-09 g N2O per mile. The metric tonnes of N2O are then converted to MT CO2e by multiplying by 265 - the GWP for N2O(4) Total GHG emissions in MT CO2e is the sum of the metrics tonnes of CO2 + metric tonnes of CO2e for CH4 + metric tonnes of CO2e for N2O. Add CO2e emissions for each vehicle together to obtain total CO2e emissions.Global Warming Potential (GWP) values as reported within the Intergovernmental Panel on Climate Change's (IPCC) Fifth Assessment Report.

**Booking Source**

Date Range: 201710 to 201712

Region	Rented Country Name	Reservation Source Name	Number of Rentals	Charge Days	Business Rental (Scorecard) T&M Loc	Avg Scorecard T&M Per Day Loc
NA	CANADA	WEB	7	38	1,329.25	34.98
		WEB Program	3	7	232.81	33.26
			<b>10</b>	<b>45</b>	<b>1,562.06</b>	<b>34.71</b>
UNITED STATES	UNITED STATES	GDS	4,167	11,581	414,126.93	35.76
		WEB	1,621	4,921	156,863.90	31.88
		WEB Program	41	155	6,509.99	42.00
		Screen Res Program	259	816	27,507.18	33.71
		DBI	6	12	603.44	50.29
		ARMS	17	176	5,609.60	31.87
		WALKUP	177	760	25,816.64	33.97
		BRANCH	18	80	2,856.85	35.71
			<b>6,306</b>	<b>18,501</b>	<b>639,894.53</b>	<b>34.59</b>
EMEA	FRANCE	Screen Res Program	1	2	96.00	48.00
			<b>1</b>	<b>2</b>	<b>96.00</b>	<b>48.00</b>
	GERMANY	WEB	1	4	20.00	5.00
			<b>1</b>	<b>4</b>	<b>20.00</b>	<b>5.00</b>
SPAIN	SPAIN	WEB	1	1	43.64	43.64
			<b>1</b>	<b>1</b>	<b>43.64</b>	<b>43.64</b>
UNITED KINGDOM	UNITED KINGDOM	GDS	1	3	42.81	14.27
		WEB	1	3	4.92	1.64
		WEB Program	1	11	209.55	19.05
			<b>3</b>	<b>17</b>	<b>257.28</b>	<b>15.13</b>

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**Week 1**

- Confirm program start date
- Use pre-enrollment timeline calculator to identify key dates
- Implementation and Emerald Club conversion meetings:
  - Identify and contact the Commonwealth's key personnel
  - Pinpoint locations that need pickup and delivery
  - Review long-term rental needs and personal mileage reimbursements
  - Establish dates for communication and announcement methods
  - Review Emerald Club enrollment methods:
    - Identify travelers qualified for Emerald Club
  - Establish program training method and dates:
    - Loading of new contract rates for Enterprise and National
    - Meeting to review process and progress of week

**Week 2 – 3**

- Receive traveler database and agencies eligible
- The Commonwealth announces program — Enterprise and National to receive endorsement
- Begin Emerald Club enrollment:
  - "Key Account" notice sent internally for training of reservation agents,
- Discuss Customer Satisfaction Guarantee rollout:
  - Review sample questions for online survey and select dates
- Review and confirm risk management process
- Review long-term rentals and personal mileage reimbursements findings
- Confirm rate loading and test rates for accuracy
- Advise the Commonwealth of Direct Billing accounts and procedures
- Creation of Travel Agency guides for seminars
- Meeting to review process and progress of week
- Obtain a top list of FBO locations (if applicable)

**Week 3 – 4**

- Conduct and review with DGS team:
  - Loyalty report furnished for passenger profiles
  - Benefits of Enterprise in home-city locations
- Final confirmation of rates loaded
- Implementation review with the Commonwealth of Virginia
- Finalize contract and obtain signatures
- Weekly email reminder to travelers — Instant Enrollment
- Meeting to review process and progress of week

**Week 5 – 6**

- Program start date
- Online customer service surveys sent out (if requested)
- Weekly email reminder to travelers — Instant Enrollment

**Post-Launch**

- Implementation Evaluation Meeting after first three months
- For the first 45 days, hold weekly or biweekly calls to review rental program progress
- Discuss quarterly reporting methods and formats

Implementation and Transition Lesson Learned	Enterprise and National's Solution	What this means for Your Company
<b>Task</b> Create a customized "roadmap" for the project but allow room for flexibility.	<p>Implementation Timeline and Checklist</p>	A successful transition based on a proven template that can be modified to meet specifics your Commonwealth of Virginia employees require.
<b>Task</b> Have multiple enrollment options into frequent renter programs for travelers.	<ul style="list-style-type: none"> <li>Web enrollment (instant)</li> <li>Data Transfer (mass enrollment)</li> <li>Electronic applications</li> </ul>	Maximum "reach" to all travelers to easily enroll (or automatically be enrolled) into renter programs.
<b>Task</b> Personally, manage enrollment of executive management.	Kevin Sevilla Sharon Patrick	Hands-on, "specialized" handling of all executives to ensure seamless transition for this very important group of travelers.
<b>Task</b> Utilize multiple forms of communication to travelers.	Library of various announcement letters, flyers, FAQs, email blast messages	Immediate access to best practice-based, time-tested communication content in a variety of formats.
<b>Task</b> Conduct detailed training with travel management companies and travelers.	Travel agency training, customized booking guides, traveler seminars (travel fairs), promotions to increase education and awareness	Support for travel agents to ease transition at program launch and thereafter; end-user interaction to help with communication and education of new service offerings.
<b>Task</b> Customer Service "voice level" is high at the outset of a new program.	Account management "on call" to troubleshoot during launch week and post-launch weeks.	Immediate response to common launch and post-launch related inquiries.
<b>Task</b> Thorough internal communication on account's travel patterns is important to ensure top locations are prepared.	"Key Account" notices and conference calls	Additional Emerald Aisle Specialists, booth agents and management staff will be available for the Commonwealth's travelers to educate them on their rental program and requirements.
<b>Task</b> Understand that travel is a very personal commodity — highlight our service from that perspective to achieve buy-in from travelers.	<ul style="list-style-type: none"> <li>Choice Rental Process at Emerald Club</li> <li>"We'll Pick You Up" service</li> </ul>	National affords the renter the ability to CHOOSE the rental car they will drive; members earn more benefits as they rent — the ability to move up to higher levels. Enterprise looks to customize programs to customer needs;



## PROGRAM SUMMARY

Commonwealth of Virginia (Rates including coverage outside of the Commonwealth of Virginia)

### ► DAILY RATES: U.S. PRICING OUTSIDE THE COMMONWEALTH OF VIRGINIA – NATIONAL CAR RENTAL

SIPP Code	Class	Daily Rate
ECAR	Economy	\$35.00
CCAR	Compact	\$35.00
ICAR	Intermediate	\$36.00
SCAR	Standard	\$36.50
FCAR	Full Size	\$39.00
MVAR	Minivan	\$69.00
IFAR/SFAR	Standard/Mid-Size SUV	\$69.00
FFAR	Large SUV	\$99.00
FVAR	12/15 Passenger Van	\$99.00

### □ TERMS & CONDITIONS: U.S./PUERTO RICO/DISTRICT OF COLUMBIA

**Weekly/Monthly Factors:** The weekly rate is 6 times the daily rate; monthly rate is 4 times the weekly rate.

**One-Way Surcharges:** Economy - Full Size Rental Rate will be \$69.00/day; Premium through Large SUV will be the Daily Rate plus \$.40/mile.

**Young Renter:** Provider will not charge an additional charge when the Eligible Renter is between the ages of twenty-one (21) and twenty-four (24), provided the rental is pursuant to this Agreement.

**Mileage Charges:** Economy through Premium vehicle classes include unlimited free miles per day and per week, and 2,500 free miles per month; all other vehicle classes include 150 free miles per day, 1,050 free miles per week, and 2,500 free miles per month, as applicable. Any additional miles will be charged at the rate of \$0.20 per mile.

**One-Day Surcharges:** Rentals commencing on a Mon/Tue will be charged the Daily Rate plus \$3.00/day.

### □ GEOGRAPHIC SURCHARGES: U.S./PUERTO RICO

\$5	Charlotte, Chattanooga, Cincinnati, Cleveland, Columbia, Greenville, Elmira, Kansas City, New Orleans, Salt Lake City, St. Louis, State of New York, State of Illinois, Phoenix, Raleigh Durham
\$8	Manchester NH, San Juan
\$10	Atlanta, Aguadilla, Baltimore, Billings, Bismarck, Boston, Chicago Detroit, Fargo, Grand Forks Hawaii, Colorado Springs, Great Falls, Los Angeles outside LAX, State of Texas, Minot, Missoula, Philadelphia Denver, Vail/Eagle City, Monterey, Oakland, San Francisco, San Jose, Hartford, Manchester, Pittsburgh, Providence, Rapid City, Seattle
\$15	Los Angeles LAX, State of Alaska
\$22	Islip, New York City including JFK, LGA, Newark,

Rates are not available for rentals commencing in Manhattan all day Friday through 12:59 p.m. Sunday.

†Geographic Surcharges may apply at some Canadian locations.

### □ DRIVER PROTECTION PRODUCTS: U.S./PUERTO RICO/DISTRICT OF COLUMBIA

**DW:** Business rentals only-On all products and discounts the renter is not responsible for loss and/or damage to the rental vehicle.

**Liability:** Business rentals only-On all products and discounts primary liability limits shall be \$1M CSL

## Appendix E. Nationwide Program Summary for Enterprise Rent-A-Car



## PROGRAM SUMMARY

Commonwealth of Virginia (Rates including coverage outside of the Commonwealth of Virginia)

➤ **DAILY RATES: U.S. PRICING OUTSIDE THE COMMONWEALTH OF VIRGINIA – ENTERPRISE RENT-A-CAR**

SIPP Code	Class	Daily Rate
ECAR	Economy	\$35.00
CCAR	Compact	\$35.00
ICAR	Intermediate	\$36.00
SCAR	Standard	\$36.50
FCAR	Full Size	\$39.00
MVAR	Minivan	\$69.00
IFAR/SFAR	Standard/Mid-Size SUV	\$69.00
FFAR	Large SUV	\$99.00
FVAR	12/15 Passenger Van	\$99.00

□ **TERMS & CONDITIONS: U.S./PUERTO RICO**

**Weekly/Monthly Factors:** The weekly rate is 6 times the daily rate; monthly rate is 4 times the weekly rate.

**Young Renter:** Provider will not charge an additional charge when the Eligible Renter is between the ages of twenty-one (21) and twenty-four (24), provided the rental is pursuant to this Agreement

**Mileage Charges:** Economy through Premium vehicle classes include unlimited free miles per day and per week, and 2,500 free miles per month; all other vehicle classes include 150 free miles per day, 1,050 free miles per week, and 2,500 free miles per month, as applicable. Any additional miles will be charged at the rate of \$0.20 per mile.

**One-Day Surcharges:** Rentals commencing on a Mon/Tue will be charged the Daily Rate plus \$3.00/day.

□ **GEOGRAPHIC SURCHARGES: U.S./PUERTO RICO/DISTRICT OF COLUMBIA**

\$5	Charlotte, Chattanooga, Cincinnati, Cleveland, Columbia, Greenville, Elmira, Kansas City, New Orleans, Salt Lake City, St. Louis, State of New York, State of Illinois, Phoenix, Raleigh Durham	
\$8	Manchester NH, San Juan	
\$10	Atlanta, Aguadilla, Baltimore, Billings, Bismarck, Boston, Chicago Detroit, Fargo, Grand Forks Hawaii, Colorado Springs, Great Falls, Los Angeles outside LAX, State of Texas, Minot, Missoula, Philadelphia Denver, Vail/Eagle City, Monterey, Oakland, San Francisco, San Jose, Hartford, Manchester, Pittsburgh, Providence, Rapid City, Seattle	
\$15	Los Angeles LAX, State of Alaska	
\$25	Islip, New York City including JFK, LGA, Newark,	Rates are not available for rentals commencing in Manhattan all day Friday through 12:59 p.m. Sunday.

□ **DRIVER PROTECTION PRODUCTS: U.S./PUERTO RICO/DISTRICT OF COLUMBIA**

**DW:** Business rentals only-On all products and discounts the renter is not responsible for loss and/or damage to the rental vehicle.

**Liability:** Business rentals only-On all products and discounts primary liability limits shall be \$1M CSL



## *COMMONWEALTH of VIRGINIA*

*Department of General Services  
Division of Purchases and Supply*

J. Peter Stamps, CPPO, VCM, VCO  
Director

P.O. Box 1199  
Richmond, VA 23218-1199  
Voice: (804) 786-3842

### **RFP E194-415 Vehicle Rental Services Points to Negotiate**

1.) Does your firm agree to include the following mandatory general terms and conditions; Vendors Manual, Applicable Laws and Courts, Immigration Reform and Control Act of 1986, Debarment Status, Antitrust, Payment, Precedence of Terms, Testing and Inspection, Assignment of Contract, Changes to the Contract, Default, Taxes, Announcement of Award, Drug-Free Workplace, Availability of Funds and Authorization to Conduct Business in the Commonwealth? These terms and conditions are General Terms and Conditions and are required by the Commonwealth.

2.) Does your firm agree to leave the Audit term and condition as originally provided in the solicitation?

3.) Does your firm agree to the following language for the term and condition "Extra Charges Not Allowed"?

Proposed pricing shall be for complete delivery ready for the Commonwealth's use and shall include all delivery charges for reservations where delivery point is within 5 miles of a vendor location and shall apply to rental reservations made for a minimum of three (3) days. Pickup and additional driver charges shall not be allowed.

4.) Does your firm agree to adhere to the provisions outlined in Section IX, Paragraph B of the original solicitation, specifically referring to the billing time frame? In addition to these provisions, the Commonwealth would like to add the requirement to submit invoices for unpaid charges no later than 90 days after quarterly reporting is submitted. Invoices can only pertain to the previous quarter and, if not submitted within the 90 days, the Commonwealth will not be responsible for payment of such charges.

5.) Does your firm agree to leave the language originally provided in the solicitation for Section II, Subsection C, items 4, 5 and 7?

6.) Does your firm agree to the provisions of Section V? In addition to the provisions of this section, the Commonwealth would like to request that the contractor continue to provide monthly report to the Office of Fleet Management Services, as is currently being provided to the agency. The contractor shall work with the requesting agency to generate any specific report requests or will setup an account to allow the agency generate specific reports on a continual basis.

7.) Does your firm agree to the provisions of Addendum 1, item 4.B? The Commonwealth is requesting that the SCA fees be paid in the amount of 2% of the quarterly reported sales to include time and mileage only.

8.) The Commonwealth requests that removal, or appropriate replacement of "Premium" from page 117, Terms and Conditions, Mileage Charges section of the Contractor's response.

9.) The Commonwealth requests that the billing number be provided to agency staff upon request in order to verify services provided and verify correct billing information.

10.) The Commonwealth would like to request pricing as listed in the attached schedule. Based on the requested daily rates, the extended half day, weekly monthly and weekend rates have been updated to reflect the Commonwealth's request. Additionally, the Commonwealth requests increased mileage usage at a rate of 200 miles/per day, 1,000 miles/week and 3,000 miles/month to all vehicles within the truck class.

11.) The Commonwealth requests the addition of Charlottesville commercial

airport location to Section C, Table 1 on page 80 of Contractor's response.

12.) The Commonwealth requests to add language to Section C, tables 1 and 2 that requires written mutually signed agreement in order to modify any changes in rates imposed by airports. If such a request is submitted by the Contractor, supporting documentation shall be provided to clearly identify and justify the requested change.

13.) The Commonwealth will allow for an implementation period of 45 days from date of contract award to implement changes in processes for transition from current contract to new contract.

A. Base Rental Fees without Loss Damage Waiver Fee

Vehicle Classification	Seating Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy	4	See Fleet Guide	\$33	\$33	\$181.50	\$726	3 x daily
Compact	5	See Fleet Guide	\$33	\$33	\$181.50	\$726	3 x daily
Intermediate	5	See Fleet Guide	\$34	\$34	\$187	\$748	3 x daily
Standard	5	See Fleet Guide	\$35	\$35	\$192.50	\$770	3 x daily
Full Size	5	See Fleet Guide	\$37	\$37	\$203.50	\$814	3 x daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$64	\$64	\$320	\$1408	3 x daily
SUV, Standard	5	See Fleet Guide	\$64	\$64	\$320	\$1408	3 x daily
<b>Truck:</b>							
Truck, Box, 15'-16'	2	See Fleet Guide	\$82	\$82	\$410	\$1804	3 x daily
Truck, Box, 24'	3	See Fleet Guide	\$97	\$97	\$485	\$2134	3 x daily
Truck, Box, 26'	3	See Fleet Guide	\$97	\$97	\$485	\$2134	3 x daily
Truck, Compact	3	See Fleet Guide	\$62	\$62	\$310	\$1364	3 x daily
Truck, Cutaway	2	See Fleet Guide	\$82	\$82	\$410	\$1804	3 x daily
Truck, Full Size	4	See Fleet Guide	\$72	\$72	\$360	\$1584	3 x daily
Truck, Stake Bed, 20'-24'	3	See Fleet Guide	\$97	\$97	\$485	\$2134	3 x daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$62	\$62	\$341	\$1364	3 x daily
Van, Mini	7-8	See Fleet Guide	\$67	\$67	\$368.50	\$1474	3 x daily
Van, Passenger	12	See Fleet Guide	\$97	\$97	\$533.50	\$2134	3 x daily

B. Base Rental Fees with Loss Damage Waiver Fee

Vehicle Classification	Seating Capacity	Make/Model	Half Day Rate	Daily Rate	Weekly Rate	Monthly Rate	Weekend Rate
<b>Car:</b>							
Economy	4	See Fleet Guide	\$35	\$35	\$192.50	\$770	3 x daily
Compact	5	See Fleet Guide	\$35	\$35	\$192.50	\$770	3 x daily
Intermediate	5	See Fleet Guide	\$36	\$36	\$198	\$792	3 x daily
Standard	5	See Fleet Guide	\$36.50	\$36.50	\$200.75	\$803	3 x daily
Full Size	5	See Fleet Guide	\$39	\$39	\$214.50	\$858	3 x daily
<b>Sport Utility Vehicle (SUV):</b>							
SUV, Intermediate	5	See Fleet Guide	\$66	\$66	\$363	\$1452	3 x daily
SUV, Standard	5	See Fleet Guide	\$66	\$66	\$363	\$1452	3 x daily
<b>Truck:</b>							
Truck, Box, 15-16'	3	See Fleet Guide	\$97	\$97	\$533.50	\$2134	3 x daily
Truck, Box, 24'	3	See Fleet Guide	\$112	\$112	\$616	\$2464	3 x daily
Truck, Box, 26'	3	See Fleet Guide	\$112	\$112	\$616	\$2464	3 x daily
Truck, Compact	3	See Fleet Guide	\$77	\$77	\$423.50	\$1694	3 x daily
Truck, Cutaway	2	See Fleet Guide	\$97	\$97	\$533.50	\$2134	3 x daily
Truck, Full Size	4	See Fleet Guide	\$77	\$77	\$423.50	\$1694	3 x daily
Truck, Stake Bed, 20-24'	3	See Fleet Guide	\$112	\$112	\$616	\$2464	3 x daily
<b>Van:</b>							
Van, Cargo	2	See Fleet Guide	\$77	\$77	\$423.50	\$1694	3 x daily
Van, Mini	7-8	See Fleet Guide	\$69	\$69	\$379.50	\$1518	3 x daily
Van, Passenger	12	See Fleet Guide	\$97	\$97	\$533.50	\$2134	3 x daily

### C. Virginia Airport and Fixed Base Operation (FBO) Location Fees

#### 1. Virginia Airport Locations:

Location	Access Fees	Concession Recovery Fee	Customer Facility Charge	One Way Charge	Drop Charges
Blacksburg Airport	2% Rental Fee 5% Communications Tax	12.36%	\$3 per day Airport Fee	Varies	Varies
Dulles International Airport	2% Rental Fee 5% Communications Tax	11.11%	\$3 per day Airport Fee	Varies	Varies
Lynchburg Airport	2% Rental Fee 5% Communications Tax	11.11%	\$2 per day Airport Fee	Varies	Varies
Newport News Airport	2% Rental Fee 5% Communications Tax	11.11%	\$4.25 per day Airport Fee	Varies	Varies
Norfolk International Airport	2% Rental Fee 5% Communications Tax	11.11%	\$2 per day Airport Fee	Varies	Varies
Reagan National Airport	2% Rental Fee 5% Communications Tax	11.11%	\$3.50 per day Airport Fee	Varies	Varies
Richmond International Airport	2% Rental Fee 5% Communications Tax	11.11%	\$2 per day Airport Fee	Varies	Varies
Roanoke Airport	2% Rental Fee 5% Communications Tax	12.36%	\$3 per day Airport Fee	Varies	Varies
Charlottesville Airport	2% Rental Fee 5% Communications Tax	11.11%	\$4.25 per day Airport Fee	Varies	Varies

#### 2. Virginia FBO Locations:

Location	Access Fees	Concession Recovery Fee	Customer Facility Charge	One Way Charge	Drop Charges
Crewe Municipal Airport	N/A	N/A	N/A	N/A	N/A
Aero Industrial Aviation	N/A	N/A	N/A	N/A	N/A
Airport Authority	N/A	N/A	N/A	N/A	N/A
Atlantic Aviation	N/A	11.11%	\$4.25 per day Airport Fee	Varies	Varies
Blue Ridge Airport	N/A	N/A	N/A	N/A	N/A
Central Virginia Aviation	N/A	N/A	N/A	N/A	N/A
Culpeper County Reg. Airport	N/A	N/A	N/A	N/A	N/A
Dominion Aviation	N/A	N/A	N/A	N/A	N/A

Dulles/Private Airport Hawthorn	11.11%	N/A	N/A	N/A	N/A
Executive Air	N/A	N/A	N/A	N/A	N/A
Location	Access Fees	Concession Recovery Fee	Customer Facility Charge	One Way Charge	Drop Charges
Falwell Aviation	N/A	N/A	N/A	N/A	N/A
Franklin Municipal Airport	N/A	N/A	N/A	N/A	N/A
Glick Fields Inc.	N/A	N/A	N/A	N/A	N/A
Hampton Roads Exec Airport	N/A	N/A	N/A	N/A	N/A
Heart of Virginia Aviation (Farmville/Ashland)	N/A	N/A	N/A	N/A	N/A
Horizon Aviation	N/A	N/A	N/A	N/A	N/A
Hummel Aviation LLC	N/A	N/A	N/A	N/A	N/A
Landmark Aviation Charlottesville	N/A	N/A	N/A	N/A	N/A
Landmark Aviation Roanoke	N/A	11.11%	\$1.70 per day	N/A	N/A
Landmark Aviation/Norfolk	N/A	N/A	N/A	N/A	N/A
Million Air Richmond	N/A	11.11%	N/A	N/A	N/A
Mountain Empire Aviation	N/A	N/A	N/A	N/A	N/A
New Kent County	N/A	N/A	N/A	N/A	N/A
New London Airport	N/A	N/A	N/A	N/A	N/A
New River Valley Airport	N/A	N/A	N/A	N/A	N/A
Richmond Jet Center	N/A	11.11%	\$1.70 per day	N/A	N/A
Rick Aviation	N/A	11.11%	\$3 per day	N/A	N/A
Shenandoah Airport	N/A	N/A	N/A	N/A	N/A
Skylark Aviation	N/A	N/A	N/A	N/A	N/A
Suffolk Airport	N/A	N/A	N/A	N/A	N/A
Twin County Airport	N/A	N/A	N/A	N/A	N/A
Virginia Aviation Retail	N/A	N/A	N/A	N/A	N/A
Virginia Highlands Airport	N/A	N/A	N/A	N/A	N/A
Virginia Tech/Montgomery Co. Airport	N/A	N/A	N/A	N/A	N/A

West Point Aviation	N/A	N/A	N/A	N/A	N/A
Williamsburg Jamestown Airport	N/A	N/A	N/A	N/A	N/A

EAN Services, LLC

Name of Firm

Jeff Cowan / Secretary or  
Assistant  
Secretary  
Print Name/Title

  
Signature

01/30/2020

Date