

CAR RENTAL – REQUEST FOR PRICING (RFP)

 PART I – CORPORATE ACCOUNT DETAILS

(To be completed by the corporate Travel Manager)

Organization:

Organization’s Address:

Travel Manager / Buyer Name: Title:

Phone: Email:

Travel Management Company (TMC): 1.

2.

3.

# Country:

**Annual Total Car Rental Volume** (specify currency):

# Annual Total Car Rental Transactions / Rentals:

**Annual Total Car Rental Days: Average Rental Length:** days

**Average Miles / Kilometers per Day:** (specify if Miles or Kilometers)

# Primary Method of Payment:

**Number of Traveler Profiles:**

**Pricing is based on:**

**Exclusive Supplier Status (Projected market share 100 %) Primary Supplier Status (Projected market share %)**

**Co-Primary Supplier Status (Projected market share %) Secondary Supplier Status (Projected market share %)**

**Contract Period** (circle one)**: One year Two-year Three-year**

 PART I – CORPORATE ACCOUNT DETAILS (CONTINUED)

# Organization has % compliance to current program

**Current number contracted suppliers and % each:**

**1. %**

**2. %**

**3. %**

**4. %**

**Summary of all international volume:** Please specify currency

Check here if international program does not apply Annual international car rental volume:

Annual international car rental transactions/rentals:

Annual international car rental days:

# \* For International Program details see Part VI of this document

**Top 10 Rental Cities within Country** (please include annual number of transactions and total rental days for each). **Country:**

|  |  |
| --- | --- |
| **City #Transaction #Rental Days** | **City #Transaction #Rental Days** |
| **1.** | 6. |
| **2.** | 7. |
| **3.** | 8. |
| **4.** | 9. |
| **5.** | 10. |

**Top 10 Rental Countries** (please include annual number of transactions and total rental days for each).

|  |  |
| --- | --- |
| **Country #Transaction #Rental Days** | **City #Transaction #Rental Days** |
| **1.** | 6. |
| **2.** | 7. |
| **3.** | 8. |
| **4.** | 9. |
| **5.** | 10. |

 PART II - CAR RENTAL SUPPLIER DETAILS

(The following sections are to be completed by the supplier)

Organization:

Corporate Address:

Main Phone Number:

Local Sales Manager: Phone Number:

Email:

Local Contact:

Local Address:

Local Phone Number: Reservation Phone Number:

International Reservation Phone Number:

Website address:

 PART III – COUNTRY PROGRAM

# Only complete the sections on the supplier status types selected in Part I Daily Rates: Please indicate rates as Exclusive Supplier

(Rates should be exclusive of LDW/CDW and Liability coverage).

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **One-Way Rental Rate or Mileage Rate** |
| **Sub-compact** |  |  |  |
| **Compact** |  |  |  |
| **Intermediate** |  |  |  |
| **Full Size – 2-door** |  |  |  |
| **Full Size – 4-door** |  |  |  |
| **Premium** |  |  |  |
| **Medium SUV** |  |  |  |
| **Luxury** |  |  |  |
| **Mini-van** |  |  |  |
| **Electric** |  |  |  |
| **Hybrid** |  |  |  |

# Only complete the sections on the supplier status types selected in Part I.

**Daily Rates: Please indicate rates as Primary Supplier**

(Rates should be exclusive of LDW/CDW and Liability coverage).

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **One-Way Rental Rate or Mileage Rate** |
| **Sub-compact** |  |  |  |
| **Compact** |  |  |  |
| **Intermediate** |  |  |  |
| **Full Size – 2-door** |  |  |  |
| **Full Size – 4-door** |  |  |  |
| **Premium** |  |  |  |
| **Medium SUV** |  |  |  |
| **Luxury** |  |  |  |
| **Mini-van** |  |  |  |
| **Electric** |  |  |  |
| **Hybrid** |  |  |  |

# Daily Rates: Please indicate rates as Co-Primary Supplier

(Rates should be exclusive of LDW/CDW and Liability coverage).

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **One-Way Rental Rate or Mileage Rate** |
| **Sub-compact** |  |  |  |
| **Compact** |  |  |  |
| **Intermediate** |  |  |  |
| **Full Size – 2-door** |  |  |  |
| **Full Size – 4-door** |  |  |  |
| **Premium** |  |  |  |
| **Medium SUV** |  |  |  |
| **Luxury** |  |  |  |
| **Mini-van** |  |  |  |
| **Electric** |  |  |  |
| **Hybrid** |  |  |  |

# Only complete the sections on the supplier status types selected in Part I on page 2.

**Daily Rates: Please indicate rates as Secondary Supplier**

(Rates should be exclusive of LDW/CDW and Liability coverage).

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **One-Way Rental Rate or Mileage Rate** |
| **Sub-compact** |  |  |  |
| **Compact** |  |  |  |
| **Intermediate** |  |  |  |
| **Full Size – 2-door** |  |  |  |
| **Full Size – 4-door** |  |  |  |
| **Premium** |  |  |  |
| **Medium SUV** |  |  |  |
| **Luxury** |  |  |  |
| **Mini-van** |  |  |  |
| **Electric** |  |  |  |
| **Hybrid** |  |  |  |

**Surcharges:** Please attach an addendum listing any surcharge cities and their associated rates. List any mid-week **one day surcharges** that may apply to a rental.

# Weekly / Monthly Multipliers:

Weekly Rate is times daily rate above

Monthly rate is times daily rate above

Other financial incentives (rebates, overrides, free days, upgrades, etc.)

Do you offer TMC overrides? Circle one: YES NO

# Best Rate Functionality:

Explain the availability and applicability of “best rates”:

Will insurance coverage be forfeited when applying? Circle one: YES NO

How do you guarantee that the best possible rate (e.g. leisure rate, promotional rate, etc.) will be applied? Please explain:

How do you handle guarantee rates or deposits?

# One –way Rentals:

Are there drop charges in addition to one-way mileage charges? Circle one: YES NO Provide a list of locations where one-way rentals are allowed. (No mileage or drop charges assessed) **Vehicle Damage and Liability Coverage:**

Since the above proposed rates do not include Loss Damage Waiver (LDW) or Liability coverage, what would the increase to the daily rates be for each coverage?

Loss Damage Waiver (LDW): per day (please specify currency) Liability Coverage: per day (please specify currency)

What are the liability limits? (Please specify currency)

 For each person

 For each accident

 For property damage

Does the LDW and Liability Coverage apply to ALL rentals? YES NO

If not, please explain why:

**Special City Rates:** Please attach a list of cities that offer special rates (e.g. Chicago, Los Angeles, etc.)

**Rental Locations:** Indicate the number and percentage of rental locations that are on versus off airport locations.

|  |  |  |
| --- | --- | --- |
| **Location** | **Number** | **Percent of total** |
|  | US | Global | US | Global |
| **Airport Location** |  |  |  |  |
| **Off-airport location / Suburban** |  |  |  |  |

Indicate your organization’s percent of **Corporate owned** vs **Licensee locations:**

# Corporate owned: %

**Licensee Locations: % Participation:**

Do all corporate and licensee locations honor the corporate rates and provisions of this agreement? Circle one: YES NO

If not, please include exception locations that do not participate:

List all cities where there is a blackout period where corporate rates are not applicable:

Describe your emergency / road-side program:

|  |  |  |
| --- | --- | --- |
| Is driver information / navigational systems available? Circle one: | YES | NO |
| Do you provide non-smoking vehicles upon request? Circle one: | YES | NO |

Describe any additional vehicle safety programs you provide:

# Technology:

Describe your mobile application capabilities (for example: reserve vehicles, modify reservations, express services, etc):

# Reservations:

Explain your organization’s distribution strategy (booking reservation channels):

How can you confirm availability of cars for our organization?

Would you consider taking direct reservations, bypassing the corporate reservation system? Circle one: YES NO

If yes, would that process reduce the daily cost to our organization? Circle one: YES NO

# Payment Options:

Do you have any program available for travelers without a personal major credit card or corporate credit card? Circle one: YES NO

If yes, please describe:

# Special Service Programs:

Describe any special service or preferred renter/loyalty programs available at NO charge to our travelers:

Describe any VIP programs available to top management. Is there a limit on the number of special status cards? Please explain:

Please describe your upgrade policy:

|  |  |  |
| --- | --- | --- |
| At the counter – Do you have the availability to limit upgrades? Circle one: | YES | NO |
| Does your organization offer an hourly car-rental program? Circle one: | YES | NO |

# Personal Rentals:

Are personal rentals, retired personnel or potential employee candidates eligible for corporate rates? Circle one: YES NO

List any limitations/exclusions:

# Young Renters:

What is your minimum age for rentals under the program offered?

# Fleet:

From which auto manufacturer(s) do you purchase the majority of your fleet?

Average age of fleet?

Average vehicle sizes:

What model(s) would be offered as a midsize car?

Describe your fleet maintenance and quality program:

Do you offer hybrid / electrical vehicles? Circle one: YES NO

# Directions:

Provide the services available to a renter who is in need of driving directions upon leaving the airport. Outline any specific costs for this service:

# Accidents:

What instructions do you provide to renters explaining what they should do in case of an accident or when experiencing vehicle operating problems?

Please outline your communication process with travelers during the accident claim process. Please be specific about this process (from time of accident to finalization of claim). What is supplied by whom and at what frequency?

# Billing:

When an express procedure is used to return a vehicle what is your procedure for ensuring the renter receives a detailed receipt in the mail?

Can e-receipts be provided? Circle one: YES NO

 PART IV – ADDITIONAL PROGRAM DETAILS

# Management Reports:

Please submit sample copies of the management reports you will provide.

# List reports:

|  |  |
| --- | --- |
| **Report** | **Description** |
|  |  |
|  |  |
|  |  |

Explain how often each report is generated (monthly, quarterly, annually, custom time frame):

Describe the detail of the breakdown you can achieve with your reporting system (location, department, project, individual, etc.):

Describe your automated report capabilities:

Describe how reports can be customized to meet specific needs of the organization:

Do you provide a Sustainability Report? Circle one: YES NO

# Implementation:

If a contract is awarded to you, describe your implementation / phase-in process:

# Financial Reports:

Please attach a copy of your organization’s most recent annual report or 10-K report.

# References:

Provide a client list of three (3) accounts comparable to our organization (include reference names and telephone numbers). Include at least one (1) account that has been added to your client base within the 12 months, as well as one (1) account that has left your firm during the last 12 months.

|  |  |  |
| --- | --- | --- |
| **Organization** | **Contact** | **Telephone Number / Email** |
| **1.** |  |  |
| **2.** |  |  |
| **3.** |  |  |

# Account Management Support:

Please describe account management process and how our program will be supported?

# Do you issue a supplier code of conduct? (link request)

# Corporate Commitment

Is the supplier committed to a sustainable development policy? **(REQUIRED)**

Circle one: YES NO

Describe the key elements of the policy

Does the supplier monitor the sustainable development policies of its suppliers and subcontractors?

# (REQUIRED)

Circle one: YES NO

Describe your sustainability procurement process

Describe environmental certifications or external audit reports conducted on the supplier’s products (received or in progress). **(OPTIONAL)**

Does the supplier have a Sustainability / Environmental Officer? **(REQUIRED)**

Circle one: YES NO

Please provide your sustainability / environmental officer’s contact details: Name:

Address:

Phone number:

Email address:

Please provide a copy of the supplier’s annual Corporate CSR/Environmental report. **(REQUIRED)**

Include:

* What water recycling or reductions programs does your company use?
* Any alternative power sources currently being used at centers or main hubs?

Has the Supplier received any awards due to excellence related to Sustainability? **(REQUIRED)**

# Supplier Environmental performance

Are Greenhouse Gas Emissions (GHG) publicly reported, measured and trended? **(REQUIRED)**

Circle one: YES NO

What is the average mpg on your fleet?

What are the MPG percentages of your fleet?

What vehicle and fuel types is the supplier’s fleet composed of? **(REQUIRED)**

Please provide the following statistics: **(OPTIONAL)**

* CO2 emissions of the fleet per 100 miles per category and engine type:
* Average miles and CO2 per gallon, per vehicle:

# Support for the Travel Buyer

How can the supplier support the buyer to reduce a carbon footprint from business travel? **(REQUIRED)**

Please provide case studies or similar examples of success:

Is the supplier prepared to undertake joint marketing and communication activity with the buyer to reduce emissions? Please describe. **(REQUIRED)**

Circle one: YES NO If Yes, please describe:

Can the supplier provide client CO2 reporting, broken down by required sections and time periods? Circle one: YES NO

Please describe your sustainability reporting capabilities and provide samples? **(REQUIRED)**

Country:

Annual car rental volume: (please specify currency) Annual car rental transactions / rentals:

Annual car rental days:

Annual one-way car rental transactions:

Country:

Annual car rental volume: (please specify currency) Annual car rental transactions / rentals:

Annual car rental days:

Annual one-way car rental transactions:

Country:

Annual car rental volume: (please specify currency) Annual car rental transactions / rentals:

Annual car rental days:

Annual one-way car rental transactions:

Country:

Annual car rental volume: (please specify currency) Annual car rental transactions / rentals:

Annual car rental days:

Annual one-way car rental transactions:

Vehicle coverage (Collision Damage Waiver - CDW) and Theft Protection – TP Required: Include CDW in rates? Circle one: YES NO

Include TP in rates? Circle one: YES NO

Pricing in each country should be based on:

# Exclusive Supplier Status (Projected market share 100 %) Primary Supplier Status (Projected market share %)

**Co-Primary Supplier Status (Projected market share %) Secondary Supplier Status (Projected market share %)**

Does your company do business internationally under another name? Circle one: YES NO

# Provide discounts offered for countries / regions. List each with the applicable percent discount offered:

1. Country: discount
2. Country: discount
3. Country: discount
4. Country: discount
5. Country: discount
6. Country: discount
7. Country: discount
8. Country: discount
9. Country: discount
10. Country: discount

# Daily Rates (International). Please indicate rates for each country listed in Part I

**Country: Currency:**

|  |  |  |  |
| --- | --- | --- | --- |
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| **Mini-van** |  |  |  |
| **Electric** |  |  |  |
| **Hybrid** |  |  |  |

**Weekly / Monthly Multiplier:**

Weekly rate is times daily rate Monthly rate is times daily rate

# Country: Currency:

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **Rate includes CDW or Theft Protection** |
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# Country: Currency:

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**Weekly / Monthly Multiplier:**

Weekly rate is times daily rate Monthly rate is times daily rate

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| **Hybrid** |  |  |  |

**Country: Currency:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **Rate includes CDW or Theft Protection** |
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**Weekly / Monthly Multiplier:**

Weekly rate is times daily rate Monthly rate is times daily rate

# Country: Currency:

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **Rate includes CDW or Theft Protection** |
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| **Luxury** |  |  |  |
| **Mini-van** |  |  |  |
| **Electric** |  |  |  |
| **Hybrid** |  |  |  |

# Country: Currency:

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **Rate includes CDW or Theft Protection** |
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| **Electric** |  |  |  |
| **Hybrid** |  |  |  |

**Weekly / Monthly Multiplier:**

Weekly rate is times daily rate Monthly rate is times daily rate

# Country: Currency:

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **Rate includes CDW or Theft Protection** |
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| **Luxury** |  |  |  |
| **Mini-van** |  |  |  |
| **Electric** |  |  |  |
| **Hybrid** |  |  |  |

**Country: Currency:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **Rate includes CDW or Theft Protection** |
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| **Mini-van** |  |  |  |
| **Electric** |  |  |  |
| **Hybrid** |  |  |  |

**Weekly / Monthly Multiplier:**

Weekly rate is times daily rate Monthly rate is times daily rate

# Country: Currency:

|  |  |  |  |
| --- | --- | --- | --- |
| **Car Type** | **Unlimited Mileage Rate** | **Limited Mileage Rate and Mileage Cap / Excess Mileage Rate** | **Rate includes CDW or Theft Protection** |
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| **Medium SUV** |  |  |  |
| **Luxury** |  |  |  |
| **Mini-van** |  |  |  |
| **Electric** |  |  |  |
| **Hybrid** |  |  |  |

Are these rates commissionable, if booked through GDS? Circle one: YES NO