

Smith & Jones Incorporated Corporate Profile

Buyer Information

Company Name: Smith & Jones Incorporated

Common Company Abbreviation: S&J

Headquarters location: 166 Broadview Road

country: USA

state/province: Wisconsin

city: Madison

postal code: 62354

Contact name: James L. Benson

Title: Director Administrative Services

Department: Finance

country: USA

state/province: Wisconsin

city: Madison

postal code: 62354

telephone: (826) 456-9765

fax: (826) 456-9977

email address: james.benson@smithandjones.com

Description of business: Smith & Jones is a law firm specializing in commercial real estate. The firm has over 800 attorneys nationwide operating out of 25 offices in the US.

Web site address: smith&jones.com

Smith & Jones Incorporated
Auto Rental Request for Proposal

Buyer Information

Smith & Jones Incorporated
166 Broadview Road
Madison, Wisconsin 62354 USA

Objective of the Competitive Bid Process

The objective of this competitive bid is to explore alternative auto rental services and establish a preferred supplier agreement with a high quality company. The selected supplier will be strongly supported in travel policy and should expect to receive approximately 90% of the firm's auto rental spend. A secondary supplier will be selected as well for the remaining portion of the auto rental spend.

Auto Rental Selection Process

Proposal due date: 15-Sep-02

Send proposal response by: eMail Hard copy Number of copies: 2

Name	eMail or Address
James L. Benson	james.benson@smithandjones.com
Lisa N. Roberts	lisa.roberts@smithandjones.com

RFP questions sent by email to above contact no later than this date: 20-Aug-02

Answers to RFP questions sent by email to bidders by approximately this date: 24-Aug-02

Supplier Q&A conference call: None

Target date range for 'finalist' auto rental supplier presentations: 25-Sep-02

Target supplier selection date: October 10, 2002

Auto Rental Proposal Response Format

- Section I:
- A) Provide auto rental company contact information (name, title, address, phone, fax, email).
 - B) Address any specific requests or questions outlined in the RFP by the buyer.
 - C) For multinational bids, address the Multinational Questions at the end of the RFP.

- Section II:
- A) Complete and return the fee schedule provided with this RFP.
 - B) Define the implementation timing and process upon selection.
 - C) Provide an example contract form with the proposal.

Auto Rental Suppliers must follow this format in the proposal response.

Terms of Bid

- Contract desired:
- National agreement
 - Global agreement
 - Primary supplier only
 - Primary and secondary supplier(s) to be selected
- Contract period desired:
- One-year
 - Two-year
 - Three-year
 - Other (specify) 3-year term, ability to cancel after first year with 60 days notice

[Travel Program Information](#)

Travel management responsibility:

Travel management organization:

Current travel agency configuration:

Name of primary travel agency: Principal Travel Group

Approximate number of travelers: 800 Approximate number of frequent travelers (5 trips per year): 400

Approximate number of VIPs: 50

Travel management scope:

Travel policy overview:

Check all that describe your current travel policy.

- | | | | |
|--|-------------------------------------|--|-------------------------------------|
| <u>Mandates</u> use of designated auto rental supplier | <input checked="" type="checkbox"/> | <u>Mandates</u> specified payment method for auto rental | <input checked="" type="checkbox"/> |
| <u>Requests</u> use of preferred auto rental company | <input type="checkbox"/> | <u>Requests</u> specified payment method for auto rental | <input type="checkbox"/> |
| Employees <u>have a choice</u> of auto rental companies | <input type="checkbox"/> | <u>Multiple payment methods</u> used for auto rental | <input type="checkbox"/> |
| <u>Mandates</u> use of designated travel agency | <input checked="" type="checkbox"/> | Travelers <u>must</u> rent midsize or economy size autos | <input type="checkbox"/> |
| <u>Requests</u> use of designated travel agency | <input type="checkbox"/> | Travelers encouraged to rent mid/economy size autos | <input checked="" type="checkbox"/> |
| Travelers <u>must</u> book air, car & hotels with agency | <input checked="" type="checkbox"/> | Exceptions to policy addressed before travel | <input type="checkbox"/> |
| Travelers <u>should</u> book air, car & hotels with agency | <input type="checkbox"/> | Exceptions to policy reviewed after trip | <input checked="" type="checkbox"/> |
| Travelers advised <u>not to</u> accept LDW | <input checked="" type="checkbox"/> | Exceptions non-reimbursable if out of policy | <input type="checkbox"/> |
| Travelers advised <u>to</u> accept LDW | <input type="checkbox"/> | Business units have varied policies | <input checked="" type="checkbox"/> |
| Other: Attorneys must report both billable and non-billable auto expenses through the automated expense system. | | | |

Travel web site on company intranet: Yes No

Other pertinent information regarding the travel program

[Auto Rental Information](#)

Approximate 12-month auto rental volume up for bid: \$1.2 million

Form of payment for auto rental

Gross total 12-month auto rental bookings: 9,578

Market share: primary/secondary Primary = 90 Secondary = 10

Percentage compliance to contracted suppliers 99%

Other

Additional pertinent information regarding services:

Approximately 400 attorneys, who fly frequently, will need to be enrolled into the "frequent renter" program for the selected supplier. The selected supplier will need to be able to deliver auto rentals to our Madison office on an as needed basis.

Additional Client Specific Questions

List any additional questions for auto rental bidders:

What guarantees can you provide on service performance at our key cities?

Are there any services offered by your firm that are not offered by other auto rental suppliers?

With what other law firms do you have a contract as the preferred supplier?

Save this form to your hard drive for future use. Once this form is completed, it can be sent to the auto rental supplier by email. At this point you should attach the Auto Rental Fee Schedule to the RFP when sending it to the bidders. Refer to the Bid Instructions tab at the bottom of this form to identify the next steps.

Multinational Questions

- 1) Provide an overview of your company's ability to provide auto rental service to the international destinations indicated above.

- 2) Indicate by country, any insurance coverage information specific to the location.

- 3) Describe how you would provide consolidated global data to our company.

- 4) Please elaborate on those key lessons you've learned while planning and implementing multinational auto rental programs.

- 5) Describe the role that your Account Manager(s) will play if your company is awarded our auto rental business in a single region or multiple regions.

- 6) Submit regional organizational charts addressing the individual structural requirements of an American, EMEA, Asian and Latin American account management program.

- 7) Indicate how travelers outside their home country can access your twenty-four (24) hour emergency service(s). How will your twenty-four (24) hour service(s) recognize our travelers and ensure that reservations are made in accordance with the correct policy? What languages do personnel at your twenty-four (24) hour emergency service speak? Is service available in these languages twenty-four (24) hours a day?

- 8) Provide a staff and organization chart for your company. Charts are to be provided: (a) globally, (b) regionally, and (c) by country. Indicate access to senior management. Designate the names, positions and home office locations of personnel who would have managerial responsibility for our contract in each country indicated in the RFP.

- 9) We understand that not all services may currently be available within all countries indicated in the RFP. We expect each bidder to outline clearly any service that is not available per country, what is planned for next year, and what guarantees are offered to assure that the latest technology and services will be available within the timeframe of this bid. Enhancements for improved services within each country will be viewed as critical elements in each proposal in assessing bidder's qualifications and capabilities.

- 10) If the services described in the RFI Response are not consistent globally, please describe the difference for the countries listed in the RFP.

How to use the site for an Auto Rental Bid

1. Conduct initial research of information by selecting the suppliers you want to look at; i.e. multinational, national, European, Asian, etc.
2. Select specific suppliers from the participant list.
 - A. Open the supplier profile information provided by each supplier for an overview.
 - B. Open and review the detailed supplier response to the Request for Information (RFI Criteria) provided in structured format to meet the pre-established selection criteria.
 - C. Utilize the RFI Evaluation Spreadsheet to grade selected suppliers in the appropriate service criteria needed for your company.
 - D. Build a bidders list by selecting those suppliers that best meet your objectives for capability.
 - E. Contact any supplier listed to request additional information or supporting material.
 - F. To add a supplier to your bid list that is not listed on the site, download the specific Profile and RFI Criteria and send it to them.
3. Download and complete the specific Request for Proposal (RFP) by inputting the requested information and specifics for the bid as provided for in the RFP. You will need to gather some travel data in advance and make some decisions on timing, contacts, etc.
4. Send the RFP and any attachments required to the selected bidders from your Bidders List.
5. Conduct a question and answer session by telephone or email as described in your RFP.
6. If you haven't done so already, you will likely need to establish a selection committee or team to help in the final stages of selection and negotiation. In many cases a committee will be established at the start of the project to help review the RFI data and select capable bidders.
7. When proposals are received from suppliers, compare the proposed services, required items and financial offer, and establish a short list or group of finalists.
8. Plan to interview each supplier finalist to answer your questions, determine compatibility with management, refine the service offering and fully understand the supplier capabilities compared with the other finalists. Your committee will be able to evaluate the suppliers after the interviews using the evaluation tool once again, if needed. Companies will vary widely on how many interviews or the amount of follow-up communication needed to make a final decision.
9. Negotiations should be conducted as you move into the interview stage, and they will continue until a supplier is selected and a formal agreement is reached.