

Attachment A – Technical Reply Requirements and Evaluation Criteria

1. Overview of the Evaluation Criteria

Respondent shall prepare its Technical Reply (Attachment B) according to the criteria and instructions provided in this attachment. Attachment B contains five (5) worksheets which the Respondent will use to submit its Technical Reply.

- Criterion 1 Worksheet – Airport Rental Locations
- Criterion 2 Worksheet – Other Rental Locations
- Criterion 3 Worksheet – Tallahassee Location Conveniences
- Criterion 4 Worksheet – Rental Vehicle System Operations
- Criterion 5 Worksheet – Rental Vehicle Features & Technology

Respondent shall use Attachment B (Excel Workbook) to submit its Technical Reply. Attachment B will be used by the Department to evaluate the Respondent's Technical Reply. Respondent shall complete only the yellow cells for each Criterion in Attachment B. The Department has locked all other cells in the workbook, and other than inserting the appropriate information, the Respondent shall not edit or reformat the workbook in any way.

2. Airport Rental Locations (Criterion 1 Worksheet)

Respondent shall demonstrate that its company has rental locations at, or within close proximity to, all Florida commercial airports from which Renters may pick up and drop off vehicles.

a. Instructions

Criterion 1 lists 41 "Primary" and "Reliever" Airports in Florida. Respondent shall provide a "Yes" or "No" response if its company has a rental location within the following proximities to the airports that are listed (only one "Yes" response per row will be scored):

- Terminal location
- Less than two (2) miles from terminal
- In city more than two (2) miles from terminal

b. Supporting Documentation

Respondent shall upload documentation as a single PDF into the MFMP Sourcing Tool that supports its answers to Criterion 1. At a minimum, Respondent must provide a list of the addresses of its rental locations that serve the specified Florida commercial airports and the distance (in miles) to the airport terminal.

3. Other Rental Locations (Criterion 2 Worksheet)

Respondent shall demonstrate that its company has locations other than airports from which Renters may pick up and drop off vehicles.

a. Instructions

Criterion 2 is divided into the following three sections.

State Office Complexes – Respondent shall provide a “Yes” or “No” response if its company has a rental location within three (3) miles of the State Office Complexes listed by address in Criterion 2.

Other Tallahassee Locations – Respondent shall provide a “Yes” or “No” response if its company has a rental location in the Northeast and Northwest area of Tallahassee (using the intersection of Monroe & Tennessee Streets to separate the quadrants).

Number of Additional Rental Locations in Florida – Respondent shall provide the total number of rental locations its company operates in Florida, not including Airport Rental Locations, State Office Complexes, and Other Tallahassee Locations:

b. Supporting Documentation

Respondent shall upload documentation as a single PDF into the MFMP Sourcing Tool that supports its answers to Criterion 2. At a minimum, Respondent shall provide an address list of its rental locations within three (3) miles of State Office Complexes, provide an address list of Other Tallahassee Locations, and provide an address list of Additional Rental Locations in Florida (not including Airport Rental Locations, State Office Complexes, and Other Tallahassee Locations).

4. Tallahassee Location Conveniences (Criterion 3 Worksheet)

Respondent shall demonstrate that its company provides customer convenience features at rental locations in Tallahassee (non-airport) that will serve significant numbers of Renters.

a. Instructions

Criterion 3 lists mandatory and non-mandatory locations in Tallahassee (non-airport). Provide a “Yes” or “No” response if your company provides the conveniences listed below at non-airport rental locations in Tallahassee.

- **24-Hour Staffing** – On-site staff available 24 hours per day to provide customer service for vehicle reservations, pickups, and returns.
- **Secured Customer Parking** - Parking area available for Renters to park their personal vehicles while traveling. Parking area must be owned and operated by the Respondent, continuously monitored by on-site staff or video surveillance, enclosed by fencing, and have limited access/entry.
- **Remote Customer Pickup & Drop-Off** – Respondent picks up the Renter from a specified location and drives the Renter to the Respondent’s rental location to obtain their reserved vehicle. Once the Renter has returned the vehicle to the Respondent’s rental location, the Respondent drives the Renter to the location specified by the Renter.

b. Supporting Documentation

Respondent shall upload documentation as a single PDF into the MFMP Sourcing Tool that supports their answers to Criterion 3. At a minimum, provide documentation that describes how your company will provide these Tallahassee Location Conveniences.

5. Rental Vehicle System Operations (Criterion 4 Worksheet)

Respondent shall describe its company's capabilities to provide, at a minimum, the following additional services that will enhance the process for reservations, pickup, use, and return of rental vehicles at no additional charge to the Renter.

a. Instructions

Criterion 4 is divided into the following two sections: "Reservation, Pickup & Return Functionality" and "Roadside Assistance Functionality". Provide a "Yes" or "No" response if your company will provide the services listed below at **no additional charge to the Renter**.

Reservation, Pickup & Return Functionality

- **Dedicated State of Florida Reservation Portal** – Website dedicated to State of Florida Renters with the functionality to, at a minimum, review rental vehicle options, make reservations, access billing information, and provide customer feedback.
- **Dedicated State of Florida Toll-Free Customer Service Number** – Telephone number reserved to receive customer service calls and requests from only State of Florida Renters.
- **Preferred Customer Service Program** – Program that provides Renters with additional rental benefits that may include automatic vehicle upgrades, counter by-pass at vehicle pickup and return, arrival and return notification alerts, and a grace period for late vehicle returns.
- **Mobile Application** – Mobile device application that provides Renters with the ability to make vehicle reservations, track the status of their reservations, report rental issues, and access rental information, procedures, forms and instructions.
- **Express Pickup & Return Service** – Technology, programs, or procedures that reduce the time it takes to pick up and return rental vehicles.

Roadside Assistance Functionality

- **Dedicated State of Florida Toll-Free Roadside Assistance Number** – Telephone number reserved to receive roadside assistance calls and requests from only State of Florida Renters.
- **Lockout Service** – Provide a replacement key or locksmith services to Renters who have lost or misplaced keys or locked keys inside the rental vehicle.
- **Flat Tire Assistance or Replacement Service** – Provide tire change or replacement for the rental vehicle at the Renter's location.

- **Jump Start Service** – Provide a jump start or replacement battery in rental vehicles with battery failure.
- **Fuel Delivery Service** – Delivery of fuel to stranded vehicles with an empty tank.

b. Supporting Documentation

Respondent shall upload documentation as a single PDF into the MFMP Sourcing Tool that supports their answers to Criterion 4. At a minimum, provide documentation that describes how your company will provide the additional services listed in Criterion 4.

6. Rental Vehicle Features, Technology, and Fuel Efficiency (Criterion 5 Worksheet)

Respondent shall describe the composition, features, technology, and fuel efficiency of the Florida rental fleet your company will make available to Renters. Also, describe the fuel economy of each vehicle Class.

a. Instructions

Criterion 5 lists rental vehicle features desired by the State and is divided into the following two sections:

Rental Vehicle Features & Technology – Provide a “Yes” or “No” response if 50 percent or more of your Florida rental fleet possesses the features listed in Criterion 5.

Fuel Efficiency – Provide a “Yes” or “No” response if the combined fuel economy for the vehicle Class meets or exceeds the standard specified in Criterion 5.

b. Supporting Documentation

Respondent shall upload documentation as a single PDF into the MFMP Sourcing Tool that supports their answers to Criterion 5. At a minimum, provide documentation that describes the composition of your Florida rental fleet and the presence of the features listed in Criterion 5 in 50% or more of your Florida rental fleet. Also, describe the fuel economy of each vehicle Class.