



City of Aurora, IL  
Purchasing  
Jolene Coulter, Director of Purchasing  
44 E Downer Place, Aurora, IL 60502

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## [ENTERPRISE MOBILITY] RESPONSE DOCUMENT REPORT

ITB No. 25-177

### Vehicle Rentals for the Aurora Police Department

RESPONSE DEADLINE: September 18, 2025 at 11:00 am

Report Generated: Monday, December 1, 2025

## Enterprise Mobility Response

### CONTACT INFORMATION

**Company:**

Enterprise Mobility

**Email:**

marisol.k.cerrillos@em.com

**Contact:**

Marisol Cerrillos

**Address:**

1050 N Lombard Rd  
Lombard, IL 60148

**Phone:**

N/A

**Website:**

N/A

**Submission Date:**

Sep 18, 2025 7:30 AM (Central Time)

## ADDENDA CONFIRMATION

*No addenda issued*

## QUESTIONNAIRE

### 1. Contact Information\*

*Pass*

Please download the below documents, complete, and upload.

- [COA\\_Contact\\_Information.docx](#)

Contact\_Information.pdf

### 2. Standard City of Aurora Contract\*

*Pass*

Please download the below documents, complete, and upload.

- [Sample\\_Standard\\_Contract\\_IT...](#)

Sample\_Standard\_Contract\_Signed.pdf

### 3. Hours of Business\*

*Pass*

Hours are: \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m.

Days of the week: \_\_\_\_\_ - \_\_\_\_\_

8 AM to 6PM Monday through Friday and Saturday 9 AM to 12PM, Location is closed on Sunday

**4. References\***

*Pass*

List and describe fully three current contracts (preferable government clients) performed by your firm, which demonstrate your ability to provide rental vehicles with the scope of the proposal specifications. The city reserves the right to contact each of the references listed for additional information regarding your firm's qualifications.

1. City of Chicago
2. Peerless Industries
3. SPVB, Inc

**5. Sub-Contractor List\***

*Pass*

Please provide the following information for each subcontractor. If you do not have subcontractors, please write "N/A"

Company:

Address:

City, State, Zip:

Phone Number:

Contact Person:

N/A

**6. Eligibility\***

*Pass*

By signing this Proposal, the Proposer hereby certifies that they are not barred from bidding on this Proposal as a result of a violation of Article 33E, Public Bids of the Illinois Criminal Code of 1961, as amended (Illinois Compiled Statutes, 720 ILCS 5/33E-1).

Confirmed

**7. Bidder's Tax Certification\***

*Pass*

The Bidder's Executing Officer, being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the Bidder, that this despondent is authorized to make them and that the statements contained herein are true and correct.

Bidder deposes, states and certifies that Bidder is not barred from contracting with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Bidder is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

Confirmed

**8. Bidder's Certification\***

*Pass*

I/We hereby certify that:

- A. A complete set of bid papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.
- B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.
- C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all other equal employment requirements contained in Public Act 87-1257 (effective July 1, 1993) 775 ILCS 5/2-105 (A).

D. As applicable, I/We are in compliance with the most current "Prevailing Rate" of wages for laborers, mechanics and other workers as required by the State of Illinois Department of Labor.

E. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.

F. The Bidder is not barred from bidding on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of "bid rigging" or "bid rotating" of any state or the United States.

G. As applicable, I/We will submit, for all contracts in excess of \$25,000.00, a certificate indicating participation in apprenticeship and training programs approved and registered with the United States Department of Labor.

H. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

Confirmed

#### **9. Local Vendor Preference Application\***

*Fail*

Please download the below documents, complete, and upload.

- [COA 2024 Local Preference V...](#)

COA\_2024\_Local\_Preference\_Vendor\_Application\_FILLABLE.pdf

#### **10. Additional Information**

*Pass*

City\_of\_Aurora\_PD\_RFP.pdf

Evidence\_of\_Lawful\_Authority\_to\_Sign\_-\_Edward(Ted)\_Maurer.pdf

Evidence\_of\_Legal\_Existence\_in\_Illinois.pdf

References.pdf

[ENTERPRISE MOBILITY] RESPONSE DOCUMENT REPORT

ITB No. 25-177

Vehicle Rentals for the Aurora Police Department

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PRICE TABLES

RENTAL RATES

Line Item	Description	Unit of Measure	Unit Cost
<b>Weekly Rental</b>			
1	Standard Sedan	Each	\$254.65
2	Small Sport Utility Vehicle	Each	\$368.17
3	Large Sport Utility Vehicle	Each	\$509.80
4	Mini-Van	Each	\$424.86
<b>Monthly Rentals</b>			
5	Standard Sedan	Each	\$1,018.57
6	Small Sport Utility Vehicle	Each	\$1,472.67
7	Large Sport Utility Vehicle	Each	\$2,039.17
8	Mini-Van	Each	\$1,699.46

**CITY OF AURORA, ILLINOIS**

**CONTACT INFORMATION**

Vendor shall provide the following contact information assigned to service the City of Aurora account.

Customer Service/General Information: Ph: 872.215.1819

To place an order:

Name: Marisol Cerrillos  
Ph: 872.215.1819 Fax: \_\_\_\_\_  
E-mail: marisol.k.cerrillos@em.com

Billing & Invoicing questions:

Name: Kyle McMickle  
Ph: 708.489.5663 Fax: \_\_\_\_\_  
E-mail: kyle.g.mcmickle@em.com

Questions:

Name: Marisol Cerrillos  
Ph: 872.215.1819 Fax: \_\_\_\_\_  
E-mail: marisol.k.cerrillos@em.com

Bidder's Name: Enterprise Leasing Company of Chicago, LLC

Signature & Date:



9/17/125

## CITY OF AURORA AGREEMENT

**THIS AGREEMENT**, entered on this \_\_\_\_\_ ("Effective Date"), for the (Services") is entered into between the **CITY OF AURORA** ("City"), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and \_\_\_\_\_ ("Bidder"), located at \_\_\_\_\_.

**WHEREAS**, the City issued an Invitation to Bid ("ITB") on \_\_\_\_\_ for the ; and

**WHEREAS**, the Bidder submitted a Bid in response to the ITB and represents that it is ready, willing and able to perform the Services specified in the ITB and herein as well as any additional services agreed to and described in the Agreement; and

**WHEREAS**, on \_\_\_\_\_, the City awarded a contract to Bidder, \_\_\_\_\_.

**IN CONSIDERATION** of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

### **1. Agreement Documents.**

The Agreement shall be deemed to include this document, Bidder's response to the ITB, to the extent it is consistent with the terms of the ITB, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

Invitation to Bid \_\_\_\_\_.

In connection with the ITB and this Agreement, Bidder acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Bidder represents that such material and information furnished in connection with the ITB and this Agreement is truthful and correct. Bidder shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

### **2. Scope of Services.**

Bidder shall perform the Services listed in the Bid, attached hereto as Exhibit 1.

### **3. Term.**

This agreement shall remain in effect until the terms of the ITB and completion of services have been met, unless sooner terminated in accordance with the terms contained herein, ends upon completion of services.

#### **4. Compensation.**

**Maximum Price.** In accordance with the Bidder's negotiated cost, the price for providing the Services shall be as stated on the submitted Bid, Exhibit 2.

**Schedule of Payment.** The City shall pay the Bidder for the Services in accordance with the amounts set forth in Exhibit 2, price shall remain firm for the entire contract period. The Bidder shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Each invoice shall be accompanied by a statement of the Bidder of the percentage of completion of the Services through the date of the invoice. Payment shall be made upon the basis of the approved invoices and supporting documents. The City, after inspection and acceptance, and in consideration of the faithful performance by the Bidder, agrees to pay for the completion of the work embraced in this Contract. Payment shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1, *et. seq.*) upon receipt of the invoice.

#### **5. Performance of Services.**

**Standard of Performance.** Bidder shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing services of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Bidder shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Bidder shall ensure that Bidder and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriate licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Bidder shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Bidder or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, nor payment for any and all of the Services by the City shall relieve the Bidder from the responsibilities set forth herein.

#### **6. Termination.**

**Termination for Convenience.** The City has the right to terminate this Agreement, in whole or in part, for any reason or if sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Bidder with sixty (60) days notice specifying the termination date. On the date specified, this Agreement will end. If this Agreement is terminated by the City, as provided herein, the City shall pay the Bidder only for services performed up to the date of termination. After the termination date, Bidder has no

further contractual claim against the City based upon this Agreement and any payment so made to the Bidder upon termination shall be in full satisfaction for Services rendered. Bidder shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

**7. Miscellaneous Provisions.**

- a. Illinois Freedom of Information Act.** The Bidder acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.
- b. Entire Agreement.** This Agreement, along with the documents set forth in Section 1 and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.
- c. Consents and Approvals.** The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.
- d. Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

CITY OF AURORA, ILLINOIS

**SIGNATURE**

Jolene Coulter

**FULL NAME**

**DATE SIGNED**

Director of Purchasing

**TITLE**

(Contractor)

**SIGNATURE**

Ted Maura

**FULL NAME**

9/16/25

**DATE SIGNED**

VP/6M

**TITLE**



## City of Aurora, IL - Local Vendor Preference Application

The business identified below is requesting to be placed on the City of Aurora, Illinois Local Vendor Preference list, in accordance with ordinance O20-029 approved April 28, 2020.

- 1) Date Submitted: 9/18/2025
- 2) Name of Business: Enterprise Leasing Company of Chicago, LLC
- 3) Address of Local Office: 1050 N Lombard Road
- 4) City, State, Zip: Lombard, IL 60148
- 5) Company's Web Address: www.enterprise.com
- 6) Phone: 630-652-3999 Fax: N/A
- 7) County your Local Business is Located In: DuPage County

Submitted By (Signature): 

Print Name and Title: Edward Maurer

Email Address: edward.t.maurer2@em.com

### Sec. 2-410.-Prequalification; local bidder.

- (a) If an interested business would like to prequalify as a "local business", such a business shall complete and submit the prequalification application along with supporting documentation, as listed below, and the applicable fee as set by the City Council, to the Finance Department:
  - a. Evidence that the business has established and maintained a physical presence in the City of Aurora, by virtue of the ownership or lease of all or a portion of a building for a period of not less than twelve (12) consecutive months prior to the submission of the prequalification application; and
  - b. Evidence demonstrating that the business is legally authorized to conduct business within the State of Illinois and the City of Aurora, and has a business registered to operate in the City if required; and
  - c. Evidence that the business is not a debtor to the City of Aurora. For purposes of this subparagraph, a debtor is defined as having outstanding fees, water bills, sales tax or restaurant/bar tax payments that are thirty (30) days or more past due, or has outstanding weed or nuisance abatements or liens, has failure to comply tickets or parking tickets that are not in dispute as to their validity and are not being challenged in court or other administrative processes.

*Back up documentation for (a) a. and (a) b. must accompany this submittal or application will be rejected.*

*Please note for (a) c. above the City of Aurora will verify internally that your company does not have any outstanding fees. Your company should make sure that to the best of its knowledge all bills are current.*

Return completed application, with all required backup documentation to:

City of Aurora, Attn: Purchasing Division, 44 E. Downer Place, Aurora, IL 60507

Or email to: PurchasingDL@aurora.il.us

Do not write below this line: For City of Aurora use ONLY

- (a) a.
- (a) b.
- (a) c.

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

Approved: \_\_\_\_\_  
Letter Sent: \_\_\_\_\_

Denied: \_\_\_\_\_  
Initials: \_\_\_\_\_

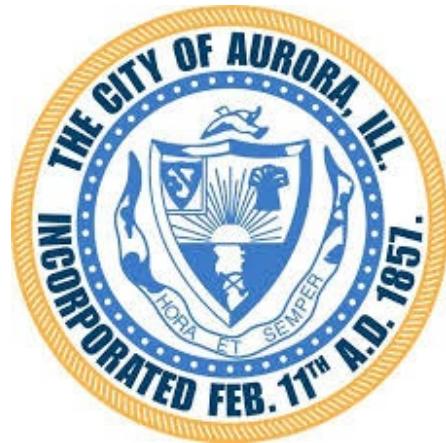


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Car Rental Executive Summary for  
**City of Aurora Police Department**

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September 18, 2025



City of Aurora, IL  
44 E. Downers Place  
Aurora, IL 60507

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

Marisol Cerrillos  
Account Manager  
1050 N Lombard Road  
Lombard, IL 60148  
872-215-1819 Office  
[marisol.k.cerrillos@em.com](mailto:marisol.k.cerrillos@em.com)

## Confidentiality and Non-Binding Nature

### 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.

Except as set forth above, no part of this document may be reproduced or retained, in whole or in part, or made available to any third party, without the express prior written permission of Enterprise Holdings, which may be withheld in its sole discretion. All rights in such content and communications are hereby reserved by Enterprise Holdings.

### 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.

### 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.

These registered trademarks and copyrights, whether marked or unmarked, may not be infringed upon or reproduced without the express written consent of Enterprise Holdings and its subsidiaries.

For more information, please visit our website [enterprisemobility.com](http://enterprisemobility.com).

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## Executive Summary

Enterprise Rent-A-Car and National Car Rental are internationally recognized brands owned and operated by Enterprise Mobility. As North America's largest and most comprehensive car rental company, our brands operate a fleet of more than 2.4 million vehicles and a network of more than 9,500 car rental locations in neighborhoods and at airports worldwide.

### 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.

Our brands now have more than 9,500 neighborhood and airport locations across the globe. There are more than 5,500 U.S. offices to serve our clients wherever they do business.

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

Enterprise Mobility, a nearly 70-year-old company, is at the forefront of building the future of mobility. Enterprise Mobility has developed and cultivated a broad portfolio of business lines designed to meet the evolving needs of customers, delivering innovative mobility solutions for both consumers and businesses.

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 City of Aurora Police Department travelers in 2025 and beyond.

“Maintaining strict discipline to our business strategy, which includes investing in and diversifying our lines of business, has positioned us well for long-term future growth.”

– CRISSY TAYLOR, PRESIDENT AND CEO

Enterprise Mobility has experienced leadership and a successful track record of managing through crisis, economic cycles, political turmoil and natural disasters.

Our private ownership enables us to place higher value on long-term impact than on short-term gain. We are equipped to handle the current situation over the long-term because of this philosophy and our:

**Strong Balance Sheet and Financial Position** - For more than 65 years, the Taylor family has put a significant portion of cumulative earnings back into the business. This stable financial footing, including overall low leverage and ample liquidity, is a distinct competitive advantage.

**Strong Competitive Position and Breadth of Our Neighborhood** - As the largest car rental provider in the world, we have a diverse network of more than 9,500 fully staffed neighborhood and airport branches. This network makeup is unique in the industry and allows us to quickly respond to demand fluctuations.

**Investment Grade Ratings** - Enterprise Mobility remains an investment-grade car rental company, and S&P and Moody's have recently placed Enterprise back on stable outlook.

## 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.

### Special Contracted Rates

Contracted rates with Enterprise and National provide the satisfaction and security of knowing that your travelers will not be charged a higher rate, regardless of the impact of peak travel seasons or limited car availability.

- Midsize compliance
- Unlimited mileage on most car classes
- Industry-exclusive 100 percent licensee participation
- Insurance and/or liability coverage
- Waived fee for additional drivers
- Underage renter option for ages 21 to 24

### 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

### We'll Pick You Up



The Enterprise "We'll Pick You Up" service is available to our customers who require pick-up or delivery services. Our services have aligned with social distancing guidelines with the enhanced service of special curbside pickup. This means we can pick up your traveler or even deliver a vehicle with advance notice to a City of Aurora Police Department renter anywhere in the United States or Canada, be it an office, hotel, or home. Our local Enterprise branch will work closely with you to meet all your pick-up and delivery needs.

### Mileage Reimbursement Alternative

Enterprise's industry-exclusive Mileage Reimbursement Alternative (MRA) cost calculator compares the cost of your company mileage reimbursement program to the cost of car rental from Enterprise. City of Aurora Police Department could save up to 50 percent on intra-city business trips by renting vehicles rather than reimbursing employees for their mileage. By implementing this tool, Enterprise has saved large corporations more than \$1 million by transitioning their employees to renting vehicles when they travel more than 125 miles in a day. Enterprise's MRA also reduces liability exposure, personal vehicle breakdown costs, and provides the added convenience of roadside assistance.

### One-Way Rentals

National Car Rental's Local Rate Zones are groups of locations in which a renter may pick-up a vehicle at one branch and drop it off at another without incurring drop-off charges (provided the renter notified National of the drop-off location at the time of reservation). National's expansive one-way drop system affords a great deal of flexibility. National does not charge an additional drop-off fee for one-way rentals booked in our local rate zones in the United States.

### General Aviation/FBO Service

For City of Aurora Police Department'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.





With Enterprise, it is easy to stretch City of Aurora Police Department's commercial vehicle fleet. Because no two businesses are alike, we offer custom business solutions that tailor our services to help you manage your business efficiently and cost-effectively. We can assist with short-term, short-notice, seasonal, and capacity rentals.

Whether you need to move or deliver products, the Truck Rental division can provide short- or long-term use of a truck. Enterprise's fleet of late model, well-maintained trucks are the perfect solution no matter what your rental needs are. Available for daily, weekly, or monthly rentals, our driver-friendly trucks and vans help get the job done whether it is a weekend household move, a supplement to your business fleet, or replacement for vehicles out for repair. Enterprise Truck Rental specializes in light- to medium-duty truck rental. All our trucks are commercially equipped and available when you need them, even during the end-of-the-month, holiday, or summertime crunches.

### Experience

Our adaptability and our insistence on putting customers' needs first has enabled us to lead the industry. Enterprise Truck Rental has been providing services in the United States since 1999 and in Canada since 2002. With more than 65 years of experience in the vehicle rental industry, Enterprise is ready and able to serve all of your rental needs, especially for truck rental, fleet management, and associated program administration.

### Location Network

Our economy of scale and expertise comes from managing a global fleet of more than 2.4 million vehicles. The Enterprise brands specialize in collaborating with companies to develop programs proven to drive down costs and streamline processes. Our reach is international, but we provide local representation to work with our customers directly and ensure they are benefitting from cost-effective vehicle rentals.

Our Truck division offers Enterprise's unique "We'll Pick You Up" service. Whether a renter prefers to visit the branch to pick up the truck, have an associate pick up a driver, or have the truck delivered to the place of business, we provide customized options designed to meet the needs of our business partners.



Daily rates make up only 75 percent of overall rental costs; taxes and fees complete the total rental cost.

Approximately 25 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 even reserves 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

### Energy Recovery Fees

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

### Best Rates

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 City of Aurora Police Department Account Number.

## Emerald Club

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 City of Aurora Police Department 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 a Trip Tracker, which detects where in the rental cycle the member is 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.

## **Priority Service in Europe**

Emerald Club members who book their rental at National Car Rental in Europe can use Priority Service at participating airport locations serviced by Enterprise Rent-A-Car. Priority Service at select European destinations means the renter can bypass the counter and go directly to the car park, show the driver's license, sign the rental contract and go. Members renting in Europe will continue to earn rental credits and tier status on their rentals.

## **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 and free rental days.

### Availability

Having a car ready to drive at the right place and time requires careful fleet management, and our operations and headquarters staff 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 300 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.

We promise to put your travelers first, with exceptional customer service and vehicles that are maintained and cleaned to our high-quality standards. We're continuously innovating to help move the world forward — including new ways to go the extra mile, so your travelers can get on the road with confidence.

### Vehicles

Each of our vehicles is thoroughly cleaned between every rental and backed with the Complete Clean Pledge with particular attention to 20+ high-touch points including, but not limited to:

- Key and key fob
- Steering wheel
- Steering column
- Cupholders and compartments
- Seat belts
- Exterior door handles
- Seat pockets and seat surfaces
- Instrument panel
- Dashboard and vents
- Areas between seats, consoles, and doorjambs
- Center console
- Door interiors
- Door pockets
- Visors and visor mirrors
- Interior door handles
- Accessory panel and touchscreen
- Gearstick and gearshift
- Rearview mirror and side mirrors

We also have measures in place to immediately isolate and quarantine any vehicle if needed.

## Network of Locations

Enterprise Mobility operates more than 9,500 locations worldwide. More than 5,500 of our locations are in the United States. The strength and size of our network makes Enterprise Rent-A-Car and National Car Rental uniquely capable of serving the needs of your company's business travelers.



## Dedicated Account Management



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.

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.

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 City of Aurora Police Department are satisfied with the results.

### Quarterly Account Review

It is our policy to meet with corporate accounts no less than 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 City of Aurora Police Department. Reports can be provided on paper or in a variety of electronic formats.

At Enterprise Mobility, 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. 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 Mobility 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 50<sup>th</sup> 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.

### Stability

Enterprise Mobility, 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.

### Customer Service

Quality, customer service, and value are three elements that make Enterprise and National the logical choice for City of Aurora Police Department. 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 City of Aurora Police Department 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 City of Aurora Police Department and the traveler happy. Emerald Club also provides benefits such as free vehicle upgrades, expedited rental and return processes, and reward choices.
- Our off-airport network of 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.
- Travelers will have free pick-up and delivery service, within a five-mile radius and with advance notice, to any U.S. off-airport location.
- The "Virtual Car" works as an alternative to owning a pool of vehicles. By renting a vehicle, City of Aurora Police Department will incur charges only when the vehicle is needed. The expense of owning and maintaining a vehicle will be left to us.
- Our Mileage Reimbursement Alternative (MRA) cost calculator compares the cost of your company mileage reimbursement program to the cost of car rental from Enterprise. By implementing this tool, Enterprise has saved large corporations more than \$1 million by transitioning employees to rent a vehicle when traveling more than 125 miles per day. Enterprise's MRA also reduces liability exposure, personal vehicle breakdown cost, and provides the added convenience of roadside assistance.
- Whether you need to move or deliver products, the Truck Rental division can provide short- or long-term use of a truck. Enterprise's fleet of late model, well-maintained trucks are the perfect solution no matter what your rental needs are. Available for daily, weekly, or monthly rentals, our driver-friendly trucks and vans help get the job done whether it is a weekend household move, a supplement to your business fleet, or replacement for vehicles out for repair. Enterprise Truck Rental specializes in light- to medium-duty truck rental. All our trucks are commercially equipped and available when you need them, even during the end-of-the-month, holiday, or summertime crunches.
- Along with all the above solutions provided to meet all of City of Aurora Police Department'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.

### 1. Project Introduction and Purpose

The City of Aurora is seeking qualified vendors for the purpose of providing rental vehicles to the Aurora Police Department. The city desires to rent up to a total of approximately eight vehicles at a time.

The contract is for a one-year term, with two 1-year extensions, subject to mutual consent between the City of Aurora and the Bidder. The City reserves the right to award the bids individually or cumulatively to qualified and responsible bidders.

Enterprise Mobility has read and understands this provision.

### 2. General Specifications

- **Prices, all applicable license/registration fees are to be included in quote. Offer must include any additional fees that will be billed to the city on a flat monthly rate.**

At specific locations, state or local governments may impose additional taxes, airport fees, or other surcharges upon automotive rentals, which compel some locations to pass the fees along with contracted rates. At the time of reservation, Enterprise and National will quote all fees up front in addition to the rental rate.

Please see [Page 24](#) for our [Pricing Table](#).

- **The awarded vendor shall be responsible for regularly scheduled maintenance of vehicles and maintenance required as the result of normal wear.**

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

Preventive maintenance, such as oil and filter changes, tire rotations, and general vehicle inspections are completed based on the manufacturer's preventive maintenance interval recommendation. Non-scheduled maintenance items such as tires, brakes, wipers, and other items are reviewed during preventive maintenance inspections. Additionally, a basic visual vehicle inspection for items such as tires, warning lights, change in vehicle condition, and personal items left behind is completed following each rental.

Safety is always the principal interest for our fleet.

#### Preventative Maintenance

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 help 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 recommended interval, a PM-generated control is issued. Vehicles may be removed from operation until they can be restored to Enterprise Mobility safety and comfort standards. All of this helps to ensure travelers do not encounter problems.

- **The awarded vendor will have sufficient inventory to exchange vehicles weekly or monthly.**

Every year, we help millions of business travelers arrive on time; their success depends on it, and so does ours. We carefully manage our fleet to ensure that travelers can rent the car of their choice. Having a car ready to drive at the right place and time requires sophisticated fleet management, and our operations and headquarters staff analyze vehicle requirements hourly for each location. In addition, our representatives behind the counter are empowered to make adjustments to ensure customer satisfaction. In the unlikely event that we cannot provide a car in the class requested, which is confirmed through an advance reservation, it is our policy to provide the customer with a vehicle from the car class higher than the one reserved at the original rate.

### **Shared Fleet**

Enterprise Rent-A-Car and National Car Rental share the more than 1.3 million vehicles that constitute the combined rental fleet in North America. One of the biggest advantages in consolidating to a single shared fleet system is the ability to maximize fleet utilization, and move and share vehicles within and between groups, as dictated by demand.

### **Vehicles Per Location**

Enterprise and National locations range from modest, small market operations to large, on-airport fleets in major cities. Our careful fleet management ensures that travelers consistently rent the cars they want. The Enterprise and National fleets fluctuate with the seasons and are controlled by our sophisticated computer network. We monitor fleet status at each location on an hourly basis to quickly respond to changing consumer demand. In addition, when a corporate account is established, an information base, which includes vital statistics such as anticipated rental volume and top rental cities, is created from the usage data provided by the customer. This information is used to determine appropriate levels of inventory needed at the locations travelers will frequent most.

- **Any changes to the contract must be made in writing, and agreed upon by both parties.**

Enterprise Mobility has read and understands this provision.

- **Either party may terminate the contract for cause with a ninety (90) day written notice.**

Enterprise Mobility has read and understands this provision.

### **Contract Cancellation Terms**

Our Business Rental Program contracts are valid until terminated by either party by providing no less than 30 days prior written notice to the other party.

- **The city holds the option to rent additional vehicles at the vehicle rental rates offered at time of bid.**

Enterprise Mobility has read and understands this provision.

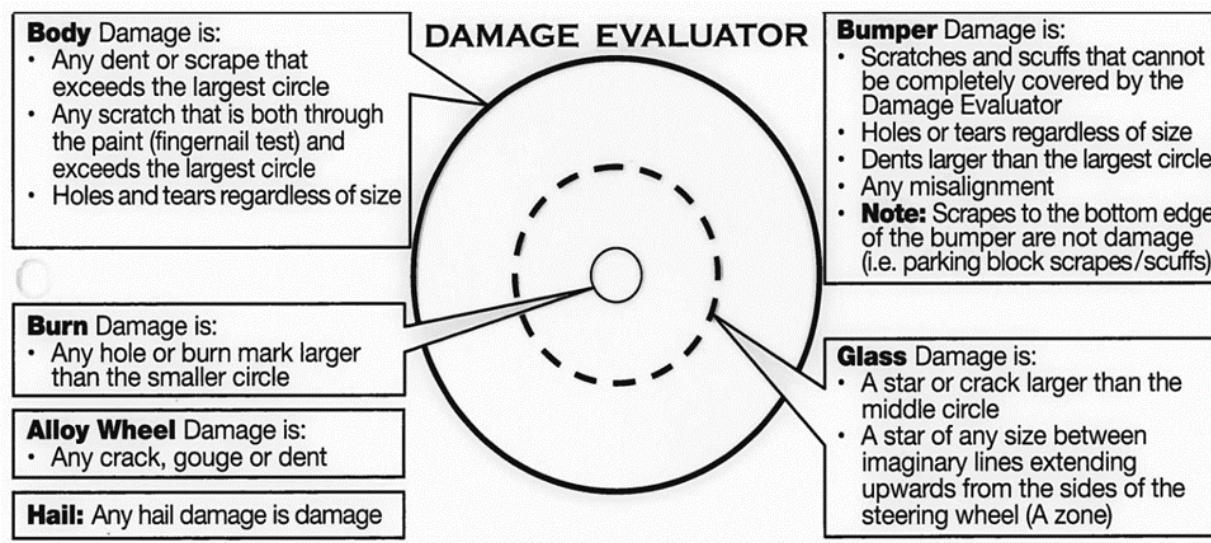
- The city will be responsible to return the vehicles in the same condition as received except for standard wear and tear.

At Enterprise locations, employees will visually inspect the vehicle with the traveler at the time of rental, and any damage will be noted and initialed on the rental agreement. Upon return, a rental agent will again inspect the vehicle with the traveler to verify vehicle condition.

Car inspections on the National brand are done only at the request of a customer. To provide City of Aurora Police Department's renters with our trademark speed of service, these locations do not complete a car inspection with the customer prior to the commencement of a rental. National offers customers e-receipts, and because customers do not have to wait for a receipt, many skip the car inspection process. In those cases, we inspect the vehicle as soon as possible and follow up with the customer if any damage is discovered. It is important to understand that the rental transaction is not complete until the vehicle has been inspected.

## Vehicle Inspection

Enterprise will provide the City of Aurora Police Department driver with a Rental Agreement at the beginning of the rental. If there is any existing damage on the vehicle, it is agreed between the City of Aurora Police Department employee and the Enterprise Rent-A-Car representative. Any damage identified will be marked on the rental agreement which is then signed by the City of Aurora Police Department employee.



*Image not to scale*

Enterprise's Damage Evaluator was developed to enhance our minor damage process, with the objective of reducing damage invoicing, providing greater clarity on what constitutes fair wear and tear and minor damage and reducing the occasions that we have to engage in discussions regarding wear and tear.

The Damage Evaluator is used when a vehicle is delivered and collected, irrespective if the customer is able to be present or not, ensuring consistency and removing the need for interpretation between employees and customers.

Once the rental has ended, an inspection of the vehicle by both the driver and the Enterprise Rent-A-Car representative will take place, with the Enterprise representative obtaining further signatures to confirm any new damage.

## Accident Reporting

If a renter is involved in an accident, the police and the rental location should be notified immediately. If the rental location is not available, the renter should contact Roadside Assistance. The renter should gather information from everyone involved in the accident and provide this information to the rental location or Roadside Assistance. The renter is obligated to cooperate with any claim, suit or legal proceeding related to an accident and should deliver any paperwork related to such an event to the rental location.

- **The city provides insurance through the City of Aurora insurance/self-insurance program.**

Enterprise and National are not offering a corporate rate program that is inclusive of third-party liability protection or Damage Waiver (DW). DW may be purchased at the time of rental.

Supplemental Liability Protection (SLP) may be purchased at participating locations in the United States to protect the renter and authorized drivers from third-party bodily injury and property damage claims up to \$300,000.

Customers renting for business use will be required to maintain, at their expense, Physical Damage Insurance — Collision and Comprehensive coverage including actual cash value — covering all vehicles rented for Business Use.

Customers shall also be required to maintain, at their expense, Commercial Automobile Liability Insurance — including Uninsured/Underinsured Motorist Coverage and No-Fault Protection where required by law — covering all vehicles rented for Business Use pursuant to this Agreement, with limits of at least \$1,000,000 combined single limit.

### **3. Vehicle Specifications**

**The city desires to rent a total of approximately eight vehicles.**

- **Rental vehicles will be current year or newer vehicle model.**

Enterprise Mobility, like the rest of the industry, is seeing increased demand for vehicles for travel across all areas of the U.S., which has had various levels of influence on our fleet's age and mileage. Our teams are continuing to do everything we can to help our customers. This includes implementing a fleet preservation strategy, with less remarketing of our vehicles, to ensure we have as many vehicles as possible available to meet their transportation needs. With our large fleet of well-maintained vehicles, we are able to extend the normal cycle of our fleet to meet current demand while still maintaining our rigorous safety, maintenance and Standard of Care.

- **The choice of vehicles rented will include:**
  - **Standard sedans**
  - **Small sport utility vehicles**
  - **Large sport utility vehicles**
  - **Mini-vans**

Enterprise and National have more of the cars your business travelers need. With a wide range of vehicle classes to meet various needs, our fleet is equipped to comply with City of Aurora Police Department's business rental program requirements.

- **Vehicle mileage is to be unlimited.**

All vehicles will have unlimited daily and weekly mileage, with a monthly cap of 3,500 miles except pickup trucks, cargo vans, and 12- to 15-passenger vans. These classes will include 150 miles per day, 750 miles per week, and 3,000 miles per month. Additional mileage is charged at \$0.25 per mile.

- **Vehicles can be rotated as often as weekly and as seldom as every sixty days.**

Enterprise Mobility has read and understands this provision.

- **Specific vehicles can be rejected for use due to their inability to fulfill functional/operational needs.**

Enterprise Mobility has read and understands this provision.

As mentioned previously, Enterprise and National have more of the cars your business travelers need. With a wide range of vehicle classes to meet various needs, our fleet is equipped to comply with City of Aurora Police Department's business rental program requirements.

In the event that a vehicle is deemed inoperable, a replacement can be provided.

#### **Vehicles must have:**

- **Automatic transmissions**
- **Keyless entry and remote locks**
- **Air conditioning and heat**
- **AM/FM stereo**
- **Power window and power doors**
- **Vehicle operation manual included with each vehicle**
- **Full manufacturer's warranty applicable to each rented vehicle**

Enterprise Mobility has read and understands this provision.

#### **Transmission**

All North American vehicles have automatic transmission.

#### **Keyless Entry**

More than 95 percent of Enterprise and National's fleet has keyless entry.

#### **Theft Deterrent**

Nearly all of Enterprise Mobility's North American fleet vehicles come with power locks and power windows. In addition, most of the fleet comes equipped with panic alarms on keyless entry remotes.

**Prices, all applicable license/registration fees are to be included in quote. Pricing must include any additional fees that will be billed to the city on a flat monthly rate.**

As previously mentioned, at specific locations, state or local governments may impose additional taxes, airport fees, or other surcharges upon automotive rentals, which compel some locations to pass the fees along with contracted rates. At the time of reservation, Enterprise and National will quote all fees up front in addition to the rental rate.

Please see [Page 24](#) for our [Pricing Table](#).

#### **Variations**

**Please request any variations to the above specifications via the Question and Answers tab before Tuesday, September 9, 2025.**

- **If a variation is approved, an additional line item will be added to the pricing table.**

Enterprise Mobility has read and understands this provision.

**Unit prices shall not include any local, state or federal taxes. The City of Aurora is exempt, by law, from paying State and City Retailer's Occupation Tax, State Service Occupation Tax, State Use Tax and Federal Excise Tax (per Illinois Revised Statutes, Chapter 120, Paragraph 44) upon City works and purchases. The City of Aurora's Sales Tax Exemption Number is E9996-0842-07.**

Enterprise and National are able to comply with the tax-exempt status of City of Aurora Police Department. Because state laws and regulations require we provide proof that a rental was for business purposes, your tax-exempt status will only be recognized on rentals where charges are directly paid by City of Aurora Police Department. Upon receipt of the appropriate tax exemption certificates, Enterprise and National will complete the necessary steps to note your tax-exempt status in our rental systems.

### **Surcharges, Taxes, and Fees**

As mentioned previously, at specific locations, state or local governments may impose additional taxes, airport fees, or other surcharges upon automotive rentals, which compel some locations to pass the fees along with contracted rates. At the time of reservation, Enterprise and National will quote all fees up front in addition to the rental rate.

### **Rental Rates**

Line Item	Description	Unit of Measure	Unit Cost
<b>Weekly Rental</b>			
1	Standard Sedan	Each	\$254.65
2	Small Sport Utility Vehicle	Each	\$368.17
3	Large Sport Utility Vehicle	Each	\$509.80
4	Mini-van	Each	\$424.86
<b>Monthly Rentals</b>			
5	Standard Sedan	Each	\$1018.57
6	Small Sport Utility Vehicle	Each	\$1472.67
7	Large Sport Utility Vehicle	Each	\$2039.17
8	Mini-van	Each	\$1699.46

**ACTION BY UNANIMOUS WRITTEN CONSENT OF THE  
BOARD OF MANAGERS OF ENTERPRISE LEASING COMPANY OF CHICAGO, LLC**

The undersigned, being the all of the members of the Board of Managers (the “Board of Managers”) of Enterprise Leasing Company of Chicago, LLC a Delaware limited liability company (the “Company”), acting without notice or a meeting, do hereby waive notice and the holding of such meeting, and hereby consent to, adopt and vote in favor of the following resolutions as an action of the Board of Managers pursuant to Section 18-404(d) of the Delaware Limited Liability Company Act (the “LLC Act”), which consent and action are intended to have the same force and effect as if the actions taken hereby had been taken at a meeting of the Board of Managers duly called and held in accordance with the LLC Act and the limited liability company agreement of the Company:

WHEREAS, on August 1, 2025, the Managers approved certain persons as officers of the Company and set forth certain duties of those officers; and,

WHEREAS the Board of Managers desires to amend the officers previously appointed and to set forth the duties of such officers.

NOW, THEREFORE, BE IT RESOLVED, that each person listed on Exhibit A hereto hereby is appointed to the office set forth opposite such a person’s name, to hold such office until either such person resigns from such office or until the Managers of the Company remove such person from such office or appoint such person’s successor; and be it

FURTHER RESOLVED, that from the date of this Consent each officer so appointed shall have the power and authority assigned to such office as set forth on Exhibit B; and be it

FURTHER RESOLVED, that the officers of the Company, and each of them acting alone, be and they hereby are authorized, empowered and directed for and on behalf and in the name of the Company to take or cause to be taken any and all actions and to execute and deliver any and all contracts, agreements, documents, instruments and/or certificates, to incur such costs and expenses and to take all other actions and do such other things as any such officer(s) may deem necessary, appropriate or desirable in order to carry out and effectuate the intent and purposes of the foregoing resolutions; and be it

FURTHER RESOLVED, that any and all actions heretofore taken by any officer(s) of the Company, including but not limited to the execution and delivery of such contracts, agreements, documents, instruments and/or certificates and the incurrence of such costs and expenses as any such officer(s) may have deemed necessary, appropriate or desirable in order to accomplish the purposes of the foregoing resolutions are hereby approved, authorized, ratified and confirmed in all respects; and be it

FURTHER RESOLVED, that this Consent may be executed in one or more counterparts, via electronic transmission or otherwise.

[the remainder of this page is intentionally left blank]

The undersigned, constituting all of the Managers of Enterprise Leasing Company of Chicago, LLC, hereby unanimously consent to and adopt the foregoing actions and resolutions as of the 1st of August 2025.

*Michael W. Andrew Jr.*

---

Michael W. Andrew Jr.

*Christine Taylor*

---

Christine B. Taylor

*Russell A. Willey*

---

Russell A. Willey

Constituting all of the Managers of Enterprise Leasing Company of Chicago, LLC

EXHIBIT A	
Officer listing 08/01/2025	
Willey, Russell A.	President, Treasurer, and Assistant Secretary
Maurer, Edward Ted	Vice President/GM
Keller, Paula R.	Vice President
O'Donnell, JR John H	Vice President
Vitt, Andrew	Assistant Vice President
Andrew, Jr. Michael (Mike) W.	Secretary
Cowan, Jeffrey	Assistant Secretary
Morgan, Paula M.	Assistant Secretary
Morrison, Matthew J	Assistant Secretary
O'Keefe, Daniel	Assistant Secretary
Smith, Larry A	Assistant Secretary
Kooken, Doug R	Regional Vice President
Zolet, Alisha	Regional Vice President

## EXHIBIT B

### Authority of Officers

1. President. The President shall be the chief executive officer of the Company and shall in general supervise and control all of the business and affairs of the Company, subject to the Managers, to whom the President shall report. The President may sign any deeds, mortgages, bonds, contracts or other instruments, except in cases where the signing and execution thereof shall be required by law to be otherwise signed or executed. The President shall in general perform all duties incident to the office of President and such other duties as may be prescribed by the Board of Managers from time to time.

2. Vice Presidents. Each Vice President shall perform such duties as shall be assigned to him or her and shall exercise such powers as may be granted by the President or the Board of Managers from time to time. Specifically, subject to the limitations on powers set forth in Section 5 of the limited liability company agreement of the Company, the Vice President (or any person to whom the VP delegates any of the rights and powers in this Paragraph 2) acting alone will have the power, on behalf of the Company, to do all things necessary or convenient to carry out the day-to-day business and affairs of the Company, including, but not limited to, the following:

- (a) to sell or otherwise transfer or acquire vehicles or the use of vehicles in the ordinary course of the Company's business;
- (b) to sell or otherwise transfer or acquire property other than vehicles or the use of property other than vehicles;
- (c) to enter into leases and contracts in the ordinary course of the Company's business consistent with past practice;
- (d) to open bank accounts and designate the number and identity of the individuals authorized to write checks and make withdrawals of funds;
- (e) to hire, or terminate the employment of, employees of the Company; and
- (f) to execute, acknowledge and deliver any and all documents and instruments appropriate to the foregoing, and to apply Company assets thereto.

3. Secretary. The Secretary shall (a) keep the minutes of the proceedings of the member(s) and of the Managers in one or more books provided for that purpose; (b) see that all notices are duly given in accordance with the provisions of this Agreement or as required by law; (c) be custodian of the Company records; (d) keep a register of the post office address of each member which shall be furnished to the Secretary by such member; (e) enter into leases and contracts in the ordinary course of the Company's business consistent with past practice; and (f) in general perform all duties incident to the office of Secretary and such other duties as from time to time may be assigned to the Secretary by the President or by the Board of Managers.

4. Treasurer. The Treasurer shall: (a) have charge and custody of and be responsible for all funds of the Company; (b) receive and give receipts for moneys due and payable to the Company from any source whatsoever, and deposit all such moneys in the name of the Company in such banks, trust companies or other depositories as shall be selected by the Managers; and (c) in general perform all of the duties incident to the office of Treasurer and such other duties as from time to time may be assigned to the Treasurer by the President or by the Board of Managers.

5. Assistant Secretaries. The Assistant Secretaries shall, in the absence or disability of the Secretary, perform the duties and exercise the powers of the Secretary and shall perform such other duties as may be assigned to the Assistant Secretaries by the Secretary, other officers or the Board of Managers from time to time.

July 2017

**Secretary of State**  
 Department of Business Services  
 Limited Liability Division  
 501 S. Second St., Rm. 351  
 Springfield, IL 62756  
 217-524-8008  
[www.cyberdriveillinois.com](http://www.cyberdriveillinois.com)

Payment may be made by check  
 payable to Secretary of State. If  
 check is returned for any reason this  
 filing will be void.

Illinois  
**Limited Liability Company Act**  
**Application to Adopt, Change, Cancel  
 or Renew an Assumed Name**

**SUBMIT IN DUPLICATE**

Type or print clearly.

Filing Fee (See Note): \$ 15Approved: JKFILE # 02846497

This space for use by Secretary of State

**FILED**

AUG 31 2020

JESSE WHITE  
 SECRETARY OF STATE1. Limited Liability Company name: Enterprise Leasing Company of Chicago, LLC

2. State or country under the laws of which the company is organized: (check one)

 Illinois (domestic)  Foreign (specify): Delaware3. Check this box  if it is a Series of the Limited Liability Company that intends to adopt, change, cancel or renew an assumed name.

Name of Series: \_\_\_\_\_

4. TO ADOPT: The Limited Liability Company or Series intends to adopt and transact business under the (see note) assumed name of: \_\_\_\_\_

5. TO CHANGE: (a) The above-named Limited Liability Company or Series intends to cease transacting business (see note) under the assumed name of: \_\_\_\_\_  
 (b) and to commence transacting business under the new assumed name of: \_\_\_\_\_

6. TO CANCEL: The above-named Limited Liability Company or Series intends to cease transacting business under (see note) the assumed name of: \_\_\_\_\_

7. TO RENEW: The above-named Limited Liability Company or Series intends to renew the assumed name of: (see note) Enterprise CarShare J

8. The undersigned affirms, under penalties of perjury, having authority to sign hereto, that this Application to Adopt, Change, Cancel or Renew an Assumed Name is to the best of my knowledge and belief, true, correct and complete.

Dated: 7/28, 2020  
 Month/Day Year

Signature

Rick A. Short - Manager

Name and Title (type or print)

Enterprise Leasing Company of Chicago, LLC

If applicant is signing for a company or other entity,  
 state name of company or entity.



OFFICE OF THE SECRETARY OF STATE  
JESSE WHITE-Secretary of State

02846497  
AUGUST 31, 2020

C T CORPORATION SYSTEM  
208 SO LASALLE ST, SUITE 814  
CHICAGO, IL 60604-1101

RE ENTERPRISE CAR SALES

DEAR SIR OR MADAM:

APPLICATION TO RENEW THE ASSUMED NAME HAS BEEN PLACED ON FILE AND  
THE LIMITED LIABILITY COMPANY CREDITED WITH THE APPROPRIATE FEE.

SINCERELY YOURS,

JESSE WHITE  
ILLINOIS SECRETARY OF STATE  
DEPARTMENT OF BUSINESS SERVICES  
LIMITED LIABILITY DIVISION  
(217) 524-8008

July 2017

**Secretary of State**  
 Department of Business Services  
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Illinois  
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**SUBMIT IN DUPLICATE**

Type or print clearly.

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Name of Series: \_\_\_\_\_

4. TO ADOPT: The Limited Liability Company or Series intends to adopt and transact business under the assumed name of: \_\_\_\_\_

5. TO CHANGE: (a) The above-named Limited Liability Company or Series intends to cease transacting business under the assumed name of: \_\_\_\_\_  
 (b) and to commence transacting business under the new assumed name of: \_\_\_\_\_

6. TO CANCEL: (see note) The above-named Limited Liability Company or Series intends to cease transacting business under the assumed name of: \_\_\_\_\_

7. TO RENEW: (see note) The above-named Limited Liability Company or Series intends to renew the assumed name of: Enterprise Car Sales

8. The undersigned affirms, under penalties of perjury, having authority to sign hereto, that this Application to Adopt, Change, Cancel or Renew an Assumed Name is to the best of my knowledge and belief, true, correct and complete.

Dated: 7/28, 2020  
 Month/Day Year

Signature

Rick A. Short - Manager

Name and Title (type or print)

Enterprise Leasing Company of Chicago, LLCIf applicant is signing for a company or other entity,  
 state name of company or entity.



**OFFICE OF THE SECRETARY OF STATE**  
**JESSE WHITE-Secretary of State**

02846497  
AUGUST 31, 2020

C T CORPORATION SYSTEM  
208 SO LASALLE ST, SUITE 814  
CHICAGO, IL 60604-1101

RE NATIONAL CAR RENTAL OF CHICAGO

DEAR SIR OR MADAM:

APPLICATION TO RENEW THE ASSUMED NAME HAS BEEN PLACED ON FILE AND  
THE LIMITED LIABILITY COMPANY CREDITED WITH THE APPROPRIATE FEE.

SINCERELY YOURS,

JESSE WHITE  
ILLINOIS SECRETARY OF STATE  
DEPARTMENT OF BUSINESS SERVICES  
LIMITED LIABILITY DIVISION  
(217) 524-8008

July 2017

**Secretary of State**  
 Department of Business Services  
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Illinois  
 Limited Liability Company Act  
 Application to Adopt, Change, Cancel  
 or Renew an Assumed Name

**SUBMIT IN DUPLICATE**

Type or print clearly.

Filing Fee (See Note): \$ 150Approved: MMFILE # 02846497

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**FILED**

AUG 31 2020

JESSE WHITE  
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Name of Series: \_\_\_\_\_

4. TO ADOPT: The Limited Liability Company or Series intends to adopt and transact business under the assumed name of: \_\_\_\_\_

5. TO CHANGE: (a) The above-named Limited Liability Company or Series intends to cease transacting business under the assumed name of: \_\_\_\_\_  
 (b) and to commence transacting business under the new assumed name of: \_\_\_\_\_

6. TO CANCEL: The above-named Limited Liability Company or Series intends to cease transacting business under the assumed name of: \_\_\_\_\_

7. TO RENEW: The above-named Limited Liability Company or Series intends to renew the assumed name of: National Car Rental of Chicago

8. The undersigned affirms, under penalties of perjury, having authority to sign hereto, that this Application to Adopt, Change, Cancel or Renew an Assumed Name is to the best of my knowledge and belief, true, correct and complete.

Dated: 7/28, 2020  
 Month/Day YearRick A. Short  
 SignatureRick A. Short - Manager

Name and Title (type or print)

Enterprise Leasing Company of Chicago, LLCIf applicant is signing for a company or other entity,  
 state name of company or entity



**OFFICE OF THE SECRETARY OF STATE**  
**JESSE WHITE-Secretary of State**

**02846497**  
**AUGUST 31, 2020**

**C T CORPORATION SYSTEM  
208 SO LASALLE ST, SUITE 814  
CHICAGO, IL 60604-1101**

**RE ALAMO RENT A CAR OF CHICAGO**

**DEAR SIR OR MADAM:**

**APPLICATION TO RENEW THE ASSUMED NAME HAS BEEN PLACED ON FILE AND  
THE LIMITED LIABILITY COMPANY CREDITED WITH THE APPROPRIATE FEE.**

**SINCERELY YOURS,**

**JESSE WHITE  
ILLINOIS SECRETARY OF STATE  
DEPARTMENT OF BUSINESS SERVICES  
LIMITED LIABILITY DIVISION  
(217) 524-8008**

July 2017

Secretary of State  
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Illinois  
 Limited Liability Company Act  
 Application to Adopt, Change, Cancel  
 or Renew an Assumed Name

**SUBMIT IN DUPLICATE**

Type or print clearly.

Filing Fee (See Note): \$ 15

Approved: *W*

FILE 02846497

This space for use by Secretary of State.

**FILED**

AUG. 31 2020

JESSE WHITE  
 SECRETARY OF STATE

1. Limited Liability Company name: Enterprise Leasing Company of Chicago, LLC
2. State or country under the laws of which the company is organized: (check one)  
 Illinois (domestic)  Foreign (specify): Delaware
3. Check this box  if it is a Series of the Limited Liability Company that intends to adopt, change, cancel or renew an assumed name.  
 Name of Series: \_\_\_\_\_
4. TO ADOPT: (see note) The Limited Liability Company or Series intends to adopt and transact business under the assumed name of: \_\_\_\_\_
5. TO CHANGE: (see note)
  - (a) The above-named Limited Liability Company or Series intends to cease transacting business under the assumed name of: \_\_\_\_\_
  - (b) and to commence transacting business under the new assumed name of: \_\_\_\_\_
6. TO CANCEL: (see note) The above-named Limited Liability Company or Series intends to cease transacting business under the assumed name of: \_\_\_\_\_
7. TO RENEW: (see note) The above-named Limited Liability Company or Series intends to renew the assumed name of: Alamo Rent A Car of Chicago
8. The undersigned affirms, under penalties of perjury, having authority to sign hereto, that this Application to Adopt, Change, Cancel or Renew an Assumed Name is to the best of my knowledge and belief, true, correct and complete.

Dated: 7/28, 2020  
 Month/Day Year*Rick A. Short*  
 Signature

Rick A. Short - Manager

Name and Title (type or print)

Enterprise Leasing Company of Chicago, LLC

If applicant is signing for a company or other entity,  
 state name of company or entity.

## References

Please see the following references.

### Reference One

<b>Company:</b> City of Chicago	<b>Contact Person:</b> Michael Williams
<b>Phone:</b> (312) 743-3583	<b>Email:</b> <a href="mailto:Michael.Williams5@cityofchicago.org">Michael.Williams5@cityofchicago.org</a>
<b>Dates of Service:</b> 10 + years	

### Reference Two

<b>Company:</b> Peerless Industries	<b>Contact Person:</b> Anita Richardson
<b>Phone:</b> (630) 375-5100 x200	<b>Email:</b> <a href="mailto:ARichardson@peerless-av.com">ARichardson@peerless-av.com</a>
<b>Dates of Service:</b> 6 + years	

### Reference Three

<b>Company:</b> SPVB, Inc	<b>Contact Person:</b> Cecilia Paddock
<b>Phone:</b> (630) 420-0400	<b>Email:</b> <a href="mailto:cecilia.paddock@frosch.com">cecilia.paddock@frosch.com</a>
<b>Dates of Service:</b> 10 + years	