

**CITY OF NAPLES AIRPORT AUTHORITY (NAA)  
Board of Commissioners  
Notice of Consultant Selection Committee Meeting**



**AGENDA**

**Airport Office Building, 200 Aviation Drive North, 2<sup>nd</sup> Floor, Naples**

**Tuesday, September 28, 2021**

**1 p.m.**

**Commissioner Michael Lenhard – Chair and Consultant Selection Committee Member**

**Commissioner Kerry C. Dustin – Vice Chair and Audit Committee Chair**

**Commissioner Donna M. Messer – NCC and TAC Liaison**

**Commissioner James Rideoutte – Audit Committee Member**

**Commissioner Rick Ruppert – Consultant Selection Committee Chair**

**Executive Director: Christopher A. Rozansky**

**Authority Attorney: William L. Owens, Esq. of Bond, Schoeneck & King, PLLC**

**Welcome.** If you wish to address the Consultant Selection Committee regarding an item listed on the Agenda, please complete a Speaker Registration form and hand it to the Executive Assistant prior to consideration of that item. We ask that speakers limit comments to 5 minutes and that large groups name a spokesperson whenever possible. All written, audio-visual, and other materials distributed to Committee members or staff during this meeting will become the property of NAA and will be a public record. Thank you for your interest and participation.

**NOTICE**

Formal action may be taken on any item listed on the Agenda below, or added to the Agenda before or during the meeting, or discussed during the meeting without being added to the Agenda. Also, the sequence of items may be changed as the meeting progresses.

Any person who decides to appeal a decision of this Committee with respect to any matter considered at this meeting (or hearing) will need a record of the proceeding and may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be heard.

Any person with a disability requiring auxiliary aids or services in order to participate in this proceeding for meetings at the City Council Chamber may call the City Clerk's Office at 213-1015, or for meetings at the Airport Office Building, the NAA Executive Assistant's Office at 643-0733, with requests at least two business days before the meeting.

Information on Action Items and other items which has been provided in advance of this meeting may be inspected at the office of the Executive Assistant, General Aviation Terminal Building, 2nd Floor, 160 Aviation Drive North. Minutes of this meeting will be prepared for Board approval, usually at the next Regular Meeting.

**A. ROLL CALL**

**B. PLEDGE OF ALLEGIANCE**

**C. AGENDA (Add, delete or re-sequence items)**

**D. DISCUSSION ITEM**

**1. Interviews and Ranking of Responses to General Aviation Terminal Car Rental Services - Request for Proposals (RFP)**

- a. **AVIS** (Avis Rent A Car System, LLC) 1:10 p.m.
- b. **Go Rentals** (Gitibin & Associates, Inc.) 1:45 p.m.
- c. **Hertz** (The Hertz Corporation) 2:20 p.m.
- d. **National Car Rental** (Enterprise Leasing Company of Florida, LLC) 2:55 p.m.

**E. PUBLIC COMMENTS (Public comments accepted for items not otherwise listed on the Agenda; 5 minute limit)**

**F. CORRESPONDENCE/COMMISSIONER COMMENTS & REQUESTS/MEETINGS**

**G. ADJOURN**

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Information on Discussion Items and other items which has been provided in advance of this meeting may be inspected at the office of the Executive Assistant, General Aviation Terminal Building, 2<sup>nd</sup> Floor, 160 Aviation Drive North. Minutes of this meeting will be prepared for Board approval, usually at the next Regular Meeting.

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**NOTE:** The Consultant Selection Committee is comprised of Committee Chair Ruppert and NAA Chair Lenhard. All NAA Commissioners are welcome to attend and can “opt in” to participate and vote.



**To:** Honorable Chair of the Consultant Selection Committee and Commissioners

**From:** Christopher A. Rozansky, Executive Director

**By:** Heather LeDuc, Sr. Business Manager

**Meeting Date:** September 28, 2021

**Re:** **DISCUSSION ITEM**

1. **Interviews and Ranking of Responses to Request for Proposals (RFP) for General Aviation Terminal Car Rental Services**

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**ACTION REQUESTED:** Interview the four (4) RFP Respondents and make a rank-order recommendation to the full Board for their meeting on October 21, 2021.

**BACKGROUND:** On August 22, 2021, an RFP was issued to solicit proposals for General Aviation Terminal Car Rental Services. The RFP was publicly advertised and posted to our website ([www.flynnaples.com](http://www.flynnaples.com)). Potential Respondents were provided background information about the Airport, rental car facilities and a sample of the Authority's Lease And Non-Exclusive Automobile Rental Concession Agreement.

Potential Respondents were provided an opportunity to pose questions and request additional information through September 3, 2021. Responses were published in the form of addenda to the RFP. The RFP and addenda comprise 252 pages and are available at <https://www.flynnaples.com/rfp-general-aviation-terminal-rental-car-services/>. A summary of the services being sought, and minimum requirements is attached.

The resulting Proposals were due and publicly opened on September 15, 2021. Four (4) responses were received, and all were determined to be responsive to the RFP requirements (in alphabetical order by brand):

1. AVIS (Avis Rent A Car System, LLC)
2. Go Rentals (Gitibin & Associates, Inc.)
3. Hertz (The Hertz Corporation)
4. National Car Rental (Enterprise Leasing Company of Florida, LLC)

A summary of the proposals is attached for reference.

Prior to the commencement of construction in the GA Terminal, all four (4) Respondents operated car rental concessions in that location. Once construction is complete, there will be space to accommodate only two (2) concessionaires.

The RFP included the following criteria by which proposals would be evaluated:

<b>Category</b>	<b>Description</b>
<b>Customer Service</b>	Capacity and willingness of Respondent to provide exceptional customer service to airport customers, including hours of operation, staffing levels and fleet mix.
<b>Capability and Past Performance</b>	Demonstrated competence in the car rental business as evidenced by financial resources, a national reservations system, creditworthiness, satisfactory service level, etc.
<b>Concession Fee</b>	Concession fee(s) proposed.

A summary of highlights from each of the proposals is attached for your reference.

The first 10 minutes of the meeting will allow time for Commissioner comments and questions for staff regarding the RFP and selection process. Once that is completed, each firm will have up to 15 minutes for their presentation followed by a 15-minute question and answer period.

After all presentations are complete, the Committee will be asked to provide a ranking of the firms interviewed. With Board approval, staff will work with the top two (2) ranked firms and Authority legal counsel to finalize a contract. The results of the Consultant Selection Committee will be presented to the full Board for approval on October 21, 2021.

**COMMUNICATIONS PLAN:** The firms will be notified of the final ranking, and the results will be posted on our web site.

# REQUEST FOR PROPOSALS

## General Aviation Terminal Car Rental Services



City of Naples Airport Authority  
160 Aviation Drive North  
Naples, FL 34104

**Issued**  
August 22, 2021

**Proposal Due Date**  
September 15, 2021  
by 9:30 AM Local Time

Heather LeDuc  
Sr. Business Manager  
City of Naples Airport Authority  
160 Aviation Drive North  
Naples, FL 34104  
(239) 643-0733  
hleduc@flynaples.com

## I. NOTICE

Notice is hereby given that the City of Naples Airport Authority will receive sealed responses to a Request for Proposals (“RFP”) at Naples Municipal Airport, Leasing and Badging Office. Responses may be submitted via U.S. Mail to 160 Aviation Drive North, Naples, FL 34104. Responses may be submitted via courier service or hand-delivery to 200 Aviation Drive North, Suite 6, Naples, FL 34104. Responses are due on or before **September 15, 2021** at **9:30 AM** local time for:

### **General Aviation Terminal Car Rental Services**

It is the intent of the Authority to enter into agreements with up to two (2) qualified parties interested in providing rental car services in the General Aviation Terminal (GAT) at Naples Municipal Airport in Naples, Florida. Prospective Respondents may download the full RFP package at <https://flynaples.com/doing-business-with-the-authority/open-bids/>.

All questions related to this RFP shall be submitted in writing to Heather LeDuc, Sr. Business Manager, at [hleduc@flynaples.com](mailto:hleduc@flynaples.com) no later than **2:00 PM** local time on **September 3, 2021**. Answers to questions will be posted at <https://flynaples.com/doing-business-with-the-authority/open-bids/> in the form of an addendum to this RFP.

**Proposals will be publicly opened** at **9:35 AM** local time, on **September 15, 2021** at Naples Municipal Airport, Airport Office Building, Second Floor Conference Room, 200 Aviation Drive North, Naples, FL 34104. The names of the Respondents shall be read aloud.

The City of Naples Authority recognizes fair and open competition as a basic tenet of public procurement. Respondents doing business with the Authority are prohibited from discriminating on the basis of race, color, creed, national origin, handicap, age or sex. The Authority has a progressive Disadvantaged, Minority, and Women-Owned Business Enterprises Program in place and encourages Disadvantaged, Minority, and Women-Owned Business Enterprises to participate in its RFP process. All responding parties are required to make all efforts reasonably necessary to ensure that Disadvantaged, Minority and Women-Owned Business Enterprises have a full and fair opportunity to compete for this contract.

The City of Naples Airport Authority adheres to the Americans with Disabilities Act and will make reasonable accommodations for access to Airport services, programs and activities. Please call (239) 643-0733 for further information. Requests must be made at least 48 hours in advance of the event in order to allow the Authority time to provide the requested services.

The City of Naples Airport Authority reserves the right waive any formalities or irregularities in, or reject any or all proposals, and to award or refrain from awarding any contract for services. The City of Naples Airport Authority is not liable for any costs incurred by the responding parties prior to the issuance of an executed contract or agreement.

**PROSPECTIVE RESPONDENTS SHALL NOT CONTACT ANY CITY OF NAPLES AIRPORT AUTHORITY OFFICIALS OR STAFF REGARDING THIS REQUEST FOR PROPOSALS, OTHER THAN THE SPECIFIED CONTACT PERSON.**

## II. SCHEDULE AND DELIVERY

**RFP Issue Date** August 22, 2021

**Last Day for Questions** September 3, 2021 at 2:00 PM local time

**Proposals Due** September 15, 2021 at 9:30 AM local time

**Presentations** September 29, 2021 at 1:00 PM local time

Sealed proposals shall be clearly marked **“GAT Car Rental Services”** and will be received until **9:30 AM local time September 15, 2021** at the following locations:

**Via U.S. Mail:**

City of Naples Airport Authority  
Attention: Heather LeDuc, Sr. Business Manager  
160 Aviation Drive North  
Naples, FL 34014

**Via Courier or Hand-Delivery:**

City of Naples Airport Authority  
Attention: Heather LeDuc, Sr. Business Manager  
200 Aviation Drive North, Suite 6  
Naples, FL 34014

If mailed, it is recommended that Respondents confirm receipt of their proposal by the Authority.  
**Faxed, emailed or late submittals will not be considered.**

**The Authority reserves the right to alter the schedule for presentations and/or to add additional public meetings to the schedule dependent upon the quantity and/or quality of responsive proposals received.**

### **III. BACKGROUND AND AIRPORT INFORMATION**

The City of Naples is home to Naples Municipal Airport (“APF”). Located in western Collier County (estimated population 398,304 in 2021), Naples is the main metropolitan area on the Paradise Coast, which is world-renowned for its beaches, cultural activities and outdoor recreational opportunities.

Originally established as an Army base during World War II, today APF is a first class general aviation facility. The airport property is located approximately two (2) miles from downtown Naples and consists of approximately 732 acres, which are utilized for both aeronautical and non-aeronautical purposes that serve a mix of personal, leisure and business-related travel. APF is home to flight schools, air charter operators, corporate aviation, a military history museum, the Collier Mosquito Control District (also known as “Mosquito Control”), the Collier County Sheriff’s aviation unit, car rental agencies and other aviation and non-aviation businesses.

The airport is owned by the City of Naples and is operated by the City of Naples Airport Authority (the “Authority”), which was created in 1969 by the State of Florida as an independent government unit, separate from the City. The Authority is governed by a five (5) member volunteer Board of Commissioners, who are appointed by the Naples City Council. Under their direction, an Executive Director manages the airport and its programs.

Airport facilities include two (2) intersecting, paved runways; a turf runway; a control tower; U.S. Customs and Border Protection; and an Aircraft Rescue and Fire Fighting (ARFF) station. Runway 5-23 is 6,600’ x 150’ and Runway 14-32 is 5,000’ x 100’. The turf runway is 1,850’ x 100’. Both paved runways have a dual-wheel weight bearing capacity of 75,000 pounds. During the 2018 fiscal year, APF had approximately 112,262 total operations and 394 based aircraft, of which approximately 96 were jets. APF does not currently have scheduled air service, but does maintain FAA Part 139 certification and a security program following TSA standards.

The Authority financially supports itself directly from aviation fuel sales, airport user fees, lease revenues and indirectly by airport user taxes. No local, state or federal general taxes directly support the Authority. The Authority receives some state and federal financial funds for select capital projects.

Additional information about the Authority and APF can be obtained from the official website, <https://flynaples.com/>.

#### IV. DESCRIPTION

The Authority is seeking responses to an RFP from qualified parties interested in providing rental car services in the newly-remodeled General Aviation Terminal (“GAT”), located at 160 Aviation Drive North, Naples, FL 34104. The Authority intends to select up to two (2) separate and distinct Respondents to enter into a Lease and Rental Car Concession Agreement (“Agreement”) to lease rental car counter space (“counter”) and provide first-class, non-exclusive car rental services to the public, which would expire on September 30, 2026 (collectively, the “term”). A sample of the Agreement is attached hereto as Exhibit D. Select terms and conditions specific to the proposal will be determined based on the submittal of the successful Respondent. This RFP, including any addenda, and the successful proposal shall be incorporated therein by reference.

The Authority’s objective is to contract with the successful Respondent(s) to provide rental vehicles in the quantity required to fill all of the orders by pilots/passengers utilizing the GAT while achieving the highest possible level of customer service and performance standards.

The car rental service area is in the fixed base operator (FBO) portion of the GAT. The FBO, Naples Aviation, is operated by the Authority and open daily 6:00 AM – 10:00 PM, with after-hours services available upon request. These hours may be adjusted during the term of the Agreement, in the sole discretion of the Authority.

Dual branding by a Respondent shall be permitted for up to two (2) different brands or trade names operating under the same Agreement, provided that the Respondent wholly-owns (100% ownership interest) both brands and documentation is provided, which is satisfactory in the sole discretion of the Authority. Operating under a brand other than the brand (or dual brand) designated in this RFP and in the Agreement shall be prohibited without the prior written authorization of the Authority.

Where dual-branding is permitted, each brand shall be treated separately for the purposes of reporting and remittance of payments to the Authority (excepting those payments for rental fees).

All Respondents shall be required to submit a Non-Collusion Affidavit in connection with this RFP, which shall include the situation in which two (2) or more Respondents are wholly-owned or controlled by the same entity (and are not proposing dual-branding). In no event will any Respondent be awarded more than one Agreement.

Submittal of more than one proposal by a Respondent for the same brand shall result in the rejection of all proposals from that Respondent.

**Currently, the GAT is undergoing renovations, which includes the car rental service area. The project is anticipated to be completed in November 2021. However, due to the uncertain nature of construction, Respondents are hereby advised that a final completion and occupancy date cannot be determined. Once such date has been determined, the successful Respondent(s) shall be notified in writing by the Authority and shall be required to begin providing services under the Agreement within fourteen (14) days of the occupancy date.**

This RFP does not include service offerings at the North Road Terminal (the “NRT”) (formerly known as the Commercial Airline Terminal or CAT). Respondent(s) are advised that if they

operate in both the GAT and the NRT, then their contractual obligations must be met and reported separately for each location.

However, in the event that the FBO offers services in an alternate and/or additional location, Respondent shall be required to make rental vehicles available for pick-up and return at such alternate and/or additional location(s).

In response to this RPF, Respondents shall propose a concession fee as a percentage of the Respondent's gross revenues to be paid to the Authority during the term of the Agreement. In no event shall the concession fee be less than ten percent (10%). If dual-branding is proposed, the concession fee may be separate for each brand. Proposals that are deemed responsive to this RFP shall be evaluated based on the criteria set forth in Section VIII. *Selection* of this RFP. **In the event that two or more proposals are determined to be equally desirable, the Respondent(s) proposing a greater concession fee(s) shall be given preference.**

The concession fee shall include Gross Revenues derived from the car rental business originating or occurring at APF, which shall be remitted monthly to the Authority.

The successful Respondent(s) will be required to lease, at a minimum, the following facilities at the stated initial monthly rental rates:

<u>Qty.</u>	<u>Facility</u>	<u>Monthly Rental Rate</u>
1	Rental Car Counter	\$450.00 each
2	GAT terminal parking spaces	\$ 70.00 each
24	GAT long-term lot parking spaces	\$ 20.00 each

The Agreement shall commence as described above and expire on September 30, 2026. Rental rates may be adjusted annually each October 1<sup>st</sup> in accordance with the Authority's published Rates and Charges.

Approximately one mile away, on the south side of the NRT, is a common use, consolidated rental car wash and fuel facility. The successful Respondent will have access to the consolidated rental car wash and fuel facility. Currently, rental car washes are \$0.75 each and auto fuel is cost plus \$0.25 per gallon. These rates may be adjusted on October 1 of each year in accordance with the Authority's published Rates and Charges. The successful respondent(s) will be billed on a monthly basis for car washes and fuel.

Also located in the vicinity of the NRT, is a facility with secured equipment storage areas and additional rental car overflow parking spaces. Storage areas may be leased on a space available basis. In the event that there is not enough space available for each of the successful Respondents, then the top-ranked Respondent shall have the right of first refusal.

The successful Respondent(s) shall be required to provide security for performance ("Security") in the amount of fifteen thousand dollars (\$15,000).

Such Security shall be accepted in the form of a cash deposit, irrevocable letter of credit, or performance bond.

The successful Respondent(s) shall be required to collect and remit to the Authority a Customer Facility Charge (CFC) in the amount of \$2.50 per day, up to a maximum of seven (7) days on each car rental generated at APF.

The Respondent shall be solely responsible for conducting its own due diligence to determine the suitability of the GAT car rental service area for the use and financial investment proposed.

The leased area and support facilities shall be delivered in “as is” condition, including, without limitation, any existing finishes, structures, roadways and other infrastructure, and laws ordinances and regulations affecting the same. The Authority makes no representation or warranties of any kind, expressed or implied, in fact or in law, with respect to any such conditions.

Notwithstanding the above sketches of the anticipated GAT lobby and rental car service area (to the best of the Authority’s knowledge) and the parking locations are shown on Exhibits A, B and C for reference purposes only. The successful respondent(s) shall have non-exclusive use of the queuing space in the rental car service area, which is included in the rental rate for the counter. There is no office space associated with the counter. The Authority reserves the right to relocate parking spaces and/or parking areas during the term of the Agreement, in its sole discretion.

The successful Respondent(s) shall be responsible for meeting the following minimum standards and obligations:

1. The successful Respondent shall be required to keep the rental car facilities open for business and staffed with at least one rental car agent (“agent”) at the counter (or within the GAT or ready return lot, as necessary). An agent shall be available at the counter at the scheduled arrival time for any reservations. Facilities must be open and staffed daily:

October – May 7:00 AM – 10:00 PM

June – September 8:00 AM – 5:00 PM

Respondent shall maintain sufficient staff levels to support the Authority’s goal of providing exceptionally high levels of customer service at all times. Respondent shall augment staff when reservations exceed seventy-five (75) in any twenty-four (24) hour period.

Special events, holidays and peak periods may result in unusually heavy customer demand. Respondent shall augment staff and/or extend operating hours, as required to support these needs on a temporary or permanent basis, as determined by the Authority.

Operating hours may be adjusted in the future with prior written approval of the Authority. Any such changes shall be as a result of changing business conditions and shall require written justification, which may be accepted or rejected by the Authority in its sole discretion.

2. Agents shall be neatly dressed in appropriate business attire.
3. Agents are ambassadors for APF and our community. They shall be well trained, polite and knowledgeable of services available. Courtesy, respect, and tact in dealing with customers are required at all times, representing the mutual responsibility of the Respondent and the Authority/FBO to provide the highest possible levels of customer service at all times. APF

customers have selected premium transportation options to maximize convenience and minimize their travel time. Therefore, it is essential that all of their business transactions at APF are completed professionally and promptly.

FBO staff and the Respondent provide various services that must be closely coordinated to provide a seamless and efficient experience for the customer. Close coordination and efficient communication between the Respondent and the FBO is essential.

4. Authority and/or FBO staff shall be authorized to act as the Respondent's agent for the limited purpose of soliciting preliminary information necessary to prepare car rental contracts when customer service is required outside of car rental concession operating hours. The Respondent shall remit to the Authority a fixed transaction fee of \$25.00 per rental transaction handled by the Authority/FBO.
5. Supplies, including but not limited to, telephones/telephone service, equipment necessary for renting automobiles and a computer system capable of communicating between the GAT and the main rental car facility office shall be furnished and installed at the sole expense of the Respondent.
6. Sufficient unreserved vehicles for rental, shall be maintained at the GAT at all times, including peak periods. A minimum of two (2) vehicles per brand must be available after hours and at times when rental agents are unavailable.
7. Appropriate signage shall be furnished and installed by Concessionaire to designate counter, parking and return areas. Such signage shall be subject to the advance written approval of the Authority.
8. Transactions with non-airport customers, including, but not limited to, the delivery and/or return of rental cars, at the GAT are prohibited.
9. Every effort shall be made to provide the exact vehicle or upgrade requested by the customer. It is the expectation of the Authority that customers with advance vehicle reservations will receive the type and quantity of vehicles reserved for each rental. The Authority reserves the right to obtain rental vehicles from other vendors if any concessionaire is unable to fulfill customers' rental car needs. Repeated failure of concessionaire to meet customer rental car needs may result in termination of the Agreement.
10. Concessionaire shall coordinate with and inform Authority/FBO in writing of each reservation made for incoming flights, which shall include contact information for every customer.
11. Upon request by the Authority, the successful Respondent shall provide to each customer, upon commencement of their rental transaction, any and all professionally developed and produced promotional materials, which shall be provided by the Authority and which may include, but necessarily be limited to, materials related to the Authority's aircraft noise abatement program.
12. Agents shall not attempt to solicit business/customers from other rental car agencies at the General Aviation Terminal, parking lots or ramp.

13. The Respondent shall provide, at a minimum, the following crew cars for the use of the Authority/FBO and itinerant pilots/passengers:

A. October - May

<u>Qty.</u>	<u>Type</u>
2	Luxury class 4-door sedan and/or SUV (BMW, Audi, Cadillac or similar)
1	Standard 4-door sedan
1	Standard full- or mid-size SUV

B. June – September

<u>Qty.</u>	<u>Type</u>
1	Luxury class 4-door sedan and/or SUV (BMW, Audi, Cadillac or similar)
1	Standard 4-door sedan
1	Standard full- or mid-size SUV

Crew cars shall be solid white and less than two (2) years old.

Crew cars shall be rotated, with similar vehicles, when maintenance/cleaning is required. Agents shall inspect crew cars daily and cars shall be cleaned (exterior and interior) weekly.

Crew cars shall be furnished in good operating condition, clean and fully-fueled prior to delivery to the GAT. All other fuel used by the Authority/FBO and itinerant pilots/passengers will be provided by the Authority.

Respondent shall be responsible for insuring crew cars for their intended use.

The use of the crew cars shall be handled and offered by Authority/FBO staff. For itinerant pilots/passengers, this service shall be offered by obtaining a copy of the customer's credit card and driver's license. Upon return of the crew car in good operating condition, the credit card and driver's license information shall be destroyed. Respondent shall assume any/all liability when crew cars are being utilized by any/all pilots/passengers.

14. Respondent is hereby advised that the demand for parking at the GAT exceeds the number of parking spaces available. Therefore, rental vehicles shall be parked in designated locations only, unless otherwise authorized by the Authority. During peak season days, Respondent shall be responsible for coordinating with the Authority for alternate parking locations. Rental vehicles may be parked on the ramp at the sole discretion of the Authority and in such event shall be closely coordinated with Authority/FBO staff.

In the event that a rental vehicle is parked in an unauthorized area, whether by the Respondent or by Respondent's customer (upon return of a vehicle to the Respondent), they shall be promptly removed. In the event that a vehicle is not moved within ninety (90) minutes, the Respondent shall be charged a fee of fifty dollars (\$50.00) per vehicle, per day, per occurrence.

15. The cost of servicing and maintaining rental vehicles and crew cars shall be solely by at the expense of the successful Respondent.
16. Upon notification of any discrepancy or malfunction of a rental vehicle, the successful Respondent shall correct the condition, including the furnishing of replacement vehicles, when necessary, within thirty (30) minutes every day of the year.
17. Airport security must be maintained at all times throughout the term of the Agreement.

The preceding standards represent the minimum acceptable level of service. Respondents are encouraged to exceed them.



## Request for Proposals for General Aviation Terminal Car Rental Services

### Summary of Proposal Highlights

	<b>AVIS</b> (Avis Rent A Car System, LLC)	<b>Go Rentals</b> (Gitibin & Associates, Inc.)	<b>Hertz</b> (The Hertz Corporation)	<b>National Car Rental</b> (Enterprise Leasing Company of Florida)
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Customer loyalty program</li> <li>“Customer led, service driven”</li> <li>“Customer-centric” culture</li> <li>Mobile app</li> </ul>	<ul style="list-style-type: none"> <li>“Hospitality and aviation company that happens to rent cars”</li> <li>Guest service training</li> <li>Forbes Travel Guide - Elite Car Rental Services</li> <li>Paperwork completed pre-arrival &amp; aircraft arrivals are tracked</li> <li>Vehicles are delivered planeside, regardless of arrival time</li> <li>Rentals are personalized</li> <li>Staff follows local events and shares them with customers</li> <li>Complimentary luggage service</li> </ul>	<ul style="list-style-type: none"> <li>Customer loyalty program</li> <li>Expedited, “straight to vehicle” rentals available</li> <li>Electronic rental agreements and returns</li> <li>J.D. Power 2019 &amp; 2020 - #1 Customer Satisfaction in Rental Cars, reservation process, pickup, return, cost, and fees</li> <li>Flyer Talk 2019 – Best Rewards Program</li> </ul>	<ul style="list-style-type: none"> <li>Customer loyalty program</li> <li>Expedited rentals available</li> <li>J.D. Power - Top 5 in North American Rental Car Satisfaction Survey (8 years)</li> <li>Monthly customer surveys with only “Completely Satisfied” used to rank service at all locations</li> <li>Experienced, local management</li> </ul>
<b>Fleet</b>	<ul style="list-style-type: none"> <li>Full range of subcompact to luxury</li> <li>Not more than 2 years old</li> <li>Accessibility program for customers with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Make, model &amp; color guaranteed</li> <li>Current model year</li> <li>Less than 15,000 miles</li> <li>Every rental is detailed</li> </ul>	<ul style="list-style-type: none"> <li>Specialty collection available</li> </ul>	<ul style="list-style-type: none"> <li>Full range of Economy to Premium</li> <li>Parent Company has industry’s largest fleet</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>ABG Medical Advisory Council</li> <li>Collaborations with Lysol and Hip Hop Public Health</li> <li>Plexiglass shields &amp; minimal contact delivery</li> </ul>	<ul style="list-style-type: none"> <li>Every vehicle surface is hand sanitized</li> </ul>	<ul style="list-style-type: none"> <li>“Gold Standard Clean Seal” 15-point cleaning process following global health agency guidance, then vehicles are sealed</li> </ul>	
<b>Competency &amp; Financial Capacity</b>	<ul style="list-style-type: none"> <li>70 years’ experience</li> <li>10,600 locations in 180 countries</li> <li>20,000 employees</li> <li>20 years at Naples Airport</li> <li>2019 Revenues \$9.2 billion</li> </ul>	<ul style="list-style-type: none"> <li>26 years’ experience</li> <li>Only serves private aviation</li> <li>100 FBO locations</li> <li>6 years at Naples Airport</li> <li>Bank references available</li> </ul>	<ul style="list-style-type: none"> <li>More than 100 years’ experience, including predecessor corporations</li> <li>Extensive network of locations</li> <li>Emerged from Chapter 11 in June 2020</li> <li>2020 Annual Report available online</li> </ul>	<ul style="list-style-type: none"> <li>45 years’ experience</li> <li>26 years’ experience at airports</li> <li>Enterprise Leasing Company of Florida serves 27 airports</li> <li>Enterprise Holdings &amp; its affiliates annual revenues of \$22.5 billion</li> <li>Industry’s lowest debt-to-equity ratio and only investment-grade company in the U.S. and largest provider in terms of revenue</li> </ul>
<b>Misc.</b>	<ul style="list-style-type: none"> <li>Strategic Partnerships (Uber, Waymo, Via &amp; Fetch)</li> <li>Focus on reducing carbon footprint</li> </ul>	<ul style="list-style-type: none"> <li>Approved AvFuel partner offering AvTrip rewards</li> </ul>		<ul style="list-style-type: none"> <li>Privately-held company</li> </ul>
<b>Proposed Concession Fee</b>	25.50%	18.25%	33.02%	23.10%