

Wynne Sedan & Limousine Group – Affiliates Network  
Request for Affiliate Membership (RAM)

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## **1. Background**

### **1.1. Notice to Respondents**

The Wynne Sedan & Limousine Group's Affiliate Network, is a network of worldwide ground transportation affiliated members. The successful respondent must demonstrate its ability to provide consistently high quality service coupled with a highly competitive cost solution, provide referral business to the network outside of the respondents home market, and the ability to handle reservations via the Internet and adopting Network standards for all reservations will be critical factors in Wynne Sedan & Limousine Group's final decision.

### **1.2. Background Information**

Wynne Transportation is proud to be the founding member of the Wynne Sedan & Limousine Group (Wynne) Affiliate Network offering service in over 450 cities worldwide with only the best local ground transportation providers as members.

The Wynne affiliate network is known for its:

- Quality Service - Over 99.05% of our customers' expectations are met daily.
- Knowledge – Affiliate members share their industry insights and best practices.
- Technology - Wynne has been recognized as “an industry innovator when it comes to rolling out new technology initiatives”. Our technology is developed on industry standard platforms (Windows 2000 Server, Windows XP clients, QuickBooks Pro accounting) and utilizes the full capabilities of the internet.
- Availability - Services around the clock and around the globe.
- Support - Dedicated network coordinators / representatives.

As a leading network, we offer affiliates a wide range of advantages and opportunities:

- No up front fees.
- Prompt payment of invoices.
- Centralized source of new business.
- Global sales force promoting Wynne services to clients throughout the world.
- Most advanced technology in the industry.
- International network of affiliates to service your clientele who meet or exceed the same criteria you will need to be successful in your application.

### **1.3. Objectives**

This Request for Affiliate Membership (*RAM*) is intended for the industry leaders of Corporate Transportation services to provide a comprehensive proposal to handle the following services by vehicle: luxury sedans, limousines, vans, minibus and motorcoach. The expectation is that the services will be provided in a high quality, cost effective manner and in a way that utilizes web-enabled tools. Additional expectation is that the service will develop a reciprocal business relationship through developing referrals to the network outside of its market on a global basis.

## 1.4. Confidentiality

Respondents submitting proposals in response to this *RAM* are not at liberty to discuss this *RAM*, except with those parties within the company who are required to participate in the making or preparing of the proposal. Any public release of information about participation in this *RAM* may disqualify that Respondent. The successful Respondent may not release details of the *RAM* or the contract award to the public without prior written approval of Wynne Network.

This document is released for the sole purpose of soliciting responses to this *RAM* and is confidential. Any respondents, third party, or subcontractor to which this information is disclosed must be indicated by name. All participants to this *RAM* are requested to return this document to the following address:

Wynne Sedan & Limousine Group  
2351 W. Northwest Highway, Suite 1204  
Dallas, Texas 75220  
USA  
Attn: Affiliate Relations Department

Should there be any questions regarding the *RAM*, please contact the affiliate relations department at 888.913.5466.

## 2. Proposal

### 2.1. Introduction

This section of the *RAM* provides instructions on the format and content of the proposal. Proposals shall include all data and information required by this *RAM*.

### 2.2. Evaluation and Award of Membership Process

- Written answers for further clarification may be required of some or all Respondents.
- Proposals will be evaluated on the basis of response compliance and pricing.
- Award of Membership, if made, will be to the responsive and responsible Respondent whose proposal offers the best overall value to Wynne Affiliate Network. The criteria to be considered during the evaluation are as follows:
  - Management of Quality
  - Availability to receive referrals
  - Ability to refer rides to the network
  - Cost (including price and discounts)
  - Web based capabilities
  - Insurance Coverage

- Wynne reserves the right to:
  - Award membership solely on the basis of written proposals, without further discussion.
  - Request oral presentations and interviews.
  - Conduct a site visit of of Respondent’s operations.
  - Accept other than the lowest priced, technically acceptable offer.
  - Reject any and all proposals if that is in the best interest of Wynne Sedan & Limousine Group and its affiliated members.

### 3. Terms and conditions

The following requirements must be met by potential Respondents and will be incorporated into the membership agreement. Inability to meet any of the following requirements may be cause for elimination from the bid process.

- |  |  |
|--|--|
| Provide services within service market 24 hour a day/7 days a week.  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 24 hour reservation ability.   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 24 hour contact number to make new requests, modifications, cancellations, etc.  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Ability to receive reservation requests via web technology.  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Actively market to its customers the opportunity to obtain services outside the market area through the Wynne Network. | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Ability to bill completed services via web site within 1 business day of trip completion                               | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Display signage containing logos or designations established by Wynne  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Complete a Wynne approved trip voucher for each trip and obtain passengers signature on same voucher.                  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Maintain insurance coverage.   | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Vehicles not to be more than 3 model years old.  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Perform pre-employment drug testing and background checks on all chauffeurs (where applicable by law).                 | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Current pricing list for service market (attach to <i>RAM</i> )  | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Requested third party recommendations.   | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Additionally, each member is expected to refer service to the network through development of sales and marketing efforts and promoting of their service as an international provider offering service to clients outside of the members market.

To be considered, the Respondent must complete the enclosed application in full and submit along with the following additional documentation:

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- Certificate of insurance or evidence of coverage
- Current published rate schedules
- Corporate marketing collateral
- Copies of governmental and airport operating authority

**4. Questionnaire**

**Wynne Sedan & Limousine Group Network Affiliation Questionnaire**

- Please complete the following questionnaire and enclose any other information and material (e.g. brochures, published rates, and newspaper articles) about your company that you believe will give us a better understanding of your company.
- All information that is provided in this questionnaire is confidential and will not be passed on to third parties.

**4.1. General Company Information**

Company name: \_\_\_\_\_

Company address: \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

State/Province \_\_\_\_\_ Country \_\_\_\_\_

Zip \_\_\_\_\_

Company mailing address: \_\_\_\_\_

Street \_\_\_\_\_

City \_\_\_\_\_

State/Province \_\_\_\_\_ Country \_\_\_\_\_

Zip \_\_\_\_\_

Main phone number: \_\_\_\_\_

Please list your 24-hour live contact phone number(s)? \_\_\_\_\_

Reservations phone number: \_\_\_\_\_

Company fax number: \_\_\_\_\_

Company internet address: \_\_\_\_\_

If you do not have web page, are you planning to have one in the near future?  Yes  No

How often is your website updated?

What type of company are you? (e.g. LLC, partnership) \_\_\_\_\_

Are you a fully licensed company?  Yes  No

Company executives:

1. Name \_\_\_\_\_

Direct phone \_\_\_\_\_

Direct e-mail \_\_\_\_\_

2. Name \_\_\_\_\_

Direct phone \_\_\_\_\_

Direct e-mail \_\_\_\_\_

Accounting Manager:

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Name \_\_\_\_\_  
 Direct phone \_\_\_\_\_  
 Direct e-mail \_\_\_\_\_

Dispatch Manager:

Name \_\_\_\_\_  
 Direct phone \_\_\_\_\_  
 Direct e-mail \_\_\_\_\_

Fleet Manager:

Name \_\_\_\_\_  
 Direct phone \_\_\_\_\_  
 Direct e-mail \_\_\_\_\_

Year established: \_\_\_\_\_

Which category does your company fall into for annual revenues?

- Less than \$500,000       \$500,000-\$1 million       \$1 million-\$2.5 million  
 \$2.5 million-\$5 million       \$5 million-\$10 million       \$10 million-\$20 million  
 \$20 million-\$50 million

What is your company's philosophy on quality service? \_\_\_\_\_  
 \_\_\_\_\_

How do you implement quality initiatives in your organization? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**4.2. Operations**

In what cities do you provide service? 1 \_\_\_\_\_  
2 \_\_\_\_\_  
3 \_\_\_\_\_

Can reservations be made 24 hours/7 days a week?       Yes    No  
 If not, what are the hours for reservations/operations? \_\_\_\_\_

How are reservations managed outside the stated hours of operation? \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Are drivers available 24 hours / 7 days a week?       Yes    No  
 If not, what are the hours of operations? \_\_\_\_\_

Can drivers be booked outside the normal hours?       Yes    No

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How many executive sedan rides per day can you accept from Wynne Sedan & Limousine Group Network? \_\_\_\_\_

How soon after trip completion will you bill Wynne Sedan & Limousine Group? \_\_\_\_\_

**4.3. Referrals**

Do you currently refer rides outside your market?  Yes  No

In which cities? 1 \_\_\_\_\_ 4 \_\_\_\_\_

2 \_\_\_\_\_ 5 \_\_\_\_\_

3 \_\_\_\_\_ 6 \_\_\_\_\_

In which countries? 1 \_\_\_\_\_ 4 \_\_\_\_\_

2 \_\_\_\_\_ 5 \_\_\_\_\_

3 \_\_\_\_\_ 6 \_\_\_\_\_

With which companies? 1 \_\_\_\_\_ 4 \_\_\_\_\_

2 \_\_\_\_\_ 5 \_\_\_\_\_

3 \_\_\_\_\_ 6 \_\_\_\_\_

Are you currently affiliated with any network(s)?  Yes  No

Please list network affiliations: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**4.4. Customers**

What is your customer base (in % of sales)	<u>At Present</u>	<u>In 5 years</u>
Corporate traveler	_____	_____
Leisure traveler	_____	_____
Groups (Events)	_____	_____
Share ride	_____	_____
Other	_____	_____

Does your company have a trip voucher in the vehicles that the customer is required to sign?  Yes  No

Is gratuity included in the bill?  Yes  No

Do your drivers accept gratuities?  Yes  No

How many rides does your company complete daily (on average)?  
 Airport transfer \_\_\_\_\_  
 As directed \_\_\_\_\_  
 Other \_\_\_\_\_

Please describe the company's airport pick up procedures: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Do you track your service quality?  Yes  No

Please describe the main service issues:

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**4.5. Fleet Information**

*Sedan model 1*

Number in fleet \_\_\_\_\_  
Model \_\_\_\_\_  
Color(s) \_\_\_\_\_  
Oldest model year \_\_\_\_\_  
Latest model year \_\_\_\_\_  
Maintenance schedule \_\_\_\_\_  
Company Owned  Yes  No

*Sedan model 2*

Number in fleet \_\_\_\_\_  
Model \_\_\_\_\_  
Color(s) \_\_\_\_\_  
Oldest model year \_\_\_\_\_  
Latest model year \_\_\_\_\_  
Maintenance schedule \_\_\_\_\_  
Company Owned  Yes  No

*Limousine*

Number in fleet \_\_\_\_\_  
Model \_\_\_\_\_  
Color(s) \_\_\_\_\_  
Oldest model year \_\_\_\_\_  
Latest model year \_\_\_\_\_  
Passenger size(s) \_\_\_\_\_  
Maintenance schedule \_\_\_\_\_  
Company Owned  Yes  No

*Vans*

Number in fleet \_\_\_\_\_  
Model \_\_\_\_\_  
Color(s) \_\_\_\_\_  
Oldest model year \_\_\_\_\_  
Latest model year \_\_\_\_\_  
Passenger size(s) \_\_\_\_\_  
Maintenance schedule \_\_\_\_\_  
Company Owned  Yes  No

*MiniBus*

Number in fleet \_\_\_\_\_

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Model \_\_\_\_\_  
 Color(s) \_\_\_\_\_  
 Oldest model year \_\_\_\_\_  
 Latest model year \_\_\_\_\_  
 Passenger size(s) \_\_\_\_\_  
 Maintenance schedule \_\_\_\_\_  
 Company Owned  Yes  No

*Motor Coach*

Number in fleet \_\_\_\_\_  
 Model \_\_\_\_\_  
 Color(s) \_\_\_\_\_  
 Oldest model year \_\_\_\_\_  
 Latest model year \_\_\_\_\_  
 Passenger size(s) \_\_\_\_\_  
 Maintenance schedule \_\_\_\_\_  
 Company Owned  Yes  No

*Other*

Number in fleet \_\_\_\_\_  
 Model \_\_\_\_\_  
 Color(s) \_\_\_\_\_  
 Oldest model year \_\_\_\_\_  
 Latest model year \_\_\_\_\_  
 Passenger size(s) \_\_\_\_\_  
 Maintenance schedule \_\_\_\_\_  
 Company Owned  Yes  No

Is the fleet centrally garaged?  Yes  No  
 If yes, please provide address: \_\_\_\_\_  
 \_\_\_\_\_  
 At driver's residence?  Yes  No

**4.6. Insurance**

Insurance (*US candidates only*)

General Liability	<input type="checkbox"/> Yes <input type="checkbox"/> No
Aggregate amount:	
Automobile Liability	<input type="checkbox"/> Yes <input type="checkbox"/> No
Aggregate amount:	
Excess Liability	<input type="checkbox"/> Yes <input type="checkbox"/> No
Aggregate amount:	
Workers comp	<input type="checkbox"/> Yes <input type="checkbox"/> No
Aggregate amount:	

Insurance (*International candidates only*)

Please describe insurance coverage's and aggregate amounts for Compulsory/Mandatory Insurance in compliance with applicable law	Comprehensive General Liability Coverage Aggregate amount: _____ Automobile Liability Coverage (including hired & non owned auto's)
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Aggregate amount: \_\_\_\_\_  
Umbrella or Excess Liability Coverage  
Aggregate amount: \_\_\_\_\_

**4.7. Services to clients**

Are beverages provided in the vehicles?

- Sedans  Yes  No
- Limousines  Yes  No
- Vans  Yes  No
- Mini Buses  Yes  No
- Motor Coaches  Yes  No
- Other  Yes  No

What newspapers/magazines is provided in the vehicle?

\_\_\_\_\_

Is cellular phone service provided in the vehicle?

Yes  No

Do you provide tour services?

Yes  No

If yes, please explain:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please describe any other services:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**4.8. Employee Information**

How many staff members does your company have in each function?

- Reservation \_\_\_\_\_
- Dispatch/Operations \_\_\_\_\_
- Sales \_\_\_\_\_
- Marketing \_\_\_\_\_
- Maintenance \_\_\_\_\_
- Corporate \_\_\_\_\_
- Other \_\_\_\_\_
- Total office staff \_\_\_\_\_

How many of the drivers are:

- Employees \_\_\_\_\_
- Independent Contractors \_\_\_\_\_
- Owner Operators \_\_\_\_\_
- Total \_\_\_\_\_

What is the drivers' attire?

- A uniform
- A black suit
- Other

Describe:

Please provide colors of the attire:	Blazer	_____
	Pants	_____
	Shirt	_____
	Tie	_____
	Shoes	_____

Are the drivers drug tested before hiring?  Yes  No

Are the drivers randomly drug tested during employment?  Yes  No

Are driver abstracts checked before employment?  Yes  No

Are driver abstracts checked yearly?  Yes  No

What are the driver abstract requirements? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is a copy of driver’s abstract kept in employee’s file?  Yes  No

Is a driver’s general background checked before hiring?  Yes  No

Driver training:

Initial driver training \_\_\_\_\_

Please describe: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Defensive Driver course?  Yes  No

Please list course name: \_\_\_\_\_

Customer Service course?  Yes  No

Routes Planning course?  Yes  No

On the Road course?  Yes  No

Please describe: \_\_\_\_\_

\_\_\_\_\_

Annual refresher driver training?  Yes  No

Please describe: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are records maintained in an employee’s file?  Yes  No

**4.9. Information Technology**

Please list hardware information:

CPU (e.g. Intel Pentium 3, Intel Celeron, AMD)? \_\_\_\_\_

Speed (e.g. 3Gz)? \_\_\_\_\_

Hard disk (e.g. 120 MB)? \_\_\_\_\_

Memory (e.g. 512 MB RAM)? \_\_\_\_\_

Monitor size (e.g. 17’’ CRT)? \_\_\_\_\_

Please provide the company’s software information:

Operating system (e.g. Windows XP, Server 2000, Unix, Linux,)? \_\_\_\_\_

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Internet Browser and version (e.g. Explorer 6.0)? \_\_\_\_\_

Internet Service Provider (ISP) (e.g. Earthlink, AOL)? \_\_\_\_\_

Can reservations be booked through the internet?  Yes  No

Are you willing to work online with Wynne Reservations  Yes  No  
 Network for: Billing  Yes  No

What communication devices are used to stay in contact with drivers:

- 2-Way Radios  \_\_\_\_\_
- Pagers  \_\_\_\_\_
- Mobile/Cellular phones  \_\_\_\_\_
- MDT  \_\_\_\_\_
- GPS  \_\_\_\_\_

**4.10. Other**

Do you know any members of Wynne Sedan & Limousine Group Networks' affiliate network?

\_\_\_\_\_  
 \_\_\_\_\_

Please provide 2 references from Sedan Service clients:

- Reference 1: Company Name \_\_\_\_\_  
 Contact person \_\_\_\_\_  
 Phone or e-mail \_\_\_\_\_
- Reference 2: Company Name \_\_\_\_\_  
 Contact person \_\_\_\_\_  
 Phone or e-mail \_\_\_\_\_

Please provide 2 references from Event Services clients (if applicable):

- Reference 1: Company Name \_\_\_\_\_  
 Contact person \_\_\_\_\_  
 Phone or e-mail \_\_\_\_\_
- Reference 2: Company Name \_\_\_\_\_  
 Contact person \_\_\_\_\_  
 Phone or e-mail \_\_\_\_\_

What is your growth objective for the next 5 years? (e.g. size of fleet, market area, etc.)

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**5. Pricing**

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Please complete the Excel rate sheet form provided with the following information:

- Your company's published tariffs excluding gratuity and taxes for each vehicle type
- Standard percentage of gratuity
- Tax (VAT) percentage if relevant
- Offered discount to Wynne Sedan & Limousine Group
- Currency used (*international only*)

Members of the Wynne Sedan & Limousine Group (Wynne) Network enjoy a wide range of market advantages and opportunities, including:

- No upfront fees and prompt payment of invoices
- A centralized source of new business
- A global sales force promoting the Wynne Network to corporate and travel industry clients throughout the world
- A comprehensive marketing program featuring advertisements in business travel publications, participation in travel industry trade shows and inclusion in travel loyalty programs
- Opportunities to coordinate driver training programs through Wynne
- International ride distribution

**Wynne Sedan & Limousine Group** is proud of its reputation for providing superior service and unparalleled safety standards. Likewise, members of the Wynne Network are expected to meet stringent operating requirements. These criteria include:

- Appropriate levels of insurance coverage
- A 24-hour contact phone number
- Ability to service Wynne requests
- A quality fleet of late model vehicles
- Professionally trained and attired drivers
- Internet Connectivity
- Drug Testing

Necessary Federal, State, and local operating authorities for all services performed

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