

SWC# 205 Vehicle Rental **Contract Information and Usage Instructions**

Contract Period: This is a five year contract term running from May 15, 2015 to May 14, 2020 with the final two years each being an optional one-year renewal. The contract was procured through an RFP as Event #32110-13022.

Summary/Background Information: This contract provides State agencies and local users the ability to rent passenger vehicles and commercial vehicles.

- Passenger Vehicles:
 - Compact Sedan
 - Intermediate/Mid-Size Sedan
 - Full-Size Sedan
 - Intermediate SUV
 - Large SUV, Minivan
 - Passenger Van
 - Small Pick-Up Truck
- Commercial Vehicles:
 - ½ Ton Pick-Up Truck
 - ¾ Ton Pick-Up Truck
 - 16' Box Truck with Ramp
 - 16' Box Truck with Lift Gate
 - 24' Box Truck with Lift Gate
 - Cargo Van

Agencies can rent vehicles through the traditional Enterprise/National branches located throughout the United States and at all major airports or through the Blue Lot, if acquiring a vehicle in Nashville, TN.

Insurance in the form of a Full Damage Waiver (DW), also known as a Loss Damage Waiver (LDW) or Collision Damage Waiver (CDW), is included in all rentals for business use. The Contract vehicle rates include this insurance, thus no additional information is required of the renter at the time of vehicle pick-up. Refer to Contract Section E.6 Insurance.

Contract Administrator:

Joy Brassfield
Category Specialist
Central Procurement Office
(615) 741-1251
Joyanna.west@tn.gov

Vendor Contact Information:

EAN Services, LLC
Edison Contract Number: NV45860
Vendor Number: 149982

Primary Contact:

Gerald Sims
Account Supervisor, Rental Support
615-309-9667 direct
Gerald.D.Sims@ehi.com
284 Mallory Station Rd.
Franklin, TN 37067

Secondary Contact:

David Praet
Tennessee Group Admin
615-309-9622 direct
615-415-7751 cell
David.J.Praet@ehi.com
284 Mallory Station Rd.
Franklin, TN 37067

Emergency Call Procedures:

If you are involved in an accident, theft, or incur any other damage to the vehicle during the rental, please follow the instructions on the guide inside your vehicle and report the incident to Enterprise immediately.

Usage Instructions:

Before making a vehicle reservation, you should be aware of your agency's policy regarding travel and the use of rental vehicles. You may also refer to the State's policy on travel for business (Department of Finance & Administration Policy 8 – Comprehensive Travel Regulations).

All reservations will be made on the State of Tennessee Enterprise site:

http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=STATETN

1. Before making any reservations, consult the Trip Optimizer

- a) Check the cost of the trip using a personal vehicle through the Trip Optimizer
 - i) Click the orange button next to "[Trip Optimizer](#)"
 - ii) Enter the number of expected trip miles in "Distance to be Traveled"
 - iii) Enter the expected duration of the trip in "Total Days in Trip"
 - iv) Enter the vehicle rate in "Car Rental Daily Rate" by selecting the vehicle provided in the "State of Tennessee" box
 - v) Enter the "Cost of Fuel" using the average gas price provided in the "State of Tennessee" box (this data is updated monthly)
 - vi) Enter the "Reimbursement Rate" using the rate provided in the "State of Tennessee" box
 - vii) Enter the "Rental Car Fuel Usage" using the MPG rating provided in the "State of Tennessee" box
 - viii) Click "Calculate Results" to view comparison results
- b) Review results provided in the Trip Optimizer

- i) If "Employee's Vehicle" is checked, proceed with using your personal vehicle and submit fuel for reimbursement at the end of your trip
- ii) If "Rental Vehicle" is checked, proceed with making your rental vehicle reservation

2. To make a reservation for a Traditional Vehicle using an *Enterprise branch location*, for BUSINESS USE:

- a) Click the orange "Select" button next to "[Official State Business Direct Only](#)"
- b) Select your Department
- c) Optional: Log in under the "Emerald Club" (whichever applies) using your Member # and Password
 - i) To obtain your membership information, contact the Enterprise representative listed above
 - ii) If you have forgotten your membership information, click on the blue link "Forgot your info?" and follow the instructions
- d) Enter your zip code/city, state/airport/port of call in "Pick Up Location"
 - i) If you will be returning your vehicle to location that differs from the pick up location, check the box "Return to a different location" (NOTE: if the one-way rental ends outside of Tennessee, the State will be charged a one-way rental fee)
- e) Select your travel dates and times in "Pick Up Date & Time"
- f) Select the type of vehicle you want to rent from the drop down menu "Vehicle Class"
 - i) Refer to [Attachment A SWC 205 Vehicle Rental Pricing](#) for the list of available vehicles under this Contract
- g) Click the orange "Search" button once all of your information is entered
 - i) If you did not enter an exact rental address, you will be prompted to select a pick-up and drop-off location, select your location by clicking the gray "Select" button
- h) The next screen will display the "Vehicle Details" page
 - i) Notice the information under the green "Pay Later Price Quote" green bar, Sales Tax will appear while making a reservation but will not be applied to any rentals that originate in Tennessee (rentals originating outside of Tennessee will have tax applied)
 - ii) If all of the information is correct, click the orange "Select and Continue" button
- i) The next screen will display the "Renter's Detail" page
 - i) Provide your contact information in under "Main Information"
 - ii) Select "Yes" under Corporate Account Details to confirm you are travelling for business on behalf of the named department; this selection will prompt for additional information
 - (1) Confirm that the listed agency is your agency and select "Yes"
 - (2) Provide your employment information in "Speed Chart" box and "Manager/Supervisor Authorizing Travel" (if you do not know your speed chart number, contact your department's fiscal office)
 - (3) NOTE: Your supervisor will receive confirmation of your reservation

- iii) Optional: Provide your driver's license information under "Get Your Rental Started"
- iv) Optional: Provide your flight information under "Additional Information"
- j) Click the orange "Continue" button
- k) The next screen will display the Confirmation page; if everything is correct click the orange "Book Now" button
- l) The next screen will display your reservation information
 - i) Make note of your rental confirmation number
 - ii) You can print this page or refer to the confirmation email

3. To make a reservation for a Traditional Vehicle using a *National Airport location*, for BUSINESS USE:

- a) Click the orange "Select" button next to "[Airport Rentals/Official State Business Credit Card Pay](#)"
- b) Select your Department
- c) Enter city or airport in "Pickup Location"
- d) Enter "Pickup" and "Return" dates and times
- e) Optional: Enter "Last Name" and "Emerald Club Number"
 - i) To obtain your membership information, contact the Enterprise representative listed above
 - ii) If you have forgotten your membership information, click on the blue link "Forgot your info?" and follow the instructions
- f) Click green "Start Reservation" button
- g) Select your vehicle from the provided list of available vehicles
 - i) Refer to [Attachment A SWC 205 Vehicle Rental Pricing](#) for the list of available vehicles under this Contract
 - ii) Click green "Select" button under the selected vehicle
- h) Unless instructed by your Agency, do not select any "Optional Items" that appear on the next screen. Click the green "Continue" button.
 - i) Sales Tax will appear while making a reservation but will not be applied to any rentals that originate in Tennessee (rentals originating outside of Tennessee will have tax applied)
- i) Review the reservation information on the next screen
 - i) Provide your contact information in "Driver Information"
 - ii) Provide your employment information in "Manager/Supervisor Authorizing Travel" and "Speed Chart" (if you do not know your speed chart number, contact your department's fiscal office)
 - iii) NOTE: Your supervisor will receive confirmation of your reservation
 - iv) Optional: Provide your flight information under "Frequent Traveler"
- j) Click the green "Reserve" button
- k) The next screen will display the reservation information
 - i) Make note of your rental confirmation number
 - ii) You can print this page or refer to the confirmation email

4. To make a reservation for a Traditional Vehicle using CarShare at the Nashville Blue Lot:

- a) Click the orange "Select" button next to "[Nashville Motor Pool – Provided by Enterprise CarShare – Reserve a Car](#)"
- b) STOP: Before proceeding with a reservation, you must be a CarShare member; if you are already a member, proceed to c., if not, follow the instructions below
 - i) Consult with your department's fiscal office for information regarding your department's travel policy
 - ii) NOTE: If you do not plan on using the Nashville Blue Lot or are not located in the Nashville area, this CarShare membership is not needed. You still have the ability to rent a vehicle from an Enterprise or National Airport branch location without becoming a CarShare member.
 - iii) Click the orange "Become a Member" button
 - iv) Complete all of the information in the required fields
 - v) Click the green "Continue" button
 - vi) A confirmation screen will appear, you may print this page for your records
 - vii) You should receive an email confirming your membership acceptance within 3 business days which will include your member ID #
 - viii) You should receive your CarShare membership card within 10 business days
 - ix) Keep track of your card, this will be used to unlock the CarShare vehicles at the time of reservation
- c) Select "Log In" in the top right corner of the screen on the [CarShare homepage](#)
 - i) Enter your Member ID and Password
 - ii) Click the green "Log In" button
- d) Select "New Reservation" from the black bar at the top of the screen
- e) Under "Check Availability" select the Start Date and Time and the End Date and Time
- f) Click the green "Search" button
- g) All of the available cars will appear in the box to the right with the estimated cost
- h) Once you have selected the vehicle, click the white "Select" button next to the vehicle of your choice
- i) Confirm all of the information in the "Your Reservation" box that pops up
 - i) NOTE: Input your department's Speed Chart number in the MEMO line
 - ii) Select your department from the drop down box next to "Job Item"
 - iii) Click the green "Reserve It" button
- j) The next screen will display the Confirmation page
 - i) Make note of your rental confirmation number
 - ii) You can print this page or refer to the confirmation email
- k) While in the CarShare page you also have the ability to check your upcoming and past reservations and manage your account details
- l) Click the green "Sign Out" button when you have completed your session
- m) If you have additional questions, please check the FAQ link by clicking "[Visit our FAQ](#)" on the main CarShare reservation screen

5. To make a reservation for a Traditional Vehicle for PERSONAL USE:

- a) Branch Locations: Click the orange "Select" button next to "[Personal Use Customer Pay](#)" in the gray Enterprise box
 - i) Proceed with reservation (refer to instructions in #2 above for assistance)
- b) Airport Locations: Click the orange "Select" button next to "[Airport Rentals/Personal Use](#)" in the gray National box
 - i) Proceed with reservation (refer to instructions in #3 above for assistance)
- c) NOTE: These rentals will require your personal credit card and will not be billed to your department
- d) Normal taxes, fees, and surcharges will apply

Requisition and Purchase Order Generation:

For information on how to create a requisition and/or purchase order please use the "Guide to Agency Purchasing" document in Edison under the Procurement Tab, Procurement Information box. For webinars and job aids on requisitions and purchase orders, please visit the CPO Intranet Training page at <http://intranet.state.tn.us/generalserv/cpo/cpotraining.html>.

Billing and Payment Instructions:

The Contractor shall submit an itemized invoice, with all necessary supporting documentation, to the reserving agency's fiscal personnel. Purchase Orders to Enterprise will be issued after receipt of the invoice which may occur after the rental has taken place.

Enterprise will not charge the State any sales & use tax for rentals that originate at a Tennessee Enterprise location, however there are applicable Surcharges and Fees that may be charged to the users under this Contract. These charges may appear on the invoice as a "tax". If you have questions about any of these charges, please contact the Contract Administrator. A list of the Surcharges and Fees can be found in [Attachment A SWC 205 Vehicle Rental Pricing](#) or in Edison.

It is the responsibility of the agency to notify the Contractor in the event the contact person at the agency changes. All Enterprise invoices will be directed to the main contact person identified by each agency's fiscal office.

Asset and Inventory Management: N/A

Miscellaneous Information:

1. Should the State employee become involved in an accident, theft, or incur any other damage to the vehicle during the rental, they are responsible for reporting the incident to Enterprise immediately.

2. Upon arrival at the Enterprise or National branch location to pick-up a reserved vehicle, the State employee must present a State issued driver's license and authorization from their department to proceed with the rental. The State employee will be required to sign a standard rental agreement. Please sign this agreement; the terms of this statewide contract will govern in the event of any conflicts between the agreement and this Contract.
3. All vehicles must be re-fueled by the State employee prior to return of the vehicle. The vehicle must be at the same or greater fuel level it was at when picked up. This rule applies to all vehicle categories (Traditional, Commercial, and CarShare).
 - a) Traditional Vehicles: you must re-fuel the vehicle using your personal credit card and request reimbursement
 - b) Commercial Vehicles: you must re-fuel the vehicle using your personal credit card and request reimbursement
 - c) CarShare Vehicles: you must re-fuel the vehicle using the Fuel card provided in the glove box of every CarShare vehicle
4. All State employees have the opportunity to become a member of the Enterprise loyalty program, Emerald Club, which provides special privileges to renters. More information can be found on the Enterprise website: https://www.nationalcar.com/en_US/car-rental/loyalty/enrollment/benefits.html
5. The following items are NOT permitted in any State of Tennessee vehicle rented for business use:
 - a.
 - a) Animals
 - b) Non-State employees
 - c) Weapons
 - d) Smoking
6. Should the State employee receive a traffic violation while using a rental vehicle, the employee will be responsible for paying the violation. Notification of the violation will be sent to the department's contact person. Contact your department's fiscal office for more information on how this process is managed.
7. If a rental lasts longer than 30 days, you must contact the Enterprise or National rental location in which the vehicle originated and report the mileage. This must be done every 30 days until the vehicle is returned. No vehicle rental can last longer than 6 months.
8. Rented vehicles for business use must not be taken outside of the continental United States. Travel to Mexico or Canada is strictly prohibited.