Great Basin Rental Vehicle BPA – Frequently Asked Questions

L14PA00143 – Rush Truck Leasing	L14PA00145 – Hertz
L14PA00144 – Quality Motors (Salmon Motors)	L14PA00147 – Enterprise Rent-a-Car

Q What approvals must I have before a rental vehicle can be procured for me?

A A rental vehicle must be authorized on your resource order before you can have a rental vehicle procured for you.

Q Who can reserve a vehicle for those who do not have a government issued charge card?

A The BPA states that only dispatchers, buying team members, finance section chiefs, procurement unit leaders, contracting officers, purchasing agents are authorized to reserve vehicles for those who do not have a government issued charge card. Form B-1 or B-2 must be submitted to the centrally billed payment contact. Online reservations for Enterprise rentals can also be made by the personnel listed. A web link has been provided to them for this purpose.

Q Who can reserve a vehicle for those who do have a government issued charge card?

A The same as above plus the employee who possesses the charge card. Online reservations for Enterprise rentals can be made at: http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=GRBASIN.

Q Which rental agreement should be used?

A Each vendor shown above has its own BPA number. The commercial vendors listed (Hertz/Enterprise) have created customer numbers for the assigned payment contacts. For centrally billed rentals, reservations should only be made by one of the parties listed above.

Q Can I rent a vehicle from my duty station in the Great Basin and take it outside the Great Basin?

A Yes – A vehicle rented under the Great Basin BPA can be taken to an incident outside the Great Basin.

Q I am flying to an assignment. Can I rent a vehicle from my duty station in the Great Basin and pick it up in another location?

A Yes, utilizing the processes outlined in the Great Basin Rental Vehicle Program SOP. If you have a government-issued charge card, you may book Enterprise rentals online at: http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=GRBASIN and pick up the vehicle at an alternate location noted in the reservation. For those personnel who do not possess a government-issued charge card, contact the sending dispatch center to make arrangements for a rental car at the incident location.

Q Why should I use the Great Basin BPA in place of my federal agency's rental car agreement that is used for normal agency travel?

A The Great Basin BPA allows you to take the vehicle off publicly maintained roads without prior rental car agency approval. The DoD contract requires you to obtain approval prior to taking the vehicle off publicly maintained roads or risk voiding the included coverages. This approval should be in writing.

Q What happens when I arrive at the rental vehicle location to pick up my vehicle?

A With a Government Charge Card – Provide your government charge card to the rental agency to rent the vehicle and decline all extra insurance coverages and fuel prepayment. Perform a pre-use inspection according to the rental company's procedures/forms. Check all areas of the vehicle, including the roof, for damage. Note any abnormalities and discuss with a rental car employee. Take pictures if possible.

A Without a Government Charge Card – Your rental should be ready when you arrive at the rental car center. Your rental vehicle will be billed to a centrally billed account. Do not provide a personal charge card to the rental agency. Decline all extra insurance coverages and fuel prepayment. Perform a pre-use inspection according to the rental company's procedures/forms. Check all areas of the vehicle, including the roof, for damage. Note any abnormalities and discuss with a rental car employee. Take pictures if possible.

Q What happens if the rental car company won't accept my charge card?

A Let them know that this is not a centrally billed account and they should accept your government issued charge card. If you are not successful, send your incident business lead an email with the details and a copy of your rental agreement as soon as possible.

Q What do I do if I think the rate I am being charged is incorrect?

A Contact your incident business lead to verify the rate. If the rate is incorrect, work back through to the contracting officer to communicate with the rental car company point of contact. Current rental rates are posted at: http://gacc.nifc.gov/gbcc/business.php.

Q What can I expect when I get to the incident?

A As with any rental vehicle, if you have rented the vehicle on your government issued charge card, do not give the keys to anyone at the incident for the incident's use. If the vehicle is rented under your charge card, you are responsible for any use and/or damage to the vehicle. If the vehicle is centrally billed and is needed at the incident for use by those other than the original driver, document all users and any associated damage to the vehicle by any of those users.

Q What do I need to know when I return a vehicle after my assignment?

A Vehicles should be returned in the same condition as when it was received (clean and fueled). The employee is responsible to perform a post-use inspection of the vehicle according to the rental company's procedures/forms.

Q What happens if my vehicle is damaged on the assignment?

A Claims and damages will be settled separately from the rental by the employee's servicing contracting officer. Any claims and damages should not be billed to the rental charge card. The employee is responsible for completion of the appropriate forms and photos of damage (OF-289 or SF-91 and SF-94). Forms, photos and other documentation shall be submitted to the local incident business or administrative point of contact, who will coordinate with the servicing contracting officer. Accountability for damages will be determined by the home unit.

Q Do the rental car agencies under contract have roadside assistance contact numbers?

A Both Enterprise and Hertz have roadside assistance that is available 24 hours a day. The numbers are:

- Enterprise - 1-800-307-6666
- Hertz - 1-800-654-5060

Q Can my rental vehicle be dropped off at a location that is different from where it was rented?

A If the vehicle is returned at a location that is different than the rental location, a drop off fee may be added to the rental fee. A cost comparison should be done to ensure the government is not incurring an unnecessary cost. Contact the rental car company to obtain the drop off fee and inquire if there would be additional burdens to dropping it off at a different location. If the vehicle is being centrally billed, the operator should contact whoever rented the vehicle to ensure the drop off and any associated fees are agreeable with that agency.

Q How can pool vehicles that are used on the incident be fueled prior to return?

A If the employee returning the vehicle has a government travel or purchase card they can procure the fuel for that vehicle. If personnel are fueling more than one vehicle it will require a purchase card. Other acceptable methods of procurement are: assigned buying team member or other agency personnel with a purchase card. Incident Management Teams should make arrangements with the incident agency for the refueling method prior to leaving the incident.

Q How can a casual employee refuel a rental vehicle prior to its return?

A Casuals can use personal funds to refuel the vehicle and submit a receipt for reimbursement with their travel reimbursement claim or they can make arrangements with their hiring agency or the incident agency to refuel the vehicle by other means.