



STANDARD OPERATING PROCEDURES GREAT BASIN RENTAL CAR PROGRAM

INTRODUCTION

To assist in incident mobilization efforts, the Great Basin Incident Business Group has established Blanket Purchasing Agreements (BPA) to be used in the support of protecting lands for fire suppression, severity, and all-hazard incidents. This document provides the process for utilizing the BPAs listed below:

GREAT BASIN BLANKET PURCHASE AGREEMENTS
Enterprise Car Rental
Hertz
Rush Truck
Salmon Motors

Prior to utilizing a rental car on an emergency incident the proper mode of transportation must be determined. The mode of transportation must result in the greatest advantage to the Government and be approved in advance by the incident agency (via the resource order) and the employee's supervisor.

When use of a rental car has been approved, most agency policy limits the vehicle size to compact vehicles only. Employees may be approved to upgrade rental vehicle size under the following circumstances:

1. To accommodate the transportation of additional government equipment that is so large that it cannot reasonably fit into a compact vehicle.
2. Travelers will be accessing areas of extremely rough terrain, which would require the use of a Sport Utility Vehicle with off road capabilities to ensure safe travel.
3. Sharing a rental vehicle with other employees.

It is recommended that line-going personnel rent large SUVs or ¾-ton pickups. These vehicles are equipped with higher ground clearance and E-class rated tires.

For longer term assignments (i.e., fire pre-positions and details) rentals may be procured and paid under the centrally billed account to avoid potential credit availability issues with charge cards. Users will need to submit spreadsheets or other documentation that indicates which fires and dates the vehicle should be charged to. Arrangements for this documentation should be made at the time of rental between the user and the payment office.

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EMPLOYEE WITH A GOVERNMENT-ISSUED CHARGE CARD

A government employee, that has a government-issued charge card, shall utilize this BPA and pay (for themselves only) using that charge card at the time of rental. This option allows the employee to arrange and pay for their own travel, but fall within these terms and conditions unique to incident support (i.e. claims, off road use, etc.).

Procedures:

1. All vehicle operators must possess a valid State-issued driver's license.
2. A resource order will be generated for the employee incident assignment, specifying in the "Special Needs" block that a rental vehicle is authorized.
3. The employee may reserve the vehicle by:
 - a. Enterprise Rentals Only - Reserving online at: http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=GRBASIN. Online reservation instructions can be found at: <http://gacc.nifc.gov/gbcc/business.php>.
 - b. All Vendors - Contacting the rental car vendor directly to make arrangements for the rental. Employee **MUST** provide either a Vehicle Rental Order Form (Form B-1) or the above-mentioned resource order via fax, email or in person. Employee must specify if a 4X4 or all-wheel vehicle is required at the time of order.
4. The employee shall provide their charge card number at the time of rental. Per the BPA terms and conditions, pre-charging or placing holds on charge cards is prohibited, including pre-authorization fees.
5. The employee will obtain a copy of the rental agreement. The rental agreement should contain either the customer number or the incident number and resource order number. Employees must ensure their government-issued charge card has been utilized on the rental agreement at the time of rental. If an employee encounters resistance to utilization of the employee's government-issued charge card, contact the local dispatch center or incident business personnel for assistance.
 - a. Employee will decline the following:
 - i. Any and all insurance coverage options
 - ii. Prepayment of fuel upon return of the vehicle
6. The employee responsible for the vehicle is required to perform a pre-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection shall include the body, undercarriage and roof of the vehicle. Any existing or questionable pre-existing damage should be documented with photos (camera or phone) and discussion/documentation with the rental car lot agent. Ensure that pictures reflect the damage in terms of size and depth.
7. A copy of the commercial rental agreement and resource order should be retained by the renter as supporting documentation for the charge card expense. In the event the renter is reassigned to an additional incident prior to returning the vehicle to the vendor, the resource order for the new incident (specifying that a rental car is authorized) should be retained as supporting documentation for the charge card expense.
8. All vehicles shall be returned in the condition received (fueled and clean). If this is not possible, it is the employee's responsibility to contact a local representative to assist in the re-fueling and/or cleaning of the vehicle. The employee responsible for the vehicle is required to perform a post-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection should include the body, undercarriage and roof of the vehicle. All damage should be documented with photos (camera or phone). Ensure that pictures reflect the damage in terms of size and depth.
9. Employee will obtain a final invoice from the rental car company. Documentation contained in the glove box should be retained for employee charge card statement reconciliation.
10. Damages – Claims and damages will be settled separately by the employee's servicing contracting officer and should not be billed to the rental charge card. The employee is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. Forms and other documentation (photos, etc.) shall be submitted to the local incident business or administrative point of contact, who will coordinate with the employee's servicing contracting officer. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the employee's home unit. Accountability for damages will be determined by the home unit.

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EMPLOYEE WITHOUT A GOVERNMENT-ISSUED CHARGE CARD

Orders for vehicles under this category, utilizing this BPA, shall only be placed by dispatch, buying team members, or other authorized officials. Employees without charge cards are NOT authorized to order vehicles for themselves.

Procedures:

1. All vehicle operators must possess a valid State-issued driver's license.
2. Resource order will be generated for the employee incident assignment, specifying in the "Special Needs" block that a rental vehicle is authorized.
3. Dispatch or other authorized officials (i.e., incident business personnel, buying teams, GB hiring officials) will reserve a rental vehicle for the employee upon receipt of a resource order authorizing the rental. Authorized personnel can reserve vehicles by:
 - a. Enterprise Rentals Only - Reserving online. The web link to reserve vehicles that will be centrally billed can be obtained from local dispatch or incident business personnel. Only personnel listed in 3. above may reserve vehicles that will be centrally billed.
 - b. All Vendors: Authorized personnel listed in 3. above may contact the rental car vendor directly to make arrangements for the rental. Complete the Vehicle Rental Order Form (Form B-1) and provide via fax, email or in person to the vendor. A Vehicle Rental Order Form is **REQUIRED** before the vendor can arrange any rental unit. The Vehicle Rental Order Form (Form B-1) should specify if a 4X4 or all-wheel vehicle is required. The Vehicle Rental Order Form shall specify "Invoiced through BPA Payment Process" and the appropriate contact information provided. A copy of the Vehicle Rental Order Form shall be forwarded to the payment center contact listed on the form.
4. Vendor will contact the renter within 2 hours of the order to arrange delivery or pickup.
5. The employee will obtain a copy of the rental agreement. The rental agreement should contain either the customer number or the incident number and resource order number. Customer numbers can be obtained by local dispatch or incident business personnel. Renters must ensure their personal charge card has not been provided for the vehicle rental. If personnel encounter resistance to utilization of the centrally billed account, contact the local dispatch center or incident business personnel for assistance. **DO NOT PROVIDE PERSONAL CHARGE CARD INFORMATION** to the rental agency.
 - a. Renter will decline the following:
 - i. Any and all insurance coverage options
 - ii. Prepayment of fuel upon return of the vehicle
6. The renter responsible for the vehicle is required to perform a pre-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection shall include the body, undercarriage and roof of the vehicle. Any existing or questionable pre-existing damage should be documented with photos (camera or phone) and discussion/documentation with the rental car lot agent. Ensure that pictures reflect the damage in terms of size and depth.
7. A copy of the commercial rental agreement should remain in the glove box of the vehicle at all times until vehicle is returned to vendor.
 - a. In the event the renter is reassigned to an additional incident prior to returning the vehicle to the vendor, the resource order for the new incident (specifying that a rental car is authorized) should be kept with the original documentation.
8. At the end of the incident, unless otherwise approved, vehicles shall be returned to point of pickup in condition in which it was received (fueled and clean). If this is not possible, it is the renter's responsibility to contact a local representative to assist in the re-fueling and/or cleaning of the vehicle. The employee responsible for the vehicle is required to perform a post-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection should include the body, undercarriage and roof of the vehicle. All damage should be documented with photos (camera or phone). Ensure that pictures reflect the damage in terms of size and depth.
9. The vendor will invoice through the BPA Payment Process to the contact listed on the Vehicle Rental Order Form.

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10. Damages – Claims and damages will be settled separately by the servicing contracting officer and should not be billed a renter's charge card. The individual assigned to the vehicle is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. The renter shall submit forms/photos/documentation directly to the local incident business or administrative point of contact, who will coordinate with the servicing contracting officer. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the employee's home unit. The individual may be contacted to assist in the processing of the claim for damages. If any negligence is determined, the individual may be held financially accountable for a portion of the claim. This will be determined by the individual's hiring unit.

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INCIDENT POOL VEHICLES (TRANSPORTATION UNITS, GROUND SUPPORT)

Orders for vehicles under this category, utilizing this BPA, shall only be placed by buying team members or other authorized officials.

Procedures:

1. All vehicle operators must possess a valid State-issued driver's license.
2. Resource orders (one per vehicle) will be generated for the vehicles by Dispatch. Resource orders will specify the type of vehicle needed (i.e., 4x4, ½-ton, sedan, etc.)
3. Dispatch or other authorized officials (i.e., buying team members) will reserve rental vehicle(s) upon receipt of a resource order(s) authorizing the rental. Authorized personnel can reserve vehicles by:
 - a. Enterprise Rentals Only - Reserving online. All incident pool vehicles will be centrally billed.
 - i. Centrally Billed - The web link to reserve vehicles that will be centrally billed can be obtained from local dispatch or incident business personnel. Only personnel listed in 3. Above may reserve vehicles that will be centrally billed.
 - b. All Vendors - Contacting the rental car vendor directly to make arrangements for the rental. Authorized officials will complete the Rental Vehicle Request Form (Form B-2) and provide via fax, email or in person to the vendor. The Rental Vehicle Request Form is **REQUIRED** before the vendor can arrange any rental unit. The Rental Vehicle Request Form should specify if a 4X4 vehicle is required. The Rental Vehicle Request Form shall specify "Invoiced through BPA Payment Process" and the appropriate contact information provided.
4. Vendor will contact the renter within 2 hours of the order to arrange delivery or pickup.
5. Personnel assigned to pick up the vehicle(s) will obtain a copy of the rental agreement. The rental agreement should contain either the customer number or the incident number and resource order number. Customer numbers can be obtained by local dispatch or incident business personnel. Personnel must ensure a personal charge card is not been provided for the vehicle rental. If personnel encounter resistance to utilization of the centrally billed account, contact the local dispatch center or incident business personnel for assistance. **DO NOT PROVIDE PERSONAL CHARGE CARD INFORMATION** to the rental agency.
 - a. Renter will decline the following:
 - i. Any and all insurance coverage options
 - ii. Prepayment of fuel upon return of the vehicle
6. Personnel assigned to pick up the vehicle(s) are required to perform a pre-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection shall include the body, undercarriage and roof of the vehicle. Any existing or questionable pre-existing damage should be documented with photos (camera or phone) and discussion/documentation with the rental car lot agent. Ensure that pictures reflect the damage in terms of size and depth. Any photos taken should be provided to the Transportation Unit or Ground Support Unit upon delivery of the vehicle.
7. A copy of the commercial rental agreement shall remain in the glove box of the vehicle at all times until vehicle is returned to vendor.
 - a. In the event the vehicle is reassigned to an additional incident prior to returning the vehicle to the vendor, the resource order for the new incident (specifying that a rental car is authorized) should be kept with the original documentation.
8. Support units responsible for the pooled vehicles shall maintain a log of operator use and a log of damages for each vehicle on a daily basis. The logs will be forwarded to the appropriate payment contact and a copy of the logs placed in the incident fire package at the conclusion of the incident.
9. At the end of the incident, vehicles should be fueled prior to leaving the incident. Whenever possible, vehicles should be returned in a cleaned condition. If this is not possible, it is the incident's responsibility to contact a local representative to assist in the re-fueling and/or cleaning of the vehicle. Vehicle shall be returned to point of pickup. Personnel responsible for the return of the vehicles are required to perform a post-use inspection of the rental vehicle according to the rental company's procedures/forms. Physical inspection should include the body, undercarriage and roof of the vehicle. All damage should be documented with photos (camera or phone). Ensure that pictures reflect the damage in terms of size and depth. Any photos taken should be provided to the appropriate payment contact (see 11. Damages below).
10. The vendor will invoice through the BPA Payment Process to the contact listed on the Rental Vehicle Request Form.

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11. Damages – Ground Support Unit Leaders are responsible for ensuring the completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. Personnel returning the vehicle shall submit forms/photos/documentation directly to the appropriate payment contact, who will coordinate with their servicing contracting officer. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the vehicle operator's home unit. The Ground Support Unit Leader and/or vehicle operator may be contacted to assist in the processing of the claim for damages. If any negligence is determined, the vehicle operator may be held financially accountable for a portion of the claim.

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INCOMING SINGLE RESOURCE ORDERS

Occasionally, single resources will fly into the Great Basin and need rental cars upon their arrival at the airport. Use the following process to reserve rental cars for this need.

1. All vehicle operators must possess a State-issued driver's license.
2. The incident agency dispatch will receive the rental card need via the sending dispatch center or ROSS. Dispatch should complete the Vehicle Rental Order Form (Form B-1) with information for those needing a rental car reservation.
3. Dispatch will forward the Vehicle Rental Order Form to the buying team or other authorized official who will be placing the order with the rental car company.
4. Dispatch or other authorized officials (i.e., buying team members) will reserve rental vehicle(s) upon receipt of a resource order authorizing the rental. Authorized personnel can reserve vehicles by:
 - a. Enterprise Rentals Only - Reserving online.
 - i. Government-Issued Charge Card - The web link for those vehicles that will be paid with a government-issued charge card is: http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refId=GRBASIN.
 - ii. Centrally Billed - The web link to reserve vehicles that will be centrally billed can be obtained from local dispatch or incident business personnel. Only personnel listed in 4. Above may reserve vehicles that will be centrally billed.
 - b. All Vendors - Contacting the rental car vendor directly to make arrangements for the rental. Authorized officials will complete the Vehicle Rental Order Form (Form B-1) and provide via fax, email or in person to the vendor. A Vehicle Rental Order Form is **REQUIRED** before the vendor can arrange any rental unit. The Vehicle Rental Order Form should specify if a 4X4 or all-wheel vehicle is required. The Vehicle Rental Order Form shall specify "Invoiced through BPA Payment Process" and the appropriate contact information provided for those resources listed on the spreadsheet that do not have a Government-issued charge card. The Vehicle Rental Order Form should specify "Government Employee Charge Card" those employees listed on the spreadsheet who possess a Government-issued charge card.
5. Vendor will contact the buying team member or other authorized official within 2 hours of the order to confirm the order and vehicle pickup instructions.
6. Buying team member or other authorized official will fill in the car rental company name on the spreadsheet and return the spreadsheet to the single resource or other designated contact.
7. Single resource arrives at airport and retrieves vehicle from assigned rental car location.
 - a. Employees who are in possession of a Government-Issued charge card are to follow the procedures listed under "Employee With a Government-Issued Charge Card" and are expected to rent the vehicle with their Government-Issued Charge Card.
 - b. Employees who do not possess a Government-Issued charge card are to follow the procedures listed under "Employee Without a Government-Issued Charge Card".

At the end of the incident, vehicles shall be returned in the condition in which they were received (fueled and clean) to point of rental unless other arrangements have been made.

For those rental vehicles that will be billed against the BPA, the vendor will invoice through the BPA Payment Process to the contact listed on the Vehicle Rental Order Form.

DAMAGES

Employees With Charge Card – Claims and damages will be settled separately by the employee's servicing contracting officer and should not be billed to the rental charge card. The employee is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. Forms and other documentation (photos, etc.) shall be submitted to the local incident business or administrative point of contact, who will coordinate with the employee's servicing contracting officer. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will

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forward a copy of all documentation and claim adjudication results to the employee's home unit. Accountability for damages will be determined by the home unit.

Employees Without a Charge Card - Claims and damages will be settled separately by the servicing contracting officer and should not be billed a renter's charge card. The individual assigned to the vehicle is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. The renter shall submit forms/photos/documentation directly to the local incident business or administrative point of contact, who will coordinate with the servicing contracting officer. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the employee's home unit. The individual may be contacted to assist in the processing of the claim for damages. If any negligence is determined, the individual may be held financially accountable for a portion of the claim. This will be determined by the individual's hiring unit.

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INCOMING INCIDENT MANAGEMENT TEAM ORDERS

On occasion, Incident Management Teams (IMT) will fly into the Great Basin and need rental cars upon their arrival at the airport. Use the following process to reserve rental cars for this need.

1. All vehicle operators must possess a State-issued driver's license.
2. The incident agency dispatch will receive the IMT roster. Dispatch should submit Rental Vehicle Request Form (Form B-2) to the incoming Incident Commander (IC) or their designee. IMT designee will complete the spreadsheet with information for those needing a rental car reservation and will return the Rental Vehicle Request Form to Dispatch.
3. Dispatch will forward the Rental Vehicle Request Form (Form B-2) to the buying team or other authorized official who will be placing the order with the rental car company.
4. Dispatch or other authorized officials (i.e., buying team members) will reserve rental vehicle(s) upon receipt of a resource order(s) authorizing the rental and Form B-2. Authorized personnel can reserve vehicles by:
 - a. Enterprise Rentals Only - Reserving online.
 - i. Government-Issued Charge Card - The web link for those vehicles that will be paid with a government-issued charge card is: http://www.enterprise.com/car_rental/deeplinkmap.do?bid=028&refid=GRBASIN.
 - ii. Centrally Billed - The web link to reserve vehicles that will be centrally billed can be obtained from local dispatch or incident business personnel. Only personnel listed in 4. above may reserve vehicles that will be centrally billed.
 - b. All Vendors - Contacting the rental car vendor directly to make arrangements for the rental. Buying team members or other authorized officials will complete the Rental Vehicle Request Form (see Form B-2) and provide via fax, email or in person to the vendor. The Rental Vehicle Request Form is **REQUIRED** before the vendor can arrange any rental unit. The Rental Vehicle Request Form should specify if a 4X4 or all-wheel vehicle is required. The Rental Vehicle Request Form shall specify "Invoiced through BPA Payment Process" and the appropriate contact information provided for those resources listed on the spreadsheet that do not have a Government-issued charge card. The Rental Vehicle Request Form should specify "Government Employee Credit Card" those employees listed on the spreadsheet who possess a Government-issued charge card.
5. Vendor will contact the buying team member or other authorized official within 2 hours of the order to confirm the order and vehicle pickup instructions.
6. Buying team member or other authorized official will fill in the car rental company name on the spreadsheet and return the spreadsheet to the IC or other designated contact.
7. IMT arrives at airport and retrieves vehicles from assigned rental car locations.
 - a. Employees who are in possession of a Government-Issued charge card are to follow the Procedures listed under "Employee With a Government-Issued Charge Card" and are expected to rent the vehicle with their Government-Issued Charge Card.
 - b. Employees who do not possess a Government-Issued charge card are to follow the procedures listed under "Employee Without a Government-Issued Charge Card".

At the end of the incident, vehicles shall be returned in the condition in which they were received (fueled and clean) to point of rental unless other arrangements have been made.

For those rental vehicles that will be billed against the BPA, the vendor will invoice through the BPA Payment Process to the contact listed on the Rental Vehicle Request Form.

DAMAGES

Employees With Charge Card – Claims and damages will be settled separately by the employee's servicing contracting officer and should not be billed to the rental charge card. The employee is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. Forms and other documentation (photos, etc.) shall be submitted to the local incident business or administrative point of contact, who will coordinate with the employee's servicing contracting officer. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will

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forward a copy of all documentation and claim adjudication results to the employee's home unit. Accountability for damages will be determined by the home unit.

Employees Without a Charge Card - Claims and damages will be settled separately by the servicing contracting officer and should not be billed a renter's charge card. The individual assigned to the vehicle is responsible for completion of the appropriate forms and photos of damage. The OF-289, Property Loss or Damage Report or SF-91, Motor Vehicle Accident Report and SF-94, Statement of Witness shall be completed. The renter shall submit forms/photos/documentation directly to the local incident business or administrative point of contact, who will coordinate with the servicing contracting officer. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. The servicing contracting officer will forward a copy of all documentation and claim adjudication results to the employee's home unit. The individual may be contacted to assist in the processing of the claim for damages. If any negligence is determined, the individual may be held financially accountable for a portion of the claim. This will be determined by the individual's hiring unit.

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EXHIBITS - Form B-1 – Vehicle Rental Order Form
Form B-2 – Rental Vehicle Request Form