



Exhibit A

2016 Enterprise Rental Vehicle Program Standard Operating Procedures

To assist in incident mobilization and cost containment efforts, the Rocky Mountain Area has established Blanket Purchasing Agreements (BPA) through the U.S. Forest Service Region 2 to be used in the support of fire suppression, severity, and all-hazard incidents INSIDE THE STATES OF COLORADO, WYOMING, SOUTH DAKOTA, KANSAS AND NEBRASKA. Resources traveling to other geographic areas need to use the comparable agreement for that area.

These agreements are preferred over car rentals arranged through emergency travel agencies, as the rates, damage thresholds, cleaning fees and delivery/drop-off charges have been pre-negotiated. Travelers renting cars outside these agreements are responsible for ensuring they follow the General Expectations for Incident Rental Vehicles (see p. 9), and all renters must request the GARS insurance coverage.

This SOP must be used for ALL rentals where an off-road vehicle is requested, and may also be used for standard vehicle rentals.

There are two options for billing: centralized billing to the Regional Fire Contracting Officer (for those resources who do not have a government-issued travel card), and charge to the resource's travel card.

For additional information or assistance with any of the procedures listed, contact:

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This SOP provides the process for the RMA Car Rental BPA: AG-82X9-B-16-0002.

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. This authorization must be clearly stated in the Special Needs section of the resource order.

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. Standard SUV or pickup rentals are available to accommodate these needs.
2. Sharing a rental vehicle with other employees.

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3. Travelers will be accessing areas of extremely rough terrain, which would require the use of a vehicle with off road capabilities to ensure safe travel. THESE RENTALS ARE THE EXCEPTION, NOT THE RULE! If an off-road vehicle is authorized, the resource order must clearly state "OFF-ROAD authorized" in Special Needs.

DAMAGES

Employees With Charge Card – Claims and damages will be settled separately by the USFS Region 2 Fire 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 shall be submitted to the local incident business or administrative point of contact, who will coordinate with the USFS Region 2 Fire Contracting Officer. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. Accountability for damages will be determined by the home unit.

Employees Without a Charge Card - Claims and damages will be settled separately by the USFS Region 2 Fire Contracting Officer and should not be billed to the 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. Forms shall be submitted to the local incident business or administrative point of contact, who will coordinate with the USFS Region 2 Fire Contracting Officer. Refer to the Interagency Incident Business Management Handbook (chapters 30 and 70) for specific information. 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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ALL OFF-ROAD VEHICLE RENTALS

The Rocky Mountain Area Coordination Center will administer the Enterprise off-road vehicle rental BPA, in coordination with the USFS Region 2 Fire Contracting Officer. This is to ensure that all procedures are followed correctly, vehicles are tracked closely, and to maximize the efficiency of utilizing these vehicles, since there is a substantial additional cost to the government for them.

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 an OFF-ROAD rental vehicle is authorized. "4 wheel drive" or "4x4" authorizations will not be considered the same as an off-road authorization.
3. The resource's dispatch center will complete the "Request for Off-Road Vehicle" form, found at: <http://goo.gl/forms/TGXssUfrjqpNuBCm1> and follow up with a phone call to the RMACC Business Manager.
4. The online form submission will generate the Form B-1 Vehicle Rental Order Form, which will be e-mailed to the RMACC Business Manager with cc: to the requesting dispatch center.
5. When the form is received, the Business Manager will proceed to make the necessary arrangements according to the agreement.
6. When a vehicle reservation is secured, the information will be forwarded to the requesting dispatch center and the USFS Region 2 Fire Contracting Officer.
7. If using a government-issued travel card, the resource must present the card at time of pickup.
8. The employee will obtain a copy of the rental agreement and ensure the BPA # is listed on the agreement to ensure the terms of the agreement are met.
 - a. Employee will decline the following:
 - i. Any and all insurance coverage options
 - ii. Prepayment for fuel upon return of the vehicle
9. 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. Documentation (including photos, if camera is reasonably available) of all pre-existing damage is required.
10. The rental agreement PLUS A COPY OF THE RESOURCE ORDER must be left in the vehicle's glove box until it is returned. In the event the renter is reassigned to a new 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 until vehicle is returned to vendor.
- 11. Prior to returning an off-road rental vehicle, resources should call the RMACC Business Manager to determine whether or not the vehicle will be kept in a pool. The resource will receive instructions on how/where to deliver the vehicle.**
12. Unless otherwise approved, vehicle shall be returned to point of pickup in condition in which it was received (fueled and clean). 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.
13. The vendor will compile all required documentation and invoice through the BPA Payment Process to the USFS Region 2 Fire Contracting Officer.

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STANDARD RENTAL FOR EMPLOYEE WITH A GOVERNMENT-ISSUED TRAVEL CARD

A government employee that has a government-issued travel card may utilize this BPA and pay (for themselves only) using that travel 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 resource or dispatch center will contact the vendor directly to make arrangements for the rental and **MUST** provide a Vehicle Rental Order Form (Form B-1) with a copy of the mobilization resource order via fax, email or in person. The form must specify if a 4X4 or all-wheel vehicle is required at the time of order (this must be specifically authorized in Special Needs). Alternatively, resources and requesting officials may use the online reservation system for this agreement (see attached instructions).
4. The employee shall provide the travel card when the car is picked up. However, pre-charging or placing holds on travel cards is prohibited (see p.9, General Expectations for Incident Rental Vehicles).
5. The employee will obtain a copy of the rental agreement and ensure the BPA # is listed on the agreement to ensure the terms of the agreement are met.
 - a. Employee will decline the following:
 - i. Any and all insurance coverage options
 - ii. Prepayment for 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. Documentation (including photos, if camera is reasonably available) of all pre-existing damage is required.
7. The rental agreement PLUS A COPY OF THE RESOURCE ORDER must be left in the vehicle's glove box until it is returned. In the event the renter is reassigned to a new 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 until vehicle is returned to vendor.
8. Unless otherwise approved, vehicle shall be returned to point of pickup in condition in which it was received (fueled and clean). 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.
9. Employee will obtain a final invoice from the rental car company for purposes of reconciling the travel card bill. Final invoice and resource order should be retained as documentation for audit purposes.

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STANDARD RENTAL FOR EMPLOYEE WITHOUT A GOVERNMENT-ISSUED CHARGE CARD

Orders for vehicles under this category and utilizing this BPA shall only be placed by dispatch centers, 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. The resource's dispatch center (or other authorized ordering official) will contact the vendor directly to make arrangements for the rental and **MUST** provide a Vehicle Rental Order Form (Form B-1) with a copy of the mobilization resource order via fax, email or in person. The form must specify if a 4X4 or all-wheel vehicle is required at the time of order (this must be specifically authorized in Special Needs), and the "Invoiced through BPA Payment Process" option with the appropriate contact information should be chosen. Alternatively, requesting officials may use the online reservation system for this agreement (see attached instructions).
4. Vendor will contact the requesting official within 2 hours of the order to arrange delivery or pickup.
5. The employee will obtain a copy of the rental agreement and ensure the BPA # is listed on the agreement to ensure the terms of the agreement are met.
 - a. Employee will decline the following:
 - i. Any and all insurance coverage options
 - ii. Prepayment for 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. Documentation (including photos, if camera is reasonably available) of all pre-existing damage is required.
7. The rental agreement PLUS A COPY OF THE RESOURCE ORDER must be left in the vehicle's glove box until it is returned. In the event the renter is reassigned to a new 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 until vehicle is returned to vendor.
8. Unless otherwise approved, vehicle shall be returned to point of pickup in condition in which it was received (fueled and clean). 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.
9. The vendor will compile all required documentation and invoice through the BPA Payment Process to the USFS Region 2 Fire Contracting Officer.

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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. Resource orders will specify the type of vehicle needed (i.e., 4x4, ½-ton, sedan, etc.)
3. 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 off-road vehicle is required (according to incident needs). The Rental Vehicle Request Form shall specify "Invoiced through BPA Payment Process" and the appropriate contact information shall be provided. **THE BPA INVOICING PROCESS SHOULD BE USED FOR ALL INCIDENT POOL VEHICLES. THESE VEHICLES SHOULD NOT BE RENTED ON GOVERNMENT-ISSUED PURCHASE CARDS.**
4. Vendor will contact the requesting official 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 and ensure the BPA# is listed on the agreement to ensure the terms of the agreement are met.
 - a. Personnel 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 vehicles are required to perform pre-use inspections of the rental vehicles according to the rental company's procedures/forms. Documentation (including photos, if camera is reasonably available) of all pre-existing damage is required.
7. The rental agreement PLUS A COPY OF THE VEHICLE'S RESOURCE ORDER must be left in the vehicle's glove box until it is returned. In the event the vehicle is reassigned to a new incident prior to returning the vehicle to the vendor, the resource order for the new incident should be kept with the original documentation until vehicle is returned to vendor.
8. An Incident Vehicle Use Envelope will be used to track use of the vehicle for the entirety of the rental period. Support units responsible for the pooled vehicles shall maintain a log of operator use for each vehicle on a daily basis. The logs will be placed in the incident file package at the conclusion of the incident.
9. Vehicles should be fueled prior to being returned. Whenever possible, vehicles should be returned in a cleaned condition. Vehicles shall be returned to point of pickup unless other arrangements are approved. 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.
10. The vendor will compile all required documentation and invoice through the BPA Payment Process to the USFS Region 2 Fire Contracting Officer.

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STANDARD RENTALS FOR INCOMING SINGLE RESOURCES

Single resources coming to the Rocky Mountain Area who need rental vehicles may use this BPA. Use the following process to reserve rental cars for this need.

Incoming resources WITH A GOVERNMENT-ISSUED TRAVEL CARD may use any rental company they wish for standard rental vehicles. Use of this BPA is one option for such resources.

1. All vehicle operators must possess a State-issued driver's license.
2. When rental vehicles are authorized, the resource order must specify if a 4X4 or all-wheel vehicle is required at the time of order (this must be specifically authorized in Special Needs). The incident dispatch should direct incoming resources and/or sending dispatch centers to the Vehicle Rental Order Form (Form B-1) and BPA information on the RMACC website (http://gacc.nifc.gov/rmcc/incident_busn_management.php). The sending dispatch or resource should complete the form with required information and forward it with a copy of the resource order to the Enterprise contact listed on the form. Alternatively, renters may use the online reservation system for this agreement (see attached instructions).
3. Renters using government-issued travel cards shall provide the travel card when the car is picked up. However, pre-charging or placing holds on travel cards is prohibited (see p.9, General Expectations for Incident Rental Vehicles).
4. The employee will obtain a copy of the rental agreement and ensure the BPA # is listed on the agreement to ensure the terms of the agreement are met.
 - a. Employee will decline the following:
 - i. Any and all insurance coverage options
 - ii. Prepayment for fuel upon return of the vehicle
5. 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. Documentation (including photos, if camera is reasonably available) of all pre-existing damage is required.
6. The rental agreement PLUS A COPY OF THE RESOURCE ORDER must be left in the vehicle's glove box until it is returned. In the event the renter is reassigned to a new 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 until vehicle is returned to vendor.
7. Unless otherwise approved, vehicle shall be returned to point of pickup in condition in which it was received (fueled and clean). 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.
8. Employee will obtain a final invoice from the rental car company for purposes of reconciling the travel card bill. Final invoice and resource order should be retained as documentation for audit purposes.
9. For those rental vehicles that will be invoice billed against the BPA, the vendor will compile all required paperwork and invoice through the BPA Payment Process to the USFS Region 2 Fire Contracting Officer.

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STANDARD RENTALS FOR INCOMING INCIDENT MANAGEMENT TEAM RESOURCES

Incident Management Team (IMT) resources coming to the Rocky Mountain Area who need rental vehicles may use this BPA. 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 Vehicle Rental Order 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 Vehicle Rental Order Form to the incident dispatch.
3. Dispatch will forward the Rental Vehicle Request Form to the buying team or RMACC Business Manager (if no Buying Team is assigned), who will place the order with the rental car company.
4. The Vehicle Rental Order Form is **REQUIRED** before the vendor can arrange any rental unit. The 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 that do not have a government-issued travel card or "Government Employee Credit Card" for those employees who possess a government-issued travel card.
5. Vendor will contact the buying team member or RMACC Business Manager within 2 hours of the order to confirm the order and vehicle pickup instructions.
6. When IMT resources arrive at the airport or pickup location, the employee will obtain a copy of the rental agreement and ensure the BPA # is listed on the agreement to ensure the terms of the agreement are met.
 - a. Employee will decline the following:
 - i. Any and all insurance coverage options
 - ii. Prepayment for fuel upon return of the vehicle
 - b. Employees who are in possession of a government-issued travel card are to follow the procedures listed under "Standard Rentals for Employees With a Government-Issued Travel Card" and are expected to rent the vehicle with their travel card.
 - c. Employees who do not possess a government-issued travel card are to follow the procedures listed under "Standard Rentals for Employees Without a Government-Issued Travel Card".
7. The rental agreement PLUS A COPY OF THE VEHICLE'S RESOURCE ORDER must be left in the vehicle's glove box until it is returned. In the event the resource is reassigned to a new incident prior to returning the vehicle to the vendor, the resource order for the new incident should be kept with the original documentation until vehicle is returned to vendor.
8. 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.
9. For those rental vehicles that will be billed against the BPA, the vendor will compile all required paperwork and invoice through the BPA Payment Process to the contact listed on the Rental Vehicle Request Form.

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General Expectations for Incident Rental Vehicles

- A rental vehicle should only be acquired when the Special Needs block of a resource order specifically authorizes one. Off-road rental vehicles should be used sparingly, and must be specifically authorized. 4x4 rental authorizations will not be considered the same as off-road authorizations.
- No off-road vehicles should be rented independently from the RMA Enterprise Off-Road Vehicle BPA.
- Any employee with a government-issued travel card is expected to pay for and claim ALL travel expenses on a travel voucher, in lieu of using a direct-bill BPA option or other payment method.
- Incident rental vehicles should be treated with care. Renters will be held accountable for any damages and additional fees due to mistreatment and/or negligence.
- Renters should ALWAYS:
 - Reserve the most economical compact vehicle available, unless a larger/more expensive class is specifically authorized on the resource order;
 - Document all pre-existing damage (including photos if possible) prior to use;
 - Decline any supplemental insurance offered by the rental agency;
 - Decline to pre-pay for any part of the rental, including fuel;
 - Take prudent care to clean and refuel the vehicle prior to returning it;
 - Return the vehicle to the place of rental, unless other arrangements have been pre-approved.
- Damages incurred during incident use must be properly documented on an OF-289 or SF-91 as soon as possible. Forms, photos, and other documentation should be promptly submitted to finance/contracting staff as documentation for the claims process.
- The renter is responsible for ensuring that the appropriate paperwork is completed to transfer a vehicle to another renter. The credit card/payment method associated with a rental vehicle should ALWAYS belong to whomever is using the vehicle at that time. For pool vehicles, appropriate documentation will be the responsibility of the Ground Support Unit or fleet manager.