

State of California
**MASTER SERVICE AGREEMENT
USER INSTRUCTIONS**

Supplement 2

****MANDATORY****

ISSUE AND EFFECTIVE DATE: 12/29/2014	
CONTRACT NUMBER:	5-11-99-01
DESCRIPTION:	Commercial Car Rental Services (CCR)
CONTRACTOR:	Enterprise Holdings Inc.
CONTRACT TERM:	06/1/2011 through 12/31/2015
STATE CONTRACT ADMINISTRATOR:	Georgia Kattenhorn, (916) 376-3990 Georgia.Kattenhorn@dgs.ca.gov

Changes to these User Instructions will be issued through a Supplement.

Please carefully review the User Instructions in its entirety. After reviewing the User Instructions, if you need further assistance or have questions, please contact the State Contract Administrator and reference the "Description" and/or a Master Service Agreement number listed above.

ORIGINAL SIGNATURE ON FILE

Georgia Kattenhorn, State Contract Administrator Date

SUMMARY OF CHANGES		
Supplement No.	Description/Articles	Supplement Date
2	<p>COVER PAGE, 1) Contract term is amended to reflect 1 (one) year time extension</p> <p>SECTION I,</p> <ul style="list-style-type: none"> • Section C. is amended to reflect execution of contract extension • Section F. is amended to reflect execution of contract extension 	12/29/2014

COMMERCIAL CAR RENTAL SERVICES USER GUIDE

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SECTION I

INTRODUCTION AND GENERAL INFORMATION

The Commercial Car Rental (CCR) Services Master Service Agreement (MSA) provides State Agencies and Optional Users with CCR rates and contracted services. This contract provides car rental services in California, Domestic and International locations.

This MSA offers the following benefits to State Agencies and Optional Users, the Contractor will provide:

- Reduced rates for short term and long term rentals (daily, weekly and monthly) based on fixed pricing.
- Car Rental insurance included in the contract of \$250,000.
- Counter Bypass at 14 California Airports.
- One way rentals at no extra charge.
- A dedicated representative for contracted users.
- 100% guarantee of vehicle requests.
- Max Cap Rate at listed airports.
- Zero Emission Vehicles (ZEV's) – Where available, ZEV's are offered under the CCR MSA. Refer to Governor Brown, EXECUTIVE ORDER B-16-2012 issued 3/23/2012.

Optional User requirements are listed in Section III of these User Instructions.

The Contractor that has been selected for award of this MSA services is exempt from Non Competitive Bidding (previously called Sole Source) per State Contracting Manual I (SCM I), and an NCB is not required to issue your service contract.

A. DEPARTMENT OF GENERAL SERVICES, STATEWIDE TRAVEL PROGRAM (DGS/STP)

CONTRACT ADMINISTRATOR

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B. CONTRACTOR LISTING

MSA 5-11-99-01 - Enterprise Rent A Car

Lisa Holmes

State of California, Account Manager

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Roseville, CA 95661

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C. TERM OF MSA

The term of this agreement is June 1, 2011 through December 31, 2015.

D. PAYMENT RESTRICTIONS

Payment by the departments must be made with the **American Express Government Charge Card**, or the **American Express Car Rental Business Travel Account (CRBTA)**. Acceptance of an **American Express Government Charge Card** or the **CRBTA** is mandatory. Cash, personal checks and personal credit cards are not authorized forms of payment for the State of California contract CCR rates.

E. PRICING

All of the Contractor's price schedules for the MSA listed above are fixed rates for the entire contract term. Ordering agencies will pay the rates specified on the DGS website. Rates may not exceed the published MSA contract rates; the Contractor may agree to reduce its rates on an individual project/contract basis. Ordering agencies are responsible for verifying that the rates are at or lower than those published on the DGS/OFAM website for this CCR service category for this MSA.

F. FIFTH YEAR CONTRACT EXTENSION

The State has exercised its option to extend the contract for the fifth (5th) year.

G. DISABLED VETERAN BUSINESS ENTERPRISE

The Disabled Veteran Business Enterprise (DVBE) participation goals were waived and not included as a bid requirement for this MSA.

H. **SMALL BUSINESS PREFERENCE**

None of the potential bidders were certified California Small Businesses;
Therefore this preference was not included as a bid requirement for this MSA.

I. **DEFINITIONS**

- a) STATE EMPLOYEE - a State employee is an officer or employee of the Executive Branch of California State Government.
- b) OPTIONAL USERS - Rates will be made available to users traveling on authorized State business when a vehicle is reserved directly with the Contractor(s) or through an authorized travel agent. In addition to the officers and employees of the Executive Branch, the following may, but are not required to, obtain services under these contracts providing they are on authorized State business and/or authorized pursuant to local laws.
1. Non-Salaried: Persons who are on official State business and whose travel expenses are paid by the State (this includes volunteers, members of official task forces, consultants and members of some commissions and boards).
 2. Elected Constitutional Officers: Governor, Lieutenant Governor, State Controller, Attorney General, Secretary of State, Superintendent of Public Instruction, State Treasurer, Insurance Commissioner, members of the Board of Equalization, and members of the staff of the above constitutional officers.
 3. State Legislative Branch: Members of the State Senate, Members of the State Assembly, and Legislative staff members.
 4. State Judicial Branch: Justices, officers, and employees of the Supreme Court of California, the Courts of Appeal, the Judicial Council of California and the State BAR of California.
 5. Executive Protection: Persons providing executive protection to anyone authorized to use these contracted rates.
 6. Local Agencies: Elected officials and other personnel of local agencies within California, to the extent that the travel is undertaken in accordance with the laws governing those agencies; persons employed by or affiliated with the California League of Cities (CLC), the California State Association of Counties (CSAC), the California State Districts Association (CSDA) or affiliated organizations. Whenever the term "State business" is used in this agreement, it shall be read to include travel undertaken to perform the official business of local agencies, CLC, CSAC, CSDA or the affiliated organizations referred to herein.

- 7. Kindergarten through Grade Twelve (K-12) Public School Districts: Persons on official business for K-12 educational institutions that are supported with public funds and are authorized by action of and operated under the oversight of a publicly constituted Local or State educational agency.
 - 8. Employees of the California State University System (CSU), University of California System (UC), and California Community Colleges.
- c) DAILY RATE - the charge per day (24 hours) for the lease of a vehicle.
 - d) WEEKLY RATE - the weekly rate should be for seven continuous days with charges every 24 hours. Therefore, a seven (7) day lease is actually six (6) days of daily rate charges.
 - e) MONTHLY RATE - the charge for the lease of a vehicle for thirty (30) continuous days.
 - f) OVERAGE CHARGES - if overtime charges apply the Contractor will charge one-third (1/3) of the daily rate per hour until the maximum daily rate is reached for vehicles leased on a daily basis.
 - g) COUNTER BYPASS - allows government employees to bypass the general public line, and proceed directly to the vendor's express service for a vehicle. This will not be applicable for long term rentals. Counter bypass is required at the 14 locations named in Section A.3.a.
 - h) UPGRADE VEHICLE – any vehicle that is rented at a rate higher than the contracted intermediate size (i.e. full size, luxury, specialty, 4WD vehicle, jeep/sport utility, mini-van, cargo van, and 15 passenger van or box truck).

J. RESTRICTIONS

State agencies must contact the STP Contract Administrator to begin utilizing the long term rates and services. They can not be obtained through the normal short term process through the online booking tool Concur Travel or Cal Travel Store.

K. REFUELING

The contract requires the renter to return the vehicle at the same level of fuel that the vehicle had when it was picked up. If it is not, the contractor may charge market fuel price to refuel the vehicle.

L. ZERO EMISSION VEHICLES

- a) Where available, the Contractor shall provide Zero Emission Vehicles (ZEVs) that emit no tailpipe pollutants from the onboard source of power. This

Vehicle Class offered for rental in limited numbers may not be available at all California, Domestic and International locations.

- b) ZEV rate includes all charging costs. The renter is not required to return the ZEV at the same level of charge it had when it was picked up.

SECTION II

ORDERING PROCEDURES FOR STATE AGENCIES

This user guide provides general information to Ordering Agencies along with a listing of the benefits offered to you for using the CCR MSA. Specific contract language applicable to the CCR MSA can be found by visiting <http://www.dgs.ca.gov/travel/Programs/RentingaVehicle.aspx>.

No STD 213 will be required to use this MSA.

A. COMPETITION & ADVERTISING

Ordering Agencies are not required to solicit multiple offers when executing contracts under this MSA. SCM I allows for this exemption. Advertising is not applicable to this service.

B. OUTSOURCING JUSTIFICATION

Not applicable for this service.

C. GENERAL TERMS AND CONDITIONS

Contractor signed and agreed to the General Terms and Conditions (GTC - 610) and is already included in the agreement by reference to Internet site: <http://www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx>. The version noted above has already been included in the individual MSA contracts with DGS.

D. CONTRACTOR CERTIFICATION CLAUSES

Contractor signed and agreed to the Contractor Certification Clauses (CCC - 307) which is already included with this MSA. The current CCC – 307 language <http://www.dgs.ca.gov/ols/Resources/StandardContractLanguage.aspx> can be viewed within the standard contract language page.

E. PAYMENT PROVISIONS

Participating agencies must use the American Express Car Rental Business travel account (CRBTA) for this contract. Any other form of payment will not be allowed.

F. FILE DOCUMENTATION AND OTHER APPLICABLE REQUIREMENTS

Users must contact the STP Contract Administrator for authorized use of the contract pricing and services. The application for an American Express Car Rental Business Travel Account, (CRBTA) or an existing CRBTA will be required to utilize this contract.

SECTION III

ORDERING PROCEDURES FOR OPTIONAL USERS

The Department of General Services (DGS) established this MSA pursuant to Public Contract Code (PCC) 10298 and 10299. Therefore, this MSA is available to local government agencies (Optional Users), however, each local agency must determine if the use of the MSA is consistent with its procurement policies and regulations.

A. APPROVAL - Short Term

Optional Users must contact the Statewide Travel Program contract administrator to obtain approval for short term rates and services. Reservations can be obtained through the online booking tool Concur Travel or at the Cal Travel Store.

B. APPROVAL – Long Term

Optional Users must contact the Statewide Travel Program contract administrator to obtain the long term rates and services.