

Award 23403

Passenger Vehicle & Box Truck Rentals (Statewide)

How to Use Guidelines

Contractors:

EAN Services LLC (AKA Enterprise) - Contract PS70880

Price List and Services Summary:

https://online.ogs.ny.gov/purchase/snt/awardnotes/7200123403PL_EAN.pdf

The Hertz Corporation - Contract PS70687

Price List and Services Summary:

https://online.ogs.ny.gov/purchase/snt/awardnotes/7200123403PL_Hertz.pdf

Who can use these Contracts:

- The Contracts are for use by OGS Authorized Users on official State business ONLY. Use of the Contract for personal purposes is strictly prohibited.
- ONLY Authorized Users are allowed to operate the vehicles; passengers are allowed.
- The Contracts are for short-term rental only.
- Before renting, determine if a State vehicle, a rental vehicle or a personal owned vehicle is the most cost-effective mode of travel. For more information visit:

<https://bsc.ogs.ny.gov/transportation>

Before you rent:

- 1) Review the Contractor's **Price List and Services Summary** pages (links above) under OGS Award 23403, for a list of all vehicle and truck types, rates and available services.
- 2) When both Contractors offer vehicles and trucks that meet an Authorized User's needs (size, location, availability, etc.), the Authorized User must obtain a quote from each contractor or document in their procurement record justification for why two quotes were not obtained. The easiest way to obtain rental quotes is via the online reservation tool offered by each contractor. The quote that is generated will demonstrate availability, base cost of the rental, and include surcharges if applicable. Authorized Users must maintain such information in their records to demonstrate how the selected contractor was chosen and that the rates received were the most economical at the time of rental.
- 3) The Authorized User must select the most practical/economical vehicle or truck that will meet their needs. When the Contractor with the lowest priced vehicle or truck is not selected, the Authorized User must document for the procurement record the justification for selecting a vehicle or truck that is higher priced.
- 4) The Authorized User may factor in other relevant factors such as proximity to the rental location, on-site parking, pickup and delivery services, one-way drop off availability, etc.
- 5) If renting a significant number of vehicles, the Authorized User must request better pricing and save that request for the procurement record.

- 6) If you intend to make reservations with the contractor via phone or the counter, ensure you have the State Account code, which is specific to each contractor and which provides access to the NYS contract pricing. These codes are the same as those used with the previous rental contracts and are not published. If you do not know the codes inquire with the contacts for each contractor listed below.

Enterprise: Alaina German | 314-512-5968 | alaina.german@em.com

Hertz: Nadika Perera | Phone: 239-301-7635 | nadika.perera@hertz.com

Users may also contact the OGS Statewide Travel Coordinator at TravelCoordinator@ogs.ny.gov

Reservation Options:

Option 1: Use the NYS dedicated **Online Reservation tools** (links below):

Enterprise: <https://elink.enterprise.com/en/stnyrk10.html>

Hertz: https://www.hertz.com/rentacar/hertzlink/index.jsp?targetPage=NY_State_Welcomepage.xml

Option 2: Reserve by phone or at the counter with the contractor, a State account code must be provided at the time of booking.

Option 3: Contact the State's authorized travel management agency, Knight Holdings LLC, for reservations or information: 716-631-4022 or 800-543-8616. There is a fee for this transaction unless the reservation is made at the same time as making airline and lodging reservations, in which case there is no cost.

When Renting:

- State Agency travelers should review the OGS Business Services Center 'Traveler Responsibilities' at: <https://bsc.ogs.ny.gov/traveler-responsibilities>
- State Authorized Users should use the T-Card when renting. The P-Card may not be used for travel expenses.
- Tax Exemption Certificates may be found here: <https://bsc.ogs.ny.gov/travel/travel-forms> or inquire with your finance office for one specific to your organization.
- Keep all receipts or documentation for reimbursement.
- Insurance and roadside assistance are included in the cost of the rental; do not purchase.
- Personal E-ZPass may be used (preferred), but you are responsible for any charges if the tolls do not register. If using your own E-ZPass keep the rental company's transponder closed or covered.
- Personal E-ZPass cannot be funded with the state-issued T-Card.
- If you incur any toll expenses keep your E-ZPass statement or cash receipt.
- Use the appropriate Contract numbers and always rent in the name of New York State.
- Indicate all drivers on the rental agreement; ONLY Authorized Users may drive.
- For accidents, flat tires, or breakdowns, users should contact the rental company immediately.
- Authorized Users should use their government email address when renting.

1. Before Leaving the Rental Lot:

- **Vehicle Inspection:** Conduct a vehicle inspection for scratches, dents, or damage. Take pictures.
- **Document Issues:** Notify the rental agent of any issues and obtain written acknowledgment (agent signature).
- **Retain Documentation:** Retain all documentation, confirmation numbers, and receipts.

2. Upon return:

- Return to the same location unless an approved one-way reservation was made.
- Ensure the tank is full or at the level it was rented at and that and accessories are returned per contract requirements.
- If you used CarPlay or Android Connect be sure to clear your private data. (see below)

Protect your Information:

Both Enterprise and Hertz collect and use certain personally identifiable information as part of the rental process, in accordance with their respective Privacy Policies.

Enterprise Privacy Policy: Enterprise maintains a similar Privacy Policy covering collection, use, and retention of customer data. Authorized Users may review Enterprise's policy at https://www.enterprisemobility.com/en_us/privacy/privacy-policies/global-consumer-privacy-policy.html

If you would like to opt out of the sharing of your personal information you may submit a Data Request Form found at <https://privacyportal.onetrust.com/webform/b7f28d27-6bb9-46d7-a7f4-c89ba7faf08f/11d10d39-31c6-4713-8de9-5ac77a61e2cb>

Hertz Privacy Policy: Hertz may collect personally identifiable data in accordance with its Privacy Policy. Authorized Users may choose to limit the use, sale, or sharing of their personal information for marketing purposes, and may access, correct, or delete certain data as permitted by law.

The Privacy Policy is available at the rental counter or online at <https://abs.hertz.com/privacy-policy>

If you would like to opt out of the sharing of your personal information you may submit a Data Request Form found at <https://privacy-central.eu.securiti.ai/#/dsr-universal/004d4ae7-cfd4-4284-a5ce-7123884f2ca7>

Telematics Notice: Vehicles may be equipped with telematics technology enabling the rental company to track, locate, disable, or obtain data related to vehicle use during the rental period. By renting the vehicle, Authorized Users consent to the use of telematics as permitted by law. Telematics are used for fleet management, safety, and loss prevention.

Removal of Personal Data Prior to Vehicle Return

Many rental vehicles store personal data when mobile devices or EV charging accounts are connected during use. **Authorized Users must ensure all personal information is cleared before returning the vehicle.**

Before returning the vehicle Privacy Checklist:

1. Remove Bluetooth/Device Connections

- Delete your device from the vehicle's Bluetooth or "Connected Devices" menu.

2. Clear Apple CarPlay / Android Auto

- **Apple CarPlay:** iPhone → *Settings* → *General* → *CarPlay* → Select Vehicle → *Forget This Car*.
- **Android Auto:** Phone → *Settings* → *Connected Devices* → *Android Auto* → Select Vehicle → *Forget Vehicle*.

3. Clear Navigation & Location History

- Delete saved "Home," "Work," recently searched addresses, and route history from the vehicle's navigation system.

4. Remove EV Charging Information (If applicable)

- Some EVs store charging locations, charging session history, and connected accounts.
- Clear charging history and disconnect personal accounts from the vehicle's infotainment or charging settings menu.

5. Remove Downloaded Apps or Logins (If equipped)

- Sign out of any apps you accessed in the vehicle's infotainment system (e.g., music or map apps).

Important Note: Rental companies are ***not responsible*** for personal data left in vehicles.

If you have questions on how to use the OGS Travel Contracts, please contact:

Jeffrey Giglio - Statewide Travel Coordinator

Office of General Services – Procurement Services

Email: travelcoordinator@ogs.ny.gov

Phone: (518) 402-5005

For Information on OGS Travel Contracts: <https://ogs.ny.gov/procurement/new-york-state-travel-contracts>

For Additional NYS Transportation Information: <https://bsc.ogs.ny.gov/transportation>