

Contract User Guide for VEH112

VEH112: Vehicle Rentals

UPDATED: June 5, 2025

Contract #:	VEH112
MMARS MA #:	VEH112*
Current Contract Term:	September 16, 2022 – September 15, 2025
Maximum End Date:	September 15, 2025
Contract Manager:	Kelly Thompson Clark, 617-720-3184, kelly.thompsonclark@mass.gov
UNSPSC Codes:	25 10 15 00 – Motor Vehicles, Passenger Motor Vehicles
Notes:	This contract replaces OVM09, please review thoroughly as changes have been made from previous contract.
Updates since last published:	Added Appendix A: Truck Safety Standards Issues by RMV

*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).

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Contract Summary

This Statewide Contract for vehicle rentals provides a variety of vehicle types as identified in the [Contract Categories](#) section below. The State of Oregon bid this contract on behalf of NASPO ValuePoint through RFP DASPS-2262-18. The Commonwealth has elected to sign a Participating Addendum (PA) with Enterprise Holdings, Inc (Enterprise and National). Rentals are available daily, weekly, and monthly.

Contract Categories

This contract includes the below vehicle types* as listed below:

Category 1: Sedans

Category 2: Passenger Vans

Category 3: SUVs

Category 4: Pickup Trucks: Small and Large

Category 5: Cargo Vans: HD, Mini, HD XL

*EVs are available to rent off this contract. Please contact the Enterprise representative listed on the vendor table to inquire about EV rentals.

Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management, and oversight.

- Flexibility: half-day, daily, weekend, weekly, and monthly rates
- Environmentally Preferable Options: hybrid sedans, vehicles with high MPG ratings, ethanol fuel vehicles
- Free Loss, Damage, Waiver Insurance
- Additional supplemental Liability Protection (SLP) and mileage overage options available
- Rental of GPS, transponder, and car seat available; and
- Prompt Pay Discounts (PPD)

Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, visit COMMBUYS.com and search for VEH112 to find related Master Blanket Purchase Order (MBPO) information.
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.
- OSD is participating in the NASPO ValuePoint cooperative and information on this contract may be found here: <https://www.naspovaluepoint.org/portfolio/travel-nationwide-vehicle-rentals-2019-2025/>

Who Can Use This Contract

Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

Eligible Entities

Please see the standard list of Eligible Entities on our [Eligible Entities Which May Use Statewide Contracts](#) webpage.

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Supplier Diversity Requirements

When selecting contractors and placing orders, Executive departments shall utilize diverse and small businesses to the extent possible based on contract terms, SDO and departmental policies, laws, and regulations. Additionally, departments shall make a preference for contractors with higher SDP commitments and/or performance whenever such information is available (or is requested from contractors by the department) and the preference is feasible.

OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) available on the COMMBUYS home page. See the “Programs (SDO and SBPP)” tab for current certification and small business status of contractors on this contract.

Pricing, Quote and Purchase Options

Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

- This is a fee for service contract

Pricing Options

- **Fixed Pricing:** Contract pricing has been negotiated, and no further negotiations may be made.

Product/Service Pricing and Finding Vendor Price Files

Product pricing may be found as an attachment in the vendor’s MBPO in COMMBUYS. See the [vendor information](#) section of this document where MBPOs are provided.

Other Charges or Programs

- **Vehicle Licensing Fee:** \$3.00 *this fee fluctuates, and buyers may be invoiced before the updated cost is reflected here
- **Convention Center Surcharge:** \$10.00 (Boston, Allston, Brighton)
- **Parking Surcharge:** \$0.60
- **Police Training:** \$2.00
- **Boston, Home City:** \$10.00, this is a new charge and is applicable to certain locations due to the higher cost of doing business in these areas – see below for list:
 - Arlington, Beverly, Boston, Brighton, Brookline, Cambridge, Chelsea, Dedham, Dorchester, East Boston, Lexington, Logan Airport, Lynn, Malden, Mattapan, Medford, Newton, Quincy, Revere, Roslindale, Salem, Saugus, Somerville, South Boston, Wakefield, Waltham, Watertown, West Roxbury
- **Airport Surcharge:** \$12.00
- **Out of State Use:** Renting or using your rental outside of MA may result in additional charges or fees.
- **Emerald Club Program:** One Club – Two Brands. Emerald Club members enjoy many benefits while renting across Enterprise and National’s nationwide rental network.

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Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth's electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or OSDhelpdesk@mass.gov.

When contacting a vendor on statewide contract, always reference VEH112 to receive contract pricing.

Quick Search in COMMBUYS

Log into COMMBUYS and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

How To Purchase from The Contract

- **Document items in COMMBUYS that have already been purchased**
This type of contract allows buyers to document a contract purchase in COMMBUYS that already has taken place through a Request for Payment Authorization (RPA) Release Requisition. It also allows MMARS users to easily keep track of spend. NOTE: MMARS and COMMBUYS do not interface –payment request and invoice should be reported in both MMARS and COMMBUYS separately.
- Please note, this contract is for use by [Eligible Entities](#), only. This contract cannot be used by former employees of eligible entities, family members of eligible entities, for personal use outside rental by an eligible entity, or customers not associated with the Commonwealth or its eligible entities. Illegal use may result in penalty or legal action by Enterprise Holdings, Inc.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:

- The COMMBUYS Requisitions section and choose the *How to Create an RPA Requisition* job aid.

Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor.

Environmentally Preferable Products (EPP)

This contract was awarded to Enterprise Rent-A-Car to provide the rental of light-duty and basic transportation for a variety of different classes of vehicles, including hybrids. In addition to hybrids, these locations offer vehicles with higher MPG ratings (meaning more efficient), and other vehicles capable of running on ethanol fuel. State employees using this contract are expected to reserve the most economical vehicle size available at the time of making the reservation.

Contract Exclusions and Related Statewide Contracts

Renting a truck? This contract **only** covers pickup trucks – other trucks are not available for rental. Statewide contract [FAC112 – Equipment Rental](#), has an option for trailer and truck rental (bucket trucks, dump trucks, etc.). Please refer to FAC112 to determine if your truck rental need is covered. FAC112 is for equipment and large truck rental (as listed above). FAC112 is not to be used for smaller trucks or vehicles listed as part of VEH112. *Failure to rent authorized or allowed vehicles off contract may result in your agency's removal from contract use and if an accident or incident occurs in a unauthorized contract vehicle, liability will be an issue.*

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Additional Information/FAQs

How Reserve a Vehicle

Reservations must be made using Enterprise's website, www.enterprise.com, by entering account and billing number when prompted. They can also be made over the phone by calling 1-800-736-8222. If an eligible entity needs existing account information (account and/or billing number) or needs to set up a new account please contact Enterprise's Account Manager, Liz Betz.

Buyers using this Contract with a question on using the online system or require assistance in setting up a new account may contact the **Technical Support Line** at 1-877-858-3884.

Vehicle rentals occurring within the Commonwealth are not subject to sales tax for government buyers. When renting or returning vehicles outside of Massachusetts, buyer/purchasers are responsible for providing proof of tax-exempt status of the state in which the vehicle was rented or returned.

Reservations must be made at least 120 hours prior to the date needed to ensure guarantee of vehicle. Contractor will guarantee vehicle is available at the location. Vehicles will be held a minimum of 3 hours after the estimated arrival time of the eligible entity. A minimum of 8 hours is needed to cancel or modify the reservation.

Collision Damage Waiver

All rates include Collision Damage Waiver (CDW). Under the CDW policy, Enterprise agrees to contractually waive Renter's responsibility for all of the cost of damage to or loss or theft of the vehicle, or any part or accessory of the vehicle, and related costs regardless of fault or negligence. **CDW does not cover the following:**

- Damage or loss caused intentionally, willfully or wantonly by an authorized driver;
- Damage or loss occurring while an authorized driver operates the rental vehicle while legally intoxicated
- or under the influence of any illegal drugs or chemical as defined or determined under the law of the state in which the damage occurred;
- Damage or loss caused while an authorized driver is engaging in any speed contest;
- Damage or loss caused while an authorized driver is using the vehicle to push or tow anything or using the vehicle to carry person or property for hire, unless express authorized in the rental agreement;
- Damage or loss caused while an authorized driver is driving outside the United States or Canada, unless express authorized in the rental agreement;
- Damage or loss caused while the vehicle is driven, with the Renter's permission or accession, by anyone other than an authorized driver;
- Damage or loss incurred after the private passenger automobile was rented or an authorized driver was approved as a result of fraudulent information provided to the rental company; or
- Damage or loss incurred as a result of the commission of a felony by an authorized driver.

Fuel Charges

Renters will be charged for their fuel usage. Vehicles being picked up from an airport will be provided with full tanks of gas. Vehicles being picked up elsewhere may have varying fuel levels. Renters may return the vehicle with the same amount of fuel and not be charged a fee or return the vehicle with less fuel and only be charged for the fuel that they

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used. The charge would be 1.5X the average of the prevailing pump price in Massachusetts, which is determined and updated weekly.

Late Returns

There is a grace period of 29 minutes beyond the check-in time (printed on the rental agreement) during which the renter will not incur any additional charges. At one hour, there will be an hourly charge of 1/3 of the daily rate per hour, which will be charged until the hourly charge reaches the daily rate. At this time, a new rental day would begin as of the original contract time.

Tolling

Toll Pass Devices are available for rent at select locations only –

- Boston Logan Airport and all downtown Boston locations, Brookline, and Brighton.
- Somerville and Cambridge

Massachusetts rental customers will be given 4 options:

1. Avoid all toll roads, tunnels, and bridges
2. Bring their personal Toll Pass Device and use it in Enterprise vehicles – Users should verify that the device will work in any state they plan to be travelling in.
3. Rent a Toll Pass Device (TPD) from any of our three brands for \$3.95 per rental day, up to 5 days max \$19.75. The fee will be applied on your rental ticket as a separately stated charge. **This is the best option if you are travelling outside of Massachusetts, as Massachusetts is the only 100% AET state nearby.** Please see select locations listed above.
 - a. This will allow you to go through any Northeast toll road, tunnel or bridge and pay separately for the cost of the toll. This toll will be collected up to 90 days after the rental ends and will be charged on the same payment method used for the rental. This will be collected by the toll collection company as described in the attached brochure available on COMMBUYS website and we will only be given the portion of the collected amounts
 - b. If not renting a Toll Pass Device from Enterprise and do not have a personal TPD. There will be no fee on the rental ticket as customer did not opt in at the start of the rental.
4. If the customer travels through a toll in Massachusetts, the Enterprise License plate will read, and Enterprise will receive the notification of a toll. At this point, buyers would need to opt-in to the Toll Pass program and will be charged a \$3.95 toll pass auto opt-in fee similar to the renting of a Toll Pass Device, but the difference is that you will be charged on a USAGE DAY BASIS. For each day you go through a toll, you will be charged \$3.95 up to a maximum of 19.75/rental and this will be charged, along with the toll, on the same payment method used for the rental. This will be collected by the toll collection company as described in the attached brochure available on COMMBUY website and we will only be given a portion of the collected amounts. If you do not opt for the Toll Pass Program drivers will receive the bill.
5. Please note: If you are travelling in other states there may be fees incurred based on the state. Buyers are responsible for those incurred fees. Also, renting a car in one state and returning it to a different state may involve added charges.

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OPERATIONAL SERVICES DIVISION

Additional information as it relates to MA Tolls is available on COMMBUYS under vendor PO attachments. See [Vendor List and Information](#) for a direct link to the COMMBUYS MBPO.

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OPERATIONAL SERVICES DIVISION

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Vendor List and Information*

Vendor	Master Blanket Purchase Order (MBPO) #	Contact Person	Phone #	Email	Categories	SDP Commitment Percentage
** Master Contract Record (All contract documents)	PO-20-1080-OSD03-SRC01-18275	Kelly Thompson Clark	617-720-3184	kelly.thompsonclark@mass.gov	N/A	N/A
Enterprise Holdings, Inc.	PO-20-1080-OSD03-SRC01-18276	Elizabeth Betz	781-752-8395	elizabeth.e.betz@chi.com	All	1%

* Note that COMMBUYS is the official system of record for vendor contact information.

** The Master MBPO is the central repository for all common contract files. Price files may be found in the individual vendor's MBPO.

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Appendix A: Truck Safety Standards Issued by RMV

Truck Safety Standards

The RMV enacted new regulations (540 CMR 4.10 to 4.13) that apply to certain registered motor vehicles, trailers, semi-trailers and semi-trailer units classified as class 3 or above by the Federal Highway Administration, with a gross vehicle weight (GVW) rating of 10,001 pounds or more (“Heavy Vehicles”). Heavy Vehicles that are (1) leased or purchased by the Commonwealth on or after January 1, 2023, or (2) operated under contracts with the Commonwealth executed on or after January 1, 2025, that require the use of Heavy Vehicles in writing or by necessary implication, must be equipped with the following truck safety devices:

- Lateral protective devices (LPD), commonly called “Side Guards,”
- Convex mirrors,
- Crossover mirrors, and
- Back-up cameras.

For snow and ice management and removal services and towing services, these regulations apply to Heavy Vehicles operated under contracts with the Commonwealth that were executed on or after July 1, 2025. Heavy Vehicles affected by the RMV regulations must be certified as compliant with these requirements beginning 12/31/2025 using the RMV portal. Please refer to MassDOT’s guidance [here](#) for information about updates on truck safety devices, the certification and waiver process, and guidance for contractors. Further guidance will soon be available on the OSD website.

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