

JOSH B. GREEN, M.D.  
GOVERNOR  
KIA'AINA



BONNIE KAHAKUI  
ACTING ADMINISTRATOR

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

P.O. Box 119  
Honolulu, Hawaii 96810-0119  
Tel: (808) 586-0554  
email: [state\\_procurement\\_office@hawaii.gov](mailto:state_procurement_office@hawaii.gov)  
<http://spo.hawaii.gov>  
Twitter: [@hawaiispo](https://twitter.com/hawaiispo)

August 10, 2023

TO: Executive Department/Agencies  
Department of Education  
(Excludes Charter Schools)  
Hawaii Health Systems Corporation  
Office of Hawaiian Affairs  
Judiciary  
City & County of Honolulu  
Honolulu City Council  
County of Kauai  
County of Maui  
County of Hawaii

FROM: Bonnie Kahakui, Acting Administrator *Bonnie A Kahakui*

SUBJECT: **Change No. 12**  
SPO Price List 18-07  
**COMMERCIAL CAR RENTAL SERVICES - STATEWIDE**  
RFP 17-004-SW  
**Expires: November 30, 2023**

The following changes has been made to the price list contract:

1. The contract is extended to November 30, 2023.

If you have any questions, please contact Shannon Ota at (808) 586-0563 or [shannon.j.ota@hawaii.gov](mailto:shannon.j.ota@hawaii.gov)

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Price List Contract No. 18-07  
Includes Change No. 12  
Effective: August 11, 2023**

**ALL SPO PRICE & VENDOR LIST CONTRACTS ARE FOR AUTHORIZED BUSINESS USE ONLY**

**COMMERCIAL CAR RENTAL SERVICES - STATEWIDE**

(RFP-17-004-SW)

**September 1, 2020 to November 30, 2023**

**GENERAL INFORMATION.** “Rental of cars shall be allowed where it would be impractical to obtain necessary transportation in government owned vehicles or privately owned vehicles on a mileage basis, and where public carriers are not available to the point to be visited.” As stated in HAR Section 3-10-10(d)(1). A cost analysis should be done to determine if the cost and benefits of a car rental outweighs public transportation, taxis, airport, and/or hotel shuttle alternatives. Car rentals should not be used solely on the basis of convenience. As a reminder this **PRICE LIST IS FOR INTRA-STATE CAR RENTALS ONLY.**

**PARTICIPATING JURISDICTIONS** listed below are required to utilize this price list contract to make their reservations for intra-state car rental services.

Executive Departments/Agencies  
Department of Education (DOE)  
(Excludes Charter Schools)  
Hawaii Health Systems Corporation (HHSC)  
Office of Hawaiian Affairs (OHA)  
Judiciary  
City and County of Honolulu (C&C Honolulu)  
Honolulu City Council  
County of Kauai  
County of Maui  
County of Hawaii

**EXCEPTION TO THE PRICE LIST.** The participating jurisdictions are required to purchase from this price list contract, an exception may be granted when the price list contract does not meet the purchasing agency’s needs. For this purpose, Executive Branch Department Heads (or as delegated by the department head) are granted the authority to make the exception approval. This procedure will allow departments to make their own determination when not practicable or advantageous to use the contract vendor(s). All other jurisdictions may create and instruct on their own policy and procedures for exemption from this contract.

All approvals shall be made prior to purchase. Purchases made after-the-fact, without prior approval, shall be processed as procurement violations through form SPO Form-016, *Procurement Violation: Report of Findings and Corrective Action and/or Request for After-the-Fact Payment Approval.*

Executive departments and participating jurisdictions may use form SPO-005, *SPO Price or Vendor List Contract Exception* as a template to record and file requests. Form SPO-005 may be edited to meet specific department needs. SPO forms are available on the SPO website at <http://spo.hawaii.gov>. Click on *Forms* on the main menu.

When the price list contract is not used, agencies shall purchase using the applicable method of procurement and its procedures, such as small purchases or IFB.

**POINTS OF CONTACT.** Questions regarding the products listed, ordering, pricing, and status should be directed to the Contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	FAX	E-mail
Executive	Shannon Ota	586-0563	586-0570	<a href="mailto:shannon.j.ota@hawaii.gov">shannon.j.ota@hawaii.gov</a>
DOE (Excludes Charter Schools)	Procurement Staff	675-0130	675-0133	<a href="mailto:G-OFS-DOE-Procurement@k12.hi.us">G-OFS-DOE-Procurement@k12.hi.us</a>
HHSC	Nancy Delima	359-0994		<a href="mailto:ndelima@hhsc.org">ndelima@hhsc.org</a>
OHA	Christopher Stanley	594-1833	594-1865	<a href="mailto:chriss@oha.org">chriss@oha.org</a>
Judiciary	Tritia Cruz	538-5805	538-5802	<a href="mailto:tritia.l.cruz@courts.hawaii.gov">tritia.l.cruz@courts.hawaii.gov</a>
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfspurchasing@honolulu.gov">bfspurchasing@honolulu.gov</a>
Honolulu City Council	Kendall Amazaki, Jr.	768-5084	768-5011	<a href="mailto:kamazaki@honolulu.gov">kamazaki@honolulu.gov</a>
County of Hawaii	Diane Nakagawa	961-8440		<a href="mailto:diane.nakagawa@hawaiicounty.gov">diane.nakagawa@hawaiicounty.gov</a>
County of Maui	Jared Masuda	463-3816		<a href="mailto:jared.masuda@co.maui.hi.us">jared.masuda@co.maui.hi.us</a>
County of Kauai	Ernest W. Barreira	241-4295	241-6297	<a href="mailto:ebarreira@kauai.gov">ebarreira@kauai.gov</a>

**USE OF THIS PRICE LIST CONTRACT BY NONPROFIT ORGANIZATIONS.** Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price and vendor list contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wishes to purchase from an SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor (participation must be mutually agreed upon, for example). A Contractor may choose to deny participation by a nonprofit. However, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than an SPO price list Contractor(s).

**CONTRACTOR.** The following Contractor is authorized to provide intra-state Commercial Car Rental Services Statewide under SPO PL Contract No. 18-07.

Company Name: Panda Travel, Inc.  
Contact: Charmaine Chan  
Address: 1017 Kapahulu Ave, Honolulu, HI 96816  
Telephone: (808) 738-3312  
Hours of Operation: Monday - Friday: 8:00 am to 5:00 pm  
Website: <https://hawaiistatecars.com> to make reservations or to check current contract car rental rates

**AVAILABILITY AND GUARANTEE.** Compact cars are available on all islands with the exception of Lanai and Hana, Maui. Subcontractors, Enterprise Rent-A-Car, National Car Rental, and Alamo Rent-A-Car guarantee availability of compact cars Monday through Friday (except State holidays) statewide. All other car sizes are subject to availability when reservations are made.

**VEHICLE SIZE.** The size of the vehicle shall be determined by the number of people in the group.

Compact Car	1-2 Passengers
Mid-Size Car	3-4 Passengers
Full-size Car	3-5 Passengers
Mini Van	5-7 Passengers
15-Passenger Van	8 or More Passengers
SUV	As Needed
Pickup Truck	As Needed
16' Box Truck	As Needed
¾ Ton Pickup	As Needed
1 Ton Pickup	As Needed
14-15' Cutaway	As Needed
12-16' Stakebed	As Needed
Cargo Van	As Needed

**CAR INSURANCE.** No car insurance, such as collision damage waiver, personal accident, personal effects, or supplemental liability shall be purchased by an employee as the State is self-insured. Employees choosing to purchase insurance shall be responsible for the cost.

**VEHICLE INSPECTION.** Employees are required to inspect vehicle for damages prior to leaving the rental pick up area. Any damages shall be reported to the respective rental agent immediately. A copy of the report, if any, shall be retained with the employee's travel documents for verification, if required.

**ACCIDENT CLAIMS** for all automobile accidents or incidents involving rental cars shall be reported to the jurisdiction's Risk Management Office.

Jurisdiction	Risk Management Office Phone No.
Executive Branch (including DOE, HHSC, OHA, Judiciary)	586-0547
City & County of Honolulu (Including Honolulu City Council)	768-3858
County of Maui	270-7897
County of Kauai	241-4915
County of Hawaii	961-8068

Enterprise Rent-A-Car, National Car Rental and Alamo Rent-A-Car shall submit claims directly to the Risk Management Office, and not to the jurisdictions employee or authorized driver. If the State/County denies liability on the basis that the employee was not operating the vehicle within the scope of employment at the time of the loss, the Company may handle the matter directly with the employee. Claims for damage to a vehicle may not include administrative fees.

**RATES** vary by car Rental Company.

Car Size/Daily Rates	Enterprise Daily	Enterprise Weekly	Enterprise Monthly	National Daily	National Weekly	National Monthly	Alamo Daily	Alamo Weekly	Alamo Monthly
Economy	\$77.00	\$462.00	\$1,848.00	\$78.00	\$468.00	\$1,872.00	\$79.00	\$474.00	\$1,896.00
Compact	\$77.00	\$462.00	\$1,848.00	\$78.00	\$468.00	\$1,872.00	\$79.00	\$474.00	\$1,896.00
Midsized/Intermediate	\$78.00	\$468.00	\$1,872.00	\$80.00	\$480.00	\$1,920.00	\$82.00	\$492.00	\$1,968.00
Full	\$88.00	\$528.00	\$2,112.00	\$91.00	\$546.00	\$2,184.00	\$92.00	\$552.00	\$2,208.00
Mini-Van (7-8 passenger)	\$123.00	\$738.00	\$2,952.00	\$124.00	\$744.00	\$2,976.00	\$125.00	\$750.00	\$3,000.00
2 door, 4 WD Jeep	n/a	n/a	n/a	n/a	n/a	n/a	\$120.00	\$720.00	\$2,880.00
4 door, 4 WD Jeep	n/a	n/a	n/a	n/a	n/a	n/a	\$124.00	\$744.00	\$2,976.00
Sports Utility Van (standard)	\$121.00	\$726.00	\$2,904.00	\$123.00	\$738.00	\$2,952.00	\$125.00	\$750.00	\$3,000.00
Sports Utility Van (full size)	\$224.00	\$1,344.00	\$5,376.00	n/a	n/a	n/a	n/a	n/a	n/a
Pickup Truck (standard)	\$122.00	\$732.00	\$2,928.00	n/a	n/a	n/a	n/a	n/a	n/a
Pickup Truck (large)	\$122.00	\$732.00	\$2,928.00	n/a	n/a	n/a	n/a	n/a	n/a
Cargo Vans	\$122.00	\$732.00	\$2,928.00	n/a	n/a	n/a	n/a	n/a	n/a
15 - passenger van	\$214.00	\$1,284.00	\$5,136.00	n/a	n/a	n/a	n/a	n/a	n/a
16' Box	\$216.00	\$1,296.00	\$5,184.00	n/a	n/a	n/a	n/a	n/a	n/a
3/4 ton p/up 2wd	\$137.00	\$822.00	\$3,288.00	n/a	n/a	n/a	n/a	n/a	n/a
3/4 ton p/up 4wd	\$137.00	\$822.00	\$3,288.00	n/a	n/a	n/a	n/a	n/a	n/a
1 ton p/up 2wd	\$142.00	\$852.00	\$3,408.00	n/a	n/a	n/a	n/a	n/a	n/a
1ton p/up 4wd	\$142.00	\$852.00	\$3,408.00	n/a	n/a	n/a	n/a	n/a	n/a
High-top Cargo Van	\$137.00	\$822.00	\$3,288.00	n/a	n/a	n/a	n/a	n/a	n/a
14-15' Cutaway	\$195.00	\$1,170.00	\$4,680.00	n/a	n/a	n/a	n/a	n/a	n/a
12-14' Stakebed	\$216.00	\$1,296.00	\$5,184.00	n/a	n/a	n/a	n/a	n/a	n/a
15-16'Stakebed	\$216.00	\$1,296.00	\$5,184.00	n/a	n/a	n/a	n/a	n/a	n/a
HD Cargo Van	\$127.00	\$762.00	\$3,048.00	n/a	n/a	n/a	n/a	n/a	n/a
Mini Cargo Van	\$127.00	\$762.00	\$3,048.00	n/a	n/a	n/a	n/a	n/a	n/a
Drop Charges	\$27.50 + tax (Oahu, Maui, Kauai, Molokai) \$38.50 + tax (Hilo/Kona or reverse)								
Additional Driver Fee	waived			waived			waived		
Under Age Driver Fee (21-25 years)	waived			waived			waived		
Grace Period	59 minutes			59 minutes			59 minutes		
Overtime Charges	\$15.00 per hr			\$15.00 per hr			\$15.00 per hr		

**INCLUSIONS.** All rentals include unlimited mileage, daily rate, state and county taxes, airport concession fees, customer facility charge, highway surcharge, vehicle licensing fees, and one full tank of gas. Vehicles **DO NOT** need to be refueled upon return. If additional fuel is required, to complete authorized business, employees can purchase gas at any retail station and seek reimbursement from the purchasing agency. Alternatively, on multiple day rentals, the vehicle may be returned to the station for a new vehicle with a full tank of gas (reservations are required).

**CANCELLATIONS.** There are no cancellation penalties, however the contractor reserves the right to impose fees for agencies or drivers who repeatedly do not call and do not show up for their reserved rental. As a courtesy to car rental companies, reservations should be cancelled as soon as possible.

**NO SMOKING.** Smoking in rental vehicles is prohibited under all circumstances. Should the rental car have a smoke smell or show any signs of smoking (ashes, cigarette butts, etc.) in rental vehicle upon return, a \$100 detailing fee will be charged.

**PROCEDURES TO FOLLOW** when a car rental is required for intra-state travel. This price list contract is not applicable to out-of-state car rental.

On the Panda State website, <https://hawaiistatecars.com>, renters shall have the choice to make reservations online or by telephone for Enterprise Rent-A-Car, National Car Rental, or Alamo Rent-A-Car.

Online reservations: Access via <https://hawaiistatecars.com> Login or access as a guest to make reservations. Creating a login will allow you to access user information and history. The pCard information is required when making reservations. A Panda Travel booking number will be provided at the time reservations are made. A confirmation number will be sent to the e-mail address provided in the reservation. Requests received after reservation hours will receive a car rental confirmation on the next business day.

Rates: <https://hawaiistatecars.com> is pre-populated with the State’s contracted rates

Phone Reservations: Oahu: (808) 924-5459 (Call Center) - Supervisor Kana Yamamoto  
Toll free: (855) 853-2390

Reservation Hours: Monday – Friday 8:00 am to 5:00 pm

Receipt: EAN’s handheld devices will not print out a “zero balance” receipt upon return of the vehicle. The driver will receive a receipt, however it will display the price of the rental rate that was booked. The driver may proceed to the counter to get a copy of the “zero balance” receipt.  
The coordinator may also request a “zero balance” receipt from the [www.HawaiiStateCars.com](http://www.HawaiiStateCars.com) webpage. When requesting the receipt they must add in the comment section, “zero balance.” All receipt requests will be sent to the coordinator who submitted the original reservation request. If the receipt needs to be sent to a different person, the new email address needs to be provided in the comment section.

Rental Agreement: A copy of the rental agreement can now be provided via email. The driver will need to provide their email address (preferably their State of Hawaii email address). The driver can still request a printed copy from the team.  
The coordinator may also request a copy of the rental agreement via [www.HawaiiStateCars.com](http://www.HawaiiStateCars.com) using the request invoice option and specify in the comment section, “copy of rental agreement.”

Car Company	Enterprise Rent-A-Car	National Car Rental	Alamo Rent-A-Car
Merchant Category Code (MCC)	3405	3393	3387
Corporate Account No.	HAWGOV	5028691	7014899

Special Note: Molokai’s pick up and return location code is **MKK**.

**COMPLIANCE PURSUANT TO HRS §103D-310(c).** Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Price List Contract No. 18-07. *No further compliance verification is required prior to issuing pCard payment when utilizing this contract.*

**PURCHASING CARD (pCard)** is the only acceptable form of payment. The pCard is required when making reservations, however, the pCard will not be charged until the vehicle is returned at the closing of the rental agreement. The pCard charges will reflect amounts paid to the respective car companies; Enterprise Rent-A-Car, National Car Rental, and Alamo Rent-A-Car.

**VENDOR AND PRODUCT EVALUATION.** Form SPO-012, Evaluation: Vendor or Product, for the purpose of addressing concerns on this price list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

**PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET** at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.