



Public Promise Procurement

NATIONAL ASSOCIATION OF COUNTIES
240153-RFP REQUEST FOR PROPOSALS

PROPOSAL

JUNE 18, 2024

Proposal

It takes more than equipment to get the job done right.

5.6.1.1.1 A brief description of the company and its history and experience working with public agencies of the size and scope of Maricopa County, as well as supporting public agencies nationwide through a national cooperative contract program.

United Rentals was founded in 1997 and quickly became the world's largest equipment rental provider. Today, our company continues building on its industry leadership with a best-in-class range of resources and North America's largest customer service network. United Rentals deploys \$19.99 billion of the fleet (original equipment cost) through approximately 1,524 branches, a centralized reservation service, and automated online ordering. Our branches are fully integrated through technology, allowing them to collaborate to solve customer needs.

United Rentals' level of experience with national cooperatives and state / local contracts is in-depth. In 2023, our government program accounted for over \$300M in revenue. Our Government team members have decades of government and industry experience supporting public agencies nationwide. This is the level of expertise required to keep a large sales force educated and compliant with public agency requirements. United Rentals has extensive knowledge of implementing national cooperative contracts through our current five cooperative contracts: Sourcwell, NASPO Value Point, HGAC, E&I, and HCDE Choice Partners.

5.6.1.1.2 Identify the primary point of contact for matters pertaining to the proposal and the primary point of contact for any resulting national cooperative contract.

Brad Laws
Sr. Manager, Government Accounts
 100 First Stamford Place, Suite 700
 Stamford, CT 06902
 jlaws@ur.com | 504-915-6013





5.6.1.1.3 Describe the organizational structure with specific information on the alignment and numbers of sales personnel and include an organizational chart.

Our branches across the US and Canada are wholly owned by United Rentals and never franchised. They are staffed with a knowledgeable team of Branch Managers, Sales Reps, Dispatchers, Service Technicians, and Drivers to fulfill Public Promise Procurement's equipment and service needs. Our in-house government experts provide the knowledge and support to help our field service teams execute on any government customer requests. Backing them up is the company's extensive customer service team that is available for customer requests 24/7/365.

Government Experts: We have a team of government experts to support and grow our government business. Our Director of Government accounts leads a group of Regional Government Account Managers, state and local Government Strategic Account Managers, National Government Sales Support Specialists, and National Government Contract Analysts.

Government Sales & Support Center. Government business is unique, with separate guidelines and compliance requirements. We understand that at United Rentals. For this reason, we provide our government customers with a dedicated support team and an 800 line. This team offers the participating members a direct team that understands the Public Promise Procurement contract and membership enrollment process.

Branch Managers: United Rentals has numerous branch managers to oversee operations at each of our local branches, such as bookings, dispatches and requests for on-site assistance. They can collaborate with other branches in our network, and with our centralized customer service facilities, to ensure fleet availability for Public Promise Procurement. They can also train our local personnel so that we can service your account in a way that supports Public Promise Procurement's existing and future operations.

Maintenance/Service Technicians: United Rentals' has approximately 10,200 technicians company-wide that are factory-trained and participate in periodic preventive maintenance refresher courses and manufacturer training. They inspect and service each piece of rental equipment to ensure its safety and operating condition before returning it to the rental-ready fleet.

Dispatchers: Our dispatch team coordinates all deliveries and pick-ups for the branch, prioritizing scheduled time of need and rental-ready fleet. They utilize our FAST Dispatch technology to schedule our fleet of drivers. This system allows operations personnel to assign deliveries and route trucks most efficiently, as well as track on-time performance. Delivery Vehicles are equipped with GPS technology tied to the FAST dispatch system; drivers are required to input when deliveries are made (in order to track on-time delivery) and acknowledge changes in routing from ops personnel.

Drivers: United Rentals' has approximately 4,300 drivers company-wide that are regulated by US DOT and all safety training requirements. They inspect every truckload for safety requirements before leaving the branch or customer site. Through our FAST technology, they are able to communicate delivery time updates in real-time for our customers and dispatch team.

5.6.1.1.4 Identify any state or local contracts that were terminated for cause by the public agency within the past three years.

None

5.6.1.1.5 Identify any past (within the last 5 years) and any ongoing litigation relative to state and local government contracts.

A description of certain legal and regulatory matters is included in United Rentals, Inc.'s ("URI") filings with the Securities and Exchange Commission. In addition to these matters, URI and its affiliates and subsidiaries are also subject to a number of claims and proceedings that generally arise in the ordinary conduct of their business. These matters include, but are not limited to, general liability claims (including personal injury, product liability, and property and auto claims), indemnification and guarantee obligations, employee injuries and employment-related claims, self-insurance obligations and contract and real estate matters. Based on advice of counsel and available information, including current status or stage of proceeding, and taking into account accruals for matters where URI has established them, URI currently believes that any liabilities ultimately resulting from these ordinary course claims and proceedings will not, individually or in the aggregate, have a material adverse effect on URI's consolidated financial position, results of operations or cash flows.

5.6.1.1.6 Describe your market position relative to serving public agencies for the products, services and solutions requested.

Over the past few decades, we have significantly grown our state and local Government Account program to serve our public agencies. Our dedication to promoting these opportunities has resulted in a 400% increase since 2014. Our team of government experts are strategically positioned across the US and Canada to market and grow public agency contract opportunities with our branches. Daily, we provide government leads to our branches across the country. United Rentals takes a three pronged approach to our marketing and sales plans: internal training, external sales and education, and customer faced marketing. You will find a comprehensive marketing plan included in this proposal.

United Rentals is now also part of the NIGP Business Council. We are proudly working with government procurement experts and board members to continue the great work of the NIGP Business Council. We are actively partnering with this board to further the procurement activities within the equipment rental space as the sole industry representative on this business council. For more information, on the Business Council please utilize the following link <https://www.nigp.org/suppliers/business-council>.





5.6.1.1.7 Describe in detail your experience working with public agencies, including during emergency response situations and what your role was in serving the agency.

While United Rentals has always responded to disasters near our locations, in 2018, we began to take a more structured approach to our response. We've trained a first-responder team comprising more than 800 company volunteers across North America, whose first objective in any emergency is to help our employees and customers who have been affected. The response for every significant event starts at the highest level with our executive steering committee. The committee moves quickly to assess the situation and define the logistics of the response. From there, the plan flows to the Emergency Operations Center (EOC).

Each disaster has its own EOC — a command post that sets up as close as safely possible to the disaster site. This is where the response and communications are coordinated. United Rentals can stand up an EOC in a matter of hours, bringing together region and district leaders and a cross-functional team of experts from human resources, legal, real estate, fleet management, technology and finance. The EOC sets the objectives and executes them.

Mitigation & preparedness:

- We attend FEMA and Statewide emergency management seminars and conferences to further streamline response to State & local agencies and their contractors
- We attend the National and Governor's Hurricane conferences to discuss agency needs and requirements
- We have blue sky contracts in place which enable agencies to receive the same day-in, day-out pricing in a disaster scenario as they would in any normal situation. Based on our experience we have all necessary equipment and tools to assist agencies in preparedness, response and recovery (generators, pumps, loaders, etc...)
- We have documented the re-entry process and have the required certifications to re-enter disaster areas to assist in the response and recovery effort

Our team of experts has experience in critical need situations and can put maintenance equipment on your site quickly, including:

- Complete portable sanitation solutions, including hand wash stations, portable toilets and restroom trailers with hand wash stations, hand sanitizing stands, shower trailers, and laundry trailers with generators, including service of waste
- Power generation, fluid transfer, temporary lighting (indoor and outdoor), and site signage
- Full range of HVAC products including air scrubbers, negative air machines with HEPA filtration, and portable air conditioners and heaters

Recent Hurricane Example:

In September 2019, United Rentals played a crucial role in responding to Hurricane Dorian. We were asked to come to the State of Florida's Emergency Management Control Center, where United Rentals collaborated with the State of Florida's Contract Vendor Manager to help secure their equipment needs. We were able to receive real-time updates, this allowed United Rentals to give instant updates to our branches in Florida on any needs the state might have. Also, we worked hand in hand with other vendors that were responding to Hurricane Dorian.

5.6.1.1.8 Describe in detail your experience working with government purchasing cooperatives and your current strategy for leveraging cooperatives.

In the event of an award, United Rentals will begin instituting the marketing plan described herein. We have established success with this process in rolling out purchasing cooperative contracts similar to Public Promise Procurement through numerous developed relationships with participating entities, state-level participating addendums, and helping to get hundreds of new members to join the Public Promise Procurement cooperative. Upon award, we expect to continue to build upon these processes and grow the Public Promise Procurement program with the help of the Public Promise Procurement team. United Rentals' expectations of Public Promise Procurement marketing efforts to include trade shows, customer interactions, and collateral related to our contract. We would also like to work with the Public Promise Procurement Team to educate each other of our offerings and contract in order to improve customer interactions either organization will have.

United Rentals' in-depth experience with national cooperative and state / local contracts is impressive. Last year, our Government Sales and Service Center downloaded thousands of solicitations, evaluated our ability to fulfill requirements, and responded to more than 3,200 bids/solicitations worth over \$265M. Our Government team members have decades of government and industry experience to leverage in the implementation of this new contract.

5.6.1.1.9 Describe your experience working with public agencies in the use of federal funds and health and safety requirements – specifically compliance with Federal Uniform Guidance (2 CFR § 200) and OSHA compliance.

United Rentals places "Safety First". We Act, and require others to act, in a manner that puts the safety of our employees, customers and communities first. We empower every employee with the power to "Stop Work" whenever a safety situation arises so we can not only prevent an accident, but document and learn in real time. This allows us to stay the industry leader in safety but and to the latest updates in safety standards, guidelines and regulations. are some topics that drive our safety standards.

1) Equipment Inspection and Maintenance: Regular inspection and maintenance of rental equipment are essential for ensuring safety. United Rentals follows manufacturer guidelines and industry best practices for inspecting, servicing, and maintaining their equipment fleet. This helps to identify and address any potential safety issues before equipment is rented out.

2) Training and Education: United Rentals provides OSHA safety training and educational resources to customers on the safe operation of rental equipment. This could include online resources, safety manuals, instructional videos, and in-person training sessions conducted by qualified personnel. Training may cover topics such as equipment operation, maintenance, and proper safety procedures.

3) Safety Guidelines and Documentation: United Rentals provides safety guidelines and documentation for each piece of equipment they rent out. This may include operation manuals, safety decals, warning labels, and instructional materials highlighting potential hazards and safe operating practices.

4) Personal Protective Equipment (PPE): United Rentals requires customers to wear appropriate personal protective equipment (PPE) when operating certain types of equipment. This could include items such as fall protection, hard hats, safety glasses, gloves, hearing protection, and high-visibility clothing. We also offer PPE for sale or rental alongside equipment at our locations.

5) Compliance with Regulations: United Rentals complies with all safety regulations and standards set forth by government agencies such as OSHA (Occupational Safety and Health Administration) in the United States and similar regulatory bodies in other countries. This may involve ensuring that equipment meets safety standards and that rental operations adhere to legal requirements.

6) Emergency Preparedness: United Rentals has procedures in place for handling emergencies or accidents involving rental equipment. This could include protocols for reporting incidents, providing first aid, and coordinating with emergency responders when necessary.

7) Safety Culture: United Rentals fosters a strong safety culture among its employees and encourages customers to prioritize safety in their operations. This may involve promoting safety awareness, encouraging open communication about safety concerns, and recognizing and rewarding safe behaviors.

It's recommended for customers to familiarize themselves with United Rentals' specific safety protocols and guidelines for the equipment they intend to rent. This may involve asking questions, seeking clarification on safety procedures, and following all instructions provided by United Rentals staff. By prioritizing safety and adhering to established guidelines, customers can help ensure a safe rental experience.

5.6.1.1.10 Describe how the organization will be leveraged to support the resultant contract nationally.

United Rentals aims to serve the community of government agencies, educational institutions, tribal nations, and nonprofit organizations as partners and solutions providers. We are well positioned to provide the best value to government agencies and seek to partner with them through our organization of 25,000 industry experts. In addition to our Government Team, 10 Region level Government Champions will be focused on building the Public Promise Procurement contract market share by engaging directly with existing state customers as well as bringing sales representatives in front of state and local decision makers to help provide rental and sales solutions which save them time and money in the lengthy procurement process.

Government Account Managers: We provide a group of seven Government Account Managers dedicated solely to growing the State, Local, and Educational book of accounts. The bedrock of that program is with Public Promise Procurement and cooperative purchasing. The Government Account Managers are aligned regionally to develop relationships externally and internally across a group of states in order to grow the government accounts program and train on the specialized procurement process of government and cooperative purchasing.

Government Sales Support Center: Our Government Sales Support Center has decades of experience in the combined experience of our dedicated team. They partner with our customers to, among other things, help determine the necessary levels of support required, direct our rental locations on customer-specific rental requirements, transportation and repairs, and attend planning and other meetings to ensure the equipment and field personnel meet or exceed the customers' requirements.

Business Development Representatives: Our new Business Development program contacts our government account customers with low program utilization to educate them on the services we provide to them through the Public Promise Procurement contract. This added layer of connection to our government entities has provided additional growth within the Public Promise Procurement contract adoption nationwide.

Customer Care Center: Our state-of-the-art Customer Care Center operates around-the-clock with a multi-lingual staff to handle all after hours, emergency, and disaster response requests. They have the ability to coordinate the logistics for rental equipment, contractor supplies and critical information in real time. In addition, our emergency preparedness specialists can work with you to develop site-specific emergency response plans related to equipment rental needs.

Network of Branch Teams: The education and training from the various arms of our government team highlighted above is where the marketing strategy begins. The realized implementation happens at our network of 1,465 branches throughout North America. Our expansive training to our branch employees at all levels allows them to dive deeper into the local markets to sell the advantages of the Public Promise Procurement contract and our services to support the communities rental needs.



5.6.1.1.11 Provide a summary of your organization's executive commitment to this contract and national cooperative opportunity and how it fits in your market strategy.

As the sole industry representative on the NIGP Board Council, United Rentals is actively pursuing opportunities to further educate equipment rentals and cooperative purchasing programs across government procurement officials. We take pride in being the industry leader and a valued asset to our government entities. We invest heavily in our government sales team to continuously educate our internal and external teams to grow our Government Accounts program through cooperative purchasing partnerships like Public Promise Procurement.

Internal Education

Internally, the Government Team works to train our salesforce of 6,400 sales reps. Training consists of educating our sales reps on how to sell to the government, cooperative purchasing, and the specifics of our Public Promise Procurement contract.

The team also works to train both our branch and customer service employees encompassing the company's approximately 25,000 employees to ensure that anyone who interacts with a customer at United Rentals is able to articulate the government and Public Promise Procurement value props. We recently developed a new virtual training for all these employees to make sure we can get all new employees trained during onboarding.

The Government Team travels throughout the company and works one-on-one with reps to make customer calls. We conduct ride-a-longs and make ourselves available to jump on customer calls when a higher level of government knowledge is needed to answer the customer's questions.

United Rentals' Intranet includes a Government Library where employees can access all contract, government and marketing information.

External Sales

These sales reps and service employees can now go out and educate our customers. During the training, reps are provided with the list of all active Public Promise Procurement members in their territories as well as taught how to identify new accounts and Public Promise Procurement member opportunities. We have had a lot of success in current cooperative purchasing contracts.

All Public Promise Procurement accounts are loaded with a unique identifying code for reporting and pricing tracking. These accounts are coded with the Public Promise Procurement pricing which will push to every rental regardless of a customer requesting or United Rentals' employee choosing to utilize the contract.

Digital Marketing Strategy

We engage with customers through an omni-channel digital marketing strategy, allowing customers to interact with us through a variety of different platforms including our website, local Google listings, our mobile application and our social media tools. We use data to help personalize journeys for our customers, ensuring we are compliant along the way. In addition, we regularly conduct customer surveys to gather feedback on various aspects of our services and overall customer experience. We utilize NPS surveys and Procurated.

Total Control® is United Rentals' proprietary, web-based rental management software, designed to help large customers reduce equipment consumption, control costs, and drive efficiencies. UR Control® is an online rental management platform that provides unlimited access to account details, giving customers the tools to track and control equipment costs and view all rented equipment, even across multiple accounts. With Total Control, users can request equipment pickups, submit electronic (ACH) payments, and access more than a dozen customer-specific reports that support bidding, budgeting, and decision-making.

Trade Shows

Each member of the government team usually attends between 15 and 20 government focused trade shows throughout the year to promote our contract and educate a large number of government customers at once. Trades shows are one of the best ways to market to government customers, due to many of the restrictions around government purchasing processes. We have had a lot of success in the past at many of these trade shows including NIGP, NAEP regional shows, NY GovBuys, and others.

Marketing Collateral

United Rentals marketing team puts together high quality marketing collateral for our government customers including: Co-op Program Flyer, State Contract Flyers, and a lot of company and product specific materials. Please see the provided marketing collateral materials.

5.6.1.1.12 Describe how your organization will implement the resultant contract, acquire new customers, and transition existing customers.

With the largest sales force in the industry, United Rentals is well poised to support the Public Promise Procurement's participating entities across the US. We approach servicing a large national account like Public Promise Procurement through a multi-layered team approach. Brad Laws is the Government Accounts Senior Manager and is responsible for the success of the Public Promise Procurement program at United Rentals. He is the quarterback of the US state and local government team. Under Brad are six regional Government Accounts Managers that will work with the field sales team of 6,400 industry experts. Additionally, there are a team of state level Strategic Account Managers and your Single Point of Contact, through the GSSC. This robust sales team is supported by branch operations and field personnel across an extensive network of approximately 1,465 North American branch locations to effectively implement, manage and service an industrial client of Public Promise Procurement's scope.

Implementing and rolling out a national contract with Public Promise Procurement requires a concerted effort from many levels of United Rentals' organization beyond the government accounts group. Strategic Account Managers (SAM), Outside & Inside Sales Representatives (OSR & ISR), Branch & Service Managers, Delivery Drivers and Field Service Technicians will continue to maintain current relationships while implementing this new contract in areas where we are already doing business. These levels will be heavily engaged in areas where we do not currently have relationships with Public Promise Procurement's members for contract implementation and service. Current partnerships will be built upon and modeled after.

5.6.1.1.13 Describe how your organization will train the sales and customer service teams on the resultant contract and its benefits.

United Rentals has a partnership vision with Public Promise Procurement and will utilize our Salesforce and marketing department to increase Public Promise Procurement awareness, sales and membership through our national footprint and marketing. We are familiar with the process of adding new cooperative contract membership and through marketing materials, have incorporated this into our training regimen. United Rentals proposes to roll-out Public Promise Procurement training in two phases. Phase One consists of live training delivered via WebEx and District Sales meetings with ride-alongs for reinforcement and Phase Two is on-going training delivered via custom built on-line training via WebEx and providing sales education and marketing materials on our company intranet.

Phase One

In Phase One, the United Rentals Government Sales team provides training to our sales force through engagement (sales training and ride-alongs) and marketing materials. We have an established curriculum which features Public Promise Procurement as our lead in State and Local sales. Reinforcement is accomplished locally through sales calls with Territory representatives – showing reps where to go, whom to speak with and providing them with the message they have to deliver.

Phase Two

In Phase Two, the United Rentals corporate training team has developed on-line training. Compliance tracking is available on our intranet for our internal sales representatives and branch operations managers. This training is tracked in our employee portal. The on-line program is also available to all Sales Representatives on a 24/7 basis and compliance will be tracked via the Learning Management System.

This two phase approach has been successful in training our 6,400 Sales Representatives on our Government Co-ops, GSA, and National Accounts programs.



5.6.1.1.14 Describe your organization's approach to working with small, women- & minority-owned and other disadvantaged and local businesses in fulfilling the resultant contract.

United Rentals has a nationally-recognized supplier diversity program that develops partnership opportunities for suppliers in the following categories: minority, woman, small disadvantaged, 8(a), veteran, disabled veteran, HUB Zone, and LGBT. It includes the following ethnicities: Aboriginal, African-American, Alaskan Native, Asian American, Asian Pacific, Asian Subcontinent, Caucasian, Hispanic, and Native American. Our strategic sourcing group actively seeks certified, diverse suppliers to participate in our supply chain process. Our company is a corporate member of the National Minority Supplier Development Council (NMSDC), Woman's Business Enterprise National Council (WBENC) and the National Veteran Owned Business Association (NaVOBA).

We also have a program within our government team to partner with small, women and minority-owned, and other disadvantaged businesses on federal government work to mentor and support their business growth.

5.6.1.1.15 Provide a link to your organization's website used for product selection and ordering.

We understand that government entities have their internal purchasing systems for processing purchase orders, placing orders, and approving payment for services. To simplify the ordering process for our government accounts we collaborate with them to create punch-out catalogs specific to each Participating Entities' equipment needs within their internal purchasing systems. This provides them with the flexibility of working within one system.

We also recognize that not all participating entities utilize an internal punch-out and purchasing system for ordering. For these customers who prefer the ease of e-procurement via our systems, we offer our proprietary system, [Total Control](#).

Total Control is more than just an e-procurement ordering process, however. This is why our government customers also utilize it in combination with their internal purchasing systems to better manage their equipment - rented and owned. This is a cloud-based worksite management solution that helps customers make the most of their equipment fleet. This comprehensive, integrated suite of tools and services makes it easy to streamline their processes and cut their annual rental costs by up to a third. In addition to placing their equipment order, they can off-rent the equipment, access the location and use of rented equipment, set role-based alerts, PO tracking, auto-invoicing and more. Utilization tracking and telematics can also help them reduce the time machines sit idle, saving them money.

Lastly, all orders can also be placed through our Government Sales and Service Center (GSSC) or locally through any of our branches. The GSSC team is available to take in orders through a single source email, phone, fax, or online. The service center will have all of the contract details for each of the various co-op partners' accounts.



5.6.1.1.16 Describe ordering and fulfillment process, fill rate and on-time delivery rate.

Our GSSC will process all orders. Providing a centralized location for all orders allows consistency and a more robust account knowledge to support the decentralized system of orders submitted by the many end users. The end users will also have full account visibility through our UR Control System.

Customers can use the GSSC team to submit orders by phone or email. Our system can also be set up to require POs through customer requests. All participating entities' accounts will be set up with Public Promise Procurement pricing so each rental will be at the not to exceed rates regardless if the customer or internal order taker remembers to mention the contract. Customers can also go through their local sales representative or branch to place orders.

The more time people and departments spend using Total Control®, the more ways they find that it helps their company manage rentals better. Before, during, and after the rental process, Total Control gives users access to the types of information used to make the best business decisions. Renting only what you need, when you need it, helps you reduce rental costs by optimizing the amount, length, and utilization of equipment on rent.

Full visibility of rental activities across your organization

- View overdue and upcoming return dates
- Extend rentals or request pick-up
- Add and update PO numbers
- GPS data
- Comprehensive account management
- Real-time invoice and payment history
- Download summary and detailed billing data
- Invoice availability & support
- Customized flexible reporting
- Report live or historical rental information on nearly any subject (equipment on rent, rental history, hundreds of more report styles)



We have a team of contract compliance specialists who monitor the accounts linked to your contract to provide your members with the current negotiated rates and terms. This team is managed by Annmarie Wise. They work within our reporting system to provide quarterly reports to Public Promise Procurement and will work to process all administrative fees owed.

United Rentals tracks our service levels through our Quarterly Scorecard, which is reported to Public Promise Procurement. United Rentals is offering Public Promise Procurement a quarterly SLA (Service Level Agreement) for the Public Promise Procurement facilities, which will be reported quarterly and reviewed on a regular basis with Public Promise Procurement management. This SLA reporting will help with improving service levels, availability, and reliability of equipment. This will help with the on-going continuous improvement program.

On-Time Delivery Goal

- On-time deliveries to the designated location at the promised delivery time.

Fulfillment Goals

- 100% of orders fulfilled in accordance with issued purchase order requirements. This is fleet that is 100% of orders that are fulfilled by United Rentals.

Quality Expectation at Delivery Goals

- 100% of orders delivered without defects at time of delivery.

Quality Expectations during Rental Period Goals

- 90% of orders/rental periods without a defect.

Repair Replacement Response time Goals

- 100% of service responses within a 2 hour window for repair/replacement solutions when equipment fails.

Repairs: On-time service Goals

- 100% of equipment repairs/replacements within 4 hours of promised time.

Repair failures: 2 day window Goals

- Target 0% of repair occurrences requiring additional service.

Billing Accuracy Goals

- 100% of invoices billed correctly without requiring a credit because the billing was not charged correctly.

Diversity & Sustainability Reviews Goals

- Quarterly reporting of diversity spend % for all locations
- Sustainability efforts by key categories

Quality Supplier Performance Reviews Goals

- Schedule and complete quarterly scorecards and review throughout the term of the agreement for performance measuring, tracking & reporting.
- Identify required action items to correct issues and project portfolio for ongoing continuous improvement opportunities.

Escalation Goals

- Number of occurrences by segment & location where issues are not resolved at the local branch level and are escalated to the National Account Manager/VP Sales.

United Rentals was named
**One of America's Most
Responsible Companies**
by Newsweek.



5.6.1.1.17 Describe equipment return and restocking process.

For Rentals. If a piece of equipment is not operating properly, United Rentals will deploy one of its factory-trained technicians to perform the repair and/or supply the necessary parts. United Rentals promptly responds to repair and maintenance service calls – typically within two to four hours. In the event the equipment cannot be repaired on site, United Rentals will replace the equipment as quickly as it can.

For New and Used Equipment Sales. Exchange and return programs/policies are determined by the OEM.

5.6.1.1.18 Describe your customer service support/ problem resolution process, including manufacturer backorders, discontinuation of equipment, late shipping deadlines, etc.

In the event that an issue should arise, Public Promise Procurement’s members should contact the local branch or the GSSC to advise them of the issue. United Rentals will then work with Public Promise Procurement’s members to amicably resolve the issue to the parties’ mutual satisfaction. United Rentals currently holds 4.6 Stars out of 5 on Procurated. (website: <https://app.procurated.com/suppliers/united-rentals-north-america-inc-b5e4173b-c387-471b-b30a-3912acf62deb>)

In addition, we regularly conduct customer surveys to gather feedback on various aspects of our services, including satisfaction levels, areas for improvement, and overall customer experience. See the complete list below:

1) Overall Satisfaction: How satisfied customers are with the quality of equipment, customer service, and rental experience.

Equipment Performance: Feedback on the reliability, functionality, and condition of rented equipment.

2) Customer Service: Evaluation of interactions with United Rentals staff, including professionalism, responsiveness, and helpfulness.

3) Rental Process: Assessment of the ease of renting equipment, including the online rental process, availability of equipment, and clarity of rental terms and conditions.

4) Safety: Feedback on safety measures and support provided by United Rentals, including training resources, equipment safety features, and adherence to safety regulations.

5) Value for Money: Perceptions of the value received in relation to the rental rates charged by United Rentals.

6) Suggestions for Improvement: Opportunities for United Rentals to enhance their services, address any shortcomings, and better meet customer needs and expectations.



United Rentals
has a
4.6 out of 5 star
rating on
Procurated.

5.6.1.1.19 Describe your invoicing process including payment terms and acceptable methods of payments (ACH, credit card, check, etc.)

Our system invoices on a 28 day billing cycle. It will automatically invoice at the lowest rate based on the duration of the rental (i.e., day, week, month). The invoices are automatically sent via email to the customer's accounts payable email address on file. Our typical rental transactions utilizes industry standard documents, to include rental agreement terms, quotes, and invoices. We have included in the zipped file named Documents a quote, Rental Agreement & a sample invoice.

Our payment terms are due upon receipt and the preferred method of payment is via ACH.

5.6.1.1.20 Describe when and why shipping charges might apply to a public agency order.

Standard Delivery charges are applied to all customer orders that we deliver and pick up the equipment. Delivery and pick-up fees are applied to orders to recuperate the costs associated with our commercial hauling trucks to drive to the customers' site and drop off/pick up the equipment. This is a standard in the equipment rental industry, the customer can always arrange their own freight logistics. The varying fees associated with this service is outlined below. We reserve the right to adjust rates on prevailing wage jobs that are governed by the Davis Bacon Act.



Standard Delivery during normal working hours

Delivery/Pickup Charges are not to exceed \$160.69 flat charge (each way) plus \$4.19 per mile port to port

After Hours, Weekends, and Holidays

An additional call out fee may be incurred, and will be communicated at the time of request. Please refer to pricing table under Service/Labor for hourly rates that would be applicable to support the call out charges.

Third Party Hauling Charges

In a situation where both parties mutually agree to utilize a third party hauler, a quote (cost + 10%) will be provided to the end user that would replace standard United Rentals Delivery and Pickup rates.

Oversize/ Permitted Loads

All applicable fees will be communicated at time of service.

Over Time Charges

Rental Rates above are based on normal usage so run time in excess of single shift rates will incur overtime charges based on actual usage of the equipment.

5.6.1.1.21 Provide any standard agreements public agencies will be required to sign for equipment rental, product support, maintenance, or other services.

Through our typical rental transactions utilize industry standard documents to include rental agreement terms signed at time of delivery. We have included multiple attachments including a copy of the Rental Agreement, work orders and inspection reports.

5.6.1.1.22 Describe in detail the products and services available to respond to each category listed in Section 2.0 Scope of Services, including manufacturers, subcontractor service providers, and other partners proposed to fulfill the resultant contract.

For decades we've been investing in new equipment every year and growing the overall size and capacity of our business. We currently have \$20.6 B in fleet across North America. Within our nine different business units, we have a large amount of vendors we purchase through. We are aligned with the largest vendors in the industry like JLG, Genie, John Deer, Atlas Copco, etc. Below is a high-level listing of the equipment categories we can provide.

Gen Rent / Aerial	Power & HVAC	Fluid Solutions	Tool Solutions	Trench Safety
<ul style="list-style-type: none"> - Forklifts - Boom Lifts - Excavators - Scissor Lifts - Compressors - Skid steers - Light Towers - Commercial & Utility Trucks 	<ul style="list-style-type: none"> - Generators - Dehumidifiers - Climate Control - Transformers - Power Distribution Panels 	<ul style="list-style-type: none"> - Pumps - Containment - Filtration Systems - Fluid Transfer - Accessories - Hose, Pipe, & Fittings 	<ul style="list-style-type: none"> - Electrical & Hand Tools - Welding - Mobile Tool Rooms - Custom Boxes - Radio & Communication Systems - Turnstiles - Safety Wearables 	<ul style="list-style-type: none"> - Shoring & Shielding - Engineered Systems - Road Plates - Confined Space Safety
Onsite Services	Mobile Office & Storage Solutions	United Academy – Safety Training	Customer Equipment Servicing	
<ul style="list-style-type: none"> - Portable Restrooms - Restroom Trailers - Hand-washing Stations - Shower Trailers 	<ul style="list-style-type: none"> - Storage Containers - Ground Level Offices - Modular Buildings - Mobile Office Trailers 	<ul style="list-style-type: none"> - Operator Certification Training - Jobsite Safety Training - OSHA Certified Training 	<ul style="list-style-type: none"> - Preventative Maintenance - Annual and Quarterly Inspections - Servicing Downed Equipment 	

New & Used Equipment Sales

- United Rentals sells the equipment that ages out of our rental fleet.
- We currently represent approximately 280 manufacturers that have authorized United Rentals to sale New Equipment to Public Promise Procurement members. For this contract our pricing will be setup as a “cost plus” model. Additional details and allowable margins can be found in the pricing file under the New and Used Equipment tab. Provides Rental Fleet Customers with quality used equipment that has always been worked on by manufacturer trained United Rentals technicians.
- Keeps our rental fleet at a young age for the customers.

Third Party Rentals

- United Rentals is providing a re-rental option. We can find equipment from another company and rent it under one United Rentals invoice when needed if our own fleet is out of the requested equipment or doesn't carry it.

5.6.1.1.23 Provide details on opportunities for additional discounts for volume orders, special manufacturer's offers, special programs, etc.

United Rentals is providing a national net pricing structure as you can see on the attached pricing spreadsheet. This is not a percentage discount program. All pricing is NOT TO EXCEED and our sales representatives will be encouraged to provide local market pricing if it happens to be lower than the contract price although this is not a common occurrence. We reserve the right to adjust rates on privilege wage jobs that are governed by the Davis Bacon Act.

5.6.1.1.24 Provide any additional information related to products and services which will enhance and add value to the resultant contract.

Technology

We've engineered worksite performance solutions that help our customers make better, smarter, safer decisions. And we're just getting started.

Total Control & Mobile App

Keeping tabs on dozens or hundreds of pieces of rental equipment on a jobsite, including what's in use, what needs to be returned and what's awaiting delivery or pickup, is a big job. Doing it well can lead to significant cost savings and increased worker productivity.

Digital technology, such as the cloud-based equipment management solution Total Control® gives our customers an advantage. But when you're out in the field, you want to be able to work from the phone in your pocket or the tablet in your bag, not the computer back in the office or trailer.

The United Rentals Mobile App was designed for precisely that. It puts all your equipment data at your fingertips and enables a host of easy-click actions that help you do more in less time when you're out and about.

RFID Badges

On construction projects and government sites, access management and equipment access management are both critical to safety, security and productivity. Digital tools from United Rentals now enable customers to manage equipment access using the same RFID badges they issue to workers for site access.

With the Next-Generation Access Management Solution, PINs aren't necessary. Rather than entering a code on a keypad ignition lock, workers can tap their RFID-enabled ID badge on the lock's card reader to unlock a piece of equipment they are authorized to operate.

On large projects, leveraging RFID badges for equipment access eliminates the need to assign PINs to hundreds or thousands of workers, reducing administrative overhead. In addition to keeping unauthorized workers off equipment, it provides accurate real-time and historical insights into equipment usage.

Smart Turnstiles

At high-traffic job sites where employees, contractors and visitors come and go throughout the day, managing entry can be challenging, yet it's critical to ensuring the safety and security of employees and other personnel. Controlling site access is also essential to protecting the public from potential hazards and guarding against theft and vandalism. Smart Turnstiles are the modern-day answer to access management by innovative technology offerings.

With the swipe and/or tap of a badge, key fob or other credential, smart turnstiles ensure that only people with proper authorization can pass through the entry gate. Compared with sign-in sheets, which can be bypassed even when a security guard is present, smart turnstiles are effective and efficient. Just as important, they provide real-time entry and exit data that can be quickly accessed and searched in the event of an emergency.

Wedge

WEDGE is a remote monitoring system customized to fit your site. It monitors measurements such as temperature and humidity. Sensors installed on-site feed live data to the WEDGE Dashboard. You can access real-time and historical data at your fingertips, and if any pre-set thresholds are exceeded, you will be notified immediately.

Safety Training

The technology and pace that business operates at is accelerating quickly. Yet, the way safety training is performed and tracked is relatively stagnant. United Rentals invested in building the United Academy platform to replace primitive safety training and record keeping methods and to make sure that safety programs could match the pace of the projects they support. Oftentimes, when you discover that a worker or a crew is untrained, the time involved in taking action strains a project timeline. United Academy leverages technology to avoid training related lost time, and respond quickly when you must. Quality training when you need it.

Training is led by a team of certified trainers with years of experience in educating and protecting commercial, industrial and municipal workers and sites. Equipment familiarization and proper training are two very different concepts. Equipment familiarization is provided at no cost upon delivery of each piece of equipment. Proper certified training is per person cost through United Academy. We are providing all Participating Entities discounted United Academy Training. We can also help you determine when each is needed. Learner comprehension and learning preferences have evolved. United Academy gives you options: classroom instruction and blended learning. Schedule classroom training and certification or access blended e-learning 24/7. Ease of tracking training and certifications. Easy, real-time tracking and verification of training and certifications anytime, anywhere.

Skilled Trainers

Safety training is not new to United Rentals. Over the years we have built one of the largest and most professional training teams in the industry with over dedicated, full-time safety trainers supporting United Academy across the USA and Canada. In addition, we have hundreds of certified trainers and evaluators located in many of our 1,465 branches. Our full-time trainers have years of experience educating workers on safety; many have been working in our industry for years in various capacities.

Professional Courses In-Person & Online

- Top-notch training from an industry leader
- Courses developed by a team of subject matter experts
- Meets or exceeds OSHA, ANSI and OH&S training requirements
- Meets legal regulations for training, theory, practical, and hands-on evaluation
- Instructor-led training by Certified Professional Trainers or interactive cinematic online component
- Over 300 courses to choose from
- Training valid in all 50 states and Canada
- Courses available in English, French, and Spanish

Record Management Made Easy

- Training documentation stored on United Academy platform
- Ability to upload training records taken outside of United Academy
- Email notifications are sent when certification is up for renewal
- Certificates and temporary cards are available to print immediately after training completion
- Work efficiently with compliance tools, team views, and various reporting dashboards
- Managers can view all records, assign courses, and upload external certificates for their employees

Accessible Where You Are

- Classes and account records accessible 24/7
- Verify training records out in the field by simply scanning the United Academy wallet card or hardhat sticker
- Access via website or United Academy mobile app



Online Training Profile

Public Promise Procurement can save time and money by storing and maintaining training and certifications in United Academy. Records for each course taken through the Academy are stored in our online database and a training profile is created for every account holder. Users can also store additional records for training taken outside of United Academy to build a comprehensive training transcript. . Company administrators can set which email addresses receive alerts.

Wallet Card

Replace several tattered and work paper training cards with United Academy's single, universal wallet card and free United Academy App, Public Promise Procurement can access their employee's Training Profile anywhere and anytime. All you have to do is key in the personal identification codes into a computer or scan the QR code on the card with a smartphone or tablet for instant access. Our wallet card is secure and credit card quality so it won't tear or become damaged by the elements. Wallet cards are sent to United Academy account holders after completing their first Academy course.



Sustainability

Environmental sustainability is central to United Rentals' growth strategy. We measure and manage our greenhouse gas emissions — and help customers do the same — in order to become a more resilient company and to continue delivering value to all our stakeholders. As a business based in the sharing economy, our services inherently provide an environmental benefit which we continuously build on by increasing our operational efficiency and growing our low-emission product portfolio.

We are advancing our social and environmental responsibilities through eight Corporate Responsibility goals. Each goal was set using a rigorous analysis that considered our operations, workforce and available technology, as well as the potential advancements that will become available during the relevant time period. While these goals are challenging, we believe they are achievable through our continued dedication to progress and innovation.

In addition to our goals, we have three thematic commitments to drive progress toward reducing our climate impact:

- Engaging with original equipment manufacturers and customers on low- and zero-emissions equipment opportunities.
- Exploring ways to acquire more efficient and alternatively-fueled vehicles for our sales, service, and delivery fleet, which are the largest contributors to our Scope 1 emissions.
- Helping our customers track and measure greenhouse gas emissions from our rental offerings.

Our company has implemented Sustainable Growth initiatives in the areas of facilities, fleet and logistics. Please see our Corporate Responsibility Report in the document attachments for more information on these initiatives and achievements. We believe that these initiatives will result in the reduction of our total cost of operation and will safeguard the environment, while helping our customers reduce their own carbon footprints.

It's long been believed that renting equipment, in lieu of purchasing new, brings environmental benefits. In 2022, we validated this belief by partnering with a third-party consultant to analyze our rental business model and quantify the potential environmental benefit it brings. The results revealed that our business promotes environmental sustainability in two key ways:

1. Reducing Total Equipment Needs
2. Reducing Emissions Intensity of Equipment

Sustainability is also the top of mind for many in the government, industrial and construction industry. As customers look to reduce their carbon footprint and meet their sustainability objectives and those of project owners, construction equipment emissions are one area of focus.

Buying or renting electric construction equipment is increasingly an option, but fully electric fleets are a thing of the future. In the meantime, when it comes to reducing the emissions of diesel-powered equipment, the familiar adage applies: You can't manage what you can't measure.

Until now, companies have had very limited access to information about the environmental impacts of their rental fleet. A recently launched emissions tracking feature in Total Control®, the United Rentals cloud-based worksite management solution, offers new visibility that can help inform decision-making around fleet and fleet utilization.

The feature enables customers to monitor the estimated greenhouse gas (GHG) emissions from their telematics-enabled rental equipment as well as source pollutants such as particulate matter, nitrous oxides and carbon monoxide.

5.6.1.1.25 Describe how the customer can verify they are receiving Contract pricing.

Public Promise Procurement's will have its own rate code assigned to it upon award. Participating members can simply ask upon rental request to confirm the rate code is applied. All eligible accounts will be identified and tracked nationally to ensure pricing is added. Once this has been completed they will only be removed from the contract pricing if the agency requests us to do so in writing.

5.6.1.1.26 The proposal response shall include a sample of any service agreement or contract that the County or PPA will be required to sign. The service agreement shall clearly indicate and describe any and all charges that will be assessed at the time of rental. Documents produced for signature after an award is made, which were not substituted with the proposal response, will not be considered or made part of any resultant contract(s).

Please see attached document titled *"United Rentals - Proposal - Attachment - Sample Rental and Service Terms and Conditions"*.

5.6.1.1.27 Provide a listing of the manufacturers and equipment that will be offered for sale under this contract.

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The best people, equipment and solutions in the industry.

Whatever your projects demand, you can depend on United Rentals from start to finish. Count on the world's largest fleet of rental equipment, 24/7 service and support, numerous locations across the U.S. and Canada, and experts ready to help you find the best solutions. When you need to get the job done, we're here to help.



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