

AIRPORT COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

RESOLUTION NO. 26-0010

APPROVAL OF MODIFICATION NO. 3 TO CONTRACT NO. 50365 WITH HALLMARK AVIATION SERVICES, L.P. TO EXERCISE THE SECOND OF THREE 1-YEAR OPTIONS TO EXTEND THE CONTRACT TERM TO JUNE 30, 2027 AND INCREASE THE CONTRACT AMOUNT BY \$10,402,226 FOR A NEW TOTAL NOT-TO-EXCEED AMOUNT OF \$30,403,645

- WHEREAS, on June 4, 2024, by Resolution No. 24-0119, the Commission awarded Contract No. 50365 (Contract) to Hallmark Aviation Services, L.P. (Hallmark) to provide Airport customer information and support services by managing and staffing information desks, the Federal Inspection Service (FIS) area, and designated landside and airside locations, in an amount not to exceed \$9,299,429 for a term of one year starting July 1, 2024 through June 30, 2025, with three 1-year options to extend the Contract, exercisable at the sole discretion of the Commission; and
- WHEREAS, on February 7, 2025, the Airport Director administratively modified the Contract through Modification No. 1 to retroactively correct the hourly rates, benefits, and other direct costs set forth in the Calculation of Charges back to July 1, 2024, and update certain standard contract provisions; and
- WHEREAS, on April 1, 2025, by Resolution No. 25-0047, the Commission approved Modification No. 2 to the Contract to exercise the first of three 1-year options to extend the term to June 30, 2026 and increased the Contract amount by \$10,701,990 for a new total not-to-exceed amount of \$20,001,419; and
- WHEREAS, Hallmark continues to provide maximum efficiency and exceptional guest services to meet the Airport's requirements; and
- WHEREAS, Staff seeks Commission approval of Modification No. 3 to the Contract to exercise the second of three 1-year options to extend the term to June 30, 2027 and increase the Contract amount by \$10,402,226 for a new not-to-exceed amount of \$30,403,645; now, therefore, be it
- RESOLVED, that this Commission approves Modification No. 3 to Contract No. 50365 with Hallmark to exercise the second of three 1-year options to extend the term to June 30, 2027 and increase the Contract amount by \$10,402,226 for a new not-to-exceed amount of \$30,403,645; and, be it further
- RESOLVED, that the Director of Commission Affairs is hereby directed to request approval of Modification No. 3 to Contract No. 50365 from the Board of Supervisors pursuant to Section 9.118 of the Charter of the City and County of San Francisco.

I hereby certify that the foregoing resolution was adopted by the Airport Commission at its meeting of

'JAN 20 2026



Director of Commission Affairs

MEMORANDUM

January 20, 2026

TO: AIRPORT COMMISSION
Hon. Malcolm Yeung, President
Hon. Susan Leal, Vice President
Hon. Jose F. Almanza
Hon. Mark Buell
Hon. Nancy Tung

26-0010**JAN 20 2026**

FROM: Airport Director

SUBJECT: Approval of Modification No. 3 to Contract No. 50365 with Hallmark Aviation Services, L.P.

DIRECTOR'S RECOMMENDATION: APPROVE MODIFICATION NO. 3 TO CONTRACT NO. 50365 WITH HALLMARK AVIATION SERVICES, L.P. FOR AIRPORT INFORMATION AND GUEST ASSISTANCE SERVICES, TO EXERCISE THE SECOND OF THREE 1-YEAR OPTIONS TO EXTEND THE CONTRACT TERM TO JUNE 30, 2027 AND INCREASE THE CONTRACT AMOUNT BY \$10,402,226 FOR A NEW TOTAL NOT-TO-EXCEED AMOUNT OF \$30,403,645.

Executive Summary

Hallmark Aviation Services, L.P. (Hallmark) provides Airport customer information and support services by managing and staffing information desks, the Federal Inspection Service (FIS) area, and designated landside and airside locations. Staff seeks Commission approval of Modification No. 3 to Contract No. 50365 (Contract) with Hallmark to exercise the second of three 1-year options to extend the Contract term to June 30, 2027 and increase the contract amount by \$10,402,226 for a new total not-to-exceed amount of \$30,403,645.

Background

On June 4, 2024, by Resolution No. 323-24, the San Francisco Board of Supervisors (Board of Supervisors) concurred with the Controller's certification allowing City and County departments to contract with private companies for specific services that can be performed for a lower cost than similar work by City and County employees (Charter, Section 10.104.15).

On June 4, 2024, by Resolution No. 24-0119, the Commission awarded the Contract to Hallmark in an amount not to exceed \$9,299,429 for a term of one year starting July 1, 2024 through June 30, 2025, with three 1-year options to extend the Contract, exercisable at the sole discretion of the Commission.

THIS PRINT COVERS CALENDAR ITEM NO. 8

On February 7, 2025, the Airport Director administratively modified the Contract through Modification No. 1 to retroactively correct the hourly rates, benefits, and other direct costs set forth in the Calculation of Charges back to July 1, 2024, and update certain standard contract provisions.

On April 1, 2025, by Resolution No. 25-0047, the Commission approved Modification No. 2 to the Contract to exercise the first of three 1-year options to extend the term to June 30, 2026 and increase the Contract amount by \$10,701,990 for a new total not-to-exceed amount of \$20,001,419.

Hallmark continues to provide maximum efficiency and exceptional guest services to meet the Airport's requirements.

Staff is now requesting approval for Modification No. 3 to the Contract to exercise the second of three 1-year options to extend the term to June 30, 2027 and increase the Contract amount by \$10,402,226 for a new total not-to-exceed amount of \$30,403,645.

As the Contract exceeds \$10,000,000, upon Commission approval, the Airport will request the approval for Modification No. 3 from the Board of Supervisors pursuant to Section 9.118(b) of the Charter of the City and County of San Francisco.

Recommendation

I recommend the Commission approve Modification No. 3 to Contract No. 50365 with Hallmark Aviation Services, L.P., to exercise the second of three 1-year options to extend the contract term to June 30, 2027 and increase the Contract amount by \$10,402,226 for a new total not-to-exceed amount of \$30,403,645, and direct the Director of Commission Affairs to seek approval of Modification No. 3 from the Board of Supervisors pursuant to Section 9.118 of the Charter of the City and County of San Francisco.

Sincerely,



Mike Nakornkhet
Airport Director

Prepared by: Jeff Littlefield
Chief Operating Officer

Attachment