



MEMORANDUM

May 5, 2026

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

26-0096

~~_____~~ MAY 5 2026

FROM: Airport Director

SUBJECT: Approval of Modification No. 1 to Contract No. 50354.01 with SITA Information Networking Computing USA Inc.

DIRECTOR'S RECOMMENDATION: APPROVE MODIFICATION NO. 1 TO SITA INFORMATION NETWORKING COMPUTING USA INC., FOR SHARED USE PASSENGER PROCESSING SYSTEM SUPPORT SERVICES, TO EXERCISE ITS THREE-YEAR OPTION TO EXTEND THE TERM, UPDATE THE SCOPE OF SERVICES, AND INCREASE THE AMOUNT NOT-TO-EXCEED BY \$9,700,546 FOR A NEW TOTAL AMOUNT NOT TO EXCEED \$16,780,546.

Executive Summary

SITA Information Networking Computing USA Inc. (SITA) provides support for hardware maintenance, system administration, and monitoring of the Airport's shared use passenger processing system (PPS) throughout the terminals. The existing Contract is set to expire on June 30, 2026.

Staff seek Airport Commission (Commission) approval of Modification No. 1 to Contract No. 50387 (Contract) with SITA for shared use PPS support services, to exercise the three-year option to extend the term to June 30, 2029, update the scope of services, and increase the Contract amount by \$9,700,546 for a new total amount not to exceed \$16,780,546.

Background

The Airport's PPS is comprised of various devices and systems designed to assist airlines with the passenger processing services. The scope of services in this Contract is for Level 1 support which includes identifying, documenting, and resolving basic customer and user-facing issues related to the PPS including workstations, printers, peripherals, and scanners.

Level 1 support also includes monitoring the Airport's PPS and other Airport systems such as check-in kiosks, self-bag drops, information display systems, baggage message systems, and baggage reconciliation systems. SITA acts as the system administrator for the PPS and is responsible for creating and responding to the resolution of PPS trouble tickets; repair and replacement of defective passenger- and user-facing PPS hardware; requests for

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AIRPORT COMMISSION CITY AND COUNTY OF SAN FRANCISCO

DANIEL LURIE
MAYOR

MALCOLM YEUNG
PRESIDENT

SUSAN LEAL
VICE PRESIDENT

JOSE F. ALMANZA

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service from airlines; inventory tracking and reporting of systems spare parts; ordering, maintaining, and tracking of consumable stock; and replacing printing paper stock, bag tags, and boarding passes. Under this modification, the scope of work will update the list of vendor applications, hardware installed, and equipment count. Level 1 support will be provided on a 24-hour, 7-day per-week basis.

On June 4, 2024, by Resolution No. 24-0120, the Commission awarded the Contract to SITA, in an amount not to exceed \$7,080,000 for shared use PPS support services for an initial term of two years with one 3-year option to extend the Contract, exercisable at the sole discretion of the Commission.

The Contract Monitoring Division established a Local Business Enterprise subcontracting requirement of 5% for this contract, which SITA is committed to achieve or exceed.

Staff is now requesting approval for Modification No. 1 to the Contract to exercise its 3-year option to extend the term to June 30, 2029, update the scope of services, and increase the Contract amount by \$9,700,546 for a new total amount not to exceed \$16,780,546 for continued support services to the shared use passenger processing system.

Because the proposed Contract modification will increase the Contract amount to exceed \$10,000,000, the Board of Supervisors must approve Modification No. 1 to the Contract pursuant to San Francisco Charter Section 9.118(b).

Recommendation

I recommend the Commission approve Modification No. 1 to Contract No. 50354.01 with SITA Information Networking Computing USA Inc., for shared use passenger processing system support services, to exercise its three-year option to extend the term to June 30, 2029, update the scope of services, increase the Contract amount by \$9,700,546 for a new total amount not to exceed \$16,780,546, and direct the Director of Commission Affairs to seek Board of Supervisors approval of Modification No. 1 pursuant to San Francisco Charter Section 9.118(b).

Sincerely,

DocuSigned by:
Mike Nakornkhet
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Mike Nakornkhet
Airport Director

Prepared by: Jeff Littlefield
Chief Operating Officer

Attachment