



San Francisco International Airport

MEMORANDUM

November 20, 2018

18-0366

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TO: Members, Airport Commission
Hon. Larry Mazzola, President
Hon. Linda S. Crayton, Vice President
Hon. Eleanor Johns
Hon. Richard J. Guggenlime
Hon. Peter A. Stern

FROM: Airport Director

SUBJECT: Award Contract No. 11211.51 for Shared Use Passenger Processing System Support Services to SITA Information Networking Computing USA, Inc.

DIRECTOR'S RECOMMENDATION: AWARD CONTRACT 11211.51 FOR SHARED USE PASSENGER PROCESSING SYSTEM SUPPORT SERVICES TO SITA INFORMATION NETWORKING COMPUTING USA, INC. (SITA) IN AN AMOUNT NOT TO EXCEED \$9,966,543 FOR A FIVE-YEAR TERM COMMENCING JANUARY 1, 2019.

Executive Summary

On January 23, 2018, the Airport issued a Request for Proposals (RFP) for the Shared Use Passenger Processing System Support Services (the RFP). Support Services include Level 1 technical support for hardware and peripherals. Staff also received Commission authorization to negotiate with the highest ranked responsible proposer. Negotiations were successful, and Staff now recommends award of Contract No. 11211.51 for Shared Use Passenger Processing System Support Services ("Support Contract") to SITA in an amount not to exceed \$9,966,543. The term of the Support Contract is five years.

Background

The Airport's Passenger Processing System (PPS) is comprised of various devices and systems designed to assist airlines with passenger processing, such as devices that print boarding passes and read bag tags. Because the Airport determined that the current PPS was in need of expansion and various upgrades, Staff sought Commission approval to procure a new PPS. On July 10, 2018, by Resolution 18-0202, the Commission awarded Contract No. 11211.44 to SITA for the upgrade of the PPS hardware and software systems ("Upgrade Contract"), which will give the airlines more flexibility and options for passenger processing using their own proprietary platforms.

The Upgrade Contract does not include Level 1 basic level technical support functions.

THIS PRINT COVERS CALENDAR ITEM NO. 1

AIRPORT COMMISSION CITY AND COUNTY OF SAN FRANCISCO

LONDON N. BREED MAYOR LARRY MAZZOLA PRESIDENT LINDA S. CRAYTON VICE PRESIDENT ELEANOR JOHNS RICHARD J. GUGGENHIME PETER A. STERN IVAR C. SATERO AIRPORT DIRECTOR

Level 1 support 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 Common Use Self-Service (CUSS) kiosks; Automated Passport Control (APC) kiosk; Information Display System; Baggage Message System; and Baggage Reconciliation System. When issues with these systems are identified, the Level 1 support contractor reports those issues to the responsible party for resolution. Finally, the support contractor acts as the system administrator for the PPS and is responsible for creating and responding to resolution PPS trouble tickets; repair and replacement of defective passenger and user facing PPS hardware; inventory tracking and reporting of systems spare parts; ordering, maintaining and tracking of consumable stock, and replacing printing paper stock for printing of APC kiosk receipts, bag tags and boarding passes.

Level 1 support will be provided on a 24 hours per day, 7 days per week basis.

On September 5, 2017, by Resolution 17-0218, the Commission authorized Staff to issue an RFP and enter into negotiations with the top ranked firm to provide Level 1 maintenance and support for the new PPS, procured through the Upgrade Contract. The Contract Monitoring Division set a Local Business Enterprise (LBE) requirement of 5% for the Support Contract.

On January 30, 2018, Staff conducted the pre-proposal conference, attended by 14 people representing six firms. On March 7, 2018, the Airport received proposals from the following firms seeking to provide Level 1 services through the Support Contract: (1) Amadeus Airport IT Americas, Inc. ("Amadeus"), (2) Rockwell Collins/ARINC (ARINC), and (3) SITA. Staff concluded that ARINC and SITA met the minimum qualifications set out in the RFP. Amadeus was deemed non-responsive for failing to meet the LBE subcontracting requirements for the RFP.

The Selection Process

A four-member evaluation panel reviewed the qualifying proposals and scored them against the evaluation criteria set forth in the RFP. The panelists were: Staff Vice President and Station Manager for Japan Airlines; Manager, Facility Maintenance Operations for United Airlines; Terminal Systems Manager, Operations and Security, for the Airport; and Senior Information Systems Engineer, Information Technology and Telecommunications, for the Airport. On May 22, 2018, the two proposers participated in an oral interview.

The maximum points allotted for this procurement is 11,200. The results of the evaluation process are set forth in the table below:

Proposer	Written Score	Fee Score	Oral Score	Total Score
SITA	3774.0	2351.4	3485.0	9610.4
ARINC	3796.0	2400.0	3360.0	9556.0

SITA was the highest ranked proposer for the Support Contract procurement. Staff has successfully negotiated the scope of work, billing rates and fees with SITA for this Contract. The term for Contract No. 11211.51 is five years.

A Notice of Intent to Award was issued on October 23, 2018. No protest was received.

Recommendation

I recommend this Commission award Contract No. 11211.51 for Shared Use Passenger Processing System Support Services to SITA for a five-year term commencing January 1, 2019 in an amount not to exceed \$9,966,543.



Ivar C. Satero
Airport Director

Prepared by: Jeff Littlefield
Chief Operating Officer

Attachment