



San Francisco International Airport

MEMORANDUM

June 4, 2024

TO: AIRPORT COMMISSION
Hon. Malcolm Yeung, President
Hon. Everett A. Hewlett Jr., Vice President
Hon. Jane Natoli
Hon. Jose F. Almanza
Hon. Mark Buell

24-0120
JUN 4 2024

FROM: Airport Director

SUBJECT: Award of Contract No. 50354.01 to SITA Information Networking Computing USA, Inc.

DIRECTOR'S RECOMMENDATION: AWARD CONTRACT NO. 50354.01 TO SITA INFORMATION NETWORKING COMPUTING USA, INC. FOR SHARED USE PASSENGER PROCESSING SYSTEM SUPPORT SERVICES, IN AN AMOUNT NOT TO EXCEED \$7,080,000, FOR A TERM OF TWO YEARS STARTING JULY 1, 2024 THROUGH JUNE 30, 2026 WITH ONE 3-YEAR OPTION TO EXTEND THE CONTRACT, EXERCISABLE AT THE SOLE DISCRETION OF THE COMMISSION.

Executive Summary

Staff previously requested, and the Commission authorized, issuance of a Request for Proposals (RFP) for Contract No. 50354 to provide Level 1 support for hardware maintenance, system administration, and system monitoring and support on the Airport's Passenger Processing Systems (PPS). Staff requested and the Commission authorized Staff to reject all proposals from the RFP for Contract No. 50354, to re-issue the RFP for Contract No. 50354.01 with refined submission requirements, and to authorize Staff to enter negotiations with the highest-ranked proposer from the new RFP process. The Commission also authorized the extension of the current Contract No. 11211.51 term by six months to June 30, 2024 to allow sufficient time to complete the RFP process and avoid a gap in service.

Staff seeks Airport Commission approval to award Contract No. 50354.01 for Level 1 support for hardware maintenance, system administration, and system monitoring on the Airport's PPS to SITA Information Networking Computing USA, Inc. (SITA), in an amount not to exceed \$7,080,000 for a term of two years starting July 1, 2024 through June 30, 2026 with one 3-year option to extend the Contract, exercisable at the sole discretion of the Commission.

Background

The Airport's PPS is comprised of various devices and systems designed to assist airlines with the passenger processing services. 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. The Contractor 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 service from airlines; inventory tracking and

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AIRPORT COMMISSION CITY AND COUNTY OF SAN FRANCISCO
LONDON N. BREED MALCOLM YEUNG EVERETT A. HEWLETT, JR. JANE NATOLI JOSE F. ALMANZA MARK BUELL IVAR C. SATERO
MAYOR PRESIDENT VICE PRESIDENT AIRPORT DIRECTOR

reporting of systems spare parts; ordering, maintaining, and tracking of consumable stock; and replacing printing paper stock, bag tags, and boarding passes. Level 1 support will be provided on a 24-hour, 7-day-per-week basis.

On December 5, 2023, by Resolution No. 23-0286, the Commission authorized Staff to re-issue a new RFP for Contract 50354.01 for PPS support services and to conduct negotiations with the highest-ranking firm.

The Contract Monitoring Division has established Local Business Enterprise subcontracting requirement of 5%, which SITA is committed to achieving.

On February 8, 2024, the Airport received three proposals. All three firms met the minimum qualifications.

The Selection Process

A three-member evaluation panel reviewed the three proposals and scored them against the evaluation criteria set forth in the RFP. The panelists were: a Customer Service Manager for United Airlines; an Airport Manager for Qantas Airways Limited; and a Data Analytics Manager and Hearing Officer at SFO. On April 9, 2024, three proposers participated in oral interviews. Because of scheduling conflicts, the panelist from SFO was unable to attend the oral interviews.

The maximum points allotted for this RFP is 5,400. The results of the evaluation process are set forth in the table below:

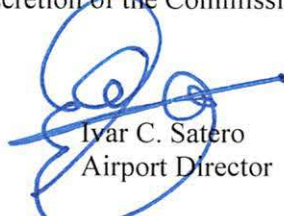
Proposer	Written	Oral	Total
SITA Information Networking Computing USA, Inc.	3,625.70	566.00	4,191.70
ESP Global Services	3,381.00	522.00	3,903.00
ServiceTec International, Inc.	3,449.15	450.00	3,899.15

SITA was the highest-ranked proposer, and Staff has successfully negotiated the scope of work, billing rates, and fees with SITA. The term for Contract No. 50354.01 will be two years starting July 1, 2024 through June 30, 2026 with one 3-year option to extend the Contract, exercisable at the sole discretion of the Commission.

A Notice of Intent to Award was issued on May 20, 2024. No protests were received.

Recommendation

I recommend this Commission award Contract No. 50354.01 to SITA Information Networking Computing USA, Inc. for the Shared Use Passenger Processing System support services, in an amount not to exceed \$7,080,000 for a term of two years starting July 1, 2024 through June 30, 2026 with one 3-year option to extend the Contract, exercisable at the sole discretion of the Commission.



Ivar C. Satero
Airport Director

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Chief Operating Officer