



MEMORANDUM

May 17, 2016

TO: 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: Modification No. 6 to Contract No. 9075, Information Booth Program, with Polaris Research and Development, Inc.

DIRECTOR'S RECOMMENDATION: APPROVE MODIFICATION NO. 6 TO CONTRACT NO. 9075 WITH POLARIS RESEARCH AND DEVELOPMENT, INC. TO EXTEND THE CONTRACT TERM BY SIX MONTHS FOR THE PERIOD JULY 1, 2016, THROUGH DECEMBER 31, 2016, IN THE AMOUNT OF \$1,198,072 FOR A NEW TOTAL CONTRACT AMOUNT NOT TO EXCEED \$10,795,274.

Executive Summary

Polaris Research and Development, Inc., currently operates the Airport's Information Booth Program under Contract No. 9075, which expires June 30, 2016. On March 15, 2016, this Commission authorized Staff to issue a Request for Proposals (RFP) for an Airport Information and Guest Assistance Services contract that would incorporate the services currently delivered under Contract No. 9075. The successor contract was designated as Contract No. 50052.

In order to provide continuity of service for the Airport's Information Booth Program, Staff seeks Commission approval to extend Contract No. 9075 with Polaris Research and Development, Inc. by six months for the period July 1, 2016, through December 31, 2016, at a cost of \$1,198,072, which will result in a new total contract amount not to exceed \$10,795,274, subject to Board of Supervisors' approval.

Background

On June 7, 2011, this Commission adopted Resolution No. 11-0136, authorizing the Airport to enter into a contract with Polaris Research and Development, Inc., a certified LBE, to staff and manage the Airport Information Booth Program in an amount not to exceed \$5,150,000 for a period of three years effective July 1, 2011, with up to two (2) additional one-year options to renew, exercisable at the sole discretion of the Commission.

On December 18, 2012, this Commission adopted Resolution No. 12-0269, approving Modification No. 1 to increase the scope of work by adding one staffed Information Booth in Terminal 1 for four hours per day during the morning peak period and increasing the contract budget for Fiscal Year 2012-13 in the amount of \$45,000, and an additional \$90,000 for Fiscal Year 2013-14, for a new total not to exceed contract amount of \$5,285,000.

THIS PRINT COVERS CALENDAR ITEM NO. 21

AIRPORT COMMISSION CITY AND COUNTY OF SAN FRANCISCO

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VICE PRESIDENT

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JOHN L. MARTIN
AIRPORT DIRECTOR

On February 12, 2013, this Commission adopted Resolution No. 13-0034, approving Modification No. 2 to complete the permanent installation of eight ground transportation kiosks in the amount of \$133,544, for a new total contract amount not to exceed \$5,418,544.

On February 21, 2014, Polaris signed Modification No. 3 (administrative) for an hourly rate adjustment, consistent with the terms of the contract.

On March 18, 2014, this Commission adopted Resolution No. 14-0050, approving Modification No. 4 to extend the term of the contract by exercising the first of two one-year options in an amount not to exceed \$2,099,535 (correcting a mathematical error that occurred between Modifications No. 3 and No. 4) for contract year July 1, 2014 through June 30, 2015, for a new total contract amount not to exceed \$7,518,079.

On March 3, 2015, this Commission adopted Resolution No. 15-0053, approving Modification No. 5 to extend the term of the contract by exercising the final of two one-year options in an amount not to exceed \$2,079,123 for contract year July 1, 2015 through June 30, 2016, for a new total contract amount not to exceed \$9,597,202.

On March 15, 2016, this Commission adopted Resolution No. 16-0083, authorizing Staff to issue an RFP for Contract No. 50052, Airport Information and Guest Assistance Services, that incorporates the services currently delivered under Contract No. 9075.

The existing Contract No. 9075 may expire before the successor Contract No. 50052 is in place. In order to provide continuity of service for the Airport's Information Booth Program, Staff seeks Commission approval to extend this contract for six months through December 31, 2016. The process has taken longer than anticipated in order to resolve an issue over staffing of lost and found. The San Francisco Police Department-Airport Bureau's Police Service Aides will continue to staff this function until a transition to the follow-on contact occurs.

Under the existing contract, including all previous modifications, Polaris staffs six Information Booths full-time, and an additional booth in Terminal 1 during peak morning hours. The cost of extending the contract with the current staffing for six months through December 31, 2016, is \$1,198,072, for a new total contract amount not to exceed \$10,795,274. This contract extension will require Board of Supervisors' approval pursuant to San Francisco Charter Section 9.118(b).

Recommendation

I recommend that the Commission approve Modification No. 6 to extend the term of the Information Booth contract with Polaris Research and Development, Inc., for the period July 1, 2016, through December 31, 2016, in an amount not to exceed \$1,198,072, for a new total contract amount not to exceed \$10,795,274, subject to Board of Supervisors' approval.



John L. Martin
Airport Director

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Operations and Security

Attachment