



San Francisco International Airport

MEMORANDUM

December 17, 2019

TO: AIRPORT COMMISSION
Hon. Larry Mazzola, President
Hon. Linda S. Crayton, Vice President
Hon. Eleanor Johns
Hon. Richard J. Guggenlime
Hon. Malcolm Yeung

19-0320

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FROM: Airport Director

SUBJECT: Modification No. 1 to Contract No. 11211.51 for Support Services for the Airport's Shared Use Passenger Processing Systems with SITA Information Networking Computing USA, Inc.

DIRECTOR'S RECOMMENDATION: APPROVE MODIFICATION NO. 1 TO CONTRACT NO. 11211.51 FOR SUPPORT SERVICES OF THE AIRPORT'S SHARED USE PASSENGER PROCESSING SYSTEMS WITH SITA INFORMATION NETWORKING COMPUTING USA, INC. (SITA), AND INCREASE THE CONTRACT AMOUNT BY \$5,928,253 FOR A NEW TOTAL NOT-TO-EXCEED AMOUNT OF \$15,894,796.

Executive Summary

Commission approval is requested for Modification No.1 to Contract No. 11211.51 with SITA for support services of the Airport's shared use Passenger Processing Systems (PPS). Support services include Level 1 technical support for hardware and peripherals including preventative maintenance, system administration, system monitoring, and supplies for shared use equipment. This modification will provide additional staffing to maintain new equipment installations in the recently activated Harvey Milk Terminal 1 and the International Terminal.

Background

The Airport's contract with SITA provides on-site staff support 24/7 to the Airport's shared-use PPS. Services include technical support for all the hardware and peripherals associated with the common or shared use PPS, as well as other Airport systems used for passenger processing and information such as the Automated Passport Control Kiosks (APC) in the Customs area, the Information Display System (IDS) which displays messages throughout the terminals and all baggage messaging and reconciliation systems. In addition to the on-site resolution of issues, the support provider is required to produce detailed reports and documentation covering all service calls, the time required for response, resolution of those service requests, and root-cause analysis of all failures. Support of PPS also includes maintaining an inventory of hardware and spare parts, peripherals, and ordering and replacing consumables.

THIS PRINT COVERS CALENDAR ITEM NO. 7

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 MALCOLM YEUNG IVAR C. SATERO AIRPORT DIRECTOR

On January 23, 2018, the Airport issued a Request for Proposals (RFP) and as a result of the selection process prescribed in the RFP and upon the recommendation of the Airport Director, the Commission determined that SITA was the qualified proposer receiving the highest evaluation score for Contract No. 11211.51.

On November 20, 2018, by Resolution No. 18-0366, the Commission awarded Contract No. 11211.51 to SITA for the term of January 1, 2019 through December 31, 2023 for a not-to-exceed amount of \$9,966,543.

The Local Business Entity (LBE) subcontracting participation requirement for this Agreement is 5%.

On July 23, 2019, the Airport announced the official opening of the first nine-gate section of Harvey Milk Terminal 1. Shared use PPS equipment was installed and is currently in use by Southwest Airlines and JetBlue, which began operations from the new Boarding Area B upon opening. Additional PPS equipment is expected to be installed in the International Terminal beginning in January 2020.

The Airport is scheduled to open nine additional gates as well as arrival and departure facilities in the Harvey Milk Terminal 1 in March 2020, from which American Airlines will operate. The activation of these new facilities also includes the installation of new PPS equipment that will require Level 1 technical support provided by SITA.

Because this contract modification will result in a total contract amount of over \$10 million, upon approval of this contract modification by the Commission, Staff will seek approval from the Board of Supervisors, pursuant to San Francisco Charter Section 9.118(b).

Recommendation

I recommend this Commission approve Modification No. 1 to Contract No. 11211.51 for support services for the Airport's Common Use Passenger Processing Systems with SITA Information Networking Computing USA, Inc. and increase compensation by \$5,928,253 for a new total not-to-exceed amount of \$15,894,796 and directs the Commission Secretary to seek approval from the Board of Supervisors, pursuant to San Francisco Charter Section 9.118(b).



Ivar C. Satero
Airport Director

Prepared by: Jeff Littlefield
Chief Operating Officer

Attachment