

AIRPORT COMMISSION  
CITY AND COUNTY OF SAN FRANCISCO  
RESOLUTION NO. 18-0096

**MODIFICATION NO. 1 TO CONTRACT NO. 50052 FOR AIRPORT INFORMATION AND GUEST ASSISTANCE SERVICES WITH HALLMARK AVIATION SERVICES, L.P. TO EXERCISE THE FIRST OF THREE (3) TWO-YEAR EXTENSION OPTIONS, INCREASE THE NOT TO EXCEED AMOUNT, AND REVISE THE SCOPE OF SERVICES AND CALCULATION OF CHARGES**

- WHEREAS, the Airport consolidated three important services into one management contract to provide maximum efficiency and exceptional services. These three services are the Information Desk Program, Guest Assistance in the Federal Inspection Services Area, and Lost and Found; and
- WHEREAS, on March 15, 2016, by Resolution No. 16-0083, the Commission authorized the Airport to commence a Request for Proposals process and negotiate with the highest ranked proposer; and
- WHEREAS, on October 18, 2016, by Resolution No. 16-0265, the Commission awarded Contract No. 50052 for Airport Information and Guest Assistance Services to Hallmark Aviation Services, L.P., for a total not to exceed contract amount of \$11,550,000, with three (3) two-year extension options exercisable at the sole discretion of the Commission; and
- WHEREAS, the Guest Assistance in Federal Inspection Services Area and the Information Desk Program serve a combined number of 8 million guests annually; and
- WHEREAS, Hallmark Aviation Services, L.P. has provided services in these areas; now, therefore, be it
- RESOLVED, that this Commission hereby approves Modification No. 1 to Contract No. 50052 for Airport Information and Guest Assistance Services with Hallmark Aviation Services, L.P., to exercise the first of three (3) two-year options in an amount not to exceed \$15,803,224, for a new total not to exceed contract amount of \$27,353,224, and to revise the Scope of Services and Calculation of Charges; and, be it further
- RESOLVED, that this Commission hereby directs the Commission Secretary to forward Contract No. 50052 to the Board of Supervisors for approval pursuant to Section 9.118 of the Charter of the City and County of San Francisco.

*I hereby certify that the foregoing resolution was adopted by the Airport Commission*

APR 03 2018

*at its meeting of* \_\_\_\_\_

  
Secretary



**MEMORANDUM**

April 3, 2018

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. 1 to Contract No. 50052 for Airport Information and Guest Assistance Services with Hallmark Aviation Services, L.P.

DIRECTOR'S RECOMMENDATION: APPROVE MODIFICATION NO. 1 TO CONTRACT NO. 50052 FOR AIRPORT INFORMATION AND GUEST ASSISTANCE SERVICES WITH HALLMARK AVIATION SERVICES, L.P., TO EXERCISE THE FIRST OF THREE (3) TWO-YEAR OPTIONS IN AN AMOUNT NOT TO EXCEED \$15,803,224, FOR A NEW TOTAL NOT TO EXCEED CONTRACT AMOUNT OF \$27,353,224, AND TO REVISE THE SCOPE OF SERVICES AND CALCULATION OF CHARGES.

**Executive Summary**

Commission approval is requested for Modification No. 1 to Contract No. 50052 for Airport Information and Guest Assistance Services with Hallmark Aviation Services, L.P., to exercise the first of three (3) two-year options in an amount not to exceed \$15,803,224, for a new total not to exceed contract amount of \$27,353,224, and to revise the Scope of Services and Calculation of Charges.

**Background**

The Airport consolidated three services into one management contract to provide for maximum efficiency and exceptional guest services. The three services are the Information Desk Program, Guest Assistance in the Federal Inspection Services Area, and Lost and Found.

On March 15, 2016, by Resolution No. 16-0083, the Commission authorized the Airport to commence a Request for Proposals process and negotiate with the highest ranked proposer. Hallmark Aviation Services, L.P. was the highest ranked proposer.

On October 18, 2016, by Resolution No. 16-0265, the Commission awarded Contract No. 50052 for Airport Information and Guest Assistance Services to Hallmark Aviation Services, L.P. for a total not to exceed contract amount of \$11,550,000, with three (3) two-year extension options exercisable at the sole discretion of the Commission.

THIS PRINT COVERS CALENDAR ITEM NO. 7

AIRPORT COMMISSION CITY AND COUNTY OF SAN FRANCISCO

|                       |                            |                                    |               |                       |                |                                    |
|-----------------------|----------------------------|------------------------------------|---------------|-----------------------|----------------|------------------------------------|
| MARK FARRELL<br>MAYOR | LARRY MAZZOLA<br>PRESIDENT | LINDA S. CRAYTON<br>VICE PRESIDENT | ELEANOR JOHNS | RICHARD J. GUGGENHIME | PETER A. STERN | IVAR C. SATERO<br>AIRPORT DIRECTOR |
|-----------------------|----------------------------|------------------------------------|---------------|-----------------------|----------------|------------------------------------|

Hallmark Aviation Services, L.P. has provided services at Federal Inspection Services Area and Arrivals Information Desks. The Guest Assistance in the Federal Inspection Services Area serves 6.5 million guests annually in providing passenger customer service and queue management. The Information Desk Program serves more than 1.5 million guests annually in providing information regarding airport services and amenities, transportation options, wayfinding assistance, and Bay Area visitor attractions and events. A 24-hour Lost and Found will be operational by July 1, 2018.

This modification includes an improved and expanded methodology for evaluating the Contractor's performance by placing additional emphasis on staffing, reporting, and service quality assurance. The Scope of Work has been updated to include new duties related to escorting customers requiring further screening to the secondary inspection areas and additional budget to provide those services and maintain high levels of satisfaction as international arriving passenger numbers are expected to increase 6% in FY18/19 and 3% in FY19/20.

**Recommendation**

I recommend that the Commission approve Modification No. 1 to Contract No. 50052 for Airport Information and Guest Assistance Services with Hallmark Aviation Services, L.P., to exercise the first of three (3) two-year options in an amount not to exceed \$15,803,224, exercisable at the sole discretion of the Commission for a new total not to exceed contract amount of \$27,353,224, and to revise the Scope of Services and Calculation of Charges.



Ivar C. Satero  
Airport Director

Prepared by: Jeff Littlefield  
Chief Operating Officer

Attachment