

AIRPORT COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

RESOLUTION NO. 16-0265

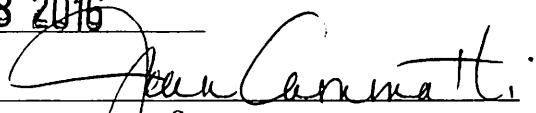
AWARD PROFESSIONAL SERVICES CONTRACT NO. 50052, AIRPORT INFORMATION AND GUEST ASSISTANCE SERVICES, TO HALLMARK AVIATION SERVICES, L.P., FOR A TERM OF EIGHTEEN MONTHS, WITH THREE TWO-YEAR EXTENSION OPTIONS EXERCISABLE AT THE SOLE DISCRETION OF THE COMMISSION

- WHEREAS, the Airport seeks to consolidate 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, the Information Desk Program serves more than 1.5 million guests annually and this contract is scheduled to terminate on December 31, 2016; and
- WHEREAS, the agreement with the San Francisco Terminal Equipment Company, LLC which provides passenger customer service and queue management at the Federal Inspection Services Area will expire on December 31, 2016; and
- WHEREAS, the Airport believes that including a 24-hour Lost and Found office will result in a higher level of service to customers; and
- WHEREAS, on March 15, 2016, by Resolution No. 16-0083, the Commission authorized the Airport to commence a Request for Proposals (RFP) process and negotiate with the highest ranked proposer; and
- WHEREAS, the Airport issued an RFP and received two responsive proposals, and the Airport has determined that Hallmark Aviation Services, L.P. is the highest-ranking responsive and responsible proposer; now, therefore, be it
- RESOLVED, that this Commission hereby awards Professional Services Contract No. 50052, Airport Information and Guest Assistance Services, to Hallmark Aviation Services, L.P., with an estimated not-to-exceed contract amount of \$7,700,000 per year for eighteen months for a total not-to-exceed contract amount of \$11,550,000, and three two-year extension options exercisable at the sole discretion of the Commission; and, be it further
- RESOLVED, that this Commission hereby directs the Commission Secretary to forward Professional Services 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

at its meeting of _____

OCT 18 2016


Secretary