

AIRPORT COMMISSION

CITY AND COUNTY OF SAN FRANCISCO

RESOLUTION NO. 16-0083

AUTHORIZATION TO COMMENCE A REQUEST FOR PROPOSALS PROCESS FOR CONTRACT NO. 50052, FOR AIRPORT INFORMATION AND GUEST ASSISTANCE SERVICES, FOR A TERM OF TWO YEARS, WITH THREE TWO-YEAR TERM EXTENSION OPTIONS EXERCISABLE AT THE SOLE DISCRETION OF THE COMMISSION, AND TO NEGOTIATE WITH HIGHEST RANKED PROPOSER

WHEREAS, the Airport wishes to provide passengers and the public with exceptional service at the 11 Information Desks; and

WHEREAS, the Airport wishes to provide the growing number of international arriving customers with all manner of assistance in the Customs arrival facility; and

WHEREAS, agreements for these services are expiring on June 30, 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, the Airport seeks to contract with a vendor to combine these three important services into a single contract to improve service and accountability, and represent the Airport as a single, customer-focused entity; now, therefore, be it

RESOLVED, that this Commission hereby authorizes issuance of the Request for Proposals for an Airport Information and Guest Assistance Services contract, with an estimated not to exceed amount of \$8 million per year for two years for a total not to exceed \$16 million, and three two-year extension options exercisable at the sole discretion of the Commission; and, be it further

RESOLVED, that staff shall return to the Commission with recommendations to award the contract to the highest ranking responsive and responsible proposer.

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

≡ MAR 15 2016

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

  
Secretary