


CITY COUNCIL ACTION REQUEST			
DEPARTMENT(S) Airport	CEQA Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended) resulting in no physical changes to the environment.	COORDINATION City Attorney's Office; City Manager's Budget Office	Director Approval /s/ Mukesh (Mookie) Patel CMO Approval  12/2/25
COUNCIL DISTRICT(S) Citywide			
SUBJECT: Actions Related to the Request for Proposals Rebid for Automated Teller Machine Concessions at the San José Mineta International Airport			
RECOMMENDATION			
<p>(a) Approve the selection of the top-ranking proposer for the request for proposals rebid for automated teller machine concessions at the San José Mineta International Airport.</p> <p>(b) Adopt a resolution delegating authority to the City Manager, or her designee, to negotiate and execute an agreement with Bank of America, National Association for automated teller machine services at the San José Mineta International Airport for the initial term beginning January 1, 2026, and ending June 30, 2029, and exercise up to three one-year options to extend the term of the agreement through June 30, 2032.</p>			
BASIS FOR RECOMMENDATION			
<p>The Airport's Automated Teller Machine (ATM) contract, held with Bank of America, National Association (Bank of America) since 2015, is scheduled to expire on December 31, 2025. These ATMs are a valuable passenger amenity, offering convenient 24 hours a day, 365 days a year access to funds and banking services. They are strategically located throughout the Airport, specifically in Terminals A and B, both baggage claim areas, and the Federal Inspection Service area. The machines support transactions across multiple card types (debit and credit cards), networks (open versus closed and/or User-to-Network Interface), and multiple languages to ensure comprehensive service for all passengers.</p> <p>In April 2025, the Airport Department issued a request for proposals for ATM concessions at the Airport via the City's e-procurement system, Biddingo. The initial solicitation was based on the current ATM contract and proposed a seven-year term with a one three-year extension option, required a minimum of six ATM locations, and established a minimum monthly concession fee of \$3,200 per ATM. The Airport Department distributed the request for proposals to more than 300 vendors, with 12 downloading the bid documents. After the initial 50-day solicitation period closed with no proposals received, the Airport Department extended the deadline by an additional 14 days; however, no proposals were submitted. Following this outcome, Airport staff revised the terms and reissued the solicitation in September 2025 as an open bid, comprised of an initial three-and-a-half-year term with three one-year term extension options. The revised solicitation allowed proposers to determine both the number of ATMs and the monthly concession fee per ATM. This rebid included notifying over 300 vendors through Biddingo and was downloaded by 13 companies, successfully resulting in the submission of two vendor proposals.</p> <p>Through a comprehensive process, a three-member evaluation panel comprised of Airport staff independently evaluated and scored the proposals in accordance with the request for proposals criteria. At the conclusion of this process, Bank of America was determined to be the top-ranked proposer. Bank of America's proposal includes four ATMs to be strategically located in the Airport's highest-trafficked areas, with final locations to be mutually agreed upon. Under the proposed agreement, the Airport will receive a monthly concession fee of \$2,000 per ATM for a total of \$96,000 per year and includes an annual increase each January 1st at the greater of the Consumer</p>			

Price Index or 3%, for a minimum concession fee of \$349,000 over the initial term. Bank of America's proposal also included providing ATM services in multiple languages, including English, Spanish, Vietnamese, Cantonese, and Mandarin, in accordance with the City's Language Equity Policy and Guidelines. Bank of America's proposal includes providing services in additional languages, including Korean, French, Portuguese, and Russian. Bank of America ATMs offer supplementary services that exceed the standard minimum of supporting cash withdrawals in \$20 increments, by also including withdrawals in other denominations, and enabling users to make deposits and transfers.

Approval of the recommendation, which includes delegating authority to the City Manager, or her designee, to negotiate and execute an agreement with Bank of America for ATM services, along with three one-year options to extend, will ensure the continued availability of ATM services at the Airport through June 30, 2029, and potentially through June 30, 2032, if all the extension options are exercised. Financially, this agreement is projected to generate approximately \$349,000 in revenue for the Airport over the initial term. Should all options to extend be exercised, the Airport stands to receive an estimated additional \$386,000, resulting in a total projected concession value of approximately \$735,000 over the full six-and-a-half-year period.

COMMISSION RECOMMENDATION AND INPUT

Airport staff presented the ATM request for proposals at the May 2025 Airport Commission meeting and provided an update on the process at the November 2025 meeting.

COST AND FUNDING SOURCE

There are no costs associated with this action, and revenue for the initial three-and-a-half-year term is estimated at \$349,000 for the concession agreement value and an additional \$386,000 if all the extension options are exercised.

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