

**CITY OF SANTA BARBARA  
SANTA BARBARA AIRPORT  
PUBLIC PARKING AND CURBSIDE CUSTOMER SERVICE MANAGEMENT RFP #3890**

The City of Santa Barbara is seeking to execute a management contract with a qualified firm to manage the public parking and curbside customer service operations at Santa Barbara Airport's commercial Airline Terminal. The Airport is seeking a firm that understands and can successfully manage the special demands of an airport operation and provide customer service to patrons 24 hours a day, seven days a week, including holidays.

The selected parking operator will be responsible for furnishing all management, labor, and trained personnel which may be necessary to operate and manage the Airport parking facilities, as well as a Curbside Concierge Service for arriving passengers. The Airport expects to select an operator that can establish standards of service and protocols to assure consistently high levels of customer service.

Proposers must be registered on the City of Santa Barbara's PlanetBids portal in order to receive the RFP and any addenda. If any addendum issued by the City is not acknowledged online by the Proposer, the PlanetBids System will prevent the Proposer from submitting a proposal. Proposers are responsible for obtaining all addenda from the City's PlanetBids portal.

**How to Register:** Use commodity code 95872 (PARKING MANAGEMENT SERVICES) when registering.

To register, go to: <http://planetbids.com/portal/portal.cfm?CompanyID=29959> OR to the City's webpage at: <http://www.santabarbaraca.gov/business/bids/purchasing.asp>

Click on "Vendor Registration"

Complete the registration form by navigating through the tabs and submit.