



MAIN TERMINAL AND CONCOURSES JANITORIAL CONTRACT #201732928

KEN GREENE, CHIEF OPERATING OFFICER
DENVER INTERNATIONAL AIRPORT
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JANITORIAL CONTRACT HISTORY

- DEN created two new janitorial services contracts to provide more opportunities for the Denver small business community to become prime contractors at the Airport
- In Oct. 2017, City Council approved a janitorial services contract for outlying airport locations
 - Whayne and Sons Enterprises (M/WBE) was awarded this contract
- Today, we are presenting the contract for the main terminal and concourses



JANITORIAL CONTRACT HISTORY

- Growth at DEN has put pressure on all our facilities
- Recently – particularly during high-traffic times – standards laid out in the previous contracts have not kept pace with passenger growth at DEN
- Cleanliness across our facility – but particularly in restrooms – is a priority for DEN and a benchmark for travelers



PERFORMANCE STANDARDS

- The Contractor will be required to meet newly established performance standards or receive monthly invoice deductions
- The Contractor's performance will be measured as follows:
 - Customer feedback obtained through DEN tracking system
 - Compliance with cleaning and material stocking requirements for restrooms
 - Restroom scanner reports ensuring that minimum cleaning frequency requirements are met and that service calls are handled within 15 minutes
 - Compliance with minimum staffing requirements on all shifts
 - Compliance with snow removal response times



CONTRACT DETAILS

- Selected firm: ISS Facility Services
- The contract term is three years with two additional one-year options
- The total contract amount is not to exceed \$114,883,000
- This contract is subject to the City and County of Denver's prevailing wage requirements and Executive Order 136 worker retention policy



ISS QUALIFICATIONS

- 39 years of experience in the janitorial services industry
- A robust safety program and historic employee incident rate
- A management training program with the establishment of career paths
- Specific Plan to manage growth at DEN:
 - Proposed increased staffing levels
 - Newly established performance standards
 - New technology that will facilitate a more timely response to cleaning
- Proposal included the retention of more M/WBE partners than the other bidders
- Subcontractors participated in the interview process and demonstrated a commitment to working with ISS to meet contract requirements



ISS QUALIFICATIONS

- Commitment to use technology to track and clean every bathroom after 100 people enter
- Equipping staff with tablets for faster and more effective response to cleaning issues
- Quality control reports will be made available to DEN for use in monitoring their performance

INCREASED STAFFING REQUIREMENTS

- The Contractor will:
 - Maintain a minimum daily staffing level for janitorial duties
 - Hire additional quality control technicians to increase the oversight of the cleaning activities
 - Increase relief staffing to ensure a continual focus on quality and compliance
- Focus on restroom cleaning will be increased with a concentration on high traffic restrooms
- Failure to meet minimum staffing requirements for one month period will result in a 1% deduction from that month's invoice total

CONTRACT DESCRIPTION

- Contract includes janitorial services for the following areas at DEN:
 - Main Terminal
 - Concourse A
 - Concourse B
 - Concourse C
 - Airport Office Building
 - Hotel and Transit Center, Levels 1 and 5 outdoor areas
 - Various locations within the airport's secured area
- The contractor will also perform snow removal services for sidewalks and shelters in parking lots

SELECTION PROCESS

- Request for proposals
 - An evaluation of proposals by a selection panel
 - The panel consisted of members from DEN as well as industry representatives
 - The selection was based on criterion such as the best proposal specific to the scope of work, experience and management plan
- Six (6) proposals were received
 - ABM Aviation
 - Flagship Facility Services
 - ISS Facility Services
 - Midwest Maintenance Company, Inc.
 - Triangle Services
 - United Maintenance Company, Inc.

SELECTION CRITERIA

- Qualification statement and references
- Management and staffing plan
- Operations and transition plan
- Technical experience, innovation and best management practices
- Customer service plan
- Safety plan and safety record
- Employee training program
- Snow removal experience

GOALS

- There is a 30% Minority/Women Owned Business Enterprise (M/WBE) goal for this contract
- ISS proposed 35.5% and has hired the following subcontractors to meet the requirement:
 - Sierra Cleaning Services: 7%
 - Whayne and Sons Enterprises: 26%
 - American Facility Services: 2.5%



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