

A blue-tinted map of North America with a grid overlay. A black dot is placed over the location of Denver, Colorado, with the word "DENVER" written in black capital letters to its right.

● DENVER

HSS, Inc. Total Queue Management Program

Ken Greene, Deputy Manager of Operations,
Public Safety, and Security

December 10, 2012



DENVER INTERNATIONAL AIRPORT
TOGETHER WE SOAR

CONTRACT DESCRIPTION

DENVER



- The Total Queue Management Program provides queue and line management at the airport's three (3) security screening checkpoints
- Benefits to DIA
 - Reduces security checkpoint wait times
 - Improves customer experience
 - Provides way-finding and general inquiry customer services
- HSS, Inc. is the service provider

2

SELECTION PROCESS

DENVER

- Selection process: Request For Proposal (RFP)
- Three proposals reviewed and scored
- Four member evaluation committee
 - DIA Operations
 - United Airlines Representative
 - Logplan representative
- HSS, Inc. was the only company to provide a reliable Security Bin Program that provides security bins at the checkpoint
- The Security Bin Program provides \$80,000 in annual revenue to the airport
- HSS, Inc. has provided Total Queue Management services at DIA for five years.

3

List of RFP Responders

● DENVER

- HSS, Inc.
- Aircraft Service International Group
- Contemporary Services Corporation (CSC)

Evaluation Criteria

● DENVER

- Manage the queue systems
- Customer service
- Minimize security wait times
- Manage the Security Checkpoint Bins program
- Equal utilization of all security checkpoints
- Experience
- Financial

GOALS

● DENVER

- We have contacted the DSBO and they have determined that this contract's Scope of Services does not fall under the definition of DSBO's CEI (Construction Empowerment Initiative) Ordinance. Professional Services for design, construction or reconstruction are subject to the goals ordinance. Anything outside of these services, including professional services not related to construction are reviewed on a case-by-case basis. Professional Services not related to construction usually do not have assigned goals.

CONTRACT TERMS AND AMOUNT

- Contract Term
 - Base: 3 years with option for 2 one-year extensions
- Contract Amount
 - \$980,000 annually
 - Total contract amount \$4,972,913.00 for five years

- Five years of Total Queue Management program experience at Denver International Airport
- Local Denver company
- Currently provide services at airports in Orlando, Portland, Milwaukee, San Diego, Atlanta, Detroit, Salt Lake City, and Phoenix
- Excellent service and performance

A blue-tinted map of North America with a grid overlay. A black dot is placed over the location of Denver, Colorado, with the word "DENVER" written in black capital letters to its right.

● DENVER

HSS, Inc. Total Queue Management Program

Ken Greene, Deputy Manager of Operations,
Public Safety, and Security

December 10, 2012



DENVER INTERNATIONAL AIRPORT
TOGETHER WE SOAR