

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by 9 a.m. Friday. Contact the Mayor's Legislative team with questions

Date of Request: November 7, 2024

Please mark one: Bill Request or Resolution Request

Please mark one: The request directly impacts developments, projects, contracts, resolutions, or bills that involve property and impact within .5 miles of the South Platte River from Denver's northern to southern boundary? (Check map [HERE](#))

Yes No

1. Type of Request:

Contract/Grant Agreement Intergovernmental Agreement (IGA) Rezoning/Text Amendment

Dedication/Vacation Appropriation/Supplemental DRMC Change

Other:

2. **Title:** Approves a revenue contract with AGI Ground, Inc. dba Airport Butler to provide fee-based meet and assist services to customers traveling through Denver International Airport (DEN) in Council District 11 (PLANE-202472175).

3. **Requesting Agency:** Department of Aviation

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution (e.g., subject matter expert)	Contact person for council members or mayor-council
Name: Stacey Stegman, SVP Communications, Marketing, Customer Experience	Name: Kevin Forgett, State and Local Legislative Advisor
Email: stacey.stegman@flydenver.com	Email: Kevin.Forgett@flydenver.com

5. **General description or background of proposed request. Attach executive summary if more space needed:** (who, what, why)

Based on customer enquiries, Denver International Airport (DEN) identified the need for a meet & assist program to assist customers who are seeking an elevated experience. This was further confirmed following a 12-month pilot program with a vendor who successfully completed over 600 services (group size 1-4) in its first 9 months of operation.

The vendor for this opportunity was selected through the competitive RFP process and will provide domestic and international arrival, departure, and connection service for our customers. They will assist customers with flight check in, navigating the security checkpoints, luggage handling, connection assistance, shopping and dining recommendations and access to airport lounges if applicable etc.

Contract term 3 years with 2 x 1-year optional years.

6. **City Attorney assigned to this request (if applicable):** Kevin Cain

7. **City Council District:** District 11

8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Revenue generating contract.

Vendor/Contractor Name (including any dba's): AGI Ground, Inc. dba Airport Butler

Contract control number (legacy and new): PLANE-202472175

Location: Denver International Airport

Is this a new contract? Yes No **Is this an Amendment?** Yes No **If yes, how many?** _____

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

Contract term 3 years with 2 x 1-year optional years.

Contract Amount (indicate existing amount, amended amount and new contract total): Revenue Contract

<i>Current Contract Amount (A)</i>	<i>Additional Funds (B)</i>	<i>Total Contract Amount (A+B)</i>
Revenue	N/A	Revenue

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
Three years with two one-year options to extend	N/A	Three years with two one-year options to extend

Scope of work:

The vendor will provide at minimum the services outlined below for a price negotiated by DEN and the vendor. This will be a revenue contract where the fee structure/revenue split will be negotiated with the vendor.

Basic Service Expectations

Departure services should include, but not be limited to:

- Greeting of guest(s) at designated point of arrival at DEN
- Assistance with airline check-in as needed.
- Expedited security screening (when possible, using restricted access lane)
- Escort to departure gate or airline lounge (if customer is a member)

Arrival services should include, but not limited to:

- Greeting of guest(s) at arrival gate
- Escort from arrival gate to baggage claim (and assistance navigating customs and border protection if arriving on an international flight)
- Assistance with luggage retrieval
- Escort to ground transportation, if needed

Connection services should include:

- Greeting of guest(s) at arrival gate
- Escort to departure gate.
- Assistance during any flight cancellations or delays

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Was this contractor selected by competitive process? Yes If not, why not?

Has this contractor provided these services to the City before? Yes No

Source of funds: Revenue

Is this contract subject to: W/MBE DBE SBE XO101 ACDBE N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): Goals did not apply to this opportunity.

Who are the subcontractors to this contract? N/A

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