



# TOTAL QUEUE MANAGEMENT SERVICES

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- Implementing Vision 100
- City Council Request
- Total Queue Management (TQM) Service Contract | RR22-0602
  - Contract Terms
  - Billed Wages
  - Company Profile
- Minority- and Women-Owned Business Enterprise (MWBE) Information
  - Utilization Plan
- Procurement Overview
- Curbside & Regulatory Contracts – June 29, 2022



## 100 MILLION ANNUAL PASSENGERS

- SUSTAINABILITY & RESILIENCY • EQUITY, DIVERSITY & INCLUSION
- CONTINUOUS STAKEHOLDER INPUT/FEEDBACK • ENHANCING THE CUSTOMER EXPERIENCE

### PILLAR 1



#### POWERING OUR PEOPLE

- Develop Workforce Leadership Strategy
- Establish Center of Excellence and Equity in Aviation
- Implement Career Pathways Program

### PILLAR 2



#### GROWING OUR INFRASTRUCTURE

- Complete Major Infrastructure Projects
- Update Airport Master Plan
- Develop Infrastructure Plan for DEN Real Estate

### PILLAR 3



#### MAINTAINING WHAT WE HAVE

- Complete Concourse Renewal Program
- Update Strategic Asset Management Plan
- Develop Science-Based Greenhouse Gas Emissions Target

### PILLAR 4



#### EXPANDING OUR GLOBAL CONNECTIONS

- Identify Air Cargo Opportunities
- Expand to Disconnected Destinations
- Grow Domestic Network

# CITY COUNCIL REQUEST



- Approve contract with American Automation, Inc. for \$7,152,240 and 2 years, with two optional one-year options to extend, to provide security total queue management (TQM) services at DEN – Contract No. 202159129

# TQM CONTRACT OVERVIEW



- This request approves a contract with American Automation Inc. for TQM services at DEN. These services include:
  - Management of the queue systems, customer service, and wayfinding services at the security checkpoints operated by the Transportation Security Administration (TSA).
  - Minimize security wait times and maximize throughput at the security checkpoints through active diverting of passengers at key locations within the Jeppesen Terminal to the most appropriate checkpoint(s) based on the lowest wait times and appropriate screening process.
  - Provide the highest level of security and deliver excellent customer service to all customers using Denver International Airport.

# TQM CONTRACT, CONTINUED



- Maximum Contract Liability is \$7,152,240.00
- Two-year term with two one-year options to extend
- Contract billed hourly rates for services in Year 1 (includes administrative, management, benefits, holiday and leave costs)
  - TQM Lead – \$38.48 per hour (TQM Lead wages estimated at \$23.75 per hour)
  - TQM Agent - \$36.90 per hour (TQM Agent wages estimated at \$20.50 per hour)
  - Billed hourly rates are increased 3% annually

# WHO IS AMERICAN AUTOMATION INC.



- American Automation Inc. has 20+ years of experience in security and customer technology services.
- American Automation Inc. is a Minority, Women-Owned business, founded and headquartered in Denver, Colorado.
- American Automation Inc. is a recognized small business with just over 30 employees and has been providing sub-contracted services to DEN since 2018.

# MWBE PARTICIPATION



- DSBO Established Goal for the RFP: 10%
- MWBE Commitment from American Automation Inc: 89%
  - MWBE Utilization Plan accepted April 13, 2022



**American Automation Inc. (AAI) has committed to the 10% MWBE goal established for the DEN Total Queue Management contract.**

- AAI plans to staff the project with an 89% commitment to MWBE goals from internal staffing and 11% additional staffing through sub-contract staffing.
- AAI has developed a comprehensive training plan that will further enhance equity, diversity and inclusion, and operational excellence.
- AAI plans to partner with Metro State University in their Hospitality and Aviation Management degrees for recruiting purposes and a Diversity Consultant, Dr. Pamela Smith, to encourage and promote diversity within the organization.
- AAI ensures all subcontractors will participate in training and will adhere to requirements of safety, accounting, billing, and quality and accuracy in services provided.

# MWBE UTILIZATION PLAN, CONTINUED



- AAI will seek additional MWBE firms to serve as subcontractors on this project and produce deliverables to include, but not limited to:
  - Census of diverse agents on the contract
  - Census of diverse leads on the contract
  - Evaluation of diverse/MWBE firms as subcontractors and vendors
  - Number of hours of training on equity, diversity, and inclusion (ED&I) and summary of courses completed
  - Attendance of project managers and leads on ED&I leadership training
  - Participation in annual Culture of Care initiative
  - Execution of Diversity Week beginning in October 2022

# PROCUREMENT OVERVIEW



- This opportunity was posted for advertisement on July 13, 2021
- The Pre-proposal conference was held on July 20, 2021
- Vendor questions about this solicitation were due on August 2, 2021; all questions were answered and published on BidNet
- Proposals were due by August 16, 2021
- DEN received three proposals
- One proposal was found non-responsive to the minimum requirements of the RFP, during the initial evaluation process
- Vendor interviews were held on December 20, 2021
- A selection review tollgate was conducted on January 18, 2022

# PROCUREMENT OVERVIEW



- Outreach included:
  - Community outreach events
  - Mandatory pre-proposal meeting
- Proposals were evaluated on the following:
  - Understanding the project and scope of work
  - Proposed work plan and approach
  - Key personnel and ability to respond
  - Company experience and qualifications
  - Cost effectiveness
  - MWBE utilization plan
  - Interview

# Q&A

