



DEPARTMENT OF AVIATION CITY COUNCIL ORDINANCE REQUEST SUMMARY Total Queue Management Services

Purpose and Use of Agreement(s)

This is a professional services agreement between American Automation, Inc. to provide Total Queue Management Services at Denver International Airport (DEN). Services will 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 to the checkpoint(s) with the lowest wait times
- Provide the highest level of security and deliver excellent customer service to all customers using Denver International Airport

Contract(s) Description

Project Name: Total Queue Management Services

Contract term: Date of Execution (DOE) plus 2 years, plus two, 1-year options to extend.

Maximum Contract Liability: \$7,152,240.00

Vendor(s)

American Automation, Inc. Contract # 202159129

DSBO Goals

10% MWBE Goal, American Automation, Inc. has committed to self-performing 89% MWBE participation for this project.