

## ORDINANCE/RESOLUTION REQUEST

All Fields must be completed

Incomplete request forms will be returned to sender which may cause a delay in processing.

Date of Request: June 19, 2025

Please mark one: ☐ Bill Request or ☒ Resolution Request

### 1. Type of Request:

- ☒ Contract/Grant Agreement ☐ Intergovernmental Agreement (IGA) ☐ Rezoning/Text Amendment
- ☐ Dedication/Vacation ☐ Appropriation/Supplemental ☐ DRMC Change
- ☐ Other:

2. **Title:** Amends a contract with American Automation, Inc. to add \$6,485,534.00 for a new total of \$13,637,774.00 and adds a one-year option to extend with a new end date of 6-16-2027 for Total Queue Management (TQM) services at the checkpoints and the Federal Inspection Services areas at Denver International Airport, in Council District 11 (PLANE-202159129/PLANE-202578981).

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

### 4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Sarah Marquez, SVP Airport Operations	Name: Kevin Forgett, State and Local Legislative Advisor
Email: <a href="mailto:Sarah.Marquez@flydenver.com">Sarah.Marquez@flydenver.com</a>	Email: <a href="mailto:Kevin.Forgett@flydenver.com">Kevin.Forgett@flydenver.com</a>

### 5. General description or background of proposed request. Attach executive summary if more space needed:

This request is for an amendment between American Automation, Inc. and Denver International Airport (DEN). DEN's Terminal Operations team selected American Automation, Inc. to provide Total Queue Management services as part of a previously successful competitive procurement process. As the airport passenger volumes have returned and continue to grow at record rates, these services are a crucial component for passenger movement through the facility between the existing Transportation Security Administration (TSA) checkpoints. Additionally, assistance is further required as the Great Hall project progresses to additional phases impacting the redesign and construction, including the opening the future East checkpoint and new lanes on Level 5, North side of the Terminal. The TQM program has been further expanded to manage and supplement additional queue systems, provide customer service, and wayfinding services in other areas of the airport including support in our Federal Inspection Services (FIS) area for an expansive population of arriving international passengers at DEN.

These professional services align with DEN's Vision 100 Strategic Plan across multiple pillars and principles. As we continue to grow our infrastructure in the Terminal, Concourses and the Federal Inspection Areas to expand our global connections, we find a significant growth in passengers, stakeholders and employees that regularly required to use our facility, access our checkpoints and move through queueing and lines at the Airport. American Automation, a company meeting over 89% of its W/MBE goals, and a strong background in Equity, Diversity, and Inclusionary principles is regularly enhancing the customer experience while simultaneously providing efficiencies and operational excellence.

6. **City Attorney assigned to this request (if applicable):** John Redmond

7. **City Council District:** Council 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):**  
Professional Services> \$500K

**Vendor/Contractor Name:** American Automation, Inc

**Contract control number:** Amendment: PLANE-202578981; Legacy Contract: PLANE-202159129

**Location:** Denver International Airport

**Is this a new contract?** ☐ Yes ☒ No **Is this an Amendment?** ☒ Yes ☐ No **If yes, how many?** 1<sup>st</sup>

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

Existing Contract Term Start Date: 06/16/2022 and Existing Contract Term End Date: 06/15/2024 (two (2) year term) Existing Contract Extension Options: Two (2), one (1)-year options to extend – Existing Contract Total Term with Options: 06/15/2026

Amended Contract Term Start Date: 06/16/2022 (no change) and Amended Contract Term End Date: 06/15/2026 (four (4) year term)

Amended Contract Extension Options: One (1) year option to extend. Amended Contract Total Term Plus Option End Date: 06/15/2027

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

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$7,152,240.00	\$6,485,534.00	\$13,637,774.00

  

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
06/16/2022 – 06/15/2026	1 year	06/16/2027

### Scope of work:

Scope of work required through this process includes:

- Minimizing passenger wait times and maximize throughput at the security checkpoints or in the FIS through active queue management and diverting, where applicable
- Provide the highest level of safety and security while delivering excellent customer service across the facility.
- The budget/fee structure was established by utilizing the current hourly rates established in the contract and further allows for the expansion of the staffing model to meet the growing needs of the operation by increasing the Agent and Lead minimum requirements already established in the Scope of Work
- This increase in the number of agents, along with the request to add a 1-year contract extension, which will remain as an option to extend to the contract, creating a 5th and final year, will drive the contract above its current maximum liability requiring an increase to that amount.

**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:** Denver International Airport Operations and Maintenance (O&M)

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

**WBE/MBE/DBE commitments (construction, design, Airport concession contracts):**

W/MBE established through initial procurement was 10%. American Automation proposed an 89% commitment, and they have achieved their goal at 100%

**Who are the subcontractors to this contract?** N/A

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