



DEN JANITORIAL PROGRAM

OCTOBER 15, 2025

PHIL WASHINGTON
CHIEF EXECUTIVE OFFICER

DAVE LAPORTE
CHIEF OPERATING OFFICER

LAQUISHA SHAW
SENIOR DIRECTOR, AIRPORT SERVICES



DEN JANITORIAL PROGRAM OVERVIEW



- DEN unbundled the current large janitorial contract to deliver high quality janitorial services and increase opportunity for small business guided by DENs commitment of Service to Our Airport Patrons
- DEN has decided to execute four new janitorial contracts assigned to the following areas:
 - Main Terminal, Airport Office Building (AOB), and related areas within the terminal facility
 - Concourse A, B, and C, including the Airfield Outlying Buildings
 - Trash/recycling rooms, trash/recycling compactor rooms, waste triturator rooms, and loading dock areas located at the A, B, and C Concourses
 - Food courts located on concourse A, B and C

VISION 100 ALIGNMENT



This request supports Denver International Airport's Vision 100: Maintaining What We Have.

Enhancing the Customer Experience: This is our core business. We will work closely with our stakeholders to meet and exceed the needs and desires of our travelers.

Equity, Diversity, Inclusion and Accessibility: We are better when everyone is at the table and when we respect and listen to all viewpoints

- These janitorial services opportunities were presented at the DEN's Division of Strategic Outreach and Engagement's Taking Flight Events, on December 12, 2024, January 23, 2025, and February 13, 2025.
- This is a monthly outreach event that showcases DEN upcoming opportunities for businesses interested in working at the airport.

- Advertised on March 14, 2025
- Optional pre-proposal conference was held on March 28, 2025
- Vendor questions about this solicitation were due on April 8, 2025. All questions were answered and published on BidNet
- An optional site-visit was held on April 4, 2025
- Proposals were due by April 22, 2025

MAIN TERMINAL, AIRPORT OFFICE BUILDING (AOB), AND RELATED AREAS WITHIN THE TERMINAL FACILITY



REQUESTED COUNCIL ACTION



Approves a contract with Flagship Aviation Services, Inc. (Flagship), Contract No. PLANE-202578410

- Amount: \$89,896,203.56
- Term: Three years with two one-year options to extend
- Purpose: To provide janitorial services for the Main Terminal, Airport Office Building (AOB), and related areas within the terminal facility at Denver International Airport

TERMINAL & AOB CONTRACT OVERVIEW



- Cleaning services in public and non-public restrooms, City offices, TSA Checkpoints, TSA Administration Areas, public and non-public Federal Inspection Service (FIS) areas, stairwells, conveyance equipment, floor care, and carpet care.
- Contract scope and pricing is inclusive of management, staffing, equipment and chemical supply.
- Incorporation of autonomous cleaning equipment.
 - Hard floor care and carpet care
 - The autonomous equipment will allow custodial staff to focus on detailed cleaning services
- Flexibility to scale labor to meet the airports desired level of cleanliness and expand scope of services.
- Flagship will retain current janitorial staff in compliance with Denver Municipal Code Article 11 – Worker Retention.
- Wages are subject to the prevailing wage and minimum wage ordinance.
- Flagship was selected out of thirteen proposals received.

DSBO MWBE GOAL OVERVIEW



- Established DSBO MWBE Goal 25%
 - MWBE Commitment from Flagship: 25.18%
 - Metropolitan Services, Inc. and Sparkle, A Cleaning Company
 - Day to day janitorial services and restroom porter services
 - Maxx Impact Group are the proposed MWBE partners
 - DSBO Liaison, Sub-contractor payment reporting, and Community Outreach

Main Terminal/AOB Contract Value Summary



Janitorial Expense	\$81,741,780.24
Contingency/Health Care Reimbursement	\$8,154,423.32
Total Contract Amount	\$89,896,203.56

WHO IS FLAGSHIP AVIATION SERVICES, INC.



- Integrated Facility Management Expertise – Founded in 1988 and headquartered in San Jose, CA, Flagship provides janitorial, engineering, culinary, and maintenance services, employing over 4,700 team members nationwide.
- Airport Operations Leadership – With more than 3,000 staff dedicated to aviation, Flagship delivers specialized services in one of the most demanding environments: airports that operate 24/7/365 with constant passenger flow and public visibility.
- 28+ Years of Aviation Cleaning Experience – Flagship has developed customized procedures and best practices for both airside and landside cleaning, ensuring consistent quality and operational excellence across major, high-profile airports.

CONCOURSE A, B, AND C, INCLUDING THE AIRFIELD OUTLYING BUILDINGS



REQUESTED COUNCIL ACTION



Approves a contract with SBM Management Services, LP (SBM) , Contract No. PLANE-202578409

- Amount: \$203,340,390.04
- Term: Three years with two one-year options to extend
- Purpose: To provide janitorial services for Concourse A, B, and C, including the Airfield Outlying Buildings

CONCOURSE CONTRACT OVERVIEW



- Cleaning services include public and non-public restrooms, City offices, TSA Administration Areas (A Concourse), public and non-public Federal Inspection Service (FIS) areas (A Concourse), stairwells, passenger loading bridges, exterior patios, pet relief rooms, conveyance equipment, floor care, and carpet care.
- Contract scope and pricing is inclusive of management, staffing, equipment and chemical supply.
- Cleaning locations include airfield outlying buildings.
- Incorporation of autonomous cleaning equipment.
 - Hard floor care and carpet care
 - The autonomous equipment will allow custodial staff to focus on detailed cleaning services
- Flexibility to scale labor to meet the airports desired level of cleanliness and expand scope of services.
- SBM will retain current janitorial staff in compliance with Denver Municipal Code Article 11 – Worker Retention.
- Wages are subject to the prevailing wage and minimum wage ordinance.
- SBM was selected out of fourteen proposals received.

DSBO MWBE GOAL OVERVIEW



- Established DSBO MWBE Goal 20%
 - MWBE Commitment from SBM: 20%
 - Alba's Organic is the proposed MWBE partner
 - Day to day janitorial services on C Concourse

Concourse A, B, and C Contract Value Summary



Janitorial Expense	\$193,657,514.32
Contingency/Health Care Reimbursement	\$9,682,875.72
Total Contract Amount	\$203,340,390.04

WHO IS SBM MANAGEMENT SERVICES, LP



- Trusted Industry Leader – Founded in 1982, with 40+ years delivering large-scale janitorial and facility services across North America and internationally.
- Comprehensive Service Programs – Proven processes, innovative technology, and a highly trained workforce supporting airport, technology, life sciences, logistics, and manufacturing industry.
- Excellence & Sustainability – Tailored solutions that consistently exceed client expectations while promoting safe, clean, and efficient environments.

TRASH/RECYCLING CHUTE & COMPACTOR
ROOMS, WASTE TRITURATOR ROOMS, AND
LOADING DOCK AREAS LOCATED AT A, B,
AND C CONCOURSES



Approves a contract with Kleen Tech Services, LLC (Kleen Tech) , Contract No. PLANE-202578364.

- Amount: \$23,910,641.21
- Term: Three years with two one-year options to extend
- Purpose: To provide janitorial services for the trash/recycling compactor rooms, trash/recycling rooms, waste triturator rooms, and the loading dock areas located at the A, B, and C Concourses

COMPACTOR/TRITURATOR OVERVIEW



- Cleaning services for various waste compactor rooms, triturator rooms, concourse ramp vestibules, and adjacent space cleaning services.
- Dedicated cleaning staff on first, second, and third shift & dedicated managerial oversight.
 - The Contractor will be responsible for maintaining cleanliness in all assigned areas
 - Services include, pressure washing, sweeping, litter pick up, hard floor care, and pallet pick up
- Contract scope is inclusive of equipment and chemical supply.
- Staffing is based on the Contractors work plan to always maintain the areas of responsibility clean.
- Flexibility to scale labor to meet the airports desired level of cleanliness and flexibility to expand scope of services.
- Wages are subject to the prevailing wage and minimum wage ordinance.
- Kleen-Tech was selected out of five proposals received.

DSBO MWBE GOAL OVERVIEW



- Established DSBO MWBE Goal 13%
 - MWBE Commitment from Kleen-Tech Service LLC: 15%
 - Clearly Clean Janitorial Services, LLC. is the proposed MWBE partner
 - Clearly Clean will provide custodians to perform janitorial services.

COMPACTOR/TRITURATOR VALUE SUMMARY



Management Fees	\$5,060,316.00
Labor Capacity	\$16,676,630.56
Contingency/Health Care Reimbursement	\$2,173,694.65
Total Contract Amount	\$23,910,641.21

WHO IS KLEEN-TECH SERVICES CORPORATION

- 50+ Years of Experience – National provider of janitorial, maintenance & building support services, headquartered in Denver, CO.
- Trusted Across Industries – Partnering with airports, government agencies, commercial buildings & private enterprises to ensure clean, safe & efficient environments.
- Excellence & Innovation – Tailored, sustainable programs delivered by a highly trained workforce with proven processes.

FOOD COURTS LOCATED ON CONCOURSE A, B AND C



Approves a contract with Whayne & Sons Enterprises, Inc. (Whayne Enterprises), Contract No. PLANE-202578363.

- Amount: \$14,977,280.44
- Term: Three years with two one-year options to extend
- Purpose: To provide janitorial services for the food courts located on concourse A, B and C at Denver International Airport

Concourse Food Court Contract Overview



- Cleaning and sanitation services for the A, B and C food courts.
- Dedicated custodial staff on first, second, and third shift& dedicated managerial oversight.
 - A minimum of 2 custodians per shift, with an opportunity to increase as deemed necessary to ensure clean food courts and passenger traffic.
- Hard floor cleaning services.
 - Incorporation of autonomous cleaning equipment
 - The autonomous equipment will allow custodial staff to focus on detailed cleaning services
- Contract scope is inclusive of equipment and chemical supply.
- Staffing is based on the Contractors work plan to always maintain the areas of responsibility.
- Flexibility to scale labor to meet the airports desired level of cleanliness and meet operational demand during peak travel periods. Flexibility to expand scope of services.
- Wages are subject to the prevailing wage and minimum wage ordinance.
- Wayne was selected out of thirteen proposals received.

DSBO MWBE GOAL OVERVIEW



- Established DSBO MWBE Goal 13%
 - MWBE Commitment from Whayne: 13%
 - Total Access Solutions LLC is the proposed MWBE partner.
 - Total Access Solutions LLC will be responsible for day-to-day janitorial services and specialized cleaning.

FOOD COURT CONTRACT VALUE SUMMARY



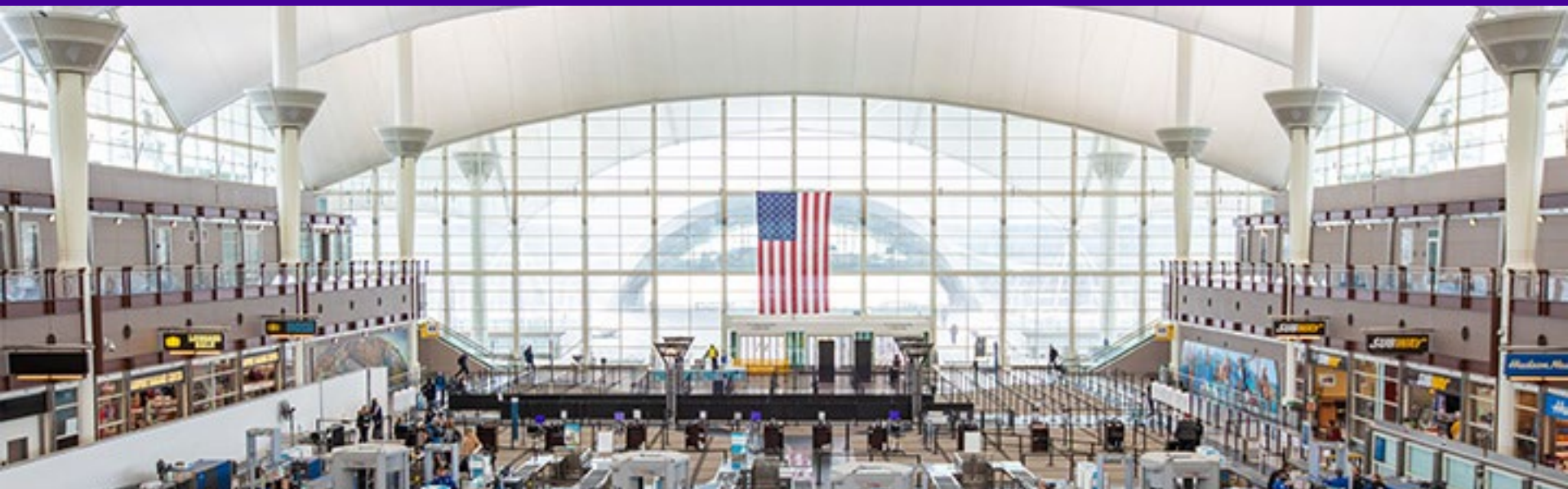
Management Fees	\$3,498,349.32
Labor Capacity	\$10,769,727.29
Contingency/Health Care Reimbursement	\$713,203.83
Total Contract Amount	\$14,977,280.44

WHO IS WHAYNE & SON ENTERPRISES



- Proven Service Partner – 40+ years of experience delivering reliable janitorial, facilities support, and staffing solutions to government, commercial, and private-sector clients.
- Certified MWBE – Minority- and Woman-Owned firm combining expertise with a commitment to equity, inclusion, and supplier diversity.
- Tailored Solutions – Experienced team designing customized programs that ensure safe, clean, and efficient environments across diverse facilities.

- DEN seeks approval for four actions today.
 1. Approves a contract with Flagship Aviation Services, Inc. (Flagship) for \$89,896,203.56 to provide janitorial services for Main Terminal, Airport Office Building (AOB), and related areas within the terminal facility at DEN.
 2. Approves a contract with SBM Management Services, LP (SBM) for \$203,340,390.04 to provide janitorial services for Concourse A, B, and C, including the Airfield Outlying Buildings at DEN.
 3. Approves a contract with Kleen Tech Services, LLC (Kleen Tech) for \$23,910,641.21 to provide janitorial services for the compactor rooms, trash rooms, and triturator areas at DEN.
 4. Approves a contract with Whayne and Sons Enterprises, Inc. (Whayne Enterprises) for \$14,977,280.44 to provide janitorial services for the food courts located on concourse A, B and C at DEN.
- All contract terms are three years with two one-year options to extend.



THANK YOU & QUESTIONS?