

A blue-toned map of North America with a grid of latitude and longitude lines. A black dot marks the location of Denver, Colorado, with the word "DENVER" in black capital letters next to it.

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Janitorial and Snow Removal Services for Denver International Airport

August 2012



DENVER INTERNATIONAL AIRPORT
TOGETHER WE SOAR

Contract for Janitorial and Snow Removal Services



- 3 year term (with two one year options)
\$96,003,655.00 total contract amount
with rates locked in for option years
- RFP process facilitated by General Services - Purchasing on behalf of airport
- Four member evaluation committee: DIA Maintenance, DIA Maintenance ex-director, United Airlines representative, Community representative
- 9 submittals reviewed and scored
- Top two qualified proposers were interviewed

2

Contract Requirements

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- Janitorial Services encompass:
 - Terminal building
 - Concourses
 - Outlying facilities
- Snow Removal services:
 - Sidewalks/stairwells
 - Parking lots
 - Bus stops
- This is a 24/7/365 operation



3

List of RFP Responders

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- Able Building Maintenance
- ABM
- CMS Legacy, Inc.
- GCA Services Group
- ISS Facility Services
- Sunshine Cleaning Systems, Inc.
- Triangle Services
- UBM Enterprises
- UGL Services

4

Evaluation Criteria

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- Experience and Personnel
- Vendor References
- Financial Statements
- Management/Staffing Plan
- Operations
- Transition Plan
- Technical Experience
- Innovation
- Customer Service Plan
- Employee Training Program
- Safety Plan and Record
- Snow Removal Plan
- Staffing Plan
- Green Cleaning
- Pricing

Proposed Contractor: ISS Facility Services



- Best overall score (price and qualifications)
- Worker retention +400 employees
- 35% MBE/WBE participation (0% goal)
 - Wayne & Son's Enterprises, Inc., Denver, CO - 24%
 - Sierra's Cleaning Services, Inc., Lakewood, CO - 8%
 - American Facility Services Group, Inc., Lakewood, CO - 3%

ISS Facility Services

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- Over 20 years of airport experience
- Significant experience in janitorial and snow removal
- Stellar service level performance
- Cleaning Industry Management Standard (CIMS) certifications
- Proven partnership in maintaining DIA and City image as a world class airport and City





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A stylized map of North America in shades of blue. A black dot marks the location of Denver, Colorado, with the word "DENVER" in a bold, sans-serif font to its right.

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