



/ Opportunities

Aviation / General Services

Airport Family Assistance Plan Consultant

The Charlotte Douglas International Airport (CLT) will provide a coordinated and proactive approach to any significant incident and/or event that impacts the CLT Community and the respective airlines that serve CLT. As a result of multiple conversations between the airport and the respective Airline Station Managers, a collaborative partnership has been established with all current airlines that service CLT to provide a flexible guideline and direction in the establishment of the Family Assistance Support Team (FAST). The FAST will be activated to assist with the needs of a particular airline and/or CLT Airport directly after a significant incident or event that impacts operations or results in multiple casualties and/or fatalities and the respective family members of those involved in the incident.

The FAST will consist of representatives from the Charlotte Douglas International Airport (CLT Leadership, Terminal Operations, Airside Operations, Security, and Chaplaincy Program), Charlotte-Mecklenburg Police Department, American Red Cross and representatives from all airlines operating at CLT. It is the goal for each individual airline to provide respective Care Team Members regardless of the airline involved to support the incident. This will bring Care Team Members as active participants in support of the incident until the respective airline has their full complement of Care Team Members arrive on-site. This could range in time from immediate to upwards of 6-12 hours post incident.

Details

Posting Number	2026-Q1(Jan-Mar)-AVI-19696
Anticipated Posting Date	2026-03-03
Commodity Code(s):	90500, 99029

Requirements

Last Updated: 12/11/25

Insurance Requirements

The City requires the awarded vendor(s) to obtain and maintain the following insurance coverage types:



Automobile-For automobile operations liability



Errors & Omissions / Professional Liability-For negligence or failure to perform in a professional capacity



General Liability-For bodily injury or property damage, arising from products, premises, completed work, personal & advertising injury



Workers Compensation-For lost wages and medical expenses of injured workers

Estimated Total Value

The total project value is anticipated to be:



\$50,000 - 99,999

Utilization

The City anticipates setting goals for the following types of subcontractor utilization:

Viewers Option - A Small Red Eye Icon The goal will be specified in the resulting solicitation.

Contract Term

The term of the project is anticipated to be:



One Year

For Questions, Contact:

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City Contact

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