



/ Opportunities

Aviation / General Services

Customer Support Services for Terminal Operations

The City of Charlotte Department of Aviation is seeking a comprehensive contract for Airport Operations – Customer Support Services at CLT. The service provider will establish a team of highly engaged, well-trained, and hospitality-oriented Customer Service Associates (CSAs) and Baggage Service Associates (BSAs) to provide a commensurately high level of professional, courteous, efficient, and safe service. CLT is on a journey to continually strive to elevate the customer experience while maintaining the highest standards of safety, security, and efficiency for customers as they move through the lobby, baggage claim, security checkpoint, and Federal Inspection Services (FIS) spaces and processes.

Details

Posting Number	2025-Q4(Oct-Dec)-AVI-18894
Anticipated Posting Date	2025-12-02
Commodity Code(s):	90568, 95868, 95870, 95874

Requirements

Last Updated: 12/05/25

Insurance Requirements

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

- ☒ Automobile-For automobile operations liability
- ☒ 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:



\$10,000,000+



Estimated annual amount of \$5,000,000

Utilization

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

Viewers Option - A Small Red Eye Icon Any applicable goal will be established in the RFP or negotiated.

Contract Term

The term of the project is anticipated to be:



Multi-Year



Three (3) with two (2) one-year renewal options