

Aviation / General Services

Customer Support Services

The Airport is looking for a company to provide customer support services within the terminal. 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. To achieve this goal, we envision 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.

Details

Posting Number 2021-Q2(Apr-Jun)-AVI-3138 Anticipated Posting Date 2021-04-21 Commodity Code(s): 90580

Requirements

Insurance Requirements

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

Last Updated: 04/21/21

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

The total project value is anticipated to be: \$5,000,000 - 9,999,999 Utilization The City anticipates setting goals for the following types of subcontractor utilization: SBE-Small Business Enterprise MBE-Minority Business Enterprise WBE-Women Owned Business Enterprise Viewers Option - A Small Red Eye Icon Subcontracting Opportunity: Staffing Services **Contract Term** The term of the project is anticipated to be: Multi-Year

Estimated Total Value