

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

## Requirements

Last Updated: 04/21/21

#### **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:



#### 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

