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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

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:

- \$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

 Subcontracting Opportunity: Staffing Services

Contract Term

The term of the project is anticipated to be:

- Multi-Year