

Aviation / General Services

Passenger Satisfaction Survey and Focus Group Services

Charlotte Douglas International Airport is looking for a Company to provide passenger satisfaction surveys and focus groups with passengers. This is non-federally funded. The Company should provide the following:

- Passenger Surveys
- Focus Groups
- Contingency Surveying

Details

Posting Number 2025-Q2(Apr-Jun)-AVI-18310 Anticipated Posting Date 2025-06-23 Commodity Code(s): 20832, 96120, 96160

Requirements

Insurance Requirements

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

Last Updated: 07/15/25

- 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: \$100,000 - 249,999
Contract Term
The term of the project is anticipated to be: Multi-Year
For Questions, Contact: Brian Winegard City Contact brian.winegard@cltairport.com