



Legislation Details (With Text)

<b>File #:</b>	15-16045	<b>Version:</b>	1	<b>Name:</b>	
<b>Type:</b>	Consent Item	<b>Status:</b>		Approved	
<b>File created:</b>	7/1/2021	<b>In control:</b>		City Council Business Meeting	
<b>On agenda:</b>	8/9/2021	<b>Final action:</b>		8/9/2021	
<b>Title:</b>	Airport Customer Support Services				

**Attachments:**

Date	Ver.	Action By	Action	Result
8/9/2021	1	City Council Business Meeting	Approve	Pass

**Airport Customer Support Services**

**Action:**

- A. Approve a contract with HHS Aviation, LLC for Airport customer support services for an initial term of three years, and**
- B. Authorize the City Manager to renew the contract for up to two, one-year terms with possible price adjustments and to amend the contract consistent with the purpose for which the contract was approved.**

**Staff Resource(s):**

Haley Gentry, Aviation  
Jack Christine, Aviation

**Explanation**

- Aviation is responsible for providing passenger assistance services, including checkpoint queue management in the terminal lobby, international arrivals passenger assistance, and baggage re-check.
- This contract will also provide service in other areas as directed to assist customers with wayfinding and general airport customer service needs.
- On April 21, 2021, the city issued a Request for Proposals (RFP); nine responses were received.
- HHS Aviation, LLC best meets the city’s needs in terms of qualifications, experience, cost, and responsiveness to RFP requirements.
- Annual expenditures are estimated to be \$1,500,000.
- This activity is occurring on Airport property, located in Council District 3.

**Charlotte Business INclusion**

The city negotiates subcontracting participation after the proposal selection process (Part C: Section 2.1 (h) of the Charlotte Business INclusion Policy). HHS Aviation, LLC has committed to utilizing MWSBE firms for 8.00% of the total contract amount as the project evolves and the scopes of work are defined.

**Fiscal Note**

Funding: Aviation Operating Budget