



Legislation Details (With Text)

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On agenda: 8/9/2021 **Final action:** 8/9/2021
Title: 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