

## Legislation Text

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File #: 15-16045, Version: 1

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### 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