

Request for Qualifications
For Fixed Based Operator Services for the
Town of Hammonton Municipal Airport

Summary

The Town of Hammonton is seeking qualifications from qualified Fixed Based Operators (FBO) for the provision of comprehensive aviation services at the Hammonton Municipal Airport (HWM). The selected FBO will provide essential services to include but not limited to aircraft maintenance, hangar rentals, pilot services, and customer support to enhance the operational efficiency of the airport. This request aims to ensure a high standard of aviation services while complying with local, state, and federal regulations and safety requirements. The FBO is expected to deliver exceptional customer service and support to all airport users and enhance the overall operational performance of the Hammonton Municipal Airport.

Detailed Specifications

General Requirements

- A. The FBO must comply with all applicable local, state, and federal laws governing aviation operations.
- B. All staff must hold relevant certifications and licensure, including but not limited to FAA Airframe and Powerplant (A&P) licenses for maintenance personnel.

Service Specifications

The FBO shall provide, at a minimum, the following services:

- A. **Aircraft Maintenance and Repair Services:**
 - 1. Provide routine and emergency maintenance as per FAA regulations, including inspections, repairs, and modifications.
 - 2. Maintain repair logs and provide documentation as required for compliance with 14 CFR Part 43.
 - 3. Employ qualified maintenance staff that holds current A&P licenses.
- B. **Customer Support Services:**
 - 1. Provide 24/7 customer service to meet the needs of all airport users.
 - 2. Offer flight planning services, including weather information and routing assistance.
 - 3. Implement a feedback mechanism to improve services based on user input.

C. Hangar and Tie-Down Rentals:

1. Provide tie-down services for transient aircraft on the airport ramp.
2. Establish clear rental agreements, pricing structures, and availability schedules.

Service Requirements

The successful FBO shall adhere to the following service requirements:

- A. Maintain a responsive and professional atmosphere for all airport users and stakeholders.
- B. Ensure that personnel are appropriately trained and regularly certified in their respective fields of operation.
- C. Implement and maintain safety programs that meet or exceed OSHA regulations and FAA safety guidelines.
- D. Regularly review and update operational procedures to ensure compliance with changing regulations and standards.
- E. Provide annual reports to the Town of Hammonton regarding operational performance, aircraft identification numbers, safety metrics, and customer satisfaction.
- F. Engage in ongoing marketing efforts to promote the services of Hammonton Municipal Airport and attract additional traffic.

Delivery Requirements

The FBO must follow strict delivery requirements to ensure services are available promptly and efficiently:

- A. All maintenance services shall be readily available during regular operational hours with emergency services available after hours as needed.
- B. Orders for aircraft parts and supplies must be fulfilled within specified timeframes, with priority given to emergency repairs.
- C. Timely submission of reports, including safety audits, operations reports, and customer feedback, to the Town of Hammonton as required.

The qualifications should include:

- A. A detailed description of the services offered, including pricing structures and any additional fees.
- B. Evidence of regulatory compliance, including any necessary licenses and certifications.
- C. A proposed timeline for the start of services and milestones for implementation.

- D. A summary of past experience in FBO operations, including references and case studies if applicable.
- E. Personnel qualifications, including resumes or profiles of key staff members designated for airport operations.

Conclusion

The FBO selected for contract with the Town of Hammonton must demonstrate an ability to deliver outstanding service, maintain high safety standards, and comply with all relevant aviation regulations. Proposals should be submitted to Frank Zuber Town of Hammonton 100 Central Ave Hammonton, NJ 08037 or email to fzuber@townofhammonton.org. **Submission deadline is Monday November 17, 2025 by 4pm.** The Town reserves the right to reject any or all proposals submitted.