

1. What is the current pay rate for this location?
 - a. \$497,000 for all gate staff and supervisors, annually. See attached FY 2024-2025 budget.
2. How long has Allied Universal provided you with its services?
 - a. Since 2016
3. Is there an expected rate for the officers to be paid?
 - a. No, this is an open bid process designed for the Town to gain insight into current market trends.
4. How many incumbents would you like to keep in case of a transition?
 - a. There is no expectation for this.
5. What is the preferred transition timeline?
 - a. This is negotiable as part of the RFP process and will be decided as a part of the contract negotiations.
6. Can you please provide the incumbent contractors current billing rate?
 - a. \$497,000 for all gate staff and supervisors, annually
7. What system is used to monitor alarms, doors, etc.?
 - a. The Town does not monitor alarms or doors. Further, there are no alarm systems present at any of the three gate houses.
8. Can you please define the roles for each: the project manager's point of contact and the customer service point of contact?
 - a. These points of contact should be directed to the Town Manager or assignee.
9. What specialized training is required? (CPR/AED/etc.)
 - a. None are required.
10. Do you provide annual refresher training, if so, how many hours and is it billable?
 - a. The Town will provide available resources for training on the access management software (dwellingLIVE).
11. What federal holidays are observed? Does your coverage change during holidays?
 - a. These are 24/7, 365 manned gate houses.
12. What radios, phones, or other communication equipment do you require and who provides it?
 - a. Each gate house has a landline phone, provided by the Town, but no other devices are needed or provided by the Town.
13. When will the start date be considered or when is your expected start date? (Timeframe)
 - a. July 1, 2025 is the anticipated start date.
14. Can only polo style uniforms be provided by the vendor?
 - a. The Town has no preference on uniform style, outside of maintaining a professional and identifiable appearance.

15. Will you provide orientation for each security officer (safety/SOP/Expectation/etc.) and will it be paid for?
 - a. The Town will provide the necessary resources and materials for initial staff and supervisor training, however, it is anticipated that the contractor will be responsible for the subsequent training of employees.
16. How does the incumbent contractor document the performance of walking around and conducting Watchman tour/patrols?
 - a. Patrols are not a requirement of the RFP nor a need for the Town.
17. Are body cameras allowed?
 - a. Body cameras are not a requirement of the RFP, nor a need for the Town.
18. The management team from P&G Security makes periodic site checks at different hours of the day/night. Would we need to advise someone there prior to completing this or could we just arrive?
 - a. No
19. Within the contract is there a liquidated damages clause? If so, can you elaborate?
 - a. No
20. Can you provide more details on job duties?
 - a. Job duties for gate attendants and supervisors are outlined in Section 15: Scope of Work. The Town has provided an example of post orders for these positions, but contractors will submit their post orders as part of their submissions.
21. Since both RFPs share the Gate Operations Staffing elements, if we are submitting for both do we need to respond separately to both or if responding to the Gate Operations Staffing and Administration can we be considered for the Gate Operations Staffing if not selected for the Administration portion?
 - a. Yes, these responses will need to be submitted separately in their entirety
22. Please confirm that the staffing of three gates for 24 hours per day will result in 504 hours per week of gate staffing (one person per gate, seven days per week is 168 hours per week per gate for a total of 504 hours per week).
 - a. Correct
23. Who is the present vendor providing gate staffing services?
 - a. Allied Universal
24. Is there currently a supervisor of the gate staff provided by the vendor who is not within the gate staffing schedule who is free to roam from gate to gate while on duty? Is there a supervisor fitting this description on each shift daily?
 - a. There is a supervisor who fits this role, however they are not present during all shifts.

25. Are there currently 40 additional hours per week above the 504 hours per week for gate staffing being billed for the Supervisor position listed in the Price Proposal, page 16 in RFP #2025-002?
- a. No, the supervisors 40 hours are included in the 504 total
26. What is the pay rate for the positions within gate staffing currently being paid per hour?
- a. The Town does not have access to private pay rates.
27. What is the bill rate for the positions within gate staffing currently being billed per hour?
- a. \$19/hr for gate attendants, \$24.85/hr for gate supervisors
28. Are the current Gate Administration duties being performed by an in-house employee or a contracted service?
- a. Currently, the Gate Administration duties are performed by Town of Bermuda Run staff.
29. Does RFP# 2025-003 currently allow for the administrative person to be sub-contracted by the selected vendor? Not to include the gate attendant staff.
- a. Yes, this would be allowed. In this case, the selected contractor would be responsible for the performance of any sub-contractors.
30. In RFP# 2025-003, Price Proposal, page 19 – does the cost requested for the Maintenance of Gate Houses and Administration of Gate Systems refer to the cities budget provided for repairs or is this item strictly referring to the billing salary and cost associated with the person assigned those duties?
- a. In this model, the selected contractor would be responsible for all maintenance and upkeep of the gate houses and arms. These costs would then be billable back to the Town. For your response, please include both the anticipated maintenance costs and any salary costs associated with providing this service.
31. Is all cost for repairs, upgrades and service for maintenance, janitorial services, gate arm repairs, gate access software and systems, structural repairs, HVAC repairs, electrical repairs and plumbing repairs contained within an approved budget for the vendor to use for payment of such services or is our bid expected to include those cost? If the latter, we would not have any historical data to calculate such cost to propose a budget in the bid process.
- a. The proposals are expected to include anticipated maintenance and administrative costs in a cost estimate. The Town's FY 24-25 budget for gate operations is included here for your reference.
32. There are no mentions of a vehicle associated with either RFP, is a vehicle to be included for either the Security Supervisor or the Gate Administrator?
- a. No

Town of Bermuda Run, North Carolina
Gate Operations Fund
Approved 2024-2025 Budget

			2024-2025
	GL Account #	Account Title	Approved
Operating revenues:			
Gate fees	2040005	RFID Sticker fees	\$ 21,300.00
	2040007	BRCC entrance	\$ 70,099.00
	2040008	Property owner fees (1074 homes)	\$ 608,700.00
		Gate Fund Revenue Totals	\$ 700,099.00
Operating expenditures:			
Administrative	2050025	Indirect Cost	\$ 65,000.00
Gate operations expense	2050002	RFID Stickers	\$ 18,000.00
	2050005	158 Gate arm & assembly repairs	\$ 2,000.00
	2050006	Cleaning - 158 Gate	\$ 4,000.00
	2050007	Electricity - 158 Gate	\$ 1,500.00
	2050008	Repairs - 158 Gate	\$ 1,000.00
	2050009	Telephone - 158 Gate	\$ 2,000.00
	2050011	801 Gate arm & assembly repairs	\$ 1,500.00
	2050012	Cleaning - 801 Gate	\$ 4,000.00
	2050013	Electricity - 801 Gate	\$ 1,800.00
	2050014	Repairs - 801 Gate	\$ 1,000.00
	2050016	Telephone - 801 Gate	\$ 2,000.00
	2050018	BR West Gate arm & assembly repairs	\$ 1,000.00
	2050019	Cleaning - BR West Gate	\$ 4,000.00
	2050020	Electricity - BR West Gate	\$ 2,200.00
	2050021	Repairs - BR West Gate	\$ 1,000.00
	2050022	Telephone - BR West Gate	\$ 2,000.00
	2050029	Grounds maintenance	\$ 53,549.00
	2050032	Water/Sewer	\$ 1,000.00
	2050027	Gate management system	\$ 10,000.00
	2050024	Gate Attendants Services	\$ 497,550.00
	2050031	Contingency/Gate House Enhancements	\$ 24,000.00
		Gate Fund Expenditures Totals	\$ 700,099.00