

Currently, the Town of Bermuda Run contracts out the staffing of the gate houses and manages the administration and maintenance of them internally. The two RFPs (002 and 003) are designed to be identical, in terms of staffing requirements, and differ only in the additional administration and maintenance requirements in RFP 003. The Town is using this as an opportunity to explore alternatives to providing this service, the administration and maintenance in particular. Bidders are welcome to submit a response to either RFP or both, but, at the end of this process, the Town will only award one contract across the two RFPs. Any questions below related to gate administration or gate house maintenance are only applicable to RFP 003. Any questions below related to gate house staffing are applicable to both RFPs.

1. The scope specifies 24/7 staffing of three gatehouses, but no total weekly or monthly hour requirement is stated. This could lead to varying assumptions regarding post coverage. Request: Please confirm whether the Town expects continuous coverage at all three gatehouses (i.e., 504 total hours/week) and if the monthly cost line on the pricing sheet should reflect that assumption.
 - a. Yes, the Town expects continuous coverage at 504 hrs/week.
2. The RFP requests that the contractor specify supervisory coverage hours and also lists supervision as a separately priced item. Request: Please clarify whether the supervisor is expected to be physically on-site during defined hours as the pricing proposal requires, or whether oversight is to be provided remotely with scheduled visits and 24/7 phone availability as indicated in the scope of work.
 - a. The RFP does not specify that a supervisor needs to be physical on-site during defined hours, just that supervision be provided in some fashion. The pricing proposal should reflect the cost for providing said supervision.
3. The RFP states that Town personnel will train staff on the access control system, but also requests a contractor-led training program with supervisory development. Request: Please confirm whether the Town will provide system-specific training only (e.g., FRONTSTEPS dwellingLIVE), while the contractor is responsible for all other training (e.g., post orders, customer service, emergency response, etc.).
 - a. Yes, the Town will provide an initial training on the dwellingLIVE system, but it would be the Contractor's responsibility to train gate attendants on their role and responsibilities.
4. The contractor is responsible for providing all necessary equipment, but the RFP also references Town-provided systems. Request: Please clarify whether any hardware (e.g., gate computers, phones, ID scanners) is supplied or maintained by the Town, and what equipment is expected to be supplied by the contractor.

- a. The referenced personal equipment in Section 14 H shall be provided by the Contractor. The Town will provide equipment as necessary to use the access management software.

5. The RFP requests premium and overtime rates but does not define which holidays qualify or how overtime is calculated. Request: Please provide a list of recognized holidays for premium pay and define overtime thresholds (e.g., over 40 hours/week or 8 hours/day). Should premium billing be pre-approved each time?
 - a. The Contractor is being asked to provide their holiday policy to the Town for consideration. The Town recognizes the State of North Carolina's holiday schedule.

6. Proposals must remain valid for 90 days, but the RFP notes that evaluation and award may occur in May/June. Request: Please confirm if the Town anticipates making a selection before the 90-day window expires, or if an extension may be requested if evaluations extend into July.
 - a. This is dependent upon contract negotiations with a selected Contractor.

7. While the term is listed as three years, either party may cancel with 30–60 days' notice. Request: Can the Town provide assurances that termination without cause is not anticipated, except in unusual or performance-related circumstances?
 - a. Yes, this assumption is correct.

8. Contractor is required to perform a site inspection prior to submitting proposal to properly assess the community (Page 4 Section 3 #A) Request: We can offer suggestions to enhance services, but it may not be added to the scope of work.
 - a. Correct

9. Contractor will be held liable for any damage by sub-contractors (Page 5 Section 3 #B)
 - a. Correct

10. Contractor must obtain all subcontractors COI's with TBR's approval (Page 7 Section 10 first paragraph)
 - a. Correct

11. Are the owners of the golf carts required to have a valid driver's license to operate golf carts?
 - a. Yes, but these golf carts are not allowed to operate on Hwy 158 or NC Hwy 801, and thus are limited to use behind the gates only

12. Currently, TBR issues RFID stickers for access and that will transition to Contractor. Does this include RFID stickers for golf carts?
 - a. No

13. How many homes are there: 800 or 1074

- a. There are approximately 1074 individual parcels located behind the gates in Bermuda Run and Bermuda Run West, but the Contractor is only responsible for the staffing and maintenance of the three gate houses.
14. Request: Can the Town provide the following information for each:
- a. Each gate house has had a varying number of repairs/maintenance since their construction (NC 801 gate was built in 1987, Bermuda Run West gate was built in 1998, and the US 158 gate was rebuilt in 2015). Currently, the Town facilitates and pays for the maintenance of these gate houses out of a separate gate fund. The Town would like to see if there are Contractors willing to facilitate this maintenance in its place.
15. Who is the current HVAC vendor
- a. Webb Heating and Air
16. Has there been a transition from coax to fiber
- a. Yes
17. Who is the current Electrical vendor
- a. No specified contractor, projects are bid out as needed
18. Who is the current Plumbing vendor
- a. No specified contractor, projects are bid out as needed
19. Who is the current Janitorial vendor
- a. Triad Commercial Services
20. While the Town is requesting the Contractor to create and implement a preventative maintenance schedule, this would typically fall under the duties of a licensed PCAM or CAM (Community Association Manager or Property Manager). Request: Does the Town wish to have Contractor vet new vendors or manage current vendors selected by the Town?
- a. The Town has no preference on how a preventative maintenance schedule is compiled, so long that the Town's property is being properly maintained.
21. Request: Does the Town have maintenance logs on HVAC, Plumbing, Electrical, Janitorial that can be reviewed by Contractor?
- a. No
22. Request: Does the Town have the breakout listed in the 2024-25 Annual Town Budget for previous repair/replace such maintenance items?
- a. The approved FY 24-25 gate fund has been attached for your convenience.
23. Request: Does the Town want Contractor to be directly billed for repairs/replacement or does the Town expect repairs/replacement to be included in pricing? If yes: what were the costs the Town incurred in 2023 and 2024 so Contractor can build that cost into pricing.

- a. Yes, it is the intent that all costs associated with necessary repairs and maintenance of the gate houses should be included in the Contractors pricing plan.
24. Why is TBR taking a portion of the annual budget for maintenance and requesting the security vendor to manage?
- a. The Town is exploring alternatives to gate management and maintenance.
25. The RFP stipulates a 24/7 emergency response that includes the gatehouse infrastructure. Request: This would be dependent on acceptance of preventative maintenance measures where a list of approved emergency vendors could be contacted and already vetted/verified within the Town's system.
- a. The Town wants to ensure rapid response times and minimal disruption to gate operations and security.
26. The Town is currently handling the maintenance and administrative cost for the (3) gatehouse infrastructures. Request: Contractor requests the cost breakout for maintenance of the (3) gatehouse infrastructures from the 2023 and 2024 annual budget as well as the cost breakout for the administrative services for the (3) gatehouses.
- a. The approved FY 24-25 gate fund has been attached for your convenience.
27. 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.
28. How long has Allied Universal provided you with its services?
- a. Since 2016
29. 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.
30. How many incumbents would you like to keep in case of a transition?
- a. There is no expectation for this.
31. 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.
32. Can you please provide the incumbent contractors current billing rate?
- a. \$497,000 for all gate staff and supervisors, annually
33. 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.
34. 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.

35. What specialized training is required? (CPR/AED/etc.)
 - a. None are required.
36. 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).
37. What federal holidays are observed? Does your coverage change during holidays?
 - a. These are 24/7, 365 manned gate houses.
38. 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.
39. When will the start date be considered or when is your expected start date? (Timeframe)
 - a. July 1, 2025 is the anticipated start date.
40. 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.
41. 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.
42. 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.
43. Are body cameras allowed?
 - a. Body cameras are not a requirement of the RFP, nor a need for the Town.
44. 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
45. Within the contract is there a liquidated damages clause? If so, can you elaborate?
 - a. No
46. 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.
47. 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

48. 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

49. Who is the present vendor providing gate staffing services?

a. Allied Universal

50. 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.

51. 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

52. 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.

53. 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

54. 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.

55. 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.

56. 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.

57. 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.

58. 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