CLARIFYING Response #1

Roll Up Door Services 2027

November 18, 2026

This Clarifying Response NO. 1 consists of 1 page (8 - 8.5” x 11”). It is the responsibility of the proposer to assure and guarantee that the proposer has received the response in its entirety, and that they accept all conditions contained herein.

Question #1: *May the awarded contractor bill travel time portal-to-portal at the applicable labor rate, beginning when the service vehicle leaves the contractor’s facility and ending when it returns? Alternatively, may the contractor include a separate mobilization or trip charge in its fee schedule?*

Please also clarify whether documented travel delays caused by chain controls, road closures, severe weather, or other unsafe highway conditions are billable and whether such conditions excuse or extend the required response time.

Answer #1: Semiannual inspections and preventive maintenance services are scheduled and coordinated between District staff and the Contractor. As these services are planned, non-emergency work can and should be scheduled around forecasted inclement weather, chain controls, planned road closures, and other known travel impacts whenever reasonably possible.

The District recognizes that maintaining fully functional overhead doors is critical to facility operations, security, and safety. As a result, emergency repair services may be required from time to time. Contractors should consider their ability to respond to emergency service requests when preparing their bid submittals.

Travel time on a portal-to-portal basis, including travel to and from the Contractor's facility, will not be separately compensated by the District and remains the responsibility of the awarded Contractor. Contractors should incorporate all anticipated travel-related costs into their proposed unit pricing.

The Contractor is responsible for accounting for normal operating conditions associated with serving the Truckee/Tahoe region, including seasonal weather, traffic congestion, and chain control requirements. Documented delays resulting from extraordinary circumstances such as highway closures, severe weather events, major accidents, or other unsafe roadway conditions may be considered excusable when evaluating compliance with response-time requirements. Such circumstances do not entitle the Contractor to additional compensation for travel time or delays.