1. **Specs for the overhead door repair/replacement project.**

   Please refer to page 19 of the RFP Appendix B.

2. **What is the time frame to be on site for emergency service?**

   Please refer to page 3 of the RFP, #3 - Scope of Work – E. Response time is 24 hours.

3. **Our normal trip charge to customers within a 50 mile radius or one hour driving time is a flat fee of $110.00. As we are based in Southern NH this would cover up to Concord and over to Portsmouth and Keene area. To Claremont, Lincoln and Conway that would be 2 hours and everything else north would hit three hours. Would this be something you would want to see written into our proposal as a separate line item or just added to our hourly rate?**

   Add this charge to the hourly rate as detailed on page 11 of the RFP, #2 Pricing and Services.