

## **INQUIRY QUESTIONS AND RESPONSES**

**QUESTION 1.** We are reaching out to in regard to a walk through for the floor cleaning services at New Hampshire Liquor Commission, 50 Storrs Street Concord, NH 03301. We notified no walk through listed. Can you please let us know if that is mandatory or voluntary. And if mandatory please provide us with the date and address.

**RESPONSE:** 50 Storrs Street is not a location listed in the RFP. As far as walkthroughs, any of our Outlet locations can be visited during that Outlet's normal business hours. It would be appreciated if the Issuing Office could be provided a 24 hour advanced notice of any visits planned so they may communicate this with the corresponding Outlet.

**QUESTION 2.** My company does stripping and finishing of VCT in N.H. Since this is your second running of the RFP, I was wondering if you have enough bids already and if not where I might find one of the old accepted bids (probably pre-covid) which were granted, assuming you are still looking for new bids.

**RESPONSE:** No bids have been received at this time. A winning bid on a prior floor cleaning RFP is attached hereto.

## APPENDIX B PRICE PROPOSAL

As shown on the Map in Appendix C, the NHLC retail stores are divided into 5 zones. Each interested Contractor may bid on one or more zones. By submitting a proposal and pricing for any zone, the Contractor agrees to service all stores located within that zone.

A. In the table that follows, please provide the following information for each type of flooring used in NHLC retail stores:

# Coats of Wax or Polish – The NHLC understands that some flooring materials require waxing whereas others may not. For flooring that requires wax or polish after cleaning, please indicate the number of coats of wax or polish that will be applied.

Materials Used – Indicate the product or products that will be used to wash the floor as well as any waxing or polish products, depending on floor type.

Time per 1,000 square feet – Indicate the total length of time required to wash, strip and wax, if necessary. Time should be provided according to a 1,000 square feet basis to allow for comparability across stores of various sizes.

Price per 1,000 square feet – Indicate the total cost to the NHLC according to flooring type on a 1,000 square feet basis.

Floor Type	# Coats Wax or Polish	Materials Used	Time per 1,000 sq. ft.	Price per 1,000 sq. ft.
VCT	2	Betco Hard as Nails floor finish	2 hours	\$ 280.00 280
Epoxy	n/a	Betco Green Earth Daily Floor Cleaner	.5 hours	\$ 140.00 14
LVT	n/a	Betco Green Earth Daily Floor Cleaner	.5 hours	\$ 140.00 14
Ceramic Tile	n/a	Betco Green Earth Daily Floor Cleaner	.5 hours	\$ 140.00 14
Rubber	n/a	Betco Green Earth Daily Floor Cleaner	.5 hours	\$ 140.00 14

**B.** In the tables that follow, provide pricing for all zones for which a proposal is being submitted. Based on the information provided above, please provide pricing for all such zones and stores for 2 cleanings per store per year ("cleaning" means washing, stripping and waxing, where applicable).

1) Price Totals for 2 Cleanings Per Year

	Price Aug. 1, 2018 – Jul. 31, 2019	Price Aug. 1, 2019 – Jul. 31, 2020	Total Contract Price
<b>ZONE 1</b>	\$ <u>13,251.28</u>	\$ <u>13,251.28</u>	\$ <u>26,502.56</u>
<b>ZONE 2</b>	\$ <u>19,193.44</u>	\$ <u>19,193.44</u>	\$ <u>38,386.88</u>
<b>ZONE 3</b>	\$ <u>42,213.36</u>	\$ <u>42,213.36</u>	\$ <u>84,426.72</u>
<b>ZONE 4</b>	\$ <u>61,412.40</u>	\$ <u>61,412.40</u>	\$ <u>122,824.80</u>
<b>ZONE 5</b>	\$ <u>30,126.04</u>	\$ <u>30,126.04</u>	\$ <u>60,252.08</u>

2) Price Detail By Store for 2 Cleanings Per Year

**ZONE 1**

Store	Location	Price Aug. 1, 2018 – Jul. 31, 2019	Price Aug. 1, 2019 – Jul. 31, 2020	Total Price
18	Colebrook	\$ <u>1,008.00</u>	\$ <u>1,008.00</u>	\$ <u>2,016.00</u>
26	Groveton	\$ <u>802.48</u>	\$ <u>802.48</u>	\$ <u>1,604.96</u>
37	Lancaster	\$ <u>840.00</u>	\$ <u>840.00</u>	\$ <u>1,680.00</u>
29	Whitefield	\$ <u>680.40</u>	\$ <u>680.40</u>	\$ <u>1,360.80</u>
7	Littleton	\$ <u>1,716.96</u>	\$ <u>1,716.96</u>	\$ <u>3,433.92</u>
16	Woodsville	\$ <u>845.04</u>	\$ <u>845.04</u>	\$ <u>1,690.08</u>

47	Lincoln	\$ <u>1,792.00</u>	\$ <u>1,792.00</u>	\$ <u>3,584.00</u>
65	Campton	\$ <u>1,097.60</u>	\$ <u>1,097.60</u>	\$ <u>2,195.20</u>
19	Plymouth	\$ <u>1,638.00</u>	\$ <u>1,638.00</u>	\$ <u>3,276.00</u>
44	New Hampton	\$ <u>2,184.00</u>	\$ <u>2,184.00</u>	\$ <u>4,368.00</u>
17	Franklin	\$ <u>646.80</u>	\$ <u>646.80</u>	\$ <u>1,293.60</u>

## ZONE 2

Store	Location	Price Aug. 1, 2018 – Jul. 31, 2019	Price Aug. 1, 2019 – Jul. 31, 2020	Total Price
5	Berlin	\$ <u>853.44</u>	\$ <u>853.44</u>	\$ <u>1,760.88</u>
52	Gorham	\$ <u>1,360.80</u>	\$ <u>1,360.80</u>	\$ <u>2,721.60</u>
54	Glen	\$ <u>3,640.00</u>	\$ <u>3,640.00</u>	\$ <u>7,280.00</u>
23	Conway	\$ <u>2,864.40</u>	\$ <u>2,864.40</u>	\$ <u>5,728.80</u>
57	Ossipee	\$ <u>926.80</u>	\$ <u>926.80</u>	\$ <u>1,853.60</u>
12	Center Harbor	\$ <u>1,458.24</u>	\$ <u>1,458.24</u>	\$ <u>2,916.48</u>
42	Meredith	\$ <u>2,775.36</u>	\$ <u>2,775.36</u>	\$ <u>5,550.72</u>
56	Gilford	\$ <u>3,080.00</u>	\$ <u>3,080.00</u>	\$ <u>6,160.00</u>
75	Belmont	\$ <u>999.60</u>	\$ <u>999.60</u>	\$ <u>1,999.20</u>
39	Wolfeboro	\$ <u>1,234.80</u>	\$ <u>1,234.80</u>	\$ <u>2,469.60</u>

## ZONE 3

Store	Location	Price Aug. 1, 2018 – Jul. 31, 2019	Price Aug. 1, 2019 – Jul. 31, 2020	Total Price
45	Pittsfield	\$ 579.60	\$ 579.60	\$ 1,159.20
14	Rochester	\$ 4,550.00	\$ 4,550.00	\$ 9,100.00
13	Somersworth	\$ 980.00	\$ 980.00	\$ 1,960.00
9	Dover	\$ 2,352.00	\$ 2,352.00	\$ 4,704.00
71	Lee	\$ 2,088.24	\$ 2,088.24	\$ 4,176.48
38	Portsmouth Traffic Circle	\$ 4,004.00	\$ 4,004.00	\$ 8,008.00
6	Portsmouth	\$ 2,648.80	\$ 2,648.80	\$ 5,297.60
68	N. Hampton	\$ 3,360.00	\$ 3,360.00	\$ 6,720.00
73	Hampton – S	\$ 3,276.00	\$ 3,276.00	\$ 6,552.00
76	Hampton – N	\$ 3,458.00	\$ 3,458.00	\$ 6,916.00
28	Seabrook Beach	\$ 1,097.60	\$ 1,097.60	\$ 2,195.20
41	Seabrook	\$ 2,700.88	\$ 2,700.88	\$ 5,401.76
25	Stratham	\$ 1,622.88	\$ 1,622.88	\$ 3,245.76
79	Epping	\$ 2,184.00	\$ 2,184.00	\$ 4,368.00
62	Raymond	\$ 1,207.36	\$ 1,207.36	\$ 2,414.72
78	Hampstead	\$ 1,680.00	\$ 1,680.00	\$ 3,360.00
49	Plaistow	\$ 4,424.00	\$ 4,424.00	\$ 8,848.00

## ZONE 4

Store	Location	Price Aug. 1, 2018 – Jul. 31, 2019	Price Aug. 1, 2019 – Jul. 31, 2020	Total Price
72	Concord	\$ <u>1,193.36</u>	\$ <u>1,193.36</u>	\$ <u>2,386.72</u>
1	Concord	\$ <u>3,021.20</u>	\$ <u>3,021.20</u>	\$ <u>6,042.40</u>
81	Pembroke	\$ <u>2,184.00</u>	\$ <u>2,184.00</u>	\$ <u>4,368.00</u>
66	Hooksett – N	\$ <u>3,640.00</u>	\$ <u>3,640.00</u>	\$ <u>7,280.00</u>
67	Hooksett – S	\$ <u>3,640.00</u>	\$ <u>3,640.00</u>	\$ <u>7,280.00</u>
4	Hooksett	\$ <u>2,352.00</u>	\$ <u>2,352.00</u>	\$ <u>4,704.00</u>
33	Manchester	\$ <u>3,080.00</u>	\$ <u>3,080.00</u>	\$ <u>6,160.00</u>
31	Manchester	\$ <u>1,053.36</u>	\$ <u>1,053.36</u>	\$ <u>2,106.72</u>
10	Manchester	\$ <u>4,368.00</u>	\$ <u>4,368.00</u>	\$ <u>8,736.00</u>
58	Goffstown	\$ <u>1,176.00</u>	\$ <u>1,176.00</u>	\$ <u>2,352.00</u>
55	Bedford	\$ <u>2,436.00</u>	\$ <u>2,436.00</u>	\$ <u>4,872.00</u>
61	Londonderry	\$ <u>1,638.00</u>	\$ <u>1,638.00</u>	\$ <u>3,276.00</u>
20	Derry	\$ <u>2,408.00</u>	\$ <u>2,408.00</u>	\$ <u>4,816.00</u>
74	Londonderry	\$ <u>2,730.00</u>	\$ <u>2,730.00</u>	\$ <u>5,460.00</u>
59	Merrimack	\$ <u>2,744.00</u>	\$ <u>2,744.00</u>	\$ <u>5,488.00</u>
32	Nashua	\$ <u>2,548.00</u>	\$ <u>2,548.00</u>	\$ <u>5,096.00</u>

69	Nashua	\$ <u>6,720.00</u>	\$ <u>6,720.00</u>	\$ <u>13,440.00</u>
27	Nashua	\$ <u>2,096.08</u>	\$ <u>2,096.08</u>	\$ <u>4,192.16</u>
53	Hudson	\$ <u>972.72</u>	\$ <u>972.72</u>	\$ <u>1,945.44</u>
50	Nashua	\$ <u>6,010.20</u>	\$ <u>6,010.20</u>	\$ <u>12,020.40</u>
51	Pelham	\$ <u>901.60</u>	\$ <u>901.60</u>	\$ <u>1,803.20</u>
34	Salem	\$ <u>4,499.88</u>	\$ <u>4,499.88</u>	\$ <u>8,999.76</u>

## ZONE 5

Store	Location	Price Aug. 1, 2018 – Jul. 31, 2019	Price Aug. 1, 2019 – Jul. 31, 2020	Total Price
11	Lebanon	\$ <u>2,493.12</u>	\$ <u>2,493.12</u>	\$ <u>4,986.24</u>
60	W. Lebanon	\$ <u>2,800.00</u>	\$ <u>2,800.00</u>	\$ <u>5,600.00</u>
64	New London	\$ <u>1,461.04</u>	\$ <u>1,461.04</u>	\$ <u>2,922.08</u>
82	Warner	\$ <u>1,879.08</u>	\$ <u>1,879.08</u>	\$ <u>3,758.16</u>
24	Newport	\$ <u>899.36</u>	\$ <u>899.36</u>	\$ <u>1,798.72</u>
8	Claremont	\$ <u>1,580.88</u>	\$ <u>1,580.88</u>	\$ <u>3,161.76</u>
35	Hillsboro	\$ <u>1,254.40</u>	\$ <u>1,254.40</u>	\$ <u>2,508.80</u>
30	Milford	\$ <u>1,152.48</u>	\$ <u>1,152.48</u>	\$ <u>2,304.96</u>
22	Brookline	\$ <u>1,536.64</u>	\$ <u>1,536.64</u>	\$ <u>3,073.28</u>
77	Rindge	\$ <u>1,570.80</u>	\$ <u>1,570.80</u>	\$ <u>3,141.60</u>
36	Jaffrey	\$ <u>853.44</u>	\$ <u>853.44</u>	\$ <u>1,706.88</u>
21	Peterborough	\$ <u>3,640.00</u>	\$ <u>3,640.00</u>	\$ <u>7,280.00</u>

70	Swanzey	\$ <u>1,446.48</u>	\$ <u>1,446.48</u>	\$ <u>2,892.96</u>
15	Keene	\$ <u>1,274.00</u>	\$ <u>1,274.00</u>	\$ <u>2,548.00</u>
63	Winchester	\$ <u>768.32</u>	\$ <u>768.32</u>	\$ <u>1,536.64</u>
48	Hinsdale	\$ <u>1,359.12</u>	\$ <u>1,359.12</u>	\$ <u>2,728.24</u>
2	W. Chesterfield	\$ <u>3,360.00</u>	\$ <u>3,360.00</u>	\$ <u>6,720.00</u>
40	Walpole	\$ <u>796.88</u>	\$ <u>796.88</u>	\$ <u>1,593.76</u>



# HARD AS NAILS™

Hard Film Floor Finish

**50% HARDER**

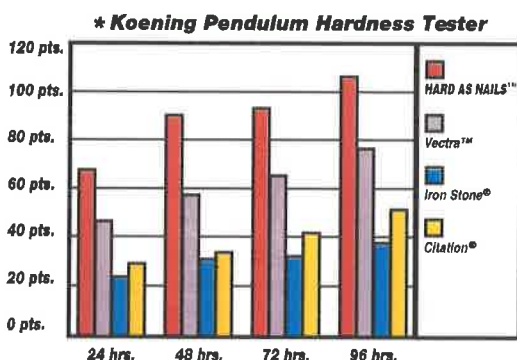
**LESS WORK!**



AVAILABLE IN:  
 65904-00 CS./4-1 Gal.  
 65905-00 Pail/5 Gal  
 65955-00 Drum/55 Gal  
 65959-00 QuickCoat-CS./2-1.25 Gal



**Drive down your floor maintenance cost with  
 Hard As Nails™ floor finish.**



- \*50% harder film than other industry-leading finishes.
- Less scuffing.
- Less scratching.
- Longer-lasting shine and durability.
- Less burnishing.

Hard As Nails™ is the finish for schools, universities and retail facilities faced with reduced staffing. Hard As Nails™ extends stripping and top scrub cycles by preventing dirt penetration which leads to traffic patterns and yellow-looking floors.

All facilities are being pressured to reduce staff and maintenance time, but management expects the same or higher level of appearance. If you have less time to spend buffing and burnishing floors, then Hard As Nails™ is the answer!

\* This information is presented based on our research which we believe to be correct and objective. No guarantee is expressed or implied.

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Item #91149-92



**CLEANING  
SERVICES  
GROUP, INC.**

# **Floor Care & Janitorial Services Proposal**

*Prepared for:*

*New Hampshire Liquor Commission  
Concord, New Hampshire*



## CORPORATE BACKGROUND

Cleaning Services Group, Inc.  
230 North Street Danvers, MA 01923  
T: (800) 683-6572 F: (800) 789-5440  
[www.csginc.com](http://www.csginc.com)

### Company Background:

**Cleaning Services Group, Inc.** has been incorporated since October 30, 1992. CSG has been a leading service provider of quality building maintenance for over 20 years. Logistics is our strategy; Service is what we do. Developing a core solution and maintaining that solution with minimum cost is only part of the customized service we provide.

**CSG** is totally committed to customer satisfaction and provides reliable, responsive, quality cleaning to office buildings, medical facilities, commercial properties, grocery and retail store chains, distribution centers, cinemas/theatres, restaurants, educational facilities/universities and banks located throughout the United States. Outsourcing facilities management to Cleaning Services Group enables our clients to focus on their core business while CSG focuses on maintaining their facilities.

### Corporate Capabilities:

Several distinctions set **Cleaning Services Group** above the rest of its competitors: **INSPECTION AND QUALITY CONTROL**. A daily lead person inspects the areas of responsibility. A daily/weekly checklist is provided by **CSG** and needs to be signed by facilities management weekly. The area supervisor performs a weekly, working, hands-on audit. Any deficiencies noted are corrected within 48 hours. On a monthly basis, a **CSG** district manager and facilities management inspect facilities using a detailed quality control form.

Other services provided by CSG include floor care, carpet care, light bulb replacement, shopping cart cleaning, construction clean up, carpet and tile replacement/repair, restroom care, landscaping, parking lot/sidewalk cleaning, window cleaning, and many other services.



**CLEANING  
SERVICES  
GROUP, INC.**

### **Company Structure:**

Our management is prepared to devote its full energies and extensive resources to the installation of our service program at any location. Thanks to years of hard work we are able to offer virtually trouble free, consistent service at uniformly high standards anywhere in the United States.

**CSG** personnel who maintain a supervisor's title or higher are equipped with cell phones, laptops and GPS-navigation systems 24 hours a day, 7 days per week. This assures our valued customers a rapid response to any emergency situation at all times. One quick telephone call will initiate action. Most situations will be taken care of within 24 hours of a customer's call. Emergency service with one-hour response time is always available.

The cleaning staff is one **CSG** takes pride in. We make certain that only properly trained personnel are involved in the maintenance of your property. Building supervisors regularly attend classes given by **CSG**. In addition, key supervisors regularly attend classes given by **Building Service Contractor's Association International**. Our supervisors are educated in the areas of cleaning technology, training of others, communication, personnel management, and leadership. Supervisors are in turn responsible for the training of custodial personnel. The custodians are trained in the latest cleaning methods and taught to take pride in their workmanship through video training.

### **Professional Affiliations**

To stay at the forefront of industry practices, CSG is affiliated with the major janitorial and building services organizations. We are also committed to using "Green Seal" products for a healthier and more environmentally friendly workplace.

**Green Seal:** Encouraging the purchase and production of environmentally responsible products and services:

**BOMA:** Building Owners and Managers Association International

**PRSM:** Professional Retail Store Maintenance Association

**ISSA:** International Sanitary Supply Association

**BSCAI:** Building Service Contractors Association International

**NGA:** National Grocers Association

**IFMA:** International Facility Management Association



**CLEANING  
SERVICES  
GROUP, INC.**

## **Technology:**

### **CAP Auditing Platform**

CSG is now using our proprietary CAP software system. A data collection and reporting solution that provides data anytime, anywhere.

With CAP CSG can

- Easily collect, store and publish data critical to your organization
- Quickly identify problem areas and take corrective action
- Improve your experience and elevate performance



Using CAPS technology CSG has a remote access, real-time, pioneered the market on solutions to your cleaning needs by providing you with real-time touch screen request and reporting capabilities 24/7/365.

### **Integrated Voice Response**

CSG currently utilizes Real Time Reporting through our IVR Portal and allows you, our Customer to view the same details online.

- Real Time Alerts for: No Shows, Low Quality Ratings, Service Requests, Unrecognized Caller ID.
- Cleaners and Customers can contact our CSG management team by leaving voicemails that notify our DM's on their smartphones of any issues that may have come up so that they can respond proactively.
- Daily, weekly or monthly Service Detail Reports provided to you for performance reviews.
- No Show Alert Summary allows us to handle No-Shows within 15 minutes of the scheduled start time by location.
- CSG monitors the above information and reports it back to you on an exception-based reporting schedule so that you don't need to be involved in the day to day.
- IVR communication is cost effective and provides Real Time information.





**CLEANING  
SERVICES  
GROUP, INC.**

## **TRANSITION PLAN – START UP PLAN**

The apprehension in changing service providers or starting up a new business is a concern for every facility and property manager. Due to our planning procedures our service transitions are near flawless and we endeavor to make the changeover or start up unproblematic for our new clients. Our customers will experience an uncomplicated and seamless transition.

The following is Cleaning Services Group's "**Start Up - Transition Plan**"

<b>Pre-start Day 1: First day when notified of award</b>	<ul style="list-style-type: none"> <li>• Contract awarded</li> <li>• CSG immediately conducts "new start" meeting to plan transition into buildings</li> <li>• Assign start-up team members for the project</li> <li>• Customer Service representative(s) assigned to project</li> </ul>
<b>Pre-start Day 2</b>	<ul style="list-style-type: none"> <li>• Review projected equipment and supply list; make any revisions required</li> <li>• Order equipment and supplies</li> </ul>
<b>Pre-start Days 2-5</b>	<ul style="list-style-type: none"> <li>• Begin interviewing for supervisory and lead positions</li> <li>• Tenant surveys conducted (multi-tenant sites only)</li> </ul>
<b>Pre-start Days 5-10</b>	<ul style="list-style-type: none"> <li>• Staff interviews and selections</li> <li>• Background checks begun</li> <li>• Interview current staff; determine number that will transition to CSG</li> </ul>
<b>Pre-start Days 11-15</b>	<ul style="list-style-type: none"> <li>• Work/building assignments finalized</li> <li>• Continue interviewing (if necessary)</li> <li>• Back-up staffing planned</li> </ul>
<b>Pre-start Days 16-20</b>	<ul style="list-style-type: none"> <li>• Introduce CSG managers and supervisors assigned to the project</li> <li>• Conduct management training</li> <li>• Review all work specifications with managers and supervisors</li> <li>• Daily start-up team meetings to ensure all required duties have been completed</li> </ul>
<b>Pre-start Days 21-28</b>	<ul style="list-style-type: none"> <li>• In-service training for new employees</li> <li>• Safety training</li> <li>• Continue daily start-up team meetings</li> </ul>
<b>Pre-start Day 29</b>	<ul style="list-style-type: none"> <li>• Equipment delivered to buildings.</li> <li>• Supply closets stocked with CSG equipment and chemicals</li> <li>• Final walk-thru of buildings with CSG site managers, supervisors and lead staff</li> </ul>
<b>Start date: Day 30</b>	<ul style="list-style-type: none"> <li>• First day of service</li> </ul>
<b>Post-start date Days 1-5</b>	<ul style="list-style-type: none"> <li>• Review start-up successes or deficiencies with client</li> <li>• Corporate managers tour facilities to determine quality of start-up service, immediately correcting any deficiencies</li> </ul>
<b>Post-start date Days 6-10</b>	<ul style="list-style-type: none"> <li>• Start-up team begins slow exit</li> <li>• Daily quality control meetings with client representatives at each facility</li> </ul>



**CLEANING  
SERVICES  
GROUP, INC.**

*References prepared for:  
New Hampshire Liquor Commission  
Concord, NH 03302*

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