



Bolster Group

Bolster Flooring Service Agreement

Celebrating 45 Years Serving Irish Industry

Prepared for

Prepared by:

William Bolster (0872570116)

Mark O'Brien (0872046842)

Bolster Flooring

Heathfield House, Newtown, Tramore
Co. Waterford

Tel: 051/381322

Fax: 051/390263

mark@bolstergroup.com

www.bolstergroup.com



Submitted on

Table of Contents

Statement of Confidentiality & Non-Disclosure	2
Executive Summary	2
1. Company Background	3
2. Identification of Needs.....	3
2.1 Requirements	3
2.2 Additional Requirements.....	3
3. Proposed Solution.....	4
3.1 Solution.....	4
3.2 Cleaning.....	4
3.3 Service Team	4
4. Why Choose Bolster Flooring?	5
4.1 Benefits of Our Proposed Plan.....	5
4.2 Success Stories	5
5. Costs.....	6
5.1 Cost Breakdown.....	6
5.2 Payment Terms.....	6

Statement of Confidentiality & Non-Disclosure

This document contains proprietary and confidential information. All data submitted to _____ is provided in reliance upon its consent not to use or disclose any information contained herein except in the context of its business dealings with Bolster Flooring. The recipient of this document agrees to inform present and future employees of _____ who view or have access to its content of its confidential nature.

The recipient agrees to instruct each employee that they must not disclose any information concerning this document to others except to the extent that such matters are generally known to, and are available for use by, the public. The recipient also agrees not duplicate or distribute or permit others to duplicate or distribute any material contained herein without Bolster Flooring's express written consent.

Bolster Flooring retains all title, ownership and intellectual property rights to the material and trademarks contained herein, including all supporting documentation, files, marketing material, and multimedia.

BY ACCEPTANCE OF THIS DOCUMENT, THE RECIPIENT AGREES TO BE BOUND BY THE AFOREMENTIONED STATEMENT.

Executive Summary

Bolster Flooring is pleased to present _____ with this proposal for a __ Year Service at _____. We recognize the unique opportunity to work with _____ on such an important project. We believe that the retail market is in its challenging stage in the current economic climate and that we are uniquely positioned to successfully deliver maximum uptime for your flooring needs.

Having duly examined your requirements, we are confident that our proposed solution will effectively address your needs.

The key benefits of working with Bolster Flooring include:

- Our unique new service will feature an on-site survey or alternatively send us your finishing file and we will extract and archive the flooring in your building which will identify the various vinyl, carpet or wall cladding in use. We will then stock your items and hold in our warehouse which will allow us have a rapid response to your repairs and maintenance needs saving time on upcoming audits or repairs to damaged areas which could be a danger to your employees, customers or recognized by the auditor as a problem area.
- Call out can also be used just for advice if needed.
- Please log onto www.bolstergroup.com for a full presentation pack of our flooring capabilities and experience.
- Lower call-out rates than the non-service contract holder.
- 10% reduction in spare materials used.
- Priority over non-service customers on emergency call outs.
- Fully documented checks for each materials used.
- Recommendations with regard to safety and life expectancy through ready made quotes after completion of an individual visit together with 45 years of experience to advise each client.
- Up to date standards and regulations advised immediately to the customer.
- Fast response time to suit client.
- Historical information available on request for internal customer audits and insurances.
- Out of hours service available for time restricted areas and during busier periods.

Our unique ability to deliver comprehensive flooring solutions and our successful track record in this market makes us an enviable service and maintenance partner. We look forward to continuing our mutually rewarding relationship with _____

1. Company Background

Founded in 1966, Bolster Flooring (www.bolstergroup.com) offers nationwide After Sales Services and Support. Bolster Flooring currently serves over 250 customers in the Republic of Ireland and employs people throughout the country. Bolster Flooring set the industry standard for service excellence. After sales service is essential and customer satisfaction is a fundamental pre-requisite that we remain committed to deliver.

2. Identification of Needs

2.1 Your Requirements

Bolster Flooring understands the requirements to be as such:

General Requirements:

Every 6 Months

Every 12 months

General:

2.2 Additional Requirements

Bolster Flooring has identified the following requirements that should be met in order to successfully complete this project:

- 24 Hour Fully Nationwide Repair Service on Request
- Day to Day Contract Management by Senior Management
- Technical Support by Phone
- Comprehensive Accessories/Consumables carried by Fitters
- Technical Data Sheets, Health & Safety Data Sheets

3. Proposed Solution

3.1 Solution

Bolster Flooring preventative maintenance programme offers total product support. Full technical data will be included on handover to ensure that the floor performs at optimum levels. Recommendations will be made to upgrade areas to ensure compliance with current standards and regulations.

Central to the *Bolster Flooring* philosophy is a commitment to the safety aspect of all products in operational use. It is the maintenance programme that underlines our and your commitment to achieving maximum safety standards throughout the life of your floor.

3.2 Cleaning

Bolster Flooring will also recommend best cleaning practice as recommended by the manufacturer. Data sheets can be supplied for all makes of flooring

3.3 Service Team

This project will be overseen by Mark O'Brien and William Bolster, Director; who are in charge of National Service Operations and will manage the work done by the following teams:

- Service Centers: Members: Service Desk Operators

Main Tasks:

1. Call Handling
2. Flooring Contractor Dispatch
3. Documentation & Follow Up

Installation and Service:

Main Tasks:

1. Service
2. Maintenance
3. Repairs
4. Installation

4. Why Choose Bolster Flooring?

4.1 Benefits of Our Proposed Plan

When comparing our capabilities and proposed solution to that of competitors, the benefits of choosing Bolster Flooring are:

- ❑ Experience:
 - Bolster Flooring prides itself on its highly technical fitting team.
 - Industry specific fitters ensure familiarity with all relevant standards and procedures with company experience spanning 45 years.
- ❑ Local Support:
 - Service staff available nationwide, flexible call-out response for service contract holders. After hour and weekend service support available.
- ❑ Qualified Partners
 - Bolster Flooring chooses the most suitable manufacturers to work with in order to offer the best possible solution to each specific project. All manufacturers have industry specific experience & expertise.
- ❑ Project Engineering
 - Bolster Flooring will assign a fitter with industry specific experience to ensure a successful completion of any project on time, within budget and to our customer's particular specifications.

4.2 Success Stories

Bolster Flooring has worked on similar projects/portfolios in the past and is successfully delivering Nationwide Service, Repair and Maintenance to many multiple flooring customers including:



Abbott Clonmel and Cork

BAM

Bausch & Lomb

BAUSCH+LOMB

Glanbia

Genzyme



John Sisk & Son Ltd



Fire Services

Servier



5. Costs

5.1 Cost Breakdown

The cost breakdown is detailed in the table below.

Please note that in the absence of a definitive survey, Bolster Flooring reserves the right to increase the price of the contract by the number of any items not listed in the following table based on the item prices list. Bolster Flooring will not and does not submit this tender on the basis that it is a comprehensive and exhaustive cost breakdown and this cost breakdown is subject to change based on the exact flooring survey if needed on each project which is to be confirmed to Bolster Flooring.

Callout Rates

SERVICE CONTRACT HOLDERS	1 Fitter	2 Fitters
CALL-OUT CHARGE (UP TO 2 HOURS)	145.00	290.00
PER HOUR AFTER 2 HOURS	65.00	130.00
TO THE NEAREST ½ HOUR	32.50	65.00
AFTER HOURS (MON-FRI), SAT UP TO 1 P.M.	X 1.5	X 1.5
SAT AFTER 1 P.M.	X 2	X 2
SUNDAYS	X 2	X 2
BANK HOLIDAYS	X 3	X 3

- a) An additional charge is applicable in all instances where a second fitter or assistant is required to complete works. However if a labourer is only needed this can result in reduced rates.
- b) This maintenance contract includes all labour costs based on the stated number of visits per annum.
- c) Any consumable materials such as adhesives, welding rod, vinyl, and filler will be charged separately.
- d) If a repair/maintenance job migrates to a new or larger project then new costings will be applied and agreed.
- e) Separate new projects can be priced and agreed outside the maintenance contract.
- f) It is possible to use the above rates for labour and we can add material costs to same for larger projects.

5.2 Payment Terms

- Payments must be made 30 DAYS AFTER RECEIPT OF INVOICE.
- VAT is not included @ 13.5% - 21% where appropriate.
- Payment must be remitted by Bank Transfer or Cheque and must be made payable to William Bolster, Bolster Flooring, Bank of Ireland, Summerhill, Tramore. Account No: 10795484 Sort Code: 90-47-04
- Order numbers are needed to cover contract or blanket order to cover ongoing repairs if needed.
- Please note full list of terms and conditions are listed on our web site www.bolstergroup.com, click onto Flooring then terms and conditions or we can post or email if required.