



ST. CHARLES PARISH SCHOOLS
Request for Proposal

Submitted
06.11.2024

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From our President

St. Charles Parish Public Schools
John P. Rome, Jr.
13855 River Road
Luling, LA 70070

Dear Mr. Rome:

We at Platinum Cleaning are excited about the opportunity to partner with St. Charles Parish Public Schools.

At Platinum Cleaning, we place a strong emphasis on our core values of accountability, communication, and transparency. These values guide our every action and decision, and we believe they are fundamental to building strong and lasting client relationships. Allow me to elaborate on each of these principles:

Accountability: We take responsibility for our actions, consistently deliver on our promises, and hold ourselves to the highest standards of professionalism. You can trust us to meet your needs reliably and efficiently.

Communication: Open and honest communication is vital to our client relationships. We believe in regular updates, addressing your concerns promptly, and ensuring that you are always informed about the progress of our services.

Transparency: We believe in complete transparency when it comes to our services, pricing, and any potential issues that may arise. You can count on us to be forthright and provide a clear understanding of how we operate.

We are committed to delivering and providing a safe, clean, and welcoming environment for your staff and visitors. We take pride in our attention to detail.

Thank you for considering Platinum Cleaning.

Sincerely,



Gary Tuch, President

Qualifications

Background and Experience Overview

Founded in 2008, Platinum Cleaning & Facility Services is one of the fastest growing facility service companies in the United States. Platinum currently cleans approximately 30 million square feet daily with a workforce of about 1,200 employees.

Platinum's headquarters are in Sherman Oaks, California, with operations and offices in twelve states.

Platinum's operations in Louisiana include offices in New Orleans, Shreveport and Lake Charles, with an additional office in Jackson, Mississippi.

Platinum provides a comprehensive range of cleaning services for educational, healthcare and office facilities.

- Night janitorial
- Day porter
- Window cleaning
- Floor service
- Carpet cleaning
- Pressure washing

Key Personnel

The leaders from Platinum that would be assigned to St. Charles Parish Publish Schools:

Elmer Lemus

District Manager

Elmer Lemus joined the Platinum Cleaning & Facility Services family in 2016. A native of Guatemala who came to the United States in 1990, he began his career in the Facility Services industry as a cleaner at UNICCO Service Company in 1994, and worked his way through the ranks, earning the title of Director.

Over the course of his tenure at UNICCO, Mr. Lemus managed a portfolio in Washington, D.C. of office properties and in the NY and NJ areas, a portfolio of universities.

Mr. Lemus is a hands-on manager who understands the ins and outs of the business and is well versed in all cleaning procedures.

Chris Guillot

Account Manager

Mr. Guillot is a lifelong resident of the New Orleans area. Offering over 20 years of experience in the janitorial industry within schools, universities, Class A buildings, arenas, airports, and more with proven success in quality assurance, leadership, and customer satisfaction.

He is highly skilled in streamlining operations through continuous process improvements, policy implementation, and cross-functional collaboration. Accomplished in building high-performing teams and inspiring staff to achieve personal and professional goals.

Resumes

Resumes are provided in the Additional Documents section.

Work Experience

Specific school references are provided in the Additional Documents section using the Request for Proposal Form.

Louisiana Cleaning Portfolio

Office Buildings

Regions Tower, 333 Texas St. Ste. A-250, Shreveport
500,000 sq ft, multi-tenant office tower
Contact: Forrest Fegert, Property Manager
Office: 318.429.1329

650 Poydras, 650 Poydras St., Ste. 2230, New Orleans
453,000 sq ft, multi-tenant office tower
Contact: Cristina Desalvo, Property Manager
Office: 504.528.9913

Hancock Whitney Center, 701 Poydras St. Ste. 3870, New Orleans
1,213,365 sq ft, multi-tenant office tower
Contact: Mike Otilio, Vice President
Office: 504.323.7000

909 Poydras, 909 Poydras St. Ste. 1475, New Orleans
545,157 sq ft, multi-tenant office tower

Contact: Jeanne Renda, Property Manager
Office: 504.584.5050

Government Facilities

Calcasieu Parish Police Jury
Multiple facilities within the parish including offices, healthcare, libraries, and courthouses.
Contact: Erick LaRoque, Assistant Director, Facilities
Office: 337.721.3540

Statement of Financial Solvency

A Statement of Financial Solvency is provided in the Additional Documents section.

Quick Facts:

- One of the fastest growing facility service companies in the country
- Over 1,200 employees
- Locations throughout the US
- Over 30,000,000 sq. ft. cleaned daily
- High account retention
- Low employee turnover
- Long-term supervisory personnel
- Financially secure
- Multiple references
- Enthusiastic and knowledgeable managers who average over 15 years in our industry
- Family owned and operated.

Length of Time for Start of Services

Platinum requests 30-day notice from the time a service agreement is executed by both parties.

Methodology

Platinum's entire team is dedicated to ensuring that every facility within the St. Charles Parish Public School system is maintained to a professional standard for safety and cleanliness. This unwavering focus underscores Platinum's commitment to providing a conducive environment for learning and working.

Utilizing a proven system with a track record of excellent results is a solid foundation for success. By building a team that is professionally trained, equipped, and effectively managed to fulfill all tasks and responsibilities outlined in the RFP, Platinum ensures that every aspect of facility maintenance is handled with precision and expertise. This approach not only instills confidence in clients but also enhances the efficiency and effectiveness of the team's operations.

Staffing

Employee Screening and Hiring

- Candidates are required to sign an authorization for background checks as part of the employment package. Every candidate will have a background check performed, that includes nationwide checks that cover all counties in which they have lived over the past ten (10) years.
- 30-minute interview for all positions
- Reference checks are performed for candidates
- All newly hired employees attend an orientation session
- Supervisory management must pass more rigid qualifications for employment; hence, we seek candidates with impeccable background and work histories.

Staff Training

Platinum's training program is a three-stage program:

Stage 1 – Orientation

- Company History
- Overview of Client organizations
- Services provided by Platinum to the customer
- Platinum's policies and procedures
- Platinum expectations of employees
- Employee expectations from Platinum
- Work Rules – Disciplinary Procedures
- Employee Benefits
- Performance Review Schedules
- Payroll Procedures
- Safety and Security
- Work Schedules – Breaks
- Uniforms/ Lockers

Stage 2 – One-on-one hands-on training

- Janitorial safety (SDS)
- Basic procedures in general cleaning
- Basics of restroom cleaning
- Hard floor care
- Carpet care

- Window cleaning
- Infection control
- Blood borne pathogens
- Special training

Stage 3 – Monthly review training depending on facility type

- Refresher procedure of the month
- Policies (Customer's & Platinum's)
- Body Mechanics
- Safety
- Sustainability
- SDS

Quality Assurance

We consistently monitor our performance and teams. Additionally, we would build a collaborative relationship with your team. We will communicate openly and transparently and be accountable to you. We empower our team members to participate in identifying quality issues and identifying inefficiencies so they can be addressed proactively.

By consistently monitoring performance and maintaining transparency, Platinum ensures quality service delivery. Building a collaborative relationship with our clients fosters trust and enables better communication, which is essential for addressing any issues or concerns promptly. Empowering team members to identify quality issues and inefficiencies proactively demonstrates a commitment to continuous improvement and ensures that our services are always meeting or exceeding your expectations.

Safety

Risk Management

Platinum knows that complying with all safety standards when using, storing, and disposing of all cleaning chemicals is not only the law, but also the right thing to do. Embracing this as a company, we have implemented programs that effectively ensure that all employees, staff, and customers are not only informed about any hazardous cleaning solutions, but also about the procedures for handling, use, control, and disposal of them. Facets of our programs include specific training and refresher training throughout the year regarding container labeling, safety data sheets, and equipment inspection and maintenance.

Container Labeling

All containers received for use will be clearly labeled as to the contents, noting the appropriate

hazard warning, and listing the name and address of the manufacturer. All secondary containers (i.e. spray bottles, gallon jugs, etc.) are labeled with either an extra copy of the original manufacturer's label or with labels that include the identification and the appropriate hazard warning.

Safety Data Sheets (SDS)

Copies of SDS for all chemicals in use will be kept on site. SDS will be available to all employees during each work shift. Copies of all SDS are furnished to the client's safety department.

Accident Prevention

The safety of everyone in your building is one of our top priorities. In the rare instance that an accident or other work-related incident should occur, the following procedures are immediately implemented:

- Any claim is reported to our insurance carrier within 24 hours.
- Claim progress is monitored to ensure efficient completion.
- Investigations are conducted with the added focus of preventing a repeat of the incident.
- Employees needing medical attention are assisted to ensure speedy recovery.
- Any follow-up treatments needed are arranged near the employee's home.
- All efforts are made to bring the employee back to work as soon as possible.
- Light duty options are implemented when appropriate.

Required Information

The list below was included in the RFP. We've provided additional information or referenced the section of the proposal where the information can be found to ensure that all required deliverables are included in this proposal.

A. Name, address, and telephone number.

Legal name: Platinum Cleaning of Indianapolis, LLC

DBA: Platinum Cleaning & Facility Services

Headquarters address:

15303 Ventura Blvd., Suite 800

Sherman Oaks, CA 91403

Main Telephone: 310.566.6210

B. If a corporation, the state of incorporation and date, a list of the shareholders, the names, and addresses of its Board of Directors and its officers. If a partnership, the names and addresses of all general and limited partners. If a joint venture, the names and addresses of all parties participating in the venture.

Platinum's owner is Zev Hertz who may be reached at our corporate headquarters.

C. All information required in Sections III.B, III.C, and III.D of preceding instruction section of this Request for Proposals.

All information required is provided above in the Qualifications and Methodology sections.

D. Identification, names, and addresses of all sub-contractors or other parties engaged or to be engaged by the proposer.

Platinum has no plans to use subcontractors to meet the requirements of the RFP. No subcontracting will be performed unless approved by St. Charles Parish in advance.

E. Outline of proposed services and mechanism and alternate mechanisms, if any, to perform the required services.

Proposed Services:

- General cleaning
- Restroom cleaning and sanitizing
- Hard floor care
- Carpet care
- Window cleaning
- Pressure washing

All personnel will be professionally trained and equipped to perform the proposed services.

F. Description of the previous experience of the proposer, especially involvement with school buildings or other public or municipal entities.

Platinum's Managers, Elmer Lemus and Chris Guillot, both have extensive experience in their careers with educational facilities. St. Charles Parish Public Schools would be our first in Louisiana. We have provided current school references for Platinum in the Request for Proposal Form in the Additional Information section below.

Our largest government account in your area is Calcasieu Parish Police Jury.

G. List of present and past clients including a possible contact person with name, address, and telephone number and other references.

We have provided several client references with contact information in the Qualifications section and Request for Proposal Form.

H. Vitae, including any special license information of the proposed project director, key project personnel and/or contactors.

Information is provided in the Qualifications section.

I. Certificate of Insurance or copies of policies or other information to show the proposer's insurance, workmen's compensation, liability insurance, and its ability to provide performance bonds, with the St. Charles Parish School Board listed as additional insured.

Please see the Evidence of Insurance section below in Additional Information.

J. The fee or compensation to be paid to the Contractor for all or any of the proposed services must be included in the proposal.

Provided in the Request for Proposal Form below.

Please note: Platinum's pricing includes all labor, materials and equipment to perform the task outlined in the RFP. St. Charles Parish Public Schools will pay for all consumable supplies such as paper hand towels, toilet tissue, hand soap and trash can liners.

K. Proposers shall include with their proposals a description of the firm's qualifications to include a specific list of personnel to be used in this project and their qualifications. Resumes are required on each of the key personnel.

Please reference the Qualifications and Resume sections.

L. Proposers shall supply a list describing previous, similar work done by subject area, with whom (governmental agency or private business) and the names and addresses of contact persons for each client listed.

We have provided several client references with contact information in the Qualifications section and Request for Proposal Form.

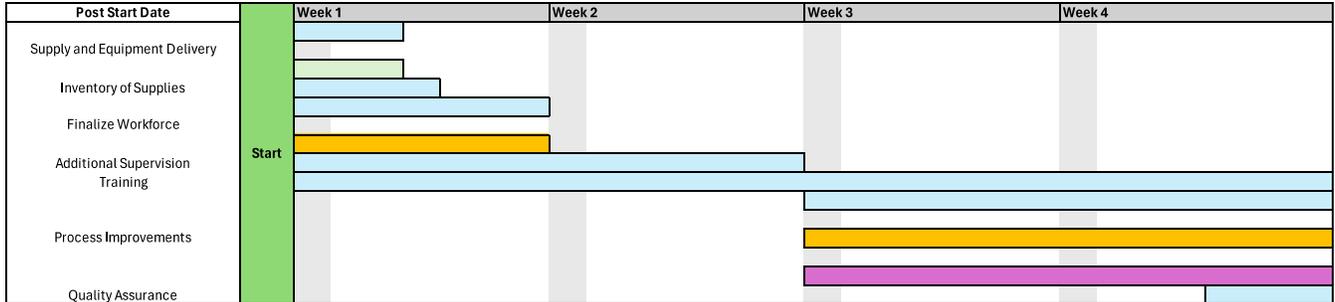
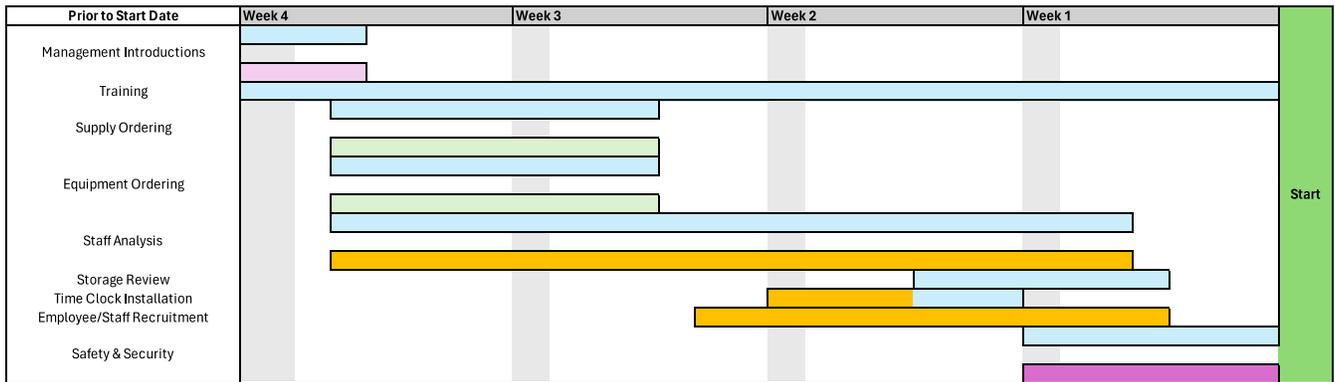
M. Proposers shall supply a financial statement or other representation of financial solvency.

A Statement of Financial Solvency is provided below.

Getting Started

Start-up Plan

Once a service agreement is executed by both parties, Platinum’s operations team will be activated to begin preparing for the start of your service.



Additional Information

[Request for Proposal Form including Non-Disclosure Agreement](#)

Platinum Cleaning & Facility Services



REQUEST FOR PROPOSAL FORM

Having read the Instructions for Requests for Proposals, Documents, and this Proposal Form, I(We) agree to all stated conditions and propose to perform contracted custodial services as required for the following prices stated on the Request for Proposal Form.

To complete contracted custodial services (July 1st - June 30th) at Central Office Complex, which includes the Distribution/Child Nutrition Center, Media Center and Transportation Buildings, for the price of:

Words one hundred fifty six thousand two hundred fifteen **Dollars**

Figure \$ 156,215

To complete contracted custodial services (July 1st - June 30th) at Lakewood Elementary School for the price of:

Words two hundred thirty four thousand three hundred twenty two **Dollars**

Figure \$ 234,322

To complete contracted custodial services (July 1st - June 30th) at the Maintenance Facility/Student Health Services/Westbank Pupil Appraisal for the price of:

Words forty three thousand nine hundred thirty five **Dollars**

Figure \$ 43,935

REJECTION OF PROPOSALS

The Undersigned understands that the Owner reserves the right to reject any or all Proposals and waive any informality in the proposing.

WITHDRAWAL OF PROPOSALS

The Undersigned agrees that the Proposal shall be good and may not be withdrawn for a period of one-hundred twenty (120) calendar days after the scheduled closing time for receiving Proposals. This Proposal may be withdrawn at any time prior to the scheduled time for opening of proposals or any authorized postponement thereof.

ADDENDUM

The Undersigned acknowledges receipt of the following addenda:

NO. 1 DATED 6/6/2024 NO. _____ DATED _____
NO. _____ DATED _____ NO. _____ DATED _____

The undersigned acknowledges all criteria below met by the firm/proposer with a check mark:

Small business N/A

Minority Business N/A

Women-owned business N/A

Respectfully submitted,

Typed or Printed
Name of Representative: Gary Tuch, President

Signature of Representative 

Mailing Address: 15303 Ventura Blvd., Suite 800

Sherman Oaks, CA 91403

Telephone Number: 310.566.6210 (including area code)

Fax Number: 310.584.8116 (including area code)

E-mail address: gary@platinumcleaning.com



CONTRACTED CUSTODIAL SERVICES
At
VARIOUS SCHOOL SITES

LIST OF REFERENCES

List below three (3) references as described on page 9.

- (1) Company Name YULA Boys High School
Contact Person Rick St Laurent, Director of Facilities
Address 9760 Pico Blvd.
Los Angeles, CA 90035
Phone Number 310.729.2458 (include area code)
- (2) Company Name Gindi Maimonides Academy
Contact Person Sara Kneitel
Address 8511 Beverly Place
Los Angeles, CA 90048
Phone Number 310.402.3697 (include area code)
- (3) Company Name Torath Emeth Academy
Contact Person Ruthy Grama
Address 540 N La Brea Avenue
Los Angeles, CA 90302
Phone Number 323.549.3170 ext 103 (include area code)



NON-COLLUSION STATEMENT

State of Louisiana

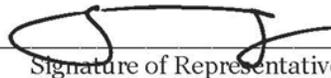
Parish of St. Charles

Gary Tuch , states that

he/she is the president of Platinum Cleaning & Facility Services (a partner of the firm, officer of the corporation, or individual making the foregoing proposal); that said proposal is genuine and not collusive or sham; that said proposer has not colluded, conspired, connived, or agreed, directly or indirectly, with any proposer or person to put in a sham proposal or to refrain from proposing, collusion, or communication or conference, with any person, to fix the proposal price or Affiant or any other proposers, or to secure any advantage against any person interested in the proposed contract, and that all statements contained in the said proposal is true.

Gary Tuch

Printed Name of Representative



Signature of Representative

NOTE: This form must be attached to the Request for Proposal form.

Resumes

CHRIS GUILLOT

✉ CGuillot@platinumcleaning.com

☎ (504) 512-3697

📍 New Orleans, LA 70115

SKILLS

- Operational improvements
- Quality control processes
- Performance evaluations
- Compliance understanding
- Recruiting and hiring
- Training and development
- Employee supervision
- Policy reinforcement
- Problem-solving abilities
- Excellent customer service

EQUIPMENT OPERATION

- Hi-speed buffers
- Propane buffers
- Low-speed buffers
- Wet vacuums
- Carpet cleaning equipment
- Commercial lawn equipment
- Pressure washing equipment
- Street sweepers
- Front end loaders and tractors

PROFESSIONAL SUMMARY

Lifelong resident of the New Orleans area. Offering over 20 years of experience in the janitorial industry within schools, universities, Class A buildings, arenas, airports, and more with proven success in quality assurance, leadership, and customer satisfaction. Highly skilled in streamlining operations through continuous process improvements, policy implementation, and cross-functional collaboration. Accomplished in building high-performing teams and inspiring staff to achieve personal and professional goals.

WORK HISTORY

Platinum Cleaning, LLC - Account Manager
New Orleans, LA • 04/2021 - 06/2024

Empire/KBS - Quality Control Manager
Metairie, LA • 08/2016 - 03/2021

GCA Services Inc. - Account Manager
Gretna, LA • 05/2011 - 08/2016

Lahasky Real Estate - Property Manager
New Orleans, LA • 12/2009 - 05/2011

GCA Services Group Inc. - Grounds Manager
Gretna, LA • 01/2006 - 12/2009

Jefferson Parish Parks and Recreation - Groundskeeper
Jefferson, LA • 05/2002 - 09/2005

PERSONAL REFERENCES

Jennifer Garret - (985) 966-1963
Jean Thomas - (504) 450-8240
Chad Lusco - (504) 222-6159
Charlie Lusco - (504) 920-5482
Gilbert Ortiz - (504) 628-5571
Leslie Sumler - (504) 616-2559

Statement of Financial Solvency

June 10, 2024

Gary Tuch, President
Platinum Cleaning & Facility Services
15303 Ventura Blvd., Suite 800
Sherman Oaks, CA 91403

Statement of Solvency

I, Gary Tuch, hereby declare that Platinum Cleaning & Facility Services is solvent and able to meet its financial obligations as of June 10, 2024. This statement is based on a thorough assessment of our financial position, including an analysis of assets, liabilities, and net worth.

Our assets, including cash, investments, inventory, and property, exceed our liabilities, such as outstanding debts, loans, and other financial obligations. We have conducted a comprehensive review of our financial records and have determined that our financial resources are sufficient to cover our current and foreseeable liabilities.

Furthermore, we affirm that there are no impending financial risks or significant uncertainties that could jeopardize our solvency in the foreseeable future. We remain committed to maintaining sound financial management practices and ensuring the continued stability and prosperity of.

Signed,



Gary Tuch
President