

# Solid Waste Management Services to Fort Liberty

*Intergovernmental Support Agreement Between*  
City of Fayetteville and Department of Defense



RFP Number: COF1516916  
December 9, 2024 – 2.00 PM EST

Proposal Submission  
Original Copy



**Submitted By:**

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## Cover Letter

December 9, 2024

Kimberly Toon  
City of Fayetteville  
Procurement Manager  
433 Hay Street  
Fayetteville, NC 28301

Dear Ms. Toon,

**RE: PROPOSAL SUBMISSION FOR RFP NUMBER: COF1516916**

Zero Waste Solutions, Inc. (ZWS) is pleased to submit this proposal as part of its offer to provide Solid Waste Management Services to Fort Liberty, NC. In reviewing our response, please be advised of the following:

- ZWS is a small women-owned business
- ZWS is registered with ISO 9001: 2015 Quality Management Systems
- ZWS will not utilize any subcontractors in performing this contract
- ZWS has been in business for 23 years, primarily servicing US government agencies and military installations.
- Our response is signed by an official authorized to bind the company and is firm for 120 days from the date of receipt by the city.
- Our technical proposal is marked as "CONFIDENTIAL". A redacted version is provided for public record requests.

Our response has been prepared after careful review of the requirements identified in your solicitation, including attachments and amendments. If you have any general inquiries or need other additional information, please do not hesitate to contact me directly.

Sincerely,

Shavila Singh  
President  
Phone: (925) 270-3339  
Email: shavila@zerowastesolutions.com



## Company Information

<b>Firm's Name and Business Corporate Address</b>	Zero Waste Solutions, Inc. 1850 Gateway Blvd., Suite 1030 Concord, CA 94520
<b>Corporate Phone, Fax and Email Address</b>	Phone : (925) 270-3339 Fax : (925) 270-3633 Email : info@zerowastesolutions.com
<b>Legal Structure</b>	Corporation
<b>Year Established</b>	2002
<b>Name of Principal</b>	Shavila Singh, President
<b>Key Personnel</b>	Jai Sharma, VP of Business Services Douglas Smith, Director of Operations Joseph Strange, Fleet Manager Bruce Walker, Routing Manager
<b>Authorized Negotiator</b>	Shavila Singh, President Phone: (925) 270-3999 Email: shavila@zerowastesolutions.com
<b>Satellite Office</b>	Fort Liberty, NC
<b>Regional Offices</b>	Hyattsville, MD Columbus, GA
<b>Minority Participation</b>	Woman-Owned Small Business Enterprise

## Executive Summary

Fort Liberty, the largest military installation in North Carolina with over 67,000 military personnel, generates over 17,000 tons of waste annually, with less than one percent (1%) being recycled or composted. This alarming trend poses significant environmental and health risks. Our proposal aims to revolutionize waste management practices by integrating advanced technologies, finding efficiencies, identifying efficient waste segregation methods, and enhancing on education to the installation personnel. These initiatives will reduce landfill dependency and promote sustainability and cost savings, aligning with our federal mandates to recycle 50% by 2030.

Founded in 2002, Zero Waste Solutions, Inc. (ZWS) is a woman-owned small business. We are an experienced service provider providing integrated solid waste management (ISWM) to government agencies committed to advancing sustainability and spearheading recycling efforts. For the last 22 years, ZWS has successfully performed Solid Waste Management Services at several military installations and federal facilities with high-security buildings, similar to Fort Liberty in volume, collection methods, equipment requirements, project management, and reporting.

We provide our customer with a turn-key program for managing their solid waste. Our services include:

- Zero Waste Consulting
- Performing waste audits and analysis of findings
- Program Implementation
- Designing interior recycling collection points
- Providing indoor collection services (labor support)
- Providing awareness and education for our customers' onsite personnel, tenants, contractor staff, and subcontractors
- Finding new initiatives/commodities in our customers' waste stream to recycle
- Providing indoor and exterior containers and compactors
- Container maintenance and management
- Compactor services
- APHIS regulated waste removal
- Providing exterior collection, transportation, and disposal services
- Preparing daily, weekly, monthly, quarterly, and annual diversion reports in real time
- Continuous Improvement...
- Achieve *zero waste*



Our ISWM program has let our customers achieve awards such as the 2012 and 2013 Environmental Hero Award, Government Recycler of the Year by the Mississippi Recycling Coalition, and Keep Mississippi Beautiful Award Recycler of the Year in the federal government category.

### Our Key Differentiators

- *Real-time service optimization:* Our digital platform's integrated sensors and AI-powered analytics enable instant monitoring and adjustment of waste management operations, improving efficiency and responsiveness.
- *Predictive maintenance capabilities:* By leveraging IoT data and machine learning, our system can predict equipment failures and proactively schedule maintenance, reducing downtime and extending asset lifespans.
- *Automated scheduling and routing:* Our platform's algorithms optimize pickup routes and schedules in real-time, autonomously adjusting to changes in demand, traffic, and other variables to minimize costs and environmental impact.
- *Enhanced data analytics:* Our centralized digital infrastructure collects comprehensive data across all service sectors, empowering advanced analytics that uncover insights to drive continuous operational improvements.
- *Reduced operational costs:* Automation, optimization, and predictive maintenance lowers the direct and indirect costs associated with waste management activities, improving profitability.
- *Improved customer visibility:* Our customers gain unprecedented transparency into their waste streams through intuitive dashboards and seamless reporting, enhancing their ability to measure sustainability progress.
- *Scalable digital infrastructure:* The cloud-based, API-enabled platform can quickly scale to support growing demand and new service offerings across existing and emerging markets.
- *Turn-Key Solid Waste Services:* We provide our customers with a complete solution. We deliver waste audit and characterization studies, equipment management, waste collection, transportation and disposal, diversion reports, and continuous monitoring.

### Our culture is customer-focused.

ZWS prides itself on customer satisfaction and retention. We hire and reward the best employees who believe in customer service. Our response time is quick, and our customer satisfaction rating is over 95%. We value our customer input to thrive in what we do best, thus resulting in our customer retention over 10 years.

## Qualifications of the Firm

As our name defines our values, ZWS provides tailored approaches for quality Integrated Solid Waste Management (ISWM) services. We provide customized solutions to assist our customers in increasing their diversion rate, such as implementing composting, identifying new commodities to recycle from their waste stream, setting up a donation program, and continuously enhancing their recycling program.

ZWS clients in the government sector include the Pentagon Headquarters, the Department of Interior, the Department of Labor Headquarters, the Department of Defense, including the Air Force, Army, and Navy, Arlington County, Arlington County Public Schools, and the Metropolitan Airport Authority (DCA and IAD), to name a few. We are well-versed in government contracts and understand our customers' requirements.

We have successfully performed similar Solid Waste Management Services contracts like Fort Liberty for over twenty military installations nationwide. They are:

- Keesler Air Force Base, MS,
- Sheppard Air Force Base, TX,
- Ft Riley Army Base, KS,
- Fort Gordon Army Base, GA,
- Little Rock Air Force Base, AR,
- Fort Knox Army Base, KY
- Ft. Stewart Army Base, GA,
- Naval Complex Station in Newport, RI,
- Wright-Patterson Air Force Base, OH,
- Fort Moore Army Base, GA,
- Dover Air Force Base, DE
- Mountain Home Air Force Base, ID
- etc.

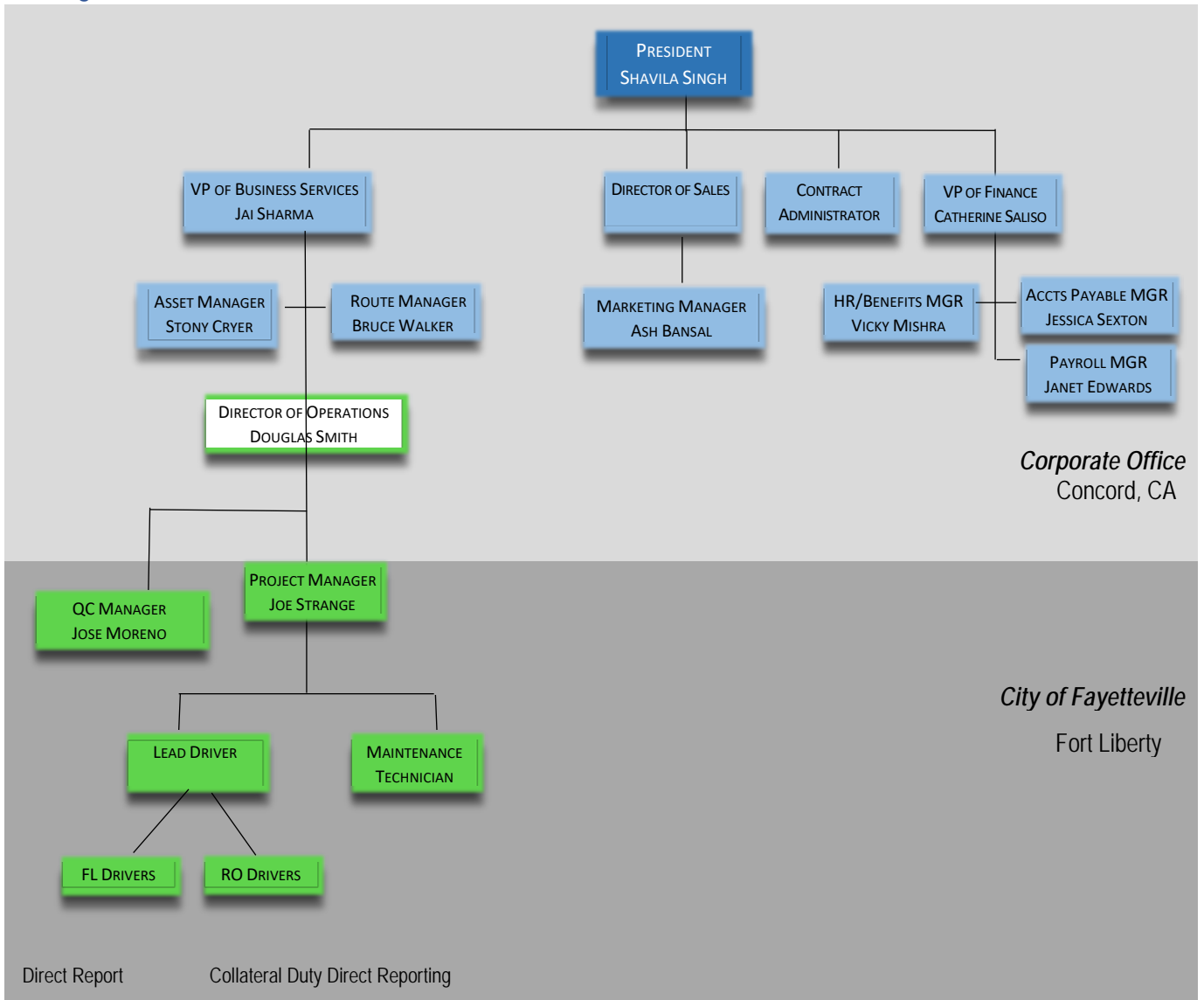
ZWS possesses the following key element that offers the City of Fayetteville (COF) the satisfaction of working with an experienced government contractor:

- Experienced key management personnel who boast years of onsite government contract experience
- Financially sound with the ability to meet all contract obligations
- A focus on quality, safety, security and the environment
- Satisfied long-term customers, which has resulted in performance ratings consistently in the 95<sup>th</sup> percentile
- Registered with ISO 9001:2015 Quality Management System
- Compliance with ANSI Z245.1 Safety Standard (For Refuse Collection Equipment)
- ZWS has the in-house capability to perform all the requirements for Fort Liberty without utilizing any subcontractors and consultants.



## Project & Project Management Experience

### Organization Chart



*All employees working on the Fort Liberty contract will be based locally in Fayetteville, NC, and surrounding areas.*

### Staffing

Qualified employees will be hired to perform tasks outlined in the Statement of Work. The Project Manager will maintain all operations on site, make all performance-based decisions on behalf of ZWS, and act as the designated Security Manager onsite to be responsible for all security requirements on behalf of ZWS. ZWS' heavy truck drivers must meet all DOT compliance regulations, have licenses, and, at minimum, have experience operating refuse collection vehicles and completing collection routes. All employees will always be required to wear ANSI Certified *American National Standards Institute* company uniforms and present themselves neatly and professionally.



### Proposed Onsite Staffing

Position	# of Employees	Job Classification	Work Shift
Project Manager	1	Exempt	7.00 am – 3.30 pm
Quality Control Manager	1	Exempt	7.30 am – 4.00 pm
Maintenance Technician	1	Non-Exempt	11.00 am – 7.30 pm
Lead Truck Driver	1	Non-Exempt	7.30 am – 4.00 pm
Heavy Truck Drivers	5	Non-Exempt	7.30 am – 4.00 pm

*Driver start time will be adjusted if approved by COF/Fort Liberty if collections can start earlier than 8.00 am.*

### Employee Recruitment and Retention

We are committed to open communication with prospective employees to ensure they thoroughly understand our hiring practices, compensation packages, benefits program, policies, and organizational structure. All hiring, orientation, and on-the-job initial training will be completed during the transition phase.

We will first take applications from the incumbent contractor’s personnel to recruit and attain quality personnel for open positions. We will conduct interviews to retain qualified existing personnel due to their knowledge of the mission and their procedural experience. Simultaneously, we will advertise on local job portals for all available positions. Upon contract award, we will temporarily assign internal personnel from ZWS to the Transition effort to ensure we meet the schedules and deadlines necessary to begin the transition.

### Corporate Oversight

ZWS has always maintained a hands-on approach to service government contracts. Continuous monitoring of workload indicators by local and corporate managers is one of the keys to providing quality services at a competitive price. Experience in processes and task performance will allow our Project Manager to analyze requirements daily. Constant communication and prompt reporting among all personnel and within the chain of responsibility provide local managers and corporate personnel with the necessary information to make daily changes in workload as needed. The same information will be used to recommend cost-saving measures and process/procedure enhancements to COF. Our Team’s experience and resources allow us to invest in qualified personnel, state-of-the-art technology, and equipment, which results in the successful implementation of significant contracts.

We found, through experience, that applying reasonable methodology for achieving high-quality services, staff responsiveness, and satisfied clients relies on the corporation’s organization. In our professional Project Managers, ZWS instills the value and importance of pre-planned evaluations, unscheduled inspections, and timely validation of customer complaints. Our corporate resources extend to on-site visits from the President of the company. Corporate involvement translates to total satisfaction of the client. Corporate management works closely with on-site management staff to quickly and efficiently resolve unexpected problems and delays. Our corporate office supports our contracts with an upper management level, including Purchasing, Human Resources, Benefits, Accounting, Safety Programs, Quality Control, Payroll, and Project Management.

## Project Management Experience of Key Individuals

	Name & Position	Experience
COF/ Fort Liberty	Joe Strange, Project Manager	Joe Strange will be the Project Manager (PM) for this Fort Liberty contract. He will serve as the primary point of contact with daily customer interface, ensure all contract requirements are met, and ensure accurate and timely submission of Government reports. He will meet with the COF for assigned or impromptu meetings regarding contracting issues as they arise. As the PM, he is responsible for all hiring and training of employees, developing and meeting collection schedules, administering and implementing all ZWS policies for the procurement of supplies and equipment within budget requirements, administering human resources policies and programs, and training, and safety and security programs by OSHA, state and federal regulations. Mr. Cryer has over ten years of experience managing government and municipal solid waste contracts. His experience includes managing military solid waste contracts for Fort Moore, Fort Stewart, Kirkland, Cannon, Vandenburg, etc. He will be onsite daily during operating hours and reachable via phone and email after hours. He will oversee all the drivers and the maintenance technicians assigned to this contract. <i>Mr. Strange will report directly to our Director of Operations.</i>
	Jose Moreno, Quality Control & Safety Manager	Jose Moreno will be appointed the Quality Control and Safety Manager for this contract at Fort Liberty. He will be responsible for Safety and Quality Control for this contract. He will monitor compactors and containers for full capacities, proper signage on each container, painting, leaks, lids, and any maintenance required on any of the containers. He will also monitor the drivers and inspect equipment onsite for safety as the drivers service the containers and compactors. He will be onsite daily during operating hours and work closely with the PM onsite to ensure all tasks are completed daily. <i>This position will directly report to the Director of Operations.</i>
Corporate	Douglas Smith, Director of Operations	He has over 23 years of solid waste experience in government and municipal contracts; he is tasked with managing the daily activities of the company's operations, including transition and phase-out. This involves working closely with all customers, regional managers, project managers, asset manager, route manager, maintenance manager and upper management personnel to identify ways to boost employee retention and maintain customer satisfaction. Ensure all operations comply with local, state, and federal/OSHA regulations.
	Stony Cryer, Asset Manager	Has over 10 years of experience in the solid waste industry in managing fleets, contracts, driver allocation, technology utilization, and route optimization. He oversees and manages the company's fleet of vehicles to ensure efficient, safe, and cost-effective operations. Additionally, he is part of the phase-in team to provide recruitment, training, and supervising new drivers who are adequately trained, road-tested, and assigned to the correct fleet. He tracks

		and controls fuel, maintenance, and vehicle usage costs. He oversees the maintenance personnel and outside vendors that perform fleet repairs.
	<b>Bruce Walker, Route Manager</b>	He has over 10 years of experience in route optimization, scheduling, reporting, and environmental compliance. He is responsible for planning, coordinating, and overseeing waste collection routes to ensure timely and efficient service. This role involves managing a team of drivers, maintaining accurate records, and ensuring compliance with safety, driver compliance, and environmental regulations. Additionally, he is responsible for auditing the site's monthly report and reviewing for compliance.
	<b>Jai Sharma, Vice President of Business Services</b>	He has over 25 years of experience in the solid waste industry, primarily in government and corporate facilities. He leads and mentors a team of managers and staff, fostering a collaborative and efficient environment. He addresses any customer concerns and ensures high levels of customer satisfaction. He is also a key decision-maker in implementing and managing ERP systems and other technology solutions to streamline waste collection operations.
	<b>Shavila Singh, President</b>	She oversees the organization's strategic direction, operational efficiency, customer satisfaction, sales, and leadership.

### Similar Projects Completed in Last 5 Years

Below are a few of our contracts completed in the last five years, demonstrating our experience at military installations similar to Fort Liberty. ZWS has won these contracts again during the recompetes.

Contract Description	Contract Number	Performance Period
<b>Solid Waste Management Services Fort Moore Army Base, GA</b>	W911SF18D0003	06/01/2019 – 12/31/2024
<p>ZWS provided all personnel, management, containers, compactors, and collection vehicles to collect, transport, and dispose of all solid waste from the military installation to an off-site disposal facility. Provided over 650 8CY front load containers for refuse and recycling collection, 17 compactors for refuse and recycling collection, 85 roll-off containers, front load trucks, roll-off trucks, and flatbed trucks for bulk collection. We performed container and fleet maintenance onsite with in-house personnel. Significant repairs such as container refabrication and major fleet repairs are outsourced. 18,000 tons of solid waste is disposed of annually from this military base.</p> <p>This contract's scope is the same as Fort Liberty and includes emergency services, after-hours requests, special events, and unscheduled pickups.</p>		
<b>Base Refuse Services Mountain Home Air Force Base, ID</b>	FA489718C2001	10/01/2018 – 03/31/2024
<p>ZWS provided all personnel, management, containers, and collection vehicles to collect, transport, and dispose of all solid waste to an offsite disposal facility. We utilized front-load and roll-off trucks to collect MSW from the front-load and roll-off containers. Approximately 1,000 tons of MSW are collected from this small military base.</p>		



<p>The scope of this contract is the same as Fort Liberty; however, it's a smaller military base. Our requirements include emergency services, after-hours requests, special events, and unscheduled pickups.</p>		
<p><b>Solid Waste Management Services          Wright Patterson Air Force Base, OH</b></p>	<p>FA860118D0003</p>	<p>03/01/2018 – 02/28/2023</p>
<p>ZWS provided all personnel, management, and upkeep of government containers and collection vehicles to collect, transport, and dispose of all solid waste from the military installation to an off-site disposal facility.</p> <p>This scope of work is similar to Fort Liberty, including maintaining government-owned containers and compactors on this contract. Emergency requests for services and unscheduled pickups are performed as requested.</p>		
<p><b>Recycling Services          Fort Stewart Army Base, GA</b></p>	<p>W9124M-17-C-0002</p>	<p>04/01/2017 – 03/31/2022</p>
<p>ZWS provided all personnel, management, and collection vehicles to collect and transport all recycling materials throughout Fort Stewart and Hunter Army Airfield Installations to the base recycling center located at Fort Stewart. The government provided front-load containers and roll-off containers on this contract.</p> <p>The scope is similar to Fort Liberty since the government provided all the containers and recycling center equipment on this contract. ZWS was responsible for maintaining the government-owned equipment.</p>		
<p><b>Solid Waste Management Services          Naval Air Station, Newport, RI</b></p>	<p>N40085-16-D-3012</p>	<p>04/01/2016 – 04/30/2022</p>
<p>ZWS provided all personnel, management, containers, compactors, and collection vehicles to collect, transport, and dispose of all solid waste to an offsite disposal facility. We utilized front-load and roll-off trucks to collect MSW from the front-load and roll-off containers. Approximately 4,500 tons of MSW is collected from this navy base.</p> <p>The scope of this contract is the same as Fort Liberty. Emergency and unscheduled pickup requests during business hours are performed on the same day.</p>		
<p><b>Base Refuse Services          Fort Knox Army Base, KY</b></p>	<p>W9124D19C0008</p>	<p>04/01/2019 – 03/31/2020</p>
<p>ZWS provided all personnel, management, containers, compactors, and collection vehicles to collect, transport, and dispose of all solid waste from the military installation to an off-site disposal facility. Provided over 450 8CY front load containers for refuse collection, 10 compactors for refuse and recycling collection, 40 roll-off containers, front load trucks, roll-off trucks, and flatbeds for bulk collection. We performed container and fleet maintenance onsite with in-house personnel. Major repairs such as container refabrication and major fleet repairs are outsourced. 18,000 tons of solid waste is disposed of annually from this military base. The scope of this contract is the same as Fort Liberty.</p>		

## References

### Refuse and Recycling Collection, Transportation and Disposal Services for Arlington County, VA

Agency Name	Arlington County
Contract Number	22-DES-ITB-470
Location	Arlington, VA
Contract Title	Refuse and Recycling Services
Award Date	12/15/2020
Contract Type	Firm Fixed Price
Contract Ends	12/31/2026
Total Contract Value	\$7,524,000.00
Agency P.O.C	Tina Barwick, COTR
Telephone Number	(703) 228-7850
Email Address	tbarwick@arlingtonva.us

#### Description of Work:

ZWS provides all labor, management, containers, compactors, collection vehicles and recommendations necessary to successfully perform refuse and recycling services from all Arlington County Public Buildings and Arlington Public Schools. ZWS provides the collection, transportation and disposal of all Municipal Solid Waste (MSW) to Covanta, a waste-to-energy facility for disposal, along with the collection and transportation of recyclables to a Material Recovery Facility (MRF) for sorting and processing of materials for sale.

Additionally, we provide construction debris removal for all public buildings and schools for this county for their remodeling or new construction. We also provide bulk item removal services as required by the County. All county public schools that we service includes all pre-schools, elementary schools, middle schools, high schools and private facilities for special needs children. Emergency services are provided as requested by the customer. Monthly reports are generated to provide tonnage of MSW and recyclables processed and costs per school and each county building.

#### Relevancy of Work Performed to this RFP:

- Municipal contract where ZWS is performing the solid waste collection, transportation and disposal.
- We do not utilize and subcontractors to eliminate any security breaches
- All drivers servicing the schools require additional level of background clearance to be around schools and minor child
- Same type of collection method is utilized (front load and roll-off) as Fort Liberty
- Partnering with customer-designated representatives is paramount in continued improvements, education awareness, perform waste audit to identify new initiatives to remove from waste and reporting.
- Support additional services such as special events at schools and county events and fair annually.
- Container requirements are similar including 8YD front load dumpsters, compactors and roll-offs containers.
- Provide compactor maintenance services
- Customer Reporting and QC Inspections

#### Customer Satisfaction:

- On-call services are scheduled within 24 hours
- Our response time for any requests is within 10 minutes
- Emergency services are performed the same day



Refuse and Recycling Removal Services, Fort Moore Army Base, GA

Agency Name	Department of the Army
Contract Number	W911SF18D0003
Location	Fort Moore, GA
Contract Title	Solid Waste Management Services
Award Date	06/01/2018
Contract Type	Firm Fixed Price
Contract Ends	05/31/2024
Total Contract Value	\$8,759,598.55
Agency P.O.C	Christopher Green, COR
Telephone Number	(706) 505-3249
Email Address	christopher.l.green40.civ@army.mil

**Description of Work:**

ZWS provided all personnel, resources, containers, compactors, key personnel, collection vehicles and recommendations necessary to successfully perform refuse and recycling collection, transportation and disposal services. ZWS collection and transportation all solid waste for an offsite landfill for disposal, along with the collection and transportation of all cardboards and metals to the base recycling facility. Collection of solid waste and recycling consisted of collection from over 650 front load containers, 18 compactors and 85 roll-off containers. Emergency services were performed within 2 hours of request.

**Relevancy of Work Performed to this RFP:**

- Military installation
- Key personnel requirement
- ZWS provided the awareness training to our staff regarding environmental and safety hazards, and the required control methods that need to be utilized to prevent/lessen the impact of the hazards on all staff, the community, and the environment.
- Monthly reporting and communication
- Quality Control Inspections
- Utilization of similar collection method and collection vehicles
- Management and maintenance of containers and compactors
- Request for emergency services, unscheduled collections and special events at the base
- Change in fluctuations due to deployment and training

**Customer Satisfaction:**

Our customer has scored us "excellent" in customer satisfaction annually for last 3 years.



Integrated Solid Waste Management Services, Naval Air Submarine Station Newport, RI

Agency Name	Department of the Navy
Contract Number	N4008522D0037
Location	Naval Station, Newport, RI
Contract Title	Solid Waste Management Services
Original Award Date	05/01/2022
Contract Type	Firm Fixed Price
Contract Ends	06/31/2027
Total Contract Value	\$6,443,322.00
Agency P.O.C	Curtis Greaves, Performance Assessment Representative
Telephone Number	(401) 841-7654
Email Address	curtis.l.greaves.civ@us.navy.mil

**Description of Work:**

ZWS provided the collection and disposal of solid waste and foreign garbage at the Naval Complex (a Submarine Base), in Newport, RI per all applicable federal, state, and local regulations. Additionally, ZWS is responsible for the installation's collection, transportation and disposal of recycling services to a local MRF. We utilize the Resource Management approach at this location to reduce, reuse, and recycle materials collected from the naval base.

ZWS furnished all labor, supervision, management, tools, materials, equipment, facilities, transportation, incidental engineering, and other items necessary to provide the services at the Naval Station, Naval Undersea Warfare Center, Naval War College and Naval Clinic New England at the same base.

Under this contract we furnish all the compactors, dumpsters, foreign waste containers, Key Personnel and refuse vehicles including Front Load and Roll-Off trucks.

**Relevancy of Work Performed to this Solicitation:**

- Secure military installation
- Key personnel requirements for a Project Manager and Quality Control Manager
- No subcontractors are utilized in this contract performance
- Removal of refuse and recycling from the base to an off-site disposal facility
- Similar equipment requirements, including dumpsters, compactors, and refuse collection vehicles
- Customer Reporting and QC Inspections
- Equipment repair and maintenance

**Customer Satisfaction:**

ZWS won the recompetes in 2021

**Prior Experience with The City**

ZWS currently performs a contract at Fort Liberty, where we have consistently delivered exceptional results. We have developed strong relationships with Fort Liberty leadership and stakeholders, fostering trust through proactive communication, responsive service, and commitment to exceeding expectations. Our experience working with a municipality has been rewarding. We have been a solid waste and recycling services contractor for the last four years





with the County of Arlington, VA. We understand the regulatory compliance, bureaucracy, public engagements, and budget strains. We are adept at meeting regulatory compliance standards, managing public engagement effectively, and operating within the constraints of municipal budgets. Our track record demonstrates our ability to address local governments' unique challenges while maintaining high customer satisfaction.

Our team's excellent performance in managing solid waste and recycling operations has strengthened our reputation for reliability and quality.

## Project Understanding and Approach

ZWS will provide Fort Liberty with solid waste management services, including collection, transportation, disposal, and container management, following local, state, and federal laws and regulations. To perform this requirement, ZWS will provide all qualified personnel, solid waste collection vehicles, management, materials, tools, and technology.

### Solid Waste Collection

#### Operating Hours

Solid Waste Collection services will be performed throughout Fort Liberty and other specified areas, including Camp Mackall, Simmons Army Airfield, Aberdeen Training Facility, and Linden Oaks Housing Area from all designated containers outlined in the *RFP Exhibits C and D*, transported, and disposed of in approved disposal facilities. Collection services will be performed between 8.00 am and 5.00 pm, Monday through Friday, excluding weekends and federal holidays. Work will be rescheduled for the next business day for any unforeseen installation closure. Inclement weather, collection delays, and schedule changes will be reported immediately to the COF Contract Manager (CM) by our onsite Project Manager.

ZWS will observe and develop a collection route for each type of solid waste material during the transition period, minimizing interferences with installation operations, and submit to the City's Contract Manager (CM) for review, feedback, and approval ten (10) days before contract performance and each option year. Any further route changes we identify during contract performance will be submitted to CM for approval before implementation. Each route created will be broken down by day, route/vehicle number, and collection material. *Refer to Appendix A – Sample Front Load Route Schedule.*

Our driver providing the collection services will collect any items left within the ten (10) feet radius of each collection area/container. Our drivers will immediately clean up any spills around the containers or during solid waste transportation. All container lids and doors will be closed after emptying.

As part of our Quality Control Manager's inspection, he will ensure that all collection containers are placed more than fifteen (15) yards from the food establishment entrance.

#### Automatic Contamination Detection

Our front-load collection trucks come installed with cameras with AI technology leveraging on-truck cameras to identify contamination in recycling and overflows at the point of pickup. Our system:

- Obtain photographic evidence of contamination.
- Flexible platform allows each truck to have a different contamination model
- Tie contamination to the generator



An alert with a photo is sent in real-time to the Quality Control Manager, indicating which container, date, and time of detection at pickup.



### Front Load Container Collection and Weight Tracking

The weights of each front-end container at each location can be tracked and logged using the Air-Weigh BinMaxx “CLOUD” Front Load Arm Scale System. At the request of the COF, we can install our collection trucks with the weight tracking system. The COF and our Project Manager can access data in real-time. *Refer to Appendix B - for our Front Load Scale System.* As our driver performs each collection, the weight of each container is recorded. The weight ticket is imported into the system, and a printed copy is available. At each collection, the following information will be recorded: date and time of collection, truck number and driver, material (refuse or recycling), and collection location. All the data will be reported in a monthly report to the COF. This technology assists in monitoring the fill capacities of each container and adjusting the route and collection schedule.

### Disposal

Solid waste will be collected throughout Fort Liberty and other specified areas, transported, and disposed of at the following disposal facilities.

Location	Material	Collection	Disposal Facility
Fort Liberty and all designated locations	MSW	All containers will be collected as listed in TE 5.	GFL Transfer Station  <i>Backup: Cumberland County Landfill</i>
	Cardboard	All containers will be collected as listed in TE 5.	
	Wood	All containers will be collected as listed in TE 5.	
	Bulky Items	All items placed within a 10-foot radius will be collected within 2 days. Items outside the 10-foot radius will be handled as a special collection.	
	Tires	ZWS will provide a trailer at Lamont Landfill to store tires	
	Construction & Demolition (C&D)	(2) 40YD roll-offs will be collected from Lamont Landfill	
	Plastic	All containers will be collected as listed in TE 5.	

### Special Collections

ZWS will provide additional collection services and relocation of government containers as Fort Liberty requires throughout the contract tenure. We will provide labor, collection, transportation, disposal, and relocation services as required to support special events at Fort Liberty. All container relocation requests will be completed within two (2) business days. Our project manager will be COF’s key point of contact when requesting these services. Special collection services we will support will include:

- Special Events
- Additional service requests due to fluctuations, military exercises, etc.
- Services required in response to Storms and Natural Disasters
- Unscheduled Clean-Ups
- Emergency Work

As requests for additional services are received, our Project Manager will provide a delivery date for all containers to the COF and follow up to confirm once the services are completed. At the end of each month, these requested services will be billed to the COF as additional billable services.

### Emergency Services

The COF can request all emergency and after-hours services by contacting the Project Manager directly via company phone. Alternatively, the COF can call our corporate office or email our management team. Our emails are monitored after hours, on holidays, and on weekends. We respond to all email requests within twenty minutes.

### Tire Collection



ZWS will provide an enclosed trailer at Fort Liberty Lamont Landfill for tire disposal. The trailer will ensure no outside elements get inside the tire for recycling. We will haul the trailer to the disposal site at the end of each month or as required.









### Collection Vehicles

ZWS will utilize Front-Load Trucks to collect all solid waste from all front-load containers throughout Fort Liberty and Roll-Off Trucks to collect and transport all compactors and roll-off containers to the disposal facilities. A flatbed truck will collect all the bulky items throughout Fort Liberty and its designated locations. We will always maintain backup collection vehicles at our local facility in Fayetteville, so daily collection services are not interrupted. We will provide dedicated collection vehicles to Fort Liberty so no comingling of MSW will occur with off-site generated waste.

ZWS invests heavily in our refuse collection vehicles and currently has all newer fleets of vehicles in service. Our vehicles always have our company name, logo, DOT number, and toll-free number permanently decaled on both sides of the doors. It will hold permits to dump at approved disposal facilities. Our drivers will obey all installation and local traffic regulations. Our vehicles undergo a safety check each morning before starting each route schedule. Our in-house maintenance technician will perform All required preventative maintenance at our local facility so our collection vehicles are always in operable condition.

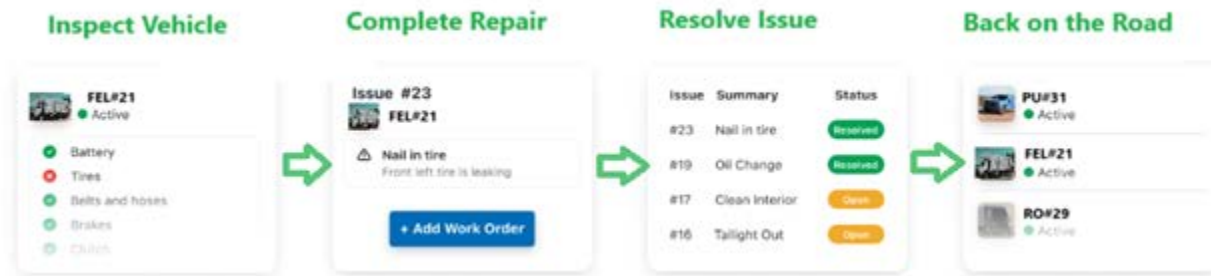
Solid Waste Collection Vehicles			
Type	Size	Quantity	Purpose
<b>Fort Liberty</b>			
2024 Mack Front Loader	40 cubic yard body	3 plus, backup	Collect and transport MSW and recycling from front-end containers
			
2024 Freightliner Roll Off Truck	Galbreath outside rail cable hoists	3 plus, backup	Collect and transport roll-offs containers and compactors
			
2022 Isuzu Container Delivery Unit	Standard	1	Deliver, remove and relocate front-end containers when requested

			
2024 Chevy Silverado Pickup	Standard	2	Project Manager and Quality Control Manager to travel between locations for QC inspections, customer requests, haul tire trailer, pressure washer, etc.
			
2024 Chevy Service Truck	Heavy Duty	1	Maintenance Technician to travel for truck mobile repair and container maintenance services
			
2022 Chevy Flatbed Truck	Heavy Duty	1	To collect bulky items
			
Pressure Washer	Commercial Standard installed on a trailer	As needed	To clean spills, containers, collection vehicles, etc.
 			

## Equipment Maintenance

We utilize Fleetio, a maintenance software, to manage and track our fleet and container repairs. Fleetio streamlines fleet, container, and equipment maintenance by automating preventive maintenance schedules, enabling efficient issue reporting, and providing comprehensive service histories for each vehicle, container, and piece of equipment. Through integration with Samsara, real-time telematics data such as odometer readings, usage hours, and diagnostic trouble codes (DTCs) are seamlessly imported into Fleetio, triggering automated maintenance reminders and alerts for vehicles, containers, and equipment. Our drivers utilize the Fleetio Go mobile app for electronic inspections, enabling immediate reporting of defects across all assets, which can then be converted into work orders for prompt resolution. Fleetio's

Maintenance Shop Integration further enhances efficiency by allowing electronic approval of repair orders and ensuring all service records are automatically documented.



### Collection Vehicle Maintenance

Our fleet management software will track, manage, and generate maintenance and collection reports in real-time. All our vehicles are always equipped with two-way voice communication connecting the driver and dispatcher. Our platform is also integrated with our GPS tracking system, so maintenance alerts can also be managed in real-time.

Refuse collection vehicles will be maintained per manufacturer's recommendations and will meet the American National Standards Institute (ANSI) Z245.1-2017 and other local, state, and federal guidelines. Collection Vehicles used for hauling and collecting will be free of odor, dirt, debris, and pests. All vehicles will have water-tight bodies and be properly enclosed to prevent spillage, leakage, excessive odors, and the scattering of refuse in transit. They will also have spill kits.



All our collection vehicles are inspected each morning, called the Pre-Trip Inspection, and at the end of each day, called the Post-Trip Inspection, by our drivers. Refer to Appendix C - for our Samsara Inspection



Process. Anything noted within the system by our drivers generates a work order in Fleetio for our maintenance technician to review the truck as soon as it arrives at our facility at the end of the day. Regardless of work orders, each truck is inspected weekly and greased as needed due to its heavy usage. If the system generates an alert while en route, it goes directly to the onsite maintenance technician, Project Manager, and our Fleet Manager. Based on the alert type, an action is taken. For anything urgent and of a safety concern, the truck is driven back to our facility, and the driver takes the backup vehicle to continue his daily route. We always have backup collection trucks locally ready to go in service.



Collection Vehicle Maintenance Plan		
Scheduled Tasks	Inspector	Frequencies
<u>Roll-Off and Front Load Trucks</u>		
Pre-Trip Inspections	Driver	Daily
Post-Trip Inspections	Driver	Daily
Review of Pre and Post Trip Inspection reports	Fleet Manager	As Required
Truck Exterior and Interior Cleaning	Maintenance Technician	Weekly
Grease, Oil, Filter (GOF)	Maintenance Technician	Weekly; not to exceed 500 hours
Hydraulic Fluid Service	Maintenance Technician	As determined
Transmission Service	Maintenance Technician	Once per Year



Front-end Alignment	Maintenance Technician	Once per Year
Grease Chassis	Maintenance Technician	Bi-Weekly; not to exceed 200 hours
Grease Body	Maintenance Technician	Every 100 hours

Standard Duty Vehicle Maintenance Plan		
Scheduled Tasks	Inspector	Frequencies
Standard Duty Vehicles, CDU, Flat-Bed		
Pre-Trip Inspections	Project Manager, QC Manager	Daily
Post-Trip Inspections	Project Manager, QC Manager	Daily
Review of Pre and Post-Trip Inspection Reports	Fleet Manager	As Required
Truck Exterior and Interior Cleaning	Maintenance Technician	Monthly
Grease, Oil, Filter (GOF)	Maintenance Technician	6 Months; not to exceed 5,000 hours
Rotation of Tires	Maintenance Technician	As Determined at the Service
Transmission Service	Maintenance Technician	As Determined at the Service, not to exceed 100k miles
Front-end Alignment	Maintenance Technician	As needed per the wear of the tires

All vehicle repair services will be performed locally in Fayetteville at an authorized manufacturer's service center.

### Container Maintenance

ZWS will manage Fort Liberty containers and compactors provided on this contract. We will have an on-site maintenance technician to maintain these government containers to ensure they are in serviceable condition at each collection location. Any container requiring repair services identified by our Quality Control Manager during the inspection will be submitted to the COF for approval.

Custom maintenance schedules and inspections ensure optimal functionality and compliance with operational standards for containers and compactors. Integration with Samsara ensures real-time updates on container location, status, and equipment condition, providing full visibility into asset performance. This end-to-end monitoring reduces downtime, optimizes maintenance costs, and enhances ZWS' ability to deliver reliable, high-quality service. These improvements translate into seamless operations, minimal disruptions, and increased customer confidence in ZWS's ability to effectively manage its fleet and assets.

### Inspection

Our quality control manager inspects all government-provided containers every quarter. By the fifth of the new quarter, he provides COF with a report detailing the container's condition. The report includes the container location, size, serial number, condition, last paint date, cleaning date, and repair date.

### Repairs

If repairs are minor and can be performed at the government's container storage location, our maintenance mechanic will travel in his service truck to provide those services. If repairs require bringing the container to our location, our maintenance technician will utilize a container delivery unit to transport the front-load containers. We will transport any compactors or roll-off containers to be serviced at our location using our roll-off trucks. ZWS will maintain all tools, equipment, and materials on-site to provide repair services promptly. Our onsite inventory of general supplies, including

hoses, fittings, valves, switches, circuit boards, stenciling, paint, plastic, metal, lid, concrete, guard rails, etc., will always be kept.

Unserviceable containers will be removed from the base within 24 hours of being found to be defective. Before a container is removed, government-provided temporary replacement containers will be placed at each collection location at all times.

### *Cleaning*

ZWS will develop a container cleaning schedule during our phase-in period and submit it to the COF. We clean containers that contain food waste monthly. MSW compactors will be cleaned quarterly or as identified during an inspection. Cleaning of recycling containers is scheduled as needed, as determined during the inspection. Our quality control manager will submit a monthly service order request to our onsite maintenance technician to have the containers cleaned and sanitized. Government-provided temporary replacement containers will be placed at each collection location at all times before a container is removed.

All container cleaning will take place offsite. Our Quality Control Manager will maintain a cleaning schedule that includes the cleaning day, driver/technician, container location, cleaning time, and cleaning method used. The completed container cleaning schedule will be submitted to COF monthly.

### *Communication Plan*

An effective communication program is the base of a successful service program. ZWS carefully designs our communication structure to provide conduits for communication from the customer to the front-line workforce, vendors, and the corporate team. We also solicit and incorporate input from our workforce to assist with designing and implementing our service program. Our lines of communication are bidirectional, which emphasizes open lines of communication.

The critical points of communication rest with our on-site management team and COF. Our Project Manager will be onsite Monday through Friday from 7.00 am to 4.00 pm and reachable via phone after hours as needed. We establish the groundwork for open and ongoing communications, starting with the initial contract award. During the phase-in, we establish the practice of scheduled meetings with the COF and continue this formal practice on a schedule convenient to the COF. Communication outside of formal meetings is facilitated via other forms of communication, such as mail notes providing a status/update on high-priority projects or critical tasks. Our project manager ensures constant internal communication with our customers through all phases of tasks being executed, from understanding requirements to program execution. Our project manager can be available onsite within an hour of notification to meet.

ZWS Management onsite and offsite is available at the request of COF. Contact information for the onsite Project Manager, Regional Manager, and Corporate Team will be provided upon award. All our management staff are equipped with mobile devices that can communicate via phone calls, business texting, and email.

### *Reports*

Our monthly report for this contract will be prepared and submitted to the COF in the Microsoft suite by the 3rd of each month. The monthly summary report will contain several worksheets, including:

- Monthly Summary of materials collected, transported, and recycled/landfilled
- Weekly Skip Report





- Regulatory Agency Inspection reports
- Others, as required by the contract
- Scale tickets

### Monthly Summary Report

By the 3rd of each month, our Project Manager will submit a detailed report for the previous completed month. The report will include tonnage of MSW landfilled in tonnage, recyclables collected by commodity and total tonnage, and tipping fees paid by commodity.

**ISWM Performance Object Metric Report**  
 ISWM Pentagon, DC  
 Option Year 2: 04/01/2023 - 03/31/2024  
 Performance Month: July 2023

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**Municipal Solid Waste (MSW) Summary**

	<b>Total MSW Generated (Tons)</b> 211.2	<b>Tons Sent to Landfill</b> 0
Cardboard (Tons Recycled) 25.46	↓	↓
Mixed Metal (Tons Recycled) 24.63	↓	↓
Food Waste (Tons Composted) 13.79	↓	↓
<b>Recycling and Composting</b> 86.8	↓	↓
<b>Waste to Energy</b> 124.4	↓	↓
<b>Diversion Rate (%)</b> 41.1%		

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**Executive Summary**  
ISWM Pentagon, DC  
Option Year 2: 04/01/2023 - 03/31/2024  
Performance Month: July 2023

MSW Waste (tons)		C&D Waste (tons)	
Total Waste	211.2	Total Waste	148.6
Total Recyclables/Compost	86.8	Total Recyclables/Compost	83.0
Conventional	73.0		
Food Waste Compost	13.8		
Waste sent to WTE	124.4	Waste sent to WTE	0.0
Waste to Landfill	0.0	Waste to Landfill	65.6
<b>Diversion Rate</b>	<b>41.1%</b>	<b>Diversion Rate</b>	<b>55.9%</b>
Diversion Rate (If NO Food Waste Composting)	34.6%		

QRP Information	
MSW Recycling Rate:	41.1%
C&D Recycling Rate:	55.9%
<b>Total Revenue to Government</b>	<b>\$3,734.07</b>

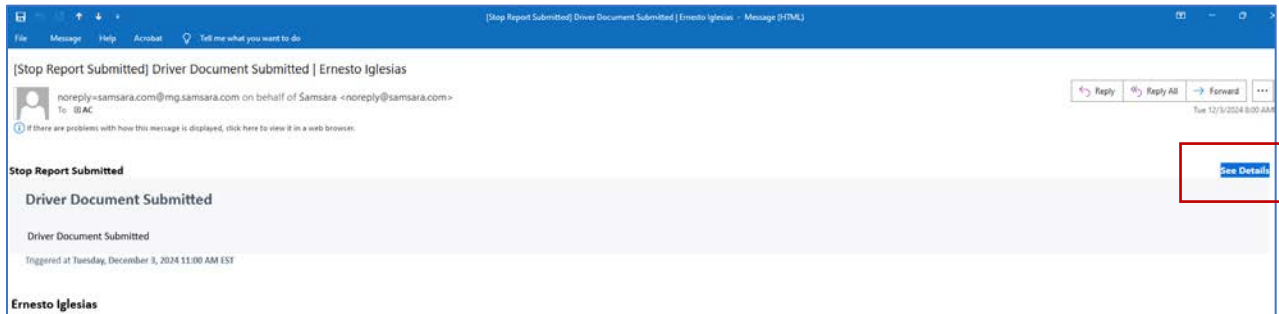
**Revenue Report**  
ISWM Pentagon, DC  
Option Year 2: 04/01/2023 - 03/31/2024  
\*\*\*\*\*

MSW RECYCLABLES WEIGHTS & REVENUES					
Item	Tons Recycled	Proceeds	Percent Paid to the	Total Revenue Paid to the	Actions Taken to
Cardboard	25.46	\$ 472.35	85%	\$ 401.50	
Sorted Office Paper	0.00	\$ -	85%	\$ -	
Mixed Paper	0.00	\$ -	85%	\$ -	
White Office Paper	0.00	\$ -	85%	\$ -	
Scrap Metal: Aluminum	0.00	\$ -	85%	\$ -	
Scrap Metal: Brass	0.00	\$ -	85%	\$ -	
Scrap Metal: Cast Iron	0.00	\$ -	85%	\$ -	
Scrap Metal: Mixed	24.63	\$ 3,859.19	85%	\$ 3,280.31	
Scrap Metal: Stainless Steel	0.00	\$ -	85%	\$ -	
Scrap Metal: Copper	0.00	\$ -	85%	\$ -	
Mixed Plastic	0.00	\$ -	85%	\$ -	
Mixed Recycling	2.44	\$ -	85%	\$ -	
Toner	0.00	\$ -	85%	\$ -	
Wood Pallets	0.00	\$ -	85%	\$ -	
A-Frame	0.00	\$ -	85%	\$ -	
New Type	0.00	\$ -	85%	\$ -	
<b>Totals</b>	<b>52.53</b>	<b>\$ 4,331.54</b>		<b>\$ 3,681.81</b>	

### Weekly Skip Report


Our weekly skip report will contain a list of containers not serviced on their scheduled collection day each week. Our trucks and drivers use Samsara, a comprehensive system that helps us manage our waste collection operations. It enables the accurate and efficient routing of trucks and container locations and the optimization of routes based on local traffic. The platform allows our drivers to notify the management team when the collection was unsuccessful with a reason and a photo of the blocked container. End of each day, our Quality Control Manager will email a list of containers skipped to COF.

Sample email notification from Samsara to the Project Manager and the QC Manager of skipped services



### Driver Form Details

Photo — 1




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### Route Details

Stop  
Station 8

### Submission Details

<b>Driver</b> Ernesto Iglesias	<b>Vehicle</b> FEL 69
<b>Updated At</b> December 3, 2024 11:00 AM EST	<b>Submitted At</b> December 3, 2024 11:00 AM EST
<b>Notes</b> Block	

## Quality Control

Quality control is essential to the project for two reasons: First, Fort Liberty/COF, the installation, and its inhabitants expect and deserve high-quality workmanship. Our goal for quality control is to check our work as it is being performed and in formal inspections to identify and correct potential problems. Second, quality control, especially self-inspection, prevents the need for rework and is, therefore, cost-efficient.



ZWS is registered with the Quality Standard ISO 9001:2015. It is an international standard specifying Quality Management System (QMS) requirements. This plan provides information specifically applicable to Fort Liberty and is consistent with the performance specifications outlined in the SOW. It is designed to establish policy and provide oversight procedures to ensure customer satisfaction and contract compliance. Our team encourages continuous improvements in technical execution and management. This plan will be modified accordingly if new techniques in these areas can enhance contract performance. The plan will be updated at least annually.

We have a dedicated Quality Control Manager for this contract. The QCM will:

- Conduct routine inspections to measure the overall work quality per the contract requirements
- Inspect work requirements to ensure they are in line with the mission of each area and monitor mission changes
- Assure understanding of each collection area and set up random sample inspections to ensure objectivity
- Employees to evaluate their perception of the quality of work performed daily
- Inspect for equipment appearance, operational integrity, and safety
- Inspect for proper safety conduct of our drivers as they service the containers
- Inspect for safety hazards in working areas
- Obtain quantities of materials recycled by weight
- Audit fill capabilities and route schedules
- Review the Monthly Summary Report (includes quantity in tons of all non-hazardous solid waste that has been landfilled, incinerated, recycled, and composted) and monitor the diversion rate.

Our Quality Control Plan (QCP) aims to provide a comprehensive inspection program to identify and eliminate practices that do not meet the criteria outlined in the specifications. An effective program will monitor our employees' work performance, reduce customer concerns, improve the quality of service, improve safety, and increase the diversion rate.

Our QCP includes the following:

- Schedule discipline
- Systematic observations and inspections
- Quality audits
- Subsequent corrective action of discrepancies
- A log of historical inspections and corrective actions
- Audit the tonnage data
- Identify new materials that can be diverted from landfill and recycled
- Our team uses the 'Plan, Do, Check' act cycle in all facets of operations, particularly in QC procedures. The primary focus of this procedure is planning, implementation, verification, and continuous improvement.

### Surveillance Techniques

An under-valued aspect of customer service is the importance of well-monitored and measurable quality control systems. Our organization incorporates a program of checks and balances that begins with management and extends to the drivers to ensure that all service levels are accomplished daily. Our management personnel and employees continually review and monitor the various work activities at all the contract area's geographic locations. Our team will use planned, randomly selected sampling, customer complaints, and unscheduled inspections.

Types of Surveillance	
Surveillance	Procedure
Inspections	The QCM must assess daily work while recording any processes or practices that may negatively affect the services. He will determine nonconformance issues, which could include, among other things, concerns related to safety, work being performed, equipment, and vehicles. He will resolve deficiencies that can be fixed or corrected immediately.
Random Sampling	Random sampling is another method based on statistical theory, which estimates an activity's overall level of performance for contract requirements. It is an inspection method designed to evaluate some parts of the monitored contract activity but not all of them. A random sample is taken at least 25% of all scheduled work each month and includes: <ul style="list-style-type: none"> <li>• The quality of work and materials</li> <li>• Adequacy of tools, equipment, supervision and coordination</li> </ul>
Quarterly Inspections	The Quality Control Manager accompanies the Director of Operations for the quarterly inspection. Our organization requires external personnel to evaluate whether the site complies with its standards and requirements. The Director of Operations also reviews all records and documents associated with QC and guides to resolve any on-site Quality Control issues. He also reviews the training logs and safety reports.
Customer Complaints	In the event of a customer complaint, the Project Manager and the Quality Control Manager will inspect the problem area and implement corrective action.


### Contract Performance Surveillance Techniques

As noted in previous sections, our QCM will perform quality control inspections daily for all elements of this contract execution. There are:

Elements	Our Objective	Requirements
Collection Stations	100%	When performing the collection services, truck drivers will inspect the area and make notes using their GPS tracking system or any non-performances to be corrected immediately by the Project Manager. QCM will perform a random sampling of high-priority areas daily
Container Upkeep	100%	ZWS will perform all routine maintenance services on all containers. The Maintenance Mechanic will coordinate repairs, painting, replacement, washing, etc., offsite at the ZWS location.
Container Relocation	100%	We will respond to COF's request for container relocations and perform the work within the agreed timeframe.
Contamination	100%	Our AI system installed in each truck reports recycling contamination detection from each pull. The QCM performs a visual audit when inspecting a recycling container.

### Container Inspection

Our Quality Control Manager will utilize Samsara to perform daily inspections.



**Daily Inspections - Jobsite Containers**

Date	Auto Fill
Location ID	Dropdown List
Container ID	Dropdown List
Fill Level	Dropdown List
Drain Plugs Installed	Dropdown List
Lids/Doors In place	Dropdown List
Lids/Doors operate	Dropdown List
Signage in place/readable	Dropdown List
Container free of leaks	Dropdown List
No unpleasant odors	Dropdown List
No unsightly damage	Dropdown List
Hydraulic fluid level	Dropdown List
Hydraulic fluid leaks	Dropdown List
Hydraulic lines condition	Dropdown List
Electrical wiring condition	Dropdown List

Notes

Manual Entry

Take Picture

Are optional questions?
No

Incomplete
Completed

Daily Inspections - Job Site Containers Inspection Date: 09/22/23 3:30 pm

8:25:33 EAST Location ID: 1.03

1. Daily Inspections - Job Site Containers Container ID: Unspecified

Fill Level: 100%

75%

50%

25%

Drain Plugs Installed:  Yes

Lids/Doors In Place:  Yes

Lids/Doors Operate:  Yes

Signage in place/readable:  Yes

Container free of leaks:  Yes

Unpleasant Odors:  No

Unsightly Damage:  No


Hydraulic Fluid Level:  Good

Hydraulic Lines Condition:  Good

Electrical Wiring Condition:  Good

0/1 Total

Take Action


Sample

Daily Report - WMAA DCA Reagan Airport - October 12, 2023

Date	Location ID	Location Name	Container ID	Fill Level	Empty Service	Drain Plugs Installed	Lids/Doors in place	Lids/Doors operate	Signage in place/readable	Container free of leaks	Unpleasant Odors	Unsightly Damage	Hydraulic Fluid Level	Hydraulic Fluid Leaks	Hydraulic Lines	Electrical Wiring	Photo Attached	Notes
10/12/2023	101	Vehicles Wash Facility	02-248	75	YES	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	
10/12/2023	102	Metal Shop - Shop 2	03-472	25		Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Needs Service	Yes	Yes	Hydraulic line replacement scheduled for 10/19/2023
10/12/2023	103	Paint Shop	03-512	50		Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	New Connolly sign scheduled 10/13/2023
10/12/2023	104	TMC (Uber Lot)	02-247	75	YES	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	

### Quality Control Manager Training

As an ISO-certified company, all our managers complete comprehensive training to ensure they can effectively manage and maintain the company's Quality Management System (QMS) according to ISO standards. Five areas of training our site Quality Control Manager will complete are:

- Understanding the principles, clauses, and requirements of the ISO 9001:2015 standard.
- Learn how to implement and maintain the QMS per the standard
- Continuous Improvement
- Customer Focus
- Regulatory Compliance



## Safety

Our Safety Program complies with OSHA standards and local, state, and federal regulatory guidelines. The most effective approach to safety and prevention of accidents is using proven methods of constant effort, careful attention to minor details, continual training of the workforce, and, most importantly, demonstrated interest of top management. We institute such industrial safety and accident prevention programs on all ZWS contracts. A continuing program, rather than one of extensive activity followed by periods of laxity, will stress safety and accident prevention awareness to all employees. Topics such as defensive driving and the proper use and maintenance of portable hand tools, with emphasis placed on general operating practices and procedures, will be emphasized.

Site-specific instructions may include, but are not limited to, the following:

- Vehicles used in collecting and transporting refuse and recycling will be leak-proof and have a cover to prevent spillage of contents. They will be of a size that can safely negotiate the roads in all areas.
- All vehicles will have a shovel, broom, fire extinguisher, and spill kits.
- will be appropriately disposed of according to the Statement of Work and regulatory guidelines.
- All employees not operating equipment will wear a reflective vest while on the ground to enhance visibility by the equipment operators.
- Driving in compact spaces
- Our collection vehicles are equipped with sensors and rear and front cameras to assist our drivers with driving and backing out of parking lots. The sensors will provide an extra warning layer if drivers are too close to the equipment.
- Safety Data Sheets (SDS) will be submitted to COF for all chemicals and hazardous substances utilized during the contract performance.

ZWS will provide a comprehensive written safety plan before commencing work.

## Training

ZWS conducts monthly safety meetings related to the services performed at each location. We begin training specific operations, control, and safety training for the employees to ensure compliance with all federal, state, county, and local laws or regulations. Training will include, but not be limited to, Driver Traffic Safety Training, Auto Accident, Fire, Personal Injury, Spill Containment, Hazardous Waste Operations, Maintenance, Safety, Health, Environmental Controls, and Emergency response training. Training will also include site-specific safety procedures, job-specific safety practices, and standard operating procedures related to specific jobs. For instance, drivers will be required to pass a check ride successfully. All drivers must possess a valid state driver's license (CDL as necessary) and have a clear record with the Department of Motor Vehicles. CDL drivers must also possess a current/valid medical qualification card and have completed the DOT requirements, including a road test. Initial training will also include a thorough briefing and explanation of specific contract requirements relating

MONTHLY ISWM SAFETY TRAINING CALENDAR		
MONTH	SAFETY TRAINING MODULE	DUE DATE
January	Hazard Communication Bloodborne Pathogens	January 31st
February	Ergonomics First Aid	February 28th
March	Personal Protective Equipment	March 31st
April	Safe Driving and Vehicle Fleet Job Hazard Analysis	April 30th
May	Fire Safety Staying Cool in Extreme Heat	May 31st
June	Electrical Safety Lock Out/ Tag Out	June 30th
July	Barricading	July 31st
August	Defensive Driving/ Visual Search Dock and Warehouse Safety	August 31st
September	Steps to a Safer Workplace Global Harmonized Standard	September 30th
October	Back Injury Prevention Pre & Post Trip Inspection/ Speed & Space Management	October 31st
November	Accident Investigation and Procedures Portable Ladder/ Mobile Stairs Safety	November 30th
December	Emergency Evacuation (Site Specific)	December 31st

to individual job descriptions. The Project Manager will ensure employees are trained and qualified to operate specialized collection vehicles and compactors before assigning employees to tasks that require using the vehicles/compactors. All training will be documented and be available on-site. ZWS maintains safety training throughout the contract's life on a recurring/monthly basis with job-specific quarterly refreshers and certifications. Any accidents or injuries on this contract will be reported to COF within 24 hours.

### Training for Military Installations

Safety and security are paramount in a military installation. With our years of experience working on military installations, we have added the required government training for our employees before starting work onsite.

- iWATCH Training. This training will inform employees of the types of behavior to watch for and how to report suspicious activity on military installations.
- OPSEC Training. It is essential to ensure the protection of sensitive information on an installation
- Antiterrorism (AT) Level I Training. This training provides increased awareness of terrorism and improves the ability to apply personal protective measures

### Hazardous and Ordinance Items

It is common in a military installation to find illegal items in solid waste containers. Once identified during collection, our driver will notify the Quality Control Manager to inform the COF of such discovery. The services will be skipped till our Quality Control Manager inspects and confirms that all hazmat's have been removed.

### Phase-In Period

ZWS will comply and fully execute this contract within a 45-day transition period. Once the contract is awarded, ZWS will submit a phase-in plan to COF detailing each phase of our implementation. Our 45-day transition period will include:

- Employee recruiting, onboarding, and training
- Asset allocation
- Route creation
- Establishment of all landfill credit accounts and truck permits
- Installation access for all employees and vehicles
- Inventory of all government-provided equipment and its condition
- Observing the current operations performed by the incumbent
- Preparation of contract submittals to COF

The phase-in will begin as soon as the contract is awarded. Our team works very hard to ensure the phase-in period goes as scheduled for 45 days. We will work with the outgoing contractor and COF to ensure we know the importance of providing every location with an undisturbed refuse and recycling service. We will have a transition team in place to work during our phase-in period that involves all departments from Human Resources to work with the employees already on site to offer jobs to all of them and to fill any openings from within our company or hire outside in the local area. We will have our Director of Operations in place onsite to ensure all employees understand the importance of our quality of work. Our Accounting Team will work to make sure that all credit accounts are set up with each disposal site and that equipment, tools, and materials are ordered and scheduled for delivery.



**30 Days Phase-In Plan  
For Solid Waste Management Services, Fort Liberty, NC**

Week	Tasks	Due Date	Assigned To	Status
Pre-Award	Transition Manager Assigned for this contract Advertising of local recruitment Review local area (Fayetteville, Fort Liberty, Cumberland County) Review local area for available maintenance shops, availability of local suppliers and vendors Finalize on Collection Vehicles for this contract Visit all disposal sites Interview local candidates Review City permitting/license requirements/zoning requirements Observe the base and strategy for 6 week of transition plan Finalize on other equipment required for this contract Finalize transition team (onsite support)	January 31, 2025 January 31, 2025 February 7, 2025 February 7, 2025 February 14, 2025 February 14, 2025 February 14, 2025 February 14, 2025 February 14, 2025 February 14, 2025 February 21, 2025 February 21, 2025	President Human Resources Dept Transition Manager Asset Manager Asset Manager Transition Manager Transition Manager Accounting Dept Transition Manager Asset Manager Transition Manager/Director of Operations	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
Week 1: February 24-28	Finalize local candidate selection Execute Contract and Issue Performance Bond Finalize local office lease and operating facility Order all the collection vehicles or schedule for internal transfer Purchase materials and small tools Establishment of Credit Accounts with all disposal sites Finalize on contract key personnel positions (Project Manager and Quality Control Manager) Create Site Safety Inspection Forms Create Quality Control Inspection Forms for the City for fill capacity, container condition, etc	February 28, 2025 February 28, 2025 February 28, 2025 February 28, 2025 February 28, 2025 February 28, 2025 February 28, 2025 February 28, 2025 February 28, 2025 February 28, 2025	Transition Manager President Transition Manager/Director of Operations Asset Manager Asset Manager/Accounting Dept Transition Manager/Accounting Dept Transition Manager/Director of Operations Asset Manager Transition Manager/Routing Manager	
Week 2: March 3-7	Inspection of Government Provided Containers Observe Incumbent Operations and Routes Obtain Truck Permits from disposal sites Review City provided current collection route schedules and base maps Setup the local office/maintenance shop/operating facility Order all new employee uniforms/badges Complete driver on-boarding process (MVR, drug testing, background clearance, road testing) Test run for all collection vehicles/check for permits/decals/insurance cards and safety Schedule Post Award Meeting with City of Fayetteville and ZWS	March 3 - April 4, 2025 March 3 - 21, 2025 March 7, 2025 March 3 - 21, 2025 March 7, 2025 March 7, 2025 March 7, 2025 March 7, 2025 March 7, 2025 March 4, 2025	Project Manager Corporate Transition Team/Project Manager Project Manager Project Manager Project Manager/Maintenance Technician Human Resources Dept/Accounting Dept Transition Manager/Human Resources Dept Asset Manager All	
Week 3: March 10-14	Observe Incumbent Operations and Routes Inspection of Government Provided Containers Review City provided current collection route schedules and base maps Schedule Weekly Progress Meeting with City Obtain Fort Liberty Base Passes for Employees/Transition Team and Collection Vehicles Create Preventative Maintenance Plan for all collection trucks and onsite vehicles Draft proposed ZWS collection routes	March 3 - 21, 2025 March 3 - April 4, 2025 March 3 - 21, 2025 March 14, 2025 March 7, 2025 March 14, 2025 March 14 - 21, 2025	Corporate Transition Team Project Manager Project Manager Project Manager/City Project Manager/City Asset Manager Project Manager/Director of Operations	
Week 4: March 17-21	Enter routes in GPS Platform and test Finalize ZWS collection routes with Routing Manager	March 21, 2025 March 21, 2025	Routing Manager/Project Manager Project Manager/Director of Operations	





Week	Tasks	Due Date	Assigned To	Status
	Observe Incumbent Operations and Routes New Employee Safety Training and Road Testing Submit any documents to City (monthly reports template, etc) Schedule Weekly Progress Meeting with City Test run all proposed collection routes Inspection of Government Provided Containers	March 21, 2025 March 21, 2025 March 21, 2025 March 28, 2025 March 24-25, 2025 March 3 - April 4, 2025	Corporate Transition Team Project Manager Project Manager Project Manager Corporate Transition Team Project Manager	
Full Performance	Contract Start/Full Performance Create a container cleaning schedule Inspection of Government Provided Containers	March 26, 2025 March 28, 2025 March 3 - April 4, 2025	Project Manager/Director of Operations Quality Control Manager Project Manager	

## Personnel Qualifications

### Specific and Direct Work Experience of Key/Support Personnel

Key Personnel or Support	Name & Title	Work Experience	Location
<b>Key Personnel</b>	Joe Strange <b>Project Manager</b>	10 years of solid waste project experience managing contracts at a military installation	Fayetteville, NC
	Jose Moreno <b>Quality Control &amp; Safety Manager</b>	8 years of experience in the solid waste industry, including quality control, routing, and driving	
	Douglas Smith <b>Director of Operations</b>	23 years of experience managing government contracts, especially in military installations	Hyattsville, MD
	Stony Cryer <b>Asset Manager</b>	10 years of experience in the solid waste industry in asset management, project management, and fleet repairs	Columbus, GA
<b>Support Staff</b>	Bruce Walker <b>Route Managing</b>	10 years of experience in routing, reporting, and regulatory compliance.	Concord, CA
	Elizabeth Crowther <b>Solid Waste Implementation Manager</b>	7 years of experience in waste audit, waste characterization, and designing of recycling program	
	Jessica Sexton <b>Accounting Manager</b>	7 years of experience working with disposal sites, insurance carriers, vendors, processing permits, and vendor payments	
	Jai Sharma <b>VP of Business Services</b>	25 years of experience in the waste industry in all facets of operations	
	Shavila Singh <b>President</b>	23 years of owning business relations, customers, and contract management	

*Detailed resumes are attached on the following pages, which list each key personnel's direct experience.*

## Resumes of Professional Staff

Joe Strange, Proposed Project Manager

### JOSEPH STRANGE

Email: joe@zerowastesolutions.com

Phone: (706) 905-8131

### KEY SKILLS

- 🕒 **10+ Years of Experience in Solid Waste Management:** Extensive background in solid waste management, emergency response, environmental compliance, and project management, with a demonstrated ability to lead multiple teams in complex, high-volume operations.
- 🕒 **Route Optimization and Efficiency:** Strong ability to analyze and optimize waste collection routes, improving scheduling, reducing costs, and enhancing operational efficiency while maintaining high service standards.
- 🕒 **Customer Service Excellence:** Proven track record of managing customer relationships, addressing inquiries, and resolving issues to ensure on-time service delivery and exceptional customer satisfaction.
- 🕒 **Leadership and Team Management:** Effective leader with experience managing and motivating a team of drivers and field staff, providing training and support to drive high performance and operational success.
- 🕒 **Data Analysis and Problem-Solving:** Skilled in analyzing performance metrics, generating reports, and using data to identify opportunities for improvement, while troubleshooting and resolving operational challenges promptly.

### WORK EXPERIENCE

ISWM Project Manager

August 2019 – current

Zero Waste Solutions, Inc., Fort Moore, GA

- Support the installation's initiative to adopt the Net Zero hierarchy and progressively increase solid waste diversion rates until zero landfill waste disposals are achieved.
- Oversee day-to-day operations and management of refuse collection services throughout Fort Benning, covering approximately 184,000 acres and serving a population of roughly 120,000 military personnel, government civilians, contractor personnel, and resident family members.
- Manage compliance with Department of Transportation (DOT) and Occupational Safety and Health Administration (OSHA) standards.
- Implement and manage the company's quality control monitoring and safety programs at the site, ensuring adherence to corporate and site-specific safety protocols.
- Serve as the liaison between the Contracting Officer Representative and the Zero Waste Solutions (ZWS) corporate office, maintaining clear and effective communication.
- Conduct quality of service inspections with supervisors and employees to ensure operational excellence and adherence to service standards.
- Provide supervision and guidance to employees, ensuring the proper use of supplies and equipment, and maintaining a safe working environment. Investigate and address workplace injuries.
- Train employees in job-specific skills, proper service methods, equipment usage, safety practices, customer service, quality control standards, preventative maintenance, and compliance with work regulations.
- Lead initiatives to enhance fleet reliability, container and compactor performance, and operational consistency, ensuring all assets meet preventative maintenance schedules and operational benchmarks.

ISWM Project Manager

August 2018 – August 2019 (1 Year)

Zero Waste Solutions, Inc., Fort Stewart, GA

- Support Installation's initiative to divert all recyclable materials from Fort Stewart's solid waste landfill and

other solid waste landfills.

- Collect, transport, offload, separate, process, bale/warehouse, weigh all recyclable materials, as a raw material in a manner that constitutes recycling.
- Oversee base food composting program.
- Implement and manage Corporate and Site Safety Program.
- Oversee day to day operations and management for the collection and processing of recyclable materials.
- Implement and manage the company's quality control monitoring and safety programs at site.
- Perform internal safety audits and inspections, identify corrective and preventative actions.

**ISWM Project Manager/ Site Safety Health Officer**

**May 2017 – August 2018 (1 Year, 1 Month)**

**Mark Dunning Industries, Naval Air Station Pensacola, FL**

- Responsible for the hiring and training and initiating background investigation for all new employees and maintained employment files and safety training for the position.
- Developed and implemented a daily routing structure for refuse collection.
- Administered and implemented company policies with respect to procurement of supplies and equipment within budget requirements.
- Manage DOT compliance.
- Provide and manage OSHA training and compliance day-day.
- Customer Service and Assurance.
- Responsible for marketing and sale of recyclable materials.
- Ensured accurate and timely submission of government reports, including landfill tickets.
- Ensured all contract quality obligations were met per the PWS.
- Maintained daily contact with staff to assess the work quality.
- Set up and conducted random sample inspections of each area to ensure objective inspections.
- Conducted unscheduled inspections of work accomplished to measure the overall quality of work performed per the contract requirements.
- Investigated and validated customer complaints and conduct site visit with Government.

**ISWM Project Manager/ Site Safety Health Officer**

**November 2016 – May 2017 (6 Months)**

**Mark Dunning Industries, Lackland AFB, TX**

- Managed day-day operations for Lackland Air Force Base Integrated Solid Waste Management Program.
- Administered and implemented company policies with respect to procurement of supplies and equipment within budget requirements.
- Responsible for recruiting, hiring, and field training.
- Manage safety functions and compliance onsite.
- Assess driver and truck DOT compliance standards.
- Perform quality control, safety, hazard analysis audits and inspections.
- Developed and implemented daily routing structure for refuse collection.
- Communicate and coordinate with Military Municipal Solid Waste Contract Officer Representative.

**ISWM Project Manager/ Safety Manager**

**March 2011 – November 2016 (4 Years, 8 Months)**

**Mark Dunning Industries, Kirtland AFB, NM**

- Responsible for the hiring and training and initiating background investigation for all new employees and maintain employment files and safety training for the position.
- Developed and implemented a daily routing structure for refuse collection.
- Administered and implemented company policies with respect to procurement of supplies and equipment within budget requirements.
- Training in OSHA and Customer Service.

- Ensured accurate and timely submission of government reports, including landfill tickets and Vendors Rebate Checks
- Conducted unscheduled inspections of work accomplished to measure the overall quality of work performed IAW/ the contract requirements.
- Investigated and validated customer complaints and conduct site visit with Government.
- Performed all quality inspections and provide direction of the over-all inspection and quality control plans.
- Communicate and coordinate with Military Municipal Solid Waste Contract Officer Representative.
- Attend and participate in quarterly Multi- Function Team Meetings to discuss performance of the contract with the CO and CORs.
- Maintenance for heavy equipment and GCWR. 26,000 rated vehicles.
- Perform safety inspections on all work vehicles and scheduled repairs and enforced work place safety.
- Provided on-site training for all employees in a safe work practice and in recognition of job-site hazards.

**ISWM Quality Control Manager**

June 2009 – March 2011 (1 Year, 9 Months)

**Mark Dunning Industries, Fort Carson, CO**

- Responsible for ensuring that all equipment on line was serviced properly before the start of each work day and all safety equipment functioned properly.
- Completed repairs on Heavy Equipment, Front end loaders, and Roll Offs.
- Ensured that Invoice was correct and inspect all parts and work performed.
- Back-up driver - Holds a Class A with endorsement.

**EDUCATION, LICENSES, & CERTIFICATIONS**

- High School: Banning High School Banning, CA
- CDL Certificate United States Truck Driving School
- Class A - Endorsements combo/Tankers
- OSHA 30-Hour Construction Safety Certification
- SSHO 30-Hour Construction Safety Certification
- GHS and OSHA Hazardous Communication

Jose Moreno, Proposed Quality Control &amp; Safety Manager

**JOSE L.M. MORENO**

 Email: jose@zerowastesolutions.com  
 Phone: (202) 941-8581

**KEY SKILLS**

- 🌱 Safety Compliance: Proven track record of prioritizing safety in all operations, consistently adhering to DOT regulations and company safety protocols to ensure accident-free driving and workplace safety.
- 🌱 Quality Control: Skilled in implementing and maintaining rigorous quality control measures, including thorough pre-trip and post-trip inspections, to uphold vehicle integrity and ensure safe transport of materials.
- 🌱 Effective Management: Demonstrated leadership abilities in managing teams and operations, overseeing crew scheduling, and optimizing route efficiency to meet delivery timelines while maintaining high service and client satisfaction standards.
- 🌱 Regulatory Compliance: Expertise in navigating regulatory requirements, including environmental and transportation regulations, to ensure adherence and minimize risks, contributing to smooth operations and regulatory compliance.
- 🌱 Customer service

**WORK EXPERIENCE**
**Quality Control Inspector** **2022 - current**  
**Zero Waste Solutions, Arlington, VA**

- Perform daily inspections of all refuse and recycling containers and compactors for fill capability
- Identify containers that require repairs and submit a work order to the onsite Maintenance Technician
- Inspect and schedule unscheduled pickups at 75% total capacity
- Schedule on-call roll-off and compactor services for the next business day
- Audit and code all disposal tickets to confirm all MSW is taken to a WTE facility and Recyclables to approved Material Recovery Facilities (MRFs)
- Prepare daily inspection reports for the customer and the contract Project Manager
- Attend and host onsite events to promote recycling and reduce contamination
- Communicate with scheduled drivers for any special instructions
- Communicate any container maintenance requirements to the Maintenance Technician
- Notify the Project Manager of illegal dumping and educate on proper disposal processes
- Identify new materials in the waste stream that can be recycled

**Roll Off Truck Driver/QC Inspector** **2019-2022**  
**Hunter Trucking, Staunton, VA**

- Operated roll-off trucks to transport waste materials to designated disposal sites.
- Inspected refuse and recycling containers before each service for contamination
- Accompanied new drivers to the disposal facilities
- Ensured proper loading and unloading of materials safely and efficiently.
- Performed pre-trip and post-trip inspections of vehicles and containers to ensure safety and compliance with regulations.
- Maintained detailed logs of trips and vehicle conditions and containers.
- Implemented quality control measures to ensure the integrity and safety of transported materials.
- Respond to customer requests
- Operate compactors

- Inspected all containers for proper signages and decals

**Commercial Dispatcher****2016-2019****GFL Environmental, Gaithersburg, MD**

- Coordinated the scheduling and dispatching of commercial vehicles to ensure timely delivery of goods.
- Communicated with drivers to provide routing information and updates on delivery status.
- Monitored vehicle tracking systems to optimize routes and maintain on-time delivery performance.
- Maintained records of dispatches and deliveries to ensure compliance with company standards.
- Conducted quality control checks to ensure all deliveries met customer requirements and safety standards.
- Conducted quality control inspections and completed daily inspection reports

**Cleaning Area Manager****2006-2016****CleanCo, Leesburg, VA**

- Managed a team of cleaning staff to ensure the cleanliness and maintenance of commercial properties.
- Developed and implemented cleaning schedules and protocols to meet customer requirements.
- Oversaw inventory management and ordering of cleaning supplies.
- Conducted regular quality control inspections to ensure compliance with cleaning standards, including managing the site's recycling program.
- Provided training and development for cleaning staff to maintain high service quality, recycling program, and safety levels.
- Customer service

**EDUCATION, LICENSES, & CERTIFICATIONS**

- Class B CDL
- Leadership and Business Management certificates
- BS. Humanities, 2020 - Bolivia
- OSHA 30
- ISO 9001 Quality Management Training

Douglas Smith, Director of Operations








**DOUGLAS SMITH**

 Email: doug@zerowastesolutions.com  
 Phone: (301) 309-7731

**KEY SKILLS**

- 
**20+ Years of Experience in Solid Waste Management:** Extensive background in solid waste management, emergency response, environmental compliance, and project management, with a demonstrated ability to lead multiple teams in complex, high-volume operations.
- 
**Strategic Operations Leadership:** Expertise in overseeing multi-site operations, optimizing workflows, and driving efficiency while ensuring compliance with safety, regulatory, and contractual standards.
- 
**Business Development and Contract Negotiation:** Proven ability to identify growth opportunities, develop competitive proposals, and secure high-value Federal, County, and private sector contracts to expand market presence.
- 
**Maintenance and Asset Management:** Skilled in implementing and managing comprehensive maintenance programs, including preventative maintenance schedules, for fleets, containers, and compactors to maximize operational efficiency and asset longevity.
- 
**Client Relationship Management:** Strong aptitude for fostering and maintaining positive relationships with stakeholders, addressing client needs, and delivering exceptional service to ensure long-term partnerships and contract renewals.
- 
**Safety and Compliance Expertise:** In-depth knowledge of OSHA, DOT, and environmental regulations, with a track record of developing and enforcing company-wide safety programs to promote a culture of safety and compliance.

**WORK EXPERIENCE**
**Director of Operations**
**June 2024 – Present**
**Zero Waste Solutions, Inc., Concord, CA**

- 
 Took on expanded responsibilities to oversee company-wide operations and drive strategic initiatives.
- 
**Enterprise-wide oversight:** Directed operations across all company locations, ensuring the seamless execution of services and maintaining high standards in safety, efficiency, and compliance. Collaborated with regional managers to allocate resources effectively, optimize workflows, and achieve company objectives.
- 
**Strategic Growth Leadership:** Continued to spearhead business development by identifying new opportunities, developing competitive bids, and negotiating key contracts. Played a pivotal role in scaling the company's operations and increasing market presence in Federal and County sectors.
- 
**Client Relations and Satisfaction:** Strengthened relationships with key stakeholders by maintaining open communication, addressing client needs, and exceeding service expectations, ensuring contract renewals and long-term partnerships.
- 
**Company-Wide Maintenance Program:** Oversaw the maintenance and repair of all company assets, including trucks, compactors, and containers, ensuring preventative maintenance schedules were adhered to and operational efficiency was maximized.
- 
**Safety and Compliance:** Enhanced company-wide safety programs, ensuring compliance with OSHA, DOT, and environmental regulations, and fostering a safety-first culture throughout the organization.
- 
**Growth Impact:** Played a key leadership role in the company's continued expansion, contributing to significant revenue growth and operational scaling.



**Director of Operations****June 2022 – June 2024****Martin Environmental Services, Inc., AL**

- **Operational Leadership:** Oversaw all company locations by collaborating with operations managers to allocate resources efficiently, monitor maintenance schedules, and ensure optimal productivity across multiple sites. Maintained a focus on operational excellence, safety, and budget adherence.
- **Strategic Business Growth:** Led business development efforts by conducting industry safety compliance checks, negotiating agreements with agencies, and collaborating with the sales team. These initiatives contributed to tripling the company's size within one year.
- **Regional Oversight:** Managed operations for multiple locations, including City of Abbeville, AL; City of Ashford, AL; City of Newville, AL; City of Selma, AL; City of Camden, AL; City of Manchester, GA; Troup County, GA; Mitchell County, GA; Seminole County, GA; Lowndes County, AL; Wilcox County, AL; and Dallas County, AL. Oversaw services for over 4,000 commercial customers, ensuring high-quality service delivery across all regions.
- **Maintenance Oversight:** Directed maintenance operations for all company equipment, including trucks, compactors, and containers, ensuring adherence to preventative maintenance schedules and reducing downtime.
- **Bid Development:** Partnered with the sales manager to develop and secure new bids, supporting the company's expansion into new markets and service areas.
- **Safety and Compliance:** Maintained high safety standards across all locations, ensuring compliance with regulatory requirements and fostering a culture of safety within the workforce.
- **Growth Impact:** Played a critical role in the company's rapid growth, contributing to a nearly threefold increase in size and significantly expanding service capacity and customer reach.

**National Operations Manager****November 2015 – June 2022****Zero Waste Solutions, Inc., Concord, CA**

- **Business Development:** Spearheaded growth by identifying and researching new bid opportunities, developing competitive pricing strategies, and leading the proposal process for contracts in both the Federal and County sectors. Successfully secured multiple high-value contracts through effective negotiations and client engagement.
- **Contract Implementation:** Managed the setup and operational launch of newly awarded contracts, ensuring seamless integration into existing operations while meeting all regulatory and client requirements.
- **Operational Oversight:** Directed operations across all locations by collaborating with operations managers, effectively allocating resources, and monitoring maintenance schedules to maintain optimal productivity and compliance. Ensured all sites consistently met or exceeded client expectations and contractual obligations.
- **Client Satisfaction:** Maintained high levels of client satisfaction by regularly liaising with stakeholders, addressing concerns, and implementing solutions that aligned with client goals and contractual standards.
- **Key Contracts Won and Oversaw:** **Integrated Solid Waste Management (ISWM):** Pentagon, Ft. Moore, Vandenberg Space Force Base, and Newport Naval Base. **Refuse and Recycling Contracts:** Ft. Stewart, Ft. Knox, Wright Patterson AFB, Mountain Home AFB, Letter Kenny Army Depot, and Dover AFB. **County-Level Contracts:** Arlington County, VA, including refuse and recycling services for county buildings and schools.
- **Landfill Operations:** Managed refuse and landfill contracts, ensuring compliance with environmental regulations and operational efficiency.

**Solid Waste Project Manager****December 2010 – November 2015****Zero Waste Solutions, Inc., Keesler, MS**

- **Operations Management:** Oversaw refuse collection and recycling center operations for the entire base population of 150,000 at Keesler Air Force Base, ensuring efficient and compliant waste disposal and recycling practices.
- **Safety and Education Programs:** Developed and implemented on-site safety protocols, daily operational procedures, and educational programs to promote waste management awareness and compliance across the base.
- **Team Leadership:** Supervised a team of 8 employees, fostering a collaborative and safety-oriented work environment while providing ongoing training and support to enhance performance and adherence to standards.
- **Revenue Growth:** Successfully increased the base's recycling revenue by 67% within one year, achieving over \$16,000 in revenue during a single month by optimizing recycling operations and maximizing material recovery.
- **Compliance Oversight:** Ensured all waste management practices adhered to local, state, and federal environmental regulations by conducting regular audits and preparing necessary compliance reports.
- **Emergency Response:** Led emergency response efforts for waste-related incidents, including spill containment, to ensure preparedness and mitigate environmental impacts.
- **Route Optimization:** Improved operational efficiency and reduced costs by optimizing waste collection routes and schedules, minimizing environmental impact while maintaining high service standards.
- **Project Management:** Managed budgets, schedules, and resources for solid waste management initiatives, ensuring projects were completed on time and within budget.
- **Equipment Maintenance:** Oversaw the maintenance and repair of solid waste trucks and equipment, implementing preventative maintenance schedules to ensure operational efficiency and reliability.
- **Stakeholder Engagement:** Served as the primary point of contact for clients, vendors, and stakeholders, addressing inquiries, resolving issues, and providing regular updates on operations and project progress.

**Staging Area Manager**

December 2010 – August 2010

**Waste Management, Inc., Dothan, AL**

- **Safety Leadership:** Conducted regular safety training sessions and meetings with staff to promote a culture of safety, ensuring adherence to company protocols and regulatory standards.
- **Route Scheduling and Dispatch:** Designed and dispatched collection and route schedules, assigning staff and coordinating with appropriate landfills to ensure efficient and compliant waste disposal operations.
- **Reporting and Analysis:** Prepared and submitted detailed monthly progress reports, tracking key performance indicators, identifying areas for improvement, and providing insights to support operational decision-making.
- **Operational Oversight:** Managed daily staging area operations, ensuring seamless coordination between teams and optimal use of resources to meet service commitments effectively.

**Operations Manager**

February 2004 – August 2010

**Martin Environmental Services, Dothan, AL**

- **Route Management:** Oversaw and maintained efficient operations for front loader and roll-off routes, ensuring timely and reliable service delivery to all customers.
- **Sales and Account Development:** Proactively sold and developed new front loader and roll-off accounts, as well as coordinated waste management services for special events, contributing to business growth and customer satisfaction.
- **Operational Execution:** Personally operated front loader routes and completed refuse collection tasks as needed, demonstrating hands-on leadership and a commitment to maintaining service standards.
- **Customer Engagement:** Built strong relationships with clients, ensuring their needs were met and providing customized waste management solutions for various requirements, including special events.

**Operations Manager****January 2003 – January 2004****Seminole Sanitation, Sylvester, GA**

- **Route Conversion:** Successfully transitioned residential routes from rear loader trucks to automated side-arm trucks, enhancing efficiency, reducing labor costs, and improving service consistency.
- **Route Development:** Designed and implemented new commercial and residential routes for the company's expansion into Sylvester, GA, ensuring seamless integration with existing operations and optimized coverage for the new service area.
- **New Market Establishment:** Played a pivotal role in establishing the new Sylvester, GA location by securing all necessary purchasing accounts, identifying and setting up shop sites, and recruiting and onboarding personnel to support operations.
- **Operational Expansion:** Delivered strategic leadership during market entry, enabling the company to scale its operations effectively while maintaining high service standards and operational efficiency.

**Operations Manager****August 1999 – January 2003****Mark Dunning Industries, GA**

- **Route Management:** Directed and maintained commercial and residential driver routes, ensuring efficient and timely service delivery. Organized and optimized commercial front-load routes by segregating garbage and trash for proper disposal at designated landfills, reducing operational costs and improving route efficiency.
- **Regulatory Compliance:** Successfully initiated and implemented a comprehensive Department of Transportation (DOT) compliance program. This included establishing drug screening policies, maintaining up-to-date driver qualification files, logging maintenance records, and developing robust accident reporting procedures to meet federal and state requirements.
- **Maintenance Program Restructuring:** Led the overhaul of the company's maintenance program, creating a systematic approach to equipment upkeep. Implemented an inventory management system, streamlined the purchase order process, and established detailed service schedules for all trucks and equipment to minimize downtime and extend asset lifespans.
- **Operational Efficiency:** Identified and resolved inefficiencies in routing, vehicle maintenance, and compliance processes, resulting in improved productivity and reduced operating expenses.
- **Leadership and Training:** Provided oversight and training to staff on safety protocols, proper vehicle maintenance, and compliance standards, fostering a culture of accountability and operational excellence.
- **Inventory Management:** Established and managed a detailed inventory tracking system for parts and supplies, ensuring readiness for maintenance needs and reducing unnecessary expenses.

**EDUCATION, LICENSES, & CERTIFICATIONS**

- OSHA 30 Cert
- McNeilus Hydraulics Training Seminar, Certificate of Achievement
- McNeilus Truck and Manufacturing Co.
- DOT Audit Survival Seminar, J.J. Keller and Associates, Inc.
- Class B CDL
- US Navy Veteran

Stony Cryer, Asset Manager

### STONY CRYER

Email: stony@zerowastesolutions.com  
Phone: (706) 905-0335

### KEY SKILLS

- ➊ Over **10+ years** of experience managing and operating government contracts, with a strong focus on Integrated Waste Management Services and asset management.
- ➋ Proven expertise in managing a wide range of assets, including trucks, containers, compactors, and equipment, utilizing Fleetio and similar systems to optimize preventative maintenance schedules, track service histories, and reduce operational downtime.
- ➌ Experienced in Quality Control management and certified Site Safety Health Officer (SSHO), ensuring all assets comply with Performance Work Statement requirements, federal, state, and local regulations, as well as OSHA safety standards.
- ➍ Successfully maintained compliance with government regulations and contractual obligations while overseeing the execution of complex maintenance schedules for all company assets.
- ➎ Played a key role in the development of the Solid Waste Management Plan, integrating asset management strategies to support sustainable operations and regulatory compliance.
- ➏ Exceptional leadership skills with a demonstrated ability to inspire and motivate staff, foster collaboration, and achieve operational excellence across all levels of the organization.

### WORK EXPERIENCE

#### Asset Manager

Zero Waste Solutions, Inc., Columbus, GA

June 2023 – Present (1 Year, 6 Months)

- Oversee the tracking, maintenance, and lifecycle management of all company trucks, ensuring they are in optimal working condition and comply with DOT and company standards.
- Manage and execute preventative maintenance schedules for trucks, containers, and compactors, leveraging Fleetio – maintenance program to ensure timely service and reduce equipment downtime.
- Utilize Fleetio to monitor and log real-time performance data, including maintenance history, fuel consumption, and repair costs for all company assets.
- Manage the inventory and operational readiness of containers and compactors, ensuring all assets meet company and regulatory requirements.
- Ensure all assets adhere to OSHA, DOT, and other regulatory standards by tracking compliance deadlines and inspection requirements.
- Monitor maintenance costs and identify opportunities to optimize spending, such as reducing repair frequency or negotiating vendor agreements.
- Conduct routine inspections and audits of asset performance, leveraging Fleetio-generated reports to ensure consistent quality and reliability.
- Provide detailed reports on asset utilization, maintenance activities, and costs to senior management.
- Train employees on the proper use of the maintenance program, ensuring accurate data entry and understanding of maintenance protocols for all assets.
- Work closely with site managers, mechanics, and other team members to coordinate maintenance activities and resolve asset-related issues promptly.
- Ensure all assets are safe for operation and support operational efficiency, contributing to the company's commitment to high-quality service delivery and sustainability goals.
- Recruit, train and road-test new drivers

**Regional Manager, Solid Waste****March 2024 – August 2024****Martin Environmental Services, LaGrange, GA**

- Manage daily solid waste operations across 4 locations and for 60 team members in Georgia, ensuring efficient collection, disposal, and recycling services that meet company standards and regulatory requirements.
- Lead and supervise site managers and their teams at each location, fostering a collaborative, high-performance culture, and providing ongoing training and development opportunities.
- Develop and implement regional strategies to optimize waste management services, improve operational efficiency, and reduce costs across all locations.
- Serve as the primary point of contact for key clients and stakeholders in the region, addressing concerns, resolving issues, and ensuring satisfaction with services provided.
- Ensure all operations adhere to environmental regulations and safety standards, conducting audits, preparing compliance reports, and implementing corrective actions when necessary.
- Manage regional budgets, monitor expenses, and drive cost-saving initiatives while ensuring that services are delivered within financial guidelines.
- Track and evaluate operational performance, including key metrics such as efficiency, service delivery, and customer satisfaction, and report findings to senior management.
- Oversee the maintenance and optimization of waste collection equipment and vehicles, ensuring operational readiness, compliance with safety standards, and implementing preventive maintenance schedules across all locations.

**Industrial Route Manager****November 2020 – March 2024****Waste Management, Columbus, GA**

- Develop and implement efficient waste collection routes for industrial clients, leveraging data analysis to minimize travel time, fuel costs, and maximize service efficiency.
- Create and manage optimized schedules for waste collection, ensuring timely pickups and maximizing productivity while reducing operational downtime.
- Identify and implement strategies to reduce costs, including optimizing route planning, improving fuel efficiency, and minimizing labor hours while maintaining high service quality.
- Monitor daily route operations, addressing any issues or delays promptly, and continuously looking for process improvements to streamline operations and enhance service delivery.
- Analyze route performance data, generate reports on key metrics, and provide recommendations to senior management for continuous improvement in route efficiency and cost savings.
- Maintain strong relationships with industrial clients, addressing concerns and ensuring that waste collection services meet or exceed customer expectations.
- Ensure all routes and schedules adhere to safety regulations, environmental guidelines, and company policies, conducting regular audits to ensure compliance.
- Collaborate with drivers, fleet management, and other departments to ensure smooth operations, clear communication, and effective coordination across all routes and locations.

**Route Manager****July 2014 – November 2020****Advance Disposal/Waste Management, Columbus, GA**

- Oversee daily waste collection routes, ensuring timely and efficient service delivery while managing driver performance and addressing operational challenges.
- Implement strategies to improve route efficiency, optimize schedules, and reduce operational costs, all while maintaining high service quality and customer satisfaction.
- Serve as the point of contact for customers, addressing inquiries, resolving service issues, and ensuring that waste collection services meet or exceed client expectations.

- Ensure that all scheduled pickups are completed on time, monitoring routes for delays and taking corrective action as necessary to meet deadlines.
- Manage and support a team of drivers and field staff, providing guidance, training, and resources to ensure optimal route performance and high levels of customer service.
- Track route performance metrics, analyze data, and generate reports on service efficiency, customer satisfaction, and areas for improvement, presenting findings to senior management.
- Ensure compliance with all safety regulations and environmental standards, conducting regular safety audits, and enforcing safe driving practices among the team.
- Quickly identify and resolve operational or customer service issues, maintaining smooth route operations and ensuring a high level of customer satisfaction.

#### EDUCATION, LICENSES, & CERTIFICATIONS

- Class B CDL
- OSHA-30
- Gadsen State Community College, 2008 - 2010

### Adequacy & Availability of Key Personnel & Resources

Ensuring the adequacy and availability of personnel and resources is crucial for our success on any contract. We achieve this by:

- Workforce Planning
- Recruit qualified candidates for each position
- Provide job training and development
- Maintaining backup resources locally and in the region
- Performance management
- Employee retention
- Having a contingency plan for our personnel and equipment

### Ability to Complete Tasks

- Utilization of technology in our operations lets us track our daily progress in real-time
- Having an onsite maintenance technician will reduce downtime in completing our daily tasks
- Our knowledge of the Fort Liberty installation and its previous solid waste contract
- Our experience providing the same service at other military installations
- Experienced Project Manager leading a local team
- Having dedicated personnel and equipment at Fort Liberty for that contract only. Our personnel will not be assigned any job tasks outside of Fort Liberty. Our equipment will not be used elsewhere.
- Experienced Corporate Management team guiding our project managers daily and measuring daily contract performances
- Measuring our contract's key performance indicators

## Contract Performance Requirements

Performance Objective	Indicators
Having adequate collection vehicles	<ul style="list-style-type: none"> <li>• Backup collection vehicles will be onsite for each type of truck utilized in this contract</li> <li>• Monitoring preventative maintenance schedule</li> <li>• Managing the performance of preventative maintenance of each vehicle following ANSI Z245.1 standards</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Respond to COF within 20 minutes during operating hours</li> <li>• Ability to meet COF within an hour onsite during operating hours</li> <li>• Respond to COF within 2 hours after hours</li> </ul>
Collection Services	<ul style="list-style-type: none"> <li>• Establish alerts if the driver deviates from their collection route</li> <li>• Monitoring missed collections per driver/per day</li> <li>• Adherence to the collection schedule daily</li> <li>• Prompt response and follow-up on unscheduled pickup requests</li> </ul>
Special Events	<ul style="list-style-type: none"> <li>• Placement of containers as requested by COF</li> <li>• Scheduling collections as requested</li> </ul>
Emergency Services	<ul style="list-style-type: none"> <li>• Response to COF within 2 hours</li> </ul>
Regulatory Requirements	<ul style="list-style-type: none"> <li>• Permits, clearances, and licenses are processed promptly and a month before existing ones expire.</li> <li>• Disposal methods are followed, and materials are disposed of at approved facilities</li> <li>• Adherence to local, state, and federal requirements</li> </ul>
Environmental Compliance	<ul style="list-style-type: none"> <li>• Corrected immediately when made aware of it.</li> <li>• Notify COF with our corrective action plan and resolution timeline</li> <li>• PM stay onsite till resolved</li> <li>• PM to follow up with a written report to the Corporate Office and COF</li> <li>• Spill cleanups are correctly immediately</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>• 100% accuracy in weight data collection</li> <li>• Submitted to COF by the 3<sup>rd</sup> of each month for the previous month</li> </ul>
Container Management	<ul style="list-style-type: none"> <li>• Completion of container relocation requests</li> <li>• Minor repairs are completed within 2 business days</li> <li>• Major repairs are completed within 2 weeks of request</li> </ul>


## Consultants, Sub-Consultants & Other Participants

### Utilization of Consultants/sub-consultants

ZWS will not utilize subcontractors or consultants to perform this contract at Fort Liberty.

### Minority Participation

Zero Waste Solutions, Inc. (ZWS) is a Women-Owned Small Business Enterprise. Below is our certification.




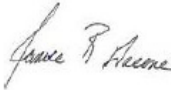


**WBENC**  
WOMEN'S BUSINESS ENTERPRISE  
NATIONAL COUNCIL  
JOIN FORCES. SUCCEED TOGETHER.

**HEREBY GRANTS  
WOMAN OWNED SMALL BUSINESS (WOSB) CERTIFICATION TO**

**Zero Waste Solutions, Inc.**

The identified small business is an eligible WOSB for the WOSB Program, as set forth in 13 C.F.R. part 127 and has been certified as such by an SBA approved Third Party Certifier pursuant to the Third Party Agreement, dated June 30, 2011, and available at [www.sba.gov/wosb](http://www.sba.gov/wosb).

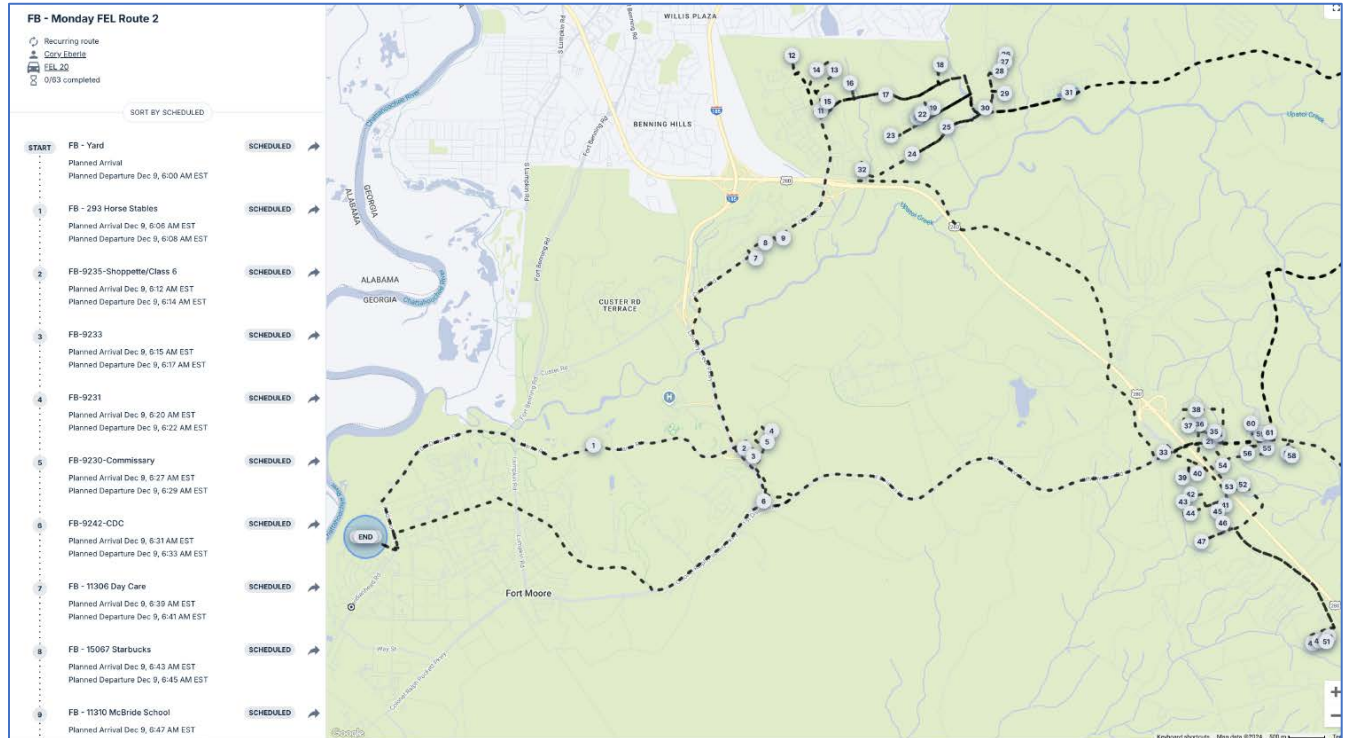
The WOSB Certification expires on the date herein unless there is a change to the SBA's regulation that makes the WOSB ineligible or there is a change in the WOSB that makes the WOSB ineligible. If either occurs, this WOSB Certification is immediately invalid. The WOSB must not misrepresent its certification status to any other party, including any local or State government or contracting official or the Federal government or any of its contracting officials.

Majority Female Owner: Shavita Singh	 <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;">   <hr/>             Janice Greene, PhD, Women's Business Enterprise Council - Pacific President &amp; CEO           </div> <div style="text-align: center;">   <hr/>             Pamela Prince-Easton, WBENC President &amp; CEO           </div> <div style="text-align: center;">   <hr/>             LaKesha White, Sr. Vice President, Certification           </div> </div>
NAICS: 561210, 562111 UNSPSC: 72101500, 72101507, 76121500, 76121801, 81141800	
Certification Number: WOSB180828	
Renewal Date: May 31, 2025	
WOSB Regulation Expiration Date: 5/31/2026	



## Appendices

### Appendix A – Sample Front Load Route Schedule of a Military Installation



## Appendix B - Front Load Scale System

### Our Front-End Container Scale System

#### Air Weigh BinMaxx "CLOUD" Front Load Arm Scale System

It Measures FEL individual commercial container content weight.

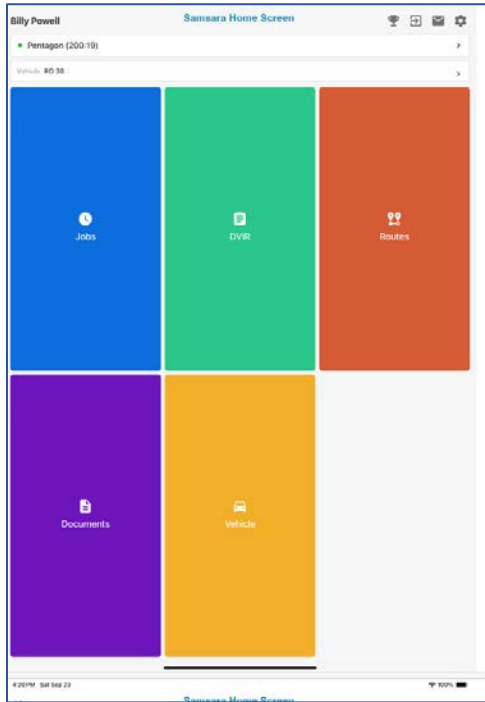
To weigh a container, our driver lifts the container, empties it, and returns it to the ground. The display shows the current lift # and net weight of the container. After each lift, the driver can simply drive to the next bin and complete the lift without pushing buttons on the scale. To document the lift with a weight receipt, the driver needs only to press a single button on the display.



Data is available to download in two formats. BinMaxx Cloud securely stores lift data and is easily accessed from any computer or smart device. Downloaded reports will include detail lifts, manage pick up, disposal fees, and view customer information (location and container number).

The BinMaxx Cloud system is also integrated with our computerized system, which imports the weights to generate our monthly reports.

## Appendix C – Samsara Pre-Trip and Post-Trip Inspection System



Vehicle

RO 38

Vehicle VIN

1M2GR3GC9NM029076

Location

DC Region Yard

License Plate

75476P VA

Odometer (mi)

43333

Choose inspection type  
*Required*

Take walkaround photos

Previous Defects

Body Components & Container Cable Not Frayed, Worn or Broken  
Cable needs Replaced Unresolved

Inspect vehicle (0/89)  
*Required*

Any vehicle attributes not displayed are certified safe by the driver

Inspect vehicle

Search

Exterior - Front (0/8)

Front Exterior of Vehicle is Clean

Headlights Functional, Not Broken, Clean and Proper Color

Marker Lights Functional, Clean and Proper Color

No Leaks Under Front of Vehicle

Overall Nothing Damaged, Loose or Missing

Turn Signals Functional, Clean and Proper Color

Vehicle Not Leaning To One Side

Windshield Clean, Intact

Exterior - Rear (0/8)

Brake Lights Functional, Not Damaged and Proper Color

DOT Reflectors in Place

License Plate Mounted, Clean and Valid

Marker Lights Functional, Not Damaged and Proper Color

Mud Flaps In Place

Rear Bumper Not Cracked, Damaged or Broken



Appendix D – Insurance & Licensing in NC  
Certification of Insurance

<b>ACORD</b>		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE (MM/DD/YYYY) 12/4/2024			
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
<b>PRODUCER</b> Don Ramatici Insurance, Inc. 731A Southpoint Boulevard PETALUMA CA 94954-1495  License#: 0449871 ZEROWAS-01		<b>CONTACT NAME:</b> Melissa Ramos <b>PHONE (A/C No. Extn):</b> 707-782-9200 X 107 <b>FAX (A/C No.):</b> 707-782-9300 <b>E-MAIL ADDRESS:</b> melissa@ramaticiins.com					
		<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>			
		INSURER A: Everest Indemnity Insurance Co		10851			
		INSURER B: Berkshire Hathaway Homestate I		20044			
		INSURER C: Everest Denali Insurance Compa		18044			
		INSURER D: Landmark American Insurance Co		33138			
		INSURER E: Aspen Specialty Insurance Comp		10717			
		INSURER F:					
<b>INSURED</b> Zero Waste Solutions, Inc. PO Box 5097 Concord CA 94524							
<b>COVERAGES</b>		<b>CERTIFICATE NUMBER: 941367641</b>		<b>REVISION NUMBER:</b>			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			CF1GLD0275-241	2/2/2024	2/2/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/PROP AGG \$ 2,000,000 Deductible \$ 5,000
C	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			CF1CA00394-241	2/2/2024	2/2/2025	Deductible COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
D	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			LHA106585	2/2/2024	2/2/2025	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ 4,000,000 \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	ZEWC502309	2/2/2024	2/2/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
E	<b>Pollution Liability</b>			ER00VG924	2/2/2024	2/2/2025	Each Occurrence 4,000,000 Aggregate Limit 4,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Workers' Compensation - Officer Excluded from Coverage - Shavila Singh							
<b>CERTIFICATE HOLDER</b>				<b>CANCELLATION</b>			
EVIDENCE OF CURRENT COVERAGE USA				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 			
© 1988-2015 ACORD CORPORATION. All rights reserved.							
ACORD 25 (2016/03)		The ACORD name and logo are registered marks of ACORD					



# **NORTH CAROLINA**

## **Department of the Secretary of State**

---

**To all whom these presents shall come, Greetings:**

I, ELAINE F. MARSHALL, Secretary of State of the State of North Carolina, do hereby certify the following and hereto attached to be a true copy of

**APPLICATION FOR CERTIFICATE OF AUTHORITY**

**OF**

**ZERO WASTE SOLUTIONS, INC**

the original of which was filed in this office on the 1st day of December, 2021.

## Appendix E – Acknowledging Addendums

## Addendum One

**PURCHASING****October 25, 2024**

**MEMO TO:** Prospective Bidders

**FROM:** Kimberly Toon, Purchasing Manager

**SUBJECT:** Addendum #1: RFP – Solid Waste Management Services to Fort Liberty

**DUE DATE AND TIME:** November 26, 2024; 2:00 p.m.

1. The Bid Documents are hereby modified per the attached Addendum #1 dated October 25, 2024. To include the following:
  - a. Extending the due date to Tuesday, November 26, 2024 at 2:00 p.m.
  
2. The foregoing changes shall be incorporated in the Bid Documents, and a copy of the Addendum #1, signed by the Bidder, must accompany the Bid to indicate the Bidder's familiarity with the changes.

**Bidder Acknowledgement:**Bidder Name (Print): Zero Waste Solutions, Inc.Bidder Signature: SHAVANA SINGHDate of Signature: 12/06/2024

## Addendum Two

**PURCHASING****November 15, 2024**

**MEMO TO:** Prospective Bidders

**FROM:** Kimberly Toon, Purchasing Manager

**SUBJECT:** Addendum #2: RFP – Solid Waste Management Services to Fort Liberty

**DUE DATE AND TIME:** December 9, 2024; 2:00 p.m.

1. The Bid Documents are hereby modified per the attached Addendum #2 dated November 15, 2024. To include the following:
  - a. Extending Due Date to December 9, 2024: 2:00 p.m.
2. The foregoing changes shall be incorporated in the Bid Documents, and a copy of the Addendum #2, signed by the Bidder, must accompany the Bid to indicate the Bidder's familiarity with the changes.

**Bidder Acknowledgement:**Bidder Name (Print): Zero Waste Solutions, Inc.Bidder Signature: SHAVALLA SINGHDate of Signature: 12/6/2024

## Addendum Three

**PURCHASING****November 27, 2024**

**MEMO TO:** Prospective Bidders

**FROM:** Kimberly Toon, Purchasing Manager

**SUBJECT:** Addendum #3: RFP – Solid Waste Management Services to Fort Liberty

**DUE DATE AND TIME:** December 9, 2024; 2:00 p.m.

1. The Bid Documents are hereby modified per the attached Addendum #3 dated November 27, 2024. To include the following:

**a. Questions and Answers**

2. The foregoing changes shall be incorporated in the Bid Documents, and a copy of the Addendum #3, signed by the Bidder, must accompany the Bid to indicate the Bidder's familiarity with the changes.

**Bidder Acknowledgement:**

Bidder Name (Print): Zero Waste Solutions, Inc.

Bidder Signature: SHAVANA SINGH

Date of Signature: 12/6/2024



## Cost/Fee Proposal Form

### EXHIBIT F COST / FEE PROPOSAL FORM

**PROPOSER'S NAME:** Zero Waste Solutions, Inc.

Contractor must fill in all proposed pricing. Prices are for all services identified within the contract to include but not limited to collection, disposal, processing of solid waste and the associated services to include all container/compactor maintenance repair. The Contractor shall be responsible and have the right to bill customers serviced pursuant to this Contract. All billing will be in accordance with the Cost/Fee Proposal below. All unit prices shall be rounded to the nearest cent. Unit numbers provided are for evaluation purposes only; the City makes no guarantee as to the number of units to be serviced. The contractor will consider uncertainty and quantity in units in the pricing. Locations of pickup can include Fort Liberty, North Carolina and at any pertinent locations in and around Camp Mackall, Smith Lake Travel Park, Special Operations Training Facility, Aberdeen Training Facility, Simmons Army Airfield, Airborne Special Operations Museum, Pope Army Airfield, and Linden Oaks Housing Area (excluding quarters) and including other locations pertinent to the Base. Fuel and disposal cost related to multiple site services are incidental to work and will be included in unit pricing below.

Pricing is for year 2024 – through Dec 31, 2025, with a CPI escalation every subsequent year for up to 10 years.

2024 – 2025

Estimated Commercial; Front Load Units: 1200

Estimated Industrial; Roll-Off (Compactors) Units: 75

	<b>Scheduled Service</b>	<b>Cost Per Unit</b> (Month)	<b>Total Cost</b> (Annual)
1	1 time per week service 8 CY, 75 units	4,254.23	51,050.70
2	2 times per week service 8 CY 510 units	57,857.46	694,489.52
3	3 times per week service 8 CY 490 units	83,382.81	1,000,593.72
4	4 times per week service 8CY 20 units	4,537.84	54,454.08
5	5 times per week service 8 CY 80 units	22,689.20	272,270.40
6	Special collection flat fee 1, 8CY unit	35.00	
7	1 time per week service 25 industrial roll-off containers	21,650.00	259,800.00
8	2 times per week service 40 industrial roll-off containers	69,280.00	831,360.00
9	3 times per week service 5 industrial roll-off containers	12,990.00	155,880.00

10	4 times per week service 4 industrial roll-off containers	13,856.00	166,272.00
11	5 times per service industrial roll-off container	3,897.00	46,764.00
11	Special collection flat fee 1 industrial roll-off container	250.00	
12	1 time per week service 32 CY compactor	1,299.00	15,588.00
13	2 times per week service 32 CY compactor	2,598.00	31,176.00
14	3 times per week service 32 CY compactor	3,897.00	46,764.00
15	4 times per week service 32 CY compactor	5,196.00	62,352.00
16	5 times per week service 32 CY compactor	6,495.00	77,940.00
17	Tire covered container/trailer serviced as needed	750.00	
18	Delivery and removal of 8 CY container	85.00	
19	Delivery and removal of industrial roll-off container	260.00	
	<b>Container Maintenance/Repair</b>		
20	Replacement of front load 8 CY dumpster bottom	550.00	
21	Replacement of front load 8 CY dumpster lid kit	75.00	
22	Replacement of front load 8 CY sleeve kit	450.00	
23	Repair of metal failure front load 8 CY dumpster	350.00	
24	Cleaning and sanitizing front load 8 CY dumpster	50.00	
25	Preparing and painting front load 8 CY dumpster	150.00	
26	Repair of cable hook roll-off dumpster of various types and sizes	1,250.00	
27	Replacement of roll-off dumpster roller	200.00	
28	Repair of metal failure roll-off dumpster of various types and sizes	350.00	
29	Cleaning and sanitizing roll-off dumpster of various types and sizes	100.00	
30	Preparing and painting roll-off box of various types and sizes	530.00	
31	Repair of compactor guide rails	375.00	



32	Replacement of compactor guide rails	525.00	
33	Hydraulic repair of compactor system	1,500.00	
34	Electrical repair of compactor system	500.00	
35	Repair of metal failure compactor system	400.00	
36	Preparing and painting of compactor system	750.00	
37	Cleaning and sanitizing of compactor system	150.00	
38	Landfill Disposal Fee's	1,028,500.00	
39	Performance Bond	96,081.09	
		<b>Total:</b>	4,900,135.57



RFP No.: COF1516916  
Solid Waste Management Services  
Fort Liberty, NC

## Audited Financial Statements