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Caring For Our Communities®

wasteprousa.com
@waste_pro_usa
wasteprousacorp

SOLID WASTE COLLECTION, DISPOSAL, and RECYCLING SERVICES

Beaufort County School District
Solicitation Number 25-016

TECHNICAL PROPOSAL











WASTE PRO OF SOUTH CAROLINA, INC.

December 17, 2024 4:00PM
2900 Mink Point Blvd
Beaufort, SC 29902

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TAB 1 Cover Pages 1 & 2


WASTE & RECYCLING NEWS

crain Crain's News Source for Environmental Management

Waste Pro keeps it simple

Beaufort County School District

Solicitation Number:	25-016
Date Printed	November 15, 2024
Date Issued:	December 3, 2024
Procurement Officer:	Kaylee Yinger, NIGP-CPP, CPPB
Phone:	843-322-2349
Email:	Kaylee.Yinger@beaufort.k12.sc.us

Best Value Bid (BVB)

DESCRIPTION:	**Solid Waste Collection, Disposal, and Recycling Services**
SUBMIT OFFER BY (Opening Date & Time):	**December 17, 2024, at 4:00 PM EST.**
QUESTIONS MUST BE RECEIVED BY:	**December 10, 2024, at 4:00 PM EST.**
NUMBER OF COPIES TO BE SUBMITTED:	**One (1) Original Signed; Six (6) Signed Copies and One (1) Redacted Version on USB**

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on the package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

PHYSICAL ADDRESS:
Beaufort County School District
Procurement Office
2900 Mink Point Blvd
Beaufort, SC 29902

AWARDS & AMENDMENTS:
Award will be posted at the Physical Address stated above on or after December 17, 2024. The award, this solicitation, and any amendments will be posted at the following web address: https://www.beaufortschools.net/community/working-with-the-district/finance.

You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, you agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.

NAME OF OFFEROR: (Full legal name of business submitting the offer) Waste Pro of SC Inc.

ENTITY TYPE: Corporation

[redacted]

AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)

[redacted]

PRINTED NAME

Director of Government Relations

TITLE

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.

PAGE TWO

(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for Offeror's home office/ Principal place of business):	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent):
422 Hardeeville Industrial Park Rd Hardeeville SC 29927	422 Hardeeville Industrial Park Rd Hardeeville SC 29927
PHONE NUMBER: [redacted]	
EMAIL ADDRESS [redacted]	

PAYMENT ADDRESS (Address to which payments will be sent):	ORDER ADDRESS (Address to which all purchase orders will be sent):
☑ Payment Address Same as Home Office Address ☐ Payment Address Same as Home Notice Address (Check one only)	☑ Payment Address Same as Home Office Address ☐ Payment Address Same as Notice Address (check one only)

ACKNOWLEDGEMENT OF AMENDMENTS:	Amendment Number	Amendment Issue Date
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.	Addendum 1	12/5/2024
	Addendum 2	12/13/2024

MINORITY PARTICIPATION- Are you a Minority Business Enterprise: Yes ☐ No ☑
If yes, please include a copy of your certification.

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TAB 2 Cover Letter



CORE VALUES

The Core Values of Waste Pro USA are fundamental and enduring principles that guide every facet of our business. They are the foundation of our corporate behavior and our daily operations. They are a collective commitment by Waste Pro USA employees, to those we serve and to each other. They determine the culture of our organization, how we work with each other, our customers, suppliers, and the communities we serve. These Core Values are at the heart of what makes Waste Pro USA the **Distinguishable Difference.**













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WE ARE COMMITTED TO THESE VALUES

THEY GUIDE OUR DECISIONS AND ACTIONS

PASSIONATE CUSTOMER AND COMMUNITY SERVICE

We're different. Our customers can feel a "Distinguishable Difference" in everything we do.

We care about them. We respect them and listen carefully for what they need and want. We pay great attention to detail, always looking for something to improve. We like making things better.

We're good neighbors, willing to lend a helping hand and support the communities that support us so well.
We want all our customers to be happy and loyal, and we love it when they tell their friends about the good work we do.

INTEGRITY AND SINCERITY

We set high standards for ourselves.

We value the great reputation we've built on that. We do the right thing, even when the right thing is hard.

We keep the promises we make to ourselves and others. We each take responsibility for creating and nourishing the culture we've built on trust, truth, acceptance and sincerity. We keep it real.

THE SUCCESS OF OUR PEOPLE

We have heart (and soul). We care about our co-workers and their families. We understand the important role work plays in our lives, so we make our workplace a positive place. We see clearly how we all contribute to the success of the business. We learn from and challenge each other to grow personally and professionally.

We support each other by showing up to work with enthusiasm, excitement, creativity and caring.

We celebrate our successes and reward great performance.

We encourage our "entrepreneurial spirit" and enjoy the freedom to be ourselves. We appreciate each other.

RESPECT

We treat our employees, customers, partners and suppliers with respect, appreciation and sensitivity. We learn from and celebrate different points view. We value our unique backgrounds, skills and talents.

We work together, building and nurturing relationships that will stand the test of time. We love and respect our blue sky and green earth, and vow to protect it.

TEAMWORK

One company, one team, whatever it takes. Together we succeed. We love to collaborate and we love to compete. We're engaged, motivated and working towards the same goals. We can count on each other for support in all areas of our lives.

We communicate openly, with caring. We work together for the good of us all and have fun doing it.

PRIDE

We're Waste Pro. We're Professionals and we're proud.

We are a family.

We're part of a company with passion, purpose and vision. We have big dreams and the courage to create them. We face our challenges with courage, creativity and enthusiasm. We're part of the best team in the business. We're Waste Pro Proud.

SAFETY

We are committed to the health and well being of all our team members. We work proactively to reduce risk and drive improvement. We keep our eyes open and challenge the status-quo to protect each other and make it a safe workplace for all.

We take our training seriously and keep our skills updated. We keep our equipment in mint shape and our surroundings orderly and clean. We strive for 100% safe.



December 17, 2024

Beaufort County School District
Procurement Office
2900 Mink Point Blvd.
Beaufort, South Carolina 29902

Re: BVB#25-016 Solid Waste Collection, Disposal & Recycling Services.

Dear Sir or Madame,

Waste Pro of Georgia, Inc. (Waste Pro) is pleased to have the opportunity to provide the enclosed proposal for solid waste & recycling collection services. We have received and examined the BVB specs along with all addendums. ***Our proposal is in all respects fair and in good faith without collusion or fraud.*** We are prepared to begin the work requested. As you review our proposal, please check our references. We think that you will see that Waste Pro is uniquely qualified to provide solid waste and recycling services.

Waste Pro is primarily a municipal collection company. We concentrate our resources and efforts on municipal collection contracts, not industrial, commercial services, or landfills. In total, Waste Pro holds exclusive municipal solid waste and recycling franchises with over 500 cities and counties serving over 2,000,000 residences. We are financially strong and ready to begin services under your contract.

Customer service is our number one priority. Our drivers are experienced and courteous. We have one of the lowest employee turnover rates in the industry and a safety rating which far exceeds industry standards. We encourage our employees to "go the extra mile" regarding servicing our customers. We use a program called Trac EZ which monitors all service issues. Your city will have full access to this program and its reporting.

Waste Pro understands the need for customers to "Go Green". From our trucks to our containers for special recycling events, Waste Pro is your choice for going green. Currently our vehicles employ particulate systems to make the air clean. We engage in residential, business, municipal and special recycling events. Waste Pro is your cutting-edge choice for making your city a "Greener Place to Live".

Waste Pro understands the importance of having a local presence. Waste Pro has an office in and hires people that live in your area. **Customer calls will be answered locally by a real person dedicated to communicating with the District**, not an automated attendant. We also believe

in being part of the community. Waste Pro contributes to and participates in local business and charitable organizations. All of this we do because we believe that we should be part of the communities that we serve.

We have put a great deal of information in this proposal to respond to the requested services and pricing. Waste Pro is open to negotiate all items in the RFP. We look forward to being your next partner and providing your solid waste collection services that are the **"Distinguishable Difference"**.

Sincerely,

[redacted]

Director of Government Relations

Waste Pro Points of Contact:

[redacted]

422 Waste Pro Way, Hardeeville SC 29927 843-645-4100 www.wasteprousa.com

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TAB 4 Approach to Scope of Work



Approach to Scope of Work

Waste Pro of Georgia, Inc. (Waste Pro) is pleased to have the opportunity to provide the enclosed proposal for solid waste & recycling collection services. We have received and examined the RFP along with all addenda. Our proposal is in all respects fair and in good faith without collusion or fraud. We are prepared to begin the work requested. As you review our proposal, please check our references. We think that you will see that Waste Pro is uniquely qualified to provide solid waste and recycling services for the School District.

Transition & Operations

Transition Implementation Schedule

We have found that extensive planning, employee training, customer education and outreach not only assures a smooth transition but also sets up a clear foundation for moving forward to develop and support permanent solutions that deliver superior service. Waste Pro begins working at once after the award to ensure that everything is in place on day one. We start by using the best operational and maintenance management in our industry. They will be key in the day-to-day procurement of the fleet, containers and personnel and start communication with the district.

Daily Workflow

The following information outlines what actions are taken daily to ensure prompt, safe, and courteous service.

1. Crew Out
    a. Start Times: All routes have an assigned start time. Driver supervisors will start 30 minutes prior to start times.
        i. Punch in Process: Prior to punch in, Supervisor will inspect the drivers:
            1. Appearance/Attitude
            2. Proper attire/ Safety equipment
            3. Proper paperwork
    b. Supervisor Roll Out: Supervisors will go ahead to the routes by 8:30am

2. Daytime Activities:
    a. Flow of Communication- All communications will flow through the dispatchers. They will be the “HUB” for all information.
    b. Route Management- Supervisors will perform Proactive route management.
        i. Drive out in front of route areas to find issues ahead of time.
        ii. Meet up with routes throughout the day to check status.
        iii. Drive behind route areas- conduct service verification.
    c. Route status updates sent to the office at 11am, 2pm, 4pm & end of route.

3. Check In Process
    a. Post trip Safety Lane- All vehicles must be inspected.
    b. Punch out Process- P.M. dispatcher or supervisor will check drivers out for the day.

Description of Services

Our team fully understands the scope of work that is specified for school system collection services. We have many years of experience in all types of waste collection and recycling. As our resumes show, we have had management oversight for hundreds of municipal contracts including school systems. Those contracts included services such as:

- ✓ Garbage Service
- ✓ Yard Waste Service
- ✓ Recycling Service (Single and Dual Stream)
- ✓ Special Event Service
- ✓ Bulk Waste Service
- ✓ Fully or Semi-Automated Service
- ✓ Waste Transfer and Disposal
- ✓ Recyclables Processing and Marketing
- ✓ Commercial, industrial, residential, and construction debris removal

<u>Frontload Services</u>

- ✓ Containers collected by 40-yard MR style frontload vehicles.
- ✓ Service provided according to the CCSD schedule.
- ✓ Productivity- Approximately 8 lifts per hour.



<u>VIP Compactors</u>

- ✓ Containers collected by 40-yard MR style frontload vehicles.
- ✓ Service provided according to the CCSD schedule.
- ✓ Productivity- Approximately 12 lifts per hour.



<u>Roll Off Compactors</u>

- ✓ Containers collected by Mack/Galbreath style roll off vehicles.
- ✓ Service provided according to the CCSD schedule.
- ✓ Productivity- Approximately 8 lifts per day.

<u>Special Events</u>

- ✓ Containers provided as needed for special events upon request.

We have a well-known reputation for cleanliness and the appearance of our equipment. Vehicles are inspected daily to ensure that they meet our exact standards. Vehicles are cleaned inside and out at least once per week or more often as needed. Touch up paint is used to cover scratches. When it becomes necessary, the vehicle will be completely repainted and refurbished.

Containers

Containers for external collection:

- ✓ Frontload Containers for trash and recycling
- ✓ Roll off Open Tops for trash and recycling
- ✓ Roll Off Compactors for trash and recycling
- ✓ Roll Carts for trash and recycling



For internal collection, roll carts and smaller bins designed for classrooms are used. We have also found that students have a great amount of success using cardboard boxes that they can decorate and custom label for use in the classroom – giving the program a more distinctive touch.









Service Verification

3rd Eye GPS & Camera System- Waste Pro USA has installed video cameras in all collection vehicles. Each truck has an onboard camera system, providing vantage points from each side of the vehicle, in addition to interior cab views. This ultramodern monitoring system is already used in the Atlanta Metro Area. Your collection vehicles will also be outfitted with the ***3rd Eye System***.

All vehicles are equipped with "Third Eye" surround camera systems.

When it comes to service verification, Waste Pro's ultramodern ***360 Degree 3rd Eye Cameras*** provide real-time service verification while simultaneously monitoring driver safety. This service verification system provides a double benefit for the city: You know when service was completed, and, if the need arises, you can access camera records to see how that service was completed. 3rd Eye allows us to track visually and through GPS every vehicle we have on the road. Waste Pro has invested over $3 million in our 3rd Eye System, which is installed in our collection vehicles to include tracking services in various municipal contracts in the state of Georgia. Up to eight cameras are installed in the cab of each truck and on the exterior of the truck body, and a microphone is installed inside the cab. The cameras – front, cab, rear, and side – provide 360 degrees of external "monitoring," and the microphone inside the cab captures 20 seconds of video segments. The cameras can be activated by management at any time to see collection activities.

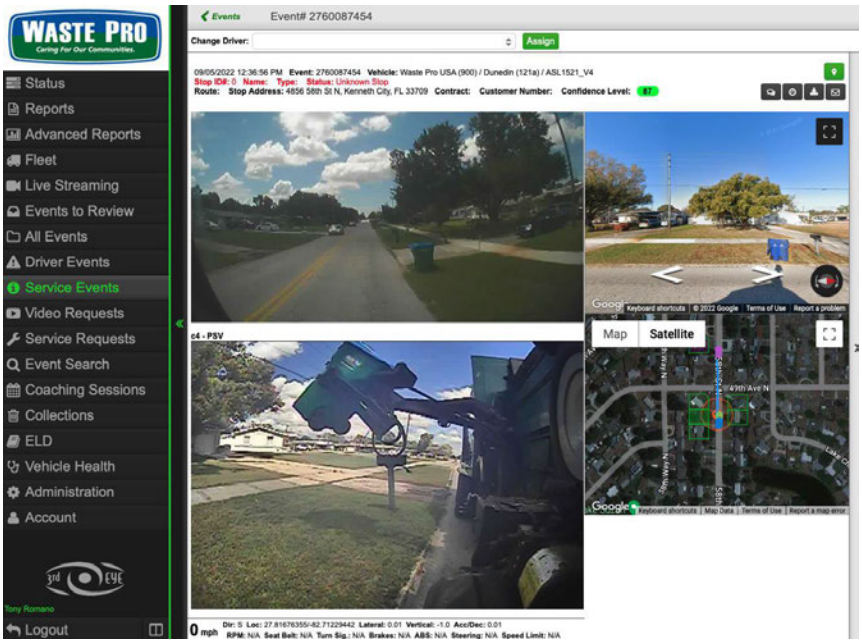
Features

- ✓ Manage customer disputes with real-time info about vehicle location.
- ✓ Keeps residents satisfied with prompt service and safe driving habits.
- ✓ Real-time view of fleet using any web enabled device: desktop, mobile or tablet.
- ✓ Historical HD video of trucks 6 months after routes for route collection verification.
- ✓ Stores collection event date, time and latitude and longitude coordinates.
- ✓ Service verification: receive notifications of predetermined geo located customers.
- ✓ Ensure that drivers are held accountable for their whereabouts while on the job.

If services are unable to be completed, the photo records the reason. As drivers operate their vehicles, the 3rd Eye system captures photographic evidence of service events, simplifying the process and providing fleets with access to video footage of any missed, blocked, completed, failed set outs or property damage event with a single click. 3rd Eye allows Waste Pro to see every home serviced on a street, as shown below on the map. The City of Roswell will have shared access to 3rd Eye login. Below is the interactive map. The green dots are the actual serviced locations. With the 3rd Eye system, users can click on any of the green dots to see the time/date stamp and funnel deeper into the service to see pictures of the actual address, and container serviced.

The pictures below are an actual container being serviced. This can be viewed by clicking on the green service dot on the map. The 3rd Eye system allows you to see the container as it was serviced along with a 360-degree area that will show you the house and address where the container was located.
Reports can be generated from any of the information collected through the 3rd Eye System. As noted, in addition to providing service verification, 3rd Eye allows us to see general collection behaviors with real-time monitoring. If an inconsistent practice were to be seen, a supervisor will be contacted at once to contact and correct the route. Positive behaviors are reinforced, and negative behaviors are coached. 3rdEye has proven to be an excellent instructional tool for Waste Pro.

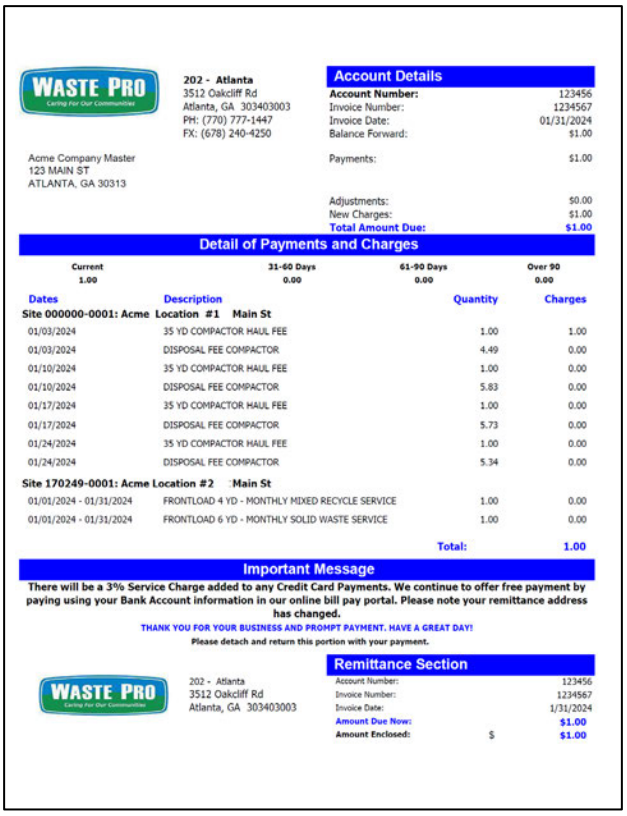
Drivers are held accountable for each trip they take with scheduled stops and more efficient routes. Waste Pro has seen a ***higher level of customer service*** due to the GPS device's ability to confirm employee visits. The daily activities and tasks are entered into the GPS device, which includes unique software specifically designed for Waste Pro. This database includes scheduled routes with detailed maps and tasks entered for assigned vehicles.



Reporting

Our comprehensive software suite offers a variety of reports and real-time solutions for information output. These are sample invoices, and a sample material collected report. These reports are dynamic and customizable.





Customer Service - Problem Resolution Process

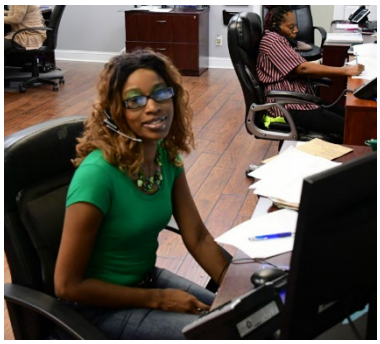
Waste Pro takes commitment to customer service seriously. We continuously improve and upgrade the quality of our service delivery methods to better serve our customers. The most important part of the Customer Service process begins with our drivers and customer service reps (CSRs). Waste Pro employs the most qualified and experienced drivers, in fact many of our drivers have received the Waste Pro $10,000 safety award. A difficult achievement with high customer service demands. This proves very well the top quality of drivers that we employ. Some of the award guidelines are as follows:



- ✓ No missed days of work.
- ✓ Positive attitude towards customers!
- ✓ No customer complaints.
- ✓ No property damage or vehicle damage.
- ✓ No injuries or accidents.
- ✓ No breakdowns caused by the driver.
- ✓ Trucks must be kept clean inside and out.

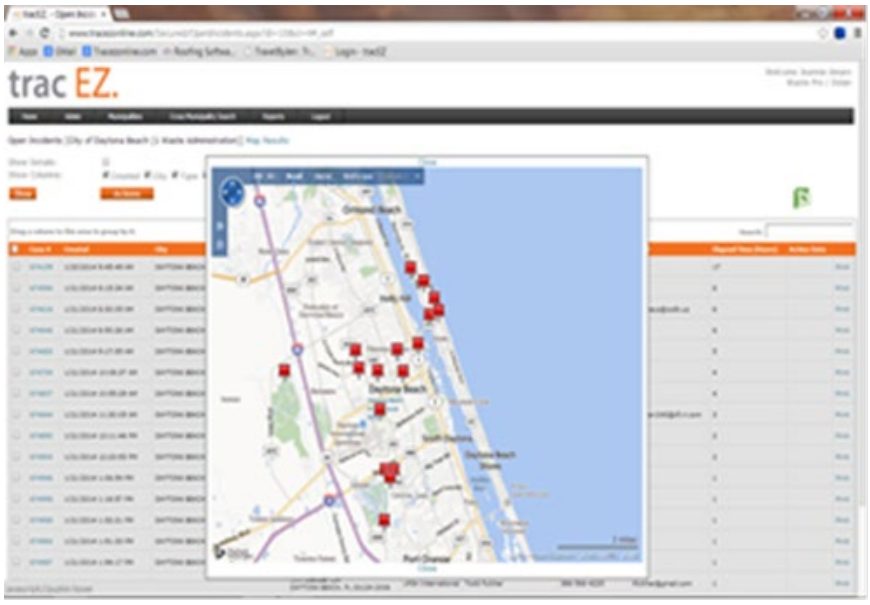
Striving to achieve this award ***makes for exceptional performance.*** We have these types of programs to guarantee and prove our commitment to the customer experience. Our Customer Service Reps are another especially important part of the customer service process. Waste Pro invests much in hiring, training, and coaching our front-line CSRs and back up CSRs for every account. This includes making certain that:

- **Customer issues are received and documented.**
- **The issue is assigned to the proper party (i.e., billing, operations etc.)**
- **Resolution is reported back to customer service representative.**
- **The customer is contacted to ensure that there has been adequate resolution.**
- **Manager reviews all issues daily for resolution by end of the business day.**



Software/Hardware Used to Manage Service

Customer Service Quality Control Systems- Waste Pro uses a state-of-the-art customer communication system that receives, tracks, and reports all customer complaints, concerns, and requests. The system is web based and available at no charge. Trac EZ records all incoming issues, and a clock begins to time the speed at which issues are resolved. This allows us to constantly measure ourselves and how well we serve the customer. Another notable feature is the reporting functions that allow the customer to run periodic reports to gauge the performance of the contractor. The system would be available on your websites.



In the event one of our customers does have an issue, we go through a **5-step process** using Trac EZ.

1. A customer issue is received through the Trac EZ system or called in and entered into Trac EZ.
2. The issue is then assigned for resolution to the proper party (i.e., billing, operations etc.) by the designated customer service representative for the Customer.
3. Resolution is reported back to the designated customer service representative and the work order is closed out in Trac EZ.
4. The customer is contacted to make sure that there has been adequate resolution to their issue.
5. The Route Manager reviews all issues daily to make sure that all items are resolved by the end of the business day.

No customer issue will go unanswered at the end of the day.

Information Management, Record Keeping and Reporting

Waste Pro will use four primary software solutions for information management, record keeping, and reporting:

1. **"Tower"** is the main, centralized database of all Waste Pro solid waste records. It will house all customer information, service records, and collection data.
2. All customer service phone calls, notes, and confirmed resolutions will be stored in our **"Trac EZ"** system, which the County can access at any time.
3. Asset management will be kept and reported on through our **"Vision"** software.
4. Maintenance information will be logged in **"Dossier."**

Tower Centralizes Operational Logistics - Waste Pro's Tower system will generate much of the required reporting. **This system stores customer information as well as routing and collection information**. Tower will enable us to run and submit many of the various daily, monthly, and annual reports the customer has requested, such as our **customer lists, Non-Collection Log, and monthly and annual tonnages**. Tonnage information can be reported in many ways, including by period, material type, and route.

Customer Information	Customer accounts, service levels, billing information
Routing Information	Residential and commercial routes, roll off scheduling
Collection Information	Tonnages, disposal tickets, fuel, mileage, work hours, non-collection events

Trac EZ - Real Time Communications for Service Requests and Complaint Resolution -Trac EZ is a web-based system that was created and designed to help cities and counties and Waste Pro provide greater control and communication services to their residents about service delivery and issues. Because this system is web based and offering "Real Time" communication, it gives all parties (City, Residents, Business and Waste Pro) the ability to resolve complaints and requests for services in an organized, prompt and cost saving manner. All requests are logged into our **Trac EZ** system and attached to the customer's account by our customer service reps. Customers and the County all have access to this online program at no cost. Customer Staff and Waste Pro can access the information simultaneously to resolve issues or retrieve information. The Trac EZ system is transparent. Staff can log on and monitor complaint resolution times.

Added benefits of Trac EZ include:

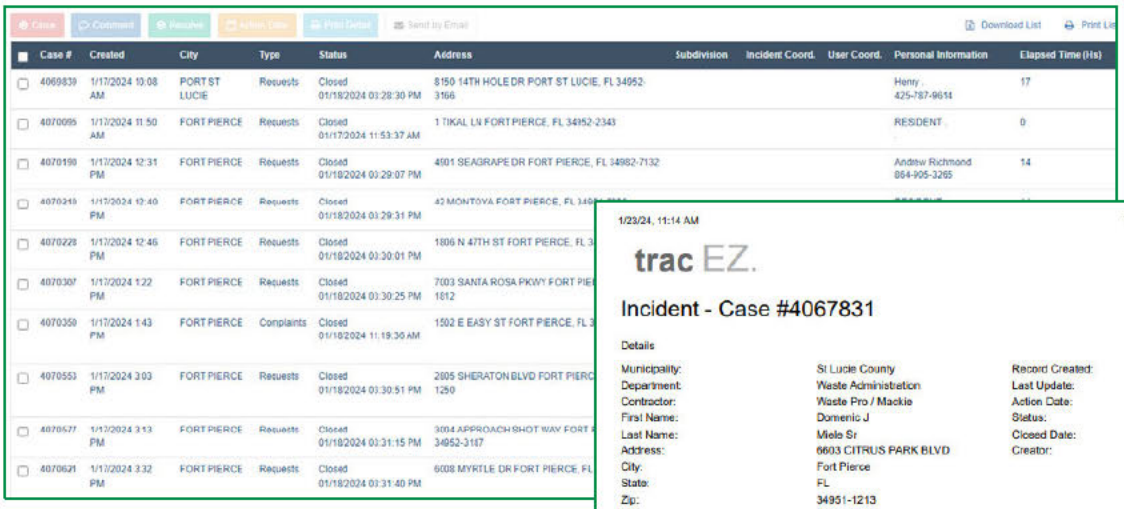
- ✓ Waste Pro provides this tracking system at **no cost to the customer** through the http://www.tracezonline.com website. This site allows Managers and Staff to track any issues from the time they are registered to the time they are resolved.
- ✓ Waste Pro can provide the County with **customized reports** for all issues, and they will have full access to our tracking system through Trac EZ.
- ✓ Limits follow up phone calls because all parties are using the system. No expensive equipment is necessary. Login to the website is all that is needed.

Multi-User Access to Customer Service Logs - Customer requests, complaints, and questions are recorded centrally in Trac EZ. This system fulfills all requirements for the provision of a Weekly Call Log, as needed in the RFP:

- ✓ Date and time of call.
- ✓ Customer name, contact information, and location.
- ✓ Customer type
- ✓ Purpose for call
- ✓ Date and details of resolution.

The screenshots that follow, from our Customer Service Representatives, illustrate what can be expected from our Trac EZ software. Logs can be compiled in any format preferred.

*This screenshot shows a **single screen compilation of timestamped calls received on January 17, 2024**.*



Case #	Created	City	Type	Status	Address	Subdivision	Incident Coord.	User Coord.	Personal Information	Elapsed Time (Hs)
4069839	1/17/2024 10:08 AM	PORT ST LUCIE	Requests	Closed 01/18/2024 03:28:30 PM	8150 14TH HOLE DR PORT ST LUCIE, FL 34952-3166				Henry . 425-787-9614	17
4070095	1/17/2024 11:50 AM	FORT PIERCE	Requests	Closed 01/17/2024 11:53:37 AM	1 TIKAL LN FORT PIERCE, FL 34952-2343				RESIDENT .	0
4070199	1/17/2024 12:31 PM	FORT PIERCE	Requests	Closed 01/18/2024 03:29:07 PM	4601 SEAGRAPE DR FORT PIERCE, FL 34982-7132				Andrew Richmond 864-905-3265	14
4070219	1/17/2024 12:40 PM	FORT PIERCE	Requests	Closed 01/18/2024 03:29:31 PM	42 MONTOYA FORT PIERCE, FL 34951-2044					
4070228	1/17/2024 12:46 PM	FORT PIERCE	Requests	Closed 01/18/2024 03:30:01 PM	1806 N 47TH ST FORT PIERCE, FL 3					
4070307	1/17/2024 1:22 PM	FORT PIERCE	Requests	Closed 01/18/2024 03:30:25 PM	7003 SANTA ROSA PKWY FORT PIE 1812					
4070350	1/17/2024 1:43 PM	FORT PIERCE	Complaints	Closed 01/18/2024 11:19:36 AM	1502 E EASY ST FORT PIERCE, FL 3					
4070553	1/17/2024 3:03 PM	FORT PIERCE	Requests	Closed 01/18/2024 03:30:51 PM	2805 SHERATON BLVD FORT PIERC 1250					
4070577	1/17/2024 3:13 PM	FORT PIERCE	Requests	Closed 01/18/2024 03:31:15 PM	3004 APPROACH SHOT WAY FORT 34952-3117					
4070621	1/17/2024 3:32 PM	FORT PIERCE	Requests	Closed 01/18/2024 03:31:40 PM	6008 MYRTLE DR FORT PIERCE, FL					

1/23/24, 11:14 AM TracEZ

trac EZ.

Incident - Case #4067831

Details

Municipality:	St Lucie County	Record Created:	1/16/2024 8:14 AM
Department:	Waste Administration	Last Update:	1/16/2024 2:52 PM
Contractor:	Waste Pro / Mackie	Action Date:	
First Name:	Domenic J	Status:	Closed
Last Name:	Miele Sr	Closed Date:	1/16/2024 8:21 AM
Address:	6603 CITRUS PARK BLVD	Creator:	edavila
City:	Fort Pierce		
State:	FL		
Zip:	34951-1213		
County:			
Subdivision:			
Incident Coordinates:			
User Coordinates:			
Phone:	7725790467		
Email:			

Resolutions

- SENT FOR RECOVERY 1/16/2024 8:21 AM - edavila
- 01/16/24 11:54:19 AM 1/16/2024 2:52 PM - edavila

Comments

- TRUCK COLLECTED 01/16/24 11:54:19 AM 1/19/2024 8:23 AM - edavila

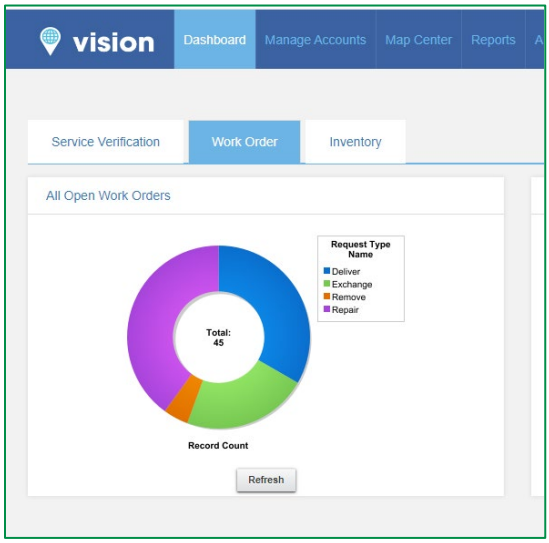
Categories

- Residential - Missed Yardwaste

5 yw container not collected 1/15

*This screenshot, at right, shows the **logging and resolution of a single customer call**. At 8:14 am on January 16, a customer called and informed the local Waste Pro team that we missed his yard waste collection the day before. At 8:21 am, the message was dispatched, and at 11:54 am that same day, service was completed, and the log was closed.*

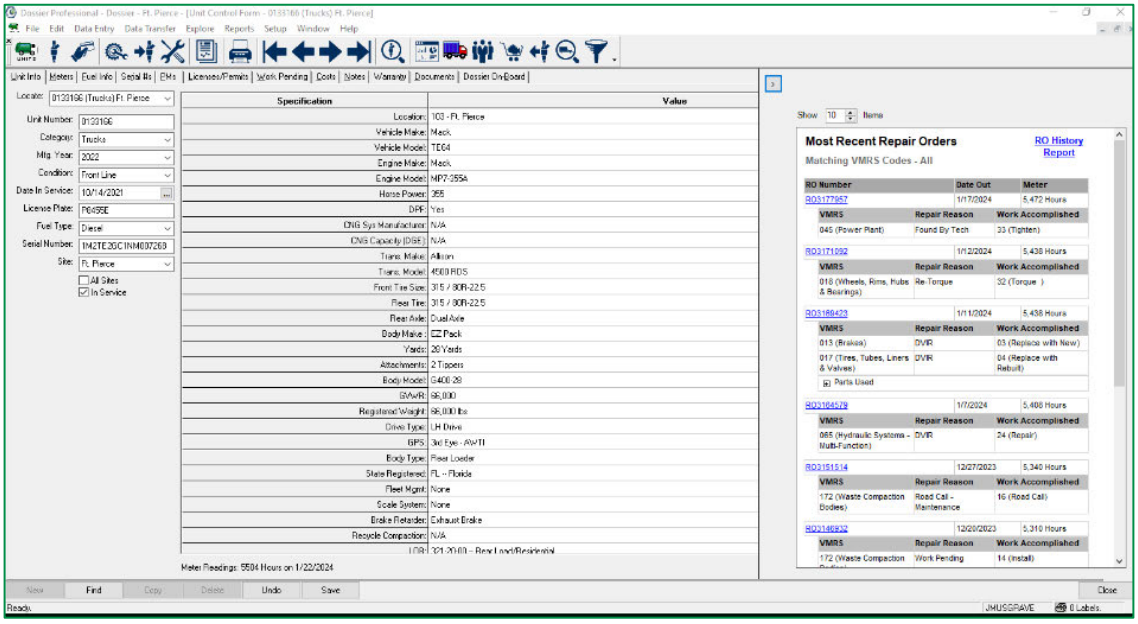
Vision Logs All Cart Repairs, Replacements, and Exchanges



Cart inventory, deliveries, removals, and repairs will be logged into our **Vision** system. The screenshot below illustrates our **information management procedure for work orders related to customer containers.** Open work orders for cart deliveries, exchanges, removals, and repairs are displayed on one screen to ensure fast and efficient resolution.

Dossier Manages All Waste Pro Maintenance

Dossier allows Waste Pro to keep records of all maintenance activities, including preventive maintenance scheduling and completion of open maintenance work orders. These records will populate our **Equipment Maintenance Log**. The screenshot below shows the **maintenance log for a single rear load truck as an example.** Dates and descriptions for the most recent maintenance activities associated with this vehicle can be seen on the right side of the screen.



REPORTING

Local Waste Pro staff will handle all reporting requirements, so the districts can communicate directly with their familiar point of contact to discuss any added reporting needs beyond those scoped in the RFP. We stand ready to provide any and all the information needed for the district to monitor and manage every aspect of the program and we look forward to working with you to continually improve upon your success.

TRAINING AND EDUCATION

Campus education and outreach are key to a successful sustainability system. Our team is expert in understanding the campus waste streams, areas of improvement and necessary adjustments for the continued success of the program.



Educational sessions, waste audits, walkthroughs, and training with staff will all be a regular part of the support we will provide to meet the program goals for sustainability. Continuous improvement coordination meetings will also be scheduled including staff training and waste audits based on tonnage reports.

The education program will feature comprehensive imagery on the specific materials that are accepted in garbage and recycling bins. The infographic below is a sample of the types of educational materials that can be made available to the CCSD for use in educating students and engaging them to understand the importance of preserving our precious environment. We look forward to partnering with you to make your program a true success.

Waste Pro has decades of experience in school recycling program planning, implementation, and monitoring for success. From Recycling guides to Action Plans and even state curriculum, Waste Pro partners with schools to educate students on the importance of the three R's - Reduce, Reuse and Recycle.

How to Start Your Recycling Program

DO YOUR HOMEWORK



Assemble a Team

Planning for your school recycling program must include the custodial staff, students, teachers, parents, school administrators and a representative of a local community recycling program or Keep America Beautiful representative to ensure the success and sustainability of your program. Student organizations, such as the National Honor Society, Beta Club, Builders Club, 4-H Club, or environmental/ecology clubs are often successful at maintaining school recycling efforts.

Analyze the Trash

Conducting an assessment of your school's waste stream can identify the type, quantity, and/ or origin of the potential recyclable materials. This information can assist your team with formulating school recycling goals and procurement of recycling containers and/or other needed materials. Students should complete the assessment with guidance from a teacher(s). An assessment can be done simply by recording the



Why is recycling important?

Recycling reduces the amount of waste going into a landfill, helping to prolong its useful life. Thirty percent of the waste disposed in the United States each year is recovered and recycled or composted. Fifteen percent is burned at combustion facilities, and the remaining fifty- five percent is disposed of in landfills. (Source U.S. EPA)

suggests that about 1 million manufacturing jobs and over $100 billion in revenue are possible through recycling and remanufacturing activities.

Recycling saves energy

It takes 20 times more energy to make aluminum from bauxite ore than using recycled aluminum (Source: Aluminum Association)

Recycling creates jobs

A recent study conducted by Project Performance Corporation in McLean, Virginia, concluded that in northeast and southern states, activities associated with recycling employ over 2.5 percent of the manufacturing workforce. Projected nationally, then the study

Recycling saves natural resources

Products made from recycled material slow the depletion of non- renewable resources such as metal ores, oil, and natural gas, and reduce the encroachment of new mining and drilling operations on sensitive lands.

Part 1: How much waste does the school produce?

A. Weigh a typical classroom's trash at the end of each day for one week.
B. Average the weight of the trash over the five days.
C. Multiply the answer to #2 by 20 to obtain an estimate of trash produced per month for a classroom.
D. Multiply the answer for #3 by the number of

Part 2: What is the composition of school waste before recycling?

A. Separate the waste from the classroom trash bin into the following seven categories. If possible, do this waste separation activity for other areas of the school, such as the cafeteria, offices, library/media center, etc.

1. Pa





Step 2: Organize the Recycling Collection and Storage System

A. Develop a budget for your program.

Potential start-up costs of your school recycling

classrooms
and for outside storage) to implement the recycling program. This will help the team determine how many bins to make and/or purchase and the ideal placement of the recycling containers in your school.

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TAB 5 Firm Information


WASTE & RECYCLING NEWS

crain Crain's News Source for Environmental Management

Waste Pro keeps it simple

Firm Information

Company History

For more than 20 years, Waste Pro has been partnering with communities across the Southeast to provide value-driven solid waste and recycling services. Founded in 2001 by industry legend John J. Jennings, Waste Pro is known as a "people" company because our employees and customers work together to create a "Distinguishable Difference" in the waste industry. Our focus on long-term local relationships drives our commitment to creating sustainable, cost-effective waste and recycling solutions for many cities and counties and customers like Cobb County and the Cobb School System.

Waste Pro is headquartered in Longwood, Florida and is managed by the most experienced team of professionals in the Southeastern United States. **Under two generations of Jennings' leadership, Waste Pro has grown to become one of the country's largest privately-owned waste collection, recycling, and disposal companies.** Today, after two decades of organic and strategic growth, our annual revenues are projected to exceed $1.3 billion in 2024.

Waste Pro of Georgia Inc., with its headquarters in Atlanta, has been serving municipal and school system customers since 2010. We currently provide solid waste services to 30 community partners throughout the state.

WASTE PRO BY THE NUMBERS



- Firm Name- Waste Pro of SC, Inc.
- Firm Address- 422 Hardeeville Industrial Park Rd, Hardeeville, SC 29927
- Contact information for the Officer of the Firm in charge of this Proposal-
  - [redacted]
- Contact information for proposed account manager
  - [redacted]

Waste Pro's Family Legacy

John Jennings, the son of a garbageman on Long Island, started his first waste collection company in 1973. He had no notion of how large the company might become, but his mission was simple: **to distinguish himself from the competition by providing the best possible service for his customers.** Fifty years later, the Jennings family continues to live and is led by this philosophy.

1973	John Jennings moves to Florida and breaks into the business by acquiring Pete's Garbage Service, starting with one truck. For the next two decades, he grows his presence in the Central Florida market, builds his reputation, and becomes a recognized leader in the industry.
1992	Jennings starts his first name-sake company: **Jennings Environmental Services**.
1996	As the result of a long-standing professional friendship between John Jennings and John Drury, Chairman and CEO of USA Waste Services, Inc., Jennings Environmental becomes first-tier subsidiary of USA in Florida and the Caribbean. Commanding a management team composed of many of Waste Pro's current leaders, Jennings oversees more than 160 municipal contracts.
1998	Jennings Environmental and USA experience rapid growth, leading to USA's acquisition of Waste Management, Inc. Because Waste Management dwarfs USA in size, the board of directors elects to change the USA name to Waste Management.
2000	Because they prefer to deal with local vendors and to facilitate personal connections with employees and their families, the Jennings Team operates differently from the bureaucratic makeup of a big national company. The entire Jennings Team decides to leave Waste Management to preserve their people-centric philosophy.
2001	Waste Pro begins operations. In the 20+ years since, Waste Pro has grown from a single operating location to a footprint across 10 states by sticking true to John Jennings's vision: ***To create a more sustainable future through a mix of innovative, premium waste management solutions and back-to-basics investment in local relationships with our community partners.***
2018	The family legacy continues as Sean Jennings is named Waste Pro President.
2020	Sean Jennings is named Waste Pro CEO. Industry veteran and long-time Waste Pro VP Keith Banasiak is named COO.

Today, John's son Sean carries on the family legacy as a third-generation garbage man. With a lifetime of industry knowledge and over a decade of experience in operations and management, Sean Jennings has been Waste Pro President since 2018 and was named CEO in 2020. Waste Pro veteran Keith Banasiak was also named Chief Operating Officer in 2020, bringing nearly 40 years of management experience in the industry to the role. Much of our current leadership has been with Waste Pro for the long haul and invested in building the company from its earliest days. John Jennings supports his dedication to Waste Pro's mission and future direction as Executive Board Chairman.

Key Personnel

[redacted] **(Division VP)** [redacted]



Jennifer Herring has more than two decades of operations management experience. Currently she oversees the Atlanta Division that consists of over 100 employees, over 85,000 residential customers, and a fleet of over 70 vehicles. In addition to her frontline management duties, she handles setting up and keeping performance and productivity metrics, logistics, cost management processes, P&L, forecasting, and safety. Jennifer began her career in 2003 as a Route and Safety Manager for a national solid waste company. Jennifer joined Waste Pro as Operations Manager in 2011, and was promoted to Division Manager in 2014, first at Waste Pro's Concord Division then the South Charlotte Division in 2018. In South Charlotte, she managed more than 50 employees operating 35 trucks each day, servicing approximately 32,000 residential customers and 1,500 commercial customers in Monroe, Belmont, Bessemer Town, Village of Lake Park, Marshville, and Fort Mill, SC.

[redacted] **(Director of Government Relations)** [redacted]



Bob has 30 years' management experience in various industries and 18 years in the waste industry. With fifteen years large retail management, three years as a local business owner and eleven years in management with Waste Pro, he has extensive training and experience in operations management, customer service, administrative management, and business management. Bob is currently responsible for several municipal service contracts in the Atlanta and Athens area. Bob Studied at Santa Fe College in Gainesville Fl.



FAST FACTS
WASTE PRO USA

Fastest growing privately-owned solid waste company in the Southeastern United States. Founded in 2001 by Board Chairman John Jennings, a second-generation legend in the business. In 2014, his son Sean Jennings joined Waste Pro and became President of the company in 2018. He assumed the role of CEO in 2020.

We are the third largest privately-owned company in Central Florida where we are headquartered. Waste Pro is the only company in the United States with a Historical Garbage Truck Museum that has been recognized worldwide.



GARBAGE TRUCK MUSEUM

The world's ONLY garbage truck museum located in Sanford, FL with trucks dated as far back as 1926. Two trucks on display were used in the 2016 film ***Fences***.

SAFETY AWARDS

To earn the coveted Safety Award, an employee must exhibit the Waste Pro Way in their daily actions and meet safety-specific criteria spanning over a three-year period. Eligible drivers receive $10,000, and a similar award of $5,000 is offered to eligible helpers.

FLEET

3,200+ state of the art trucks with 3rd Eye 360 degree onboard cameras.

MRFS

(MATERIAL RECOVERY FACILITY OR RECYCLING PROCESSING)

Atlanta, GA; Ft. Myers, FL; Ocala, FL; Sarasota FL; Columbus, MS (commercial corrugated only)

EMPLOYEES

4,600+

SPORTS SPONSORSHIPS

Jacksonville Jaguars, New Orleans Saints, New Orleans Pelicans, Charlotte Hornets, Florida Citrus Sports, Biloxi Shuckers, Florida Everblades

CO-HEART PROGRAM

Internal safety training program that has helped 500+ employees earn their CDL. WP Sanford is state-approved testing site.

OUR SERVICES

- Residential & Commercial Solid Waste Collection
- Recycling Collection & Processing Services
- Transfer Stations & Landfills

wasteprousa.com | @waste_pro_usa | wasteprousacorp



WASTE PROTECTION

Employees are trained by law enforcement to report unusual or suspicious activity and handle potential evidence in effort to keep communities safe.

RESTORED TO NEW

Rebuild older trucks to look and run like new again to reduce environmental footprint. More than 150 trucks have been restored to new to date.

2ND CHANCE PROGRAM

Partners with Florida Department of Corrections to give career opportunities to qualified offenders who have completed their sentence in effort to reduce recidivism.

DRIVER TRAINING CENTERS

Allows drivers and helpers to undergo extensive hands-on training and simulations on various safety aspects. Located in Sanford and Atlanta.

SERVICE AREAS

Alabama
Arkansas
Florida
Georgia
Louisiana
Mississippi
Missouri
North Carolina
South Carolina
Tennessee

OFFICE LOCATIONS

90+ Operating Facilities
25 Landfills
15 Transfer Stations
5 MRFs/ Recycling Facilities

CUSTOMERS

2 Million+ Residential
100,000+ Commercial
250+ Exclusive Municipal Franchises

REVENUE GROWTH

IN 2001 **$0 - $1.3 BILLION** IN 2024

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TAB 6 Financial Information

Waste Pro USA, Inc. and Subsidiaries



Years Ended December 31, 2023 and 2022

Consolidated Financial Statements and Supplementary Information

WASTE PRO USA, INC. AND SUBSIDIARIES

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TAB 7 Account Servicing



Account Servicing Information

Waste Pro is a company of great integrity led by a team of industry experts that have direct, relevant, and recent implementation experience to successfully transition School Systems into programs that will yield high diversion and high customer satisfaction. Our innovative programs are supported by ultramodern technology proper to the scale and scope of the project. We provide creative and comprehensive education and outreach plans with a relentless dedication to customer service excellence.

The following is a list of contacts for clients we provide services either in size and or scope comparable to those requested in this project.

Fulton County School System
[redacted]

Florida Gulf Coast University
[redacted]

St John Parish Schools New Orleans
[redacted]

University of West Florida
[redacted]

Transition Implementation Schedule

We have found that extensive planning, employee training, customer education and outreach not only assures a smooth transition but also sets up a clear foundation for moving forward to develop and support permanent solutions that deliver superior service. Waste Pro begins working at once after the award to ensure that everything is in place on day one. We start by using the best operational and maintenance management in our industry. They will be key in the day-to-day procurement of the fleet, containers and personnel and start communication with the school district.

Since Waste Pro is already your current vendor, the transition will be very smooth.

Waste Pro of Georgia, Inc. Municipal References

We invite you to contact any of our clients to ask them about our record of accomplishment for superior service delivery. For your convenience, we have listed contact information for customers in our Georgia region.

City	Services	Contact	Contact Number	Contact Email	Number of Homes
City of Hampton GA	Residential & Light Commercial Trash Collection Services	[redacted]			3,000
City of South Fulton GA	Trash and Bulk Collection Services				40,000
City of Austell GA	Residential Trash & Recycling Collection Services				3,200
City of Hapeville GA	Residential Trash, Yard Waste & Recycling Collection Services				2,300
Gwinnett County GA	Residential Trash, Yard Waste, Recycling & Bulk Collection Services				47,000
City of Morrow GA	Residential & Commercial Trash Collection Services				1,000 Homes 200 Businesses
City of Canton GA	Trash and Recycle Collection Services				9,500 Homes
City of Waleska GA	Residential Trash, Yard Waste & Recycle Collection Services				3,000 Homes

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FRONT-LOAD COMMERCIAL CONTAINERS

Whatever your waste disposal needs are, count on WASTE PRO to take care of them.

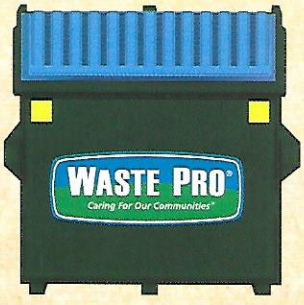
- **Affordable**
- **Quick**
- **Clean**
- **Effective**



CONTAINER SIZES:

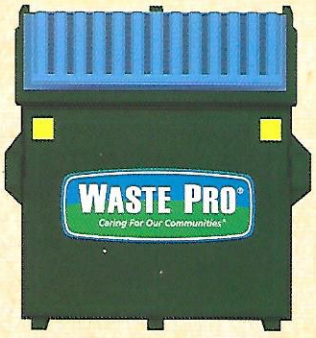
Solid Waste and Recycling programs are available. Containers can be equipped with casters and/or lid locking mechanisms, upon request.

**One foot of operating/clearance space must be present on all sides of the container.*



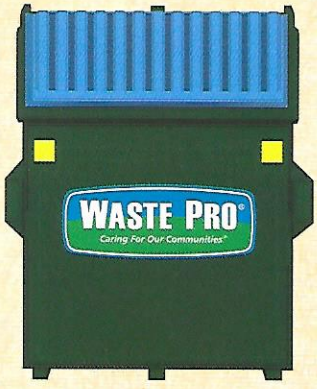
4 Yard Bin

86" width
54" depth
48" height



6 Yard Bin

86" width
66" depth
60" height



8 Yard Bin

86" width
64" depth
80" height

For more information on Waste Pro's commercial waste services, please visit us at:

wasteprousa.com

ROLL-OFF EQUIPMENT

- Construction
- Demolition
- Industrial
- Commercial





ROLL-OFF SIZES:

15 Cu. Yd.	20 Cu. Yd.	30 Cu. Yd.	40 Cu. Yd.
14'9" length	22'9" length	22'9" length	22'9" length
80" width	80" width	80" width	80" width
62" height	53" height	74" height	94" height

COMPACTION EQUIPMENT

Designed for Customers Individual Needs



AREA LOCATIONS

ALABAMA
Birmingham
Mobile

FLORIDA
Citrus County
Clearwater
Cocoa
Daytona Beach
Fanning Springs
Fort Myers
Fort Pierce
Gainesville
Jacksonville
Lake City
Lake County
Ocala
Orlando
Palatka
Palm Coast
Panama City Beach
Pembroke Pines
Pensacola
Pompano
Saint Augustine
Sanford
Sarasota
Tallahassee
West Palm Beach

GEORGIA
Athens
Atlanta

LOUISIANA
Baton Rouge
Gonzales
New Orleans

MISSISSIPPI
Brookhaven
Columbus
Gautier
Greenwood
Gulfport
Hattiesburg
Jackson
Meridian
Natchez
Southaven

NORTH CAROLINA
Asheville
Charlotte
Concord

SOUTH CAROLINA
Charleston
Hilton Head

TENNESSEE
Memphis

WASTE PRO®
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wasteprousa.com

CORPORATE OFFICE
2101 W. State Road 434
Suite 315
Longwood, FL 32779
407-869-8800
Fax 407-869-8884

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TAB 8 Section 9 Attachments



Business Utilization Report

In order to facilitate an effective monitoring system, each contractor, bidder or offeror must submit a completed and signed Utilization Report with the bid submission which lists the names, addresses and contact persons of the M/WBE and majority owned businesses, if any, to be used in the contract, the type of work each business will perform, the dollar value of the work and the scope of work. The Utilization Report submitted by the contractor shall be submitted as a part of the contract with BCSD. If the information contained in the Contractor's Utilization Report changes by the time the contract is executed, the Contractor shall amend the Utilization Report and such amended Utilization Report shall be incorporated into the contract.

Business Enterprise Utilization Report

List all vendors/subcontractors to be used on this project. All MBEs or WBEs proposed for utilization on this project must be certified by the Small and Minority Business Assistance Office through the State of South Carolina according to the criteria of the Beaufort County School District's Minority Business Enterprise Plan prior to utilization on this project.

In column 2 below, please specify ethnic/racial/gender group as follows:

- AABE – African American Business Enterprise
- HBE – Hispanic Business Enterprise
- ABE – Asian-American Business Enterprise
- WBE – Woman Business Enterprise

Sub-Contractor Name	Gender Group	Address	Phone #	Other	E-Mail
N/A	N/A	N/A	N/A	N/A	N/A
Waste Pro understands the District's equal opportunity goals. Waste Pro does not intend to use any sub-contractors for this project.					

Statement of Intent

We, the undersigned, have prepared and submitted all the documents required for this project. We have prepared these documents with a full understanding of the Beaufort County School District's goal to ensure equal opportunities in the proposed work to be undertaken in performance of this project. Specifically, the BCSD seeks to encourage and promote on an inclusionary basis contracting opportunities without regard to the race, gender, national origin or ethnicity of the ownership or management of any business and that it is an equal opportunity employer and contracting entity. We certify that the representations contained in the Minority/Woman Business Enterprise (M/WBE) Utilization Report, which we have submitted with this solicitation, are true and correct as of this date. We commit to undertake this contract with the Minority/Woman Business Utilization Report we have submitted, and to comply with all non-discrimination provisions of the Minority/Woman Business Enterprise Program in the performance of this contract.

[redacted]

Signature

12-12-2024

Date

Name: [redacted]

Title: Director of Government Relations

Project: BCSD Solid Waste Collection, Disposal, and Recycling Services

Waste Pro understands the District's equal opportunity goals. Waste Pro does not intend to use sub-contractors for this project.

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TAB 9 Objections & Exceptions



Objections & Exceptions

Section 4.0.1.9, page 26 "All objections, exceptions and observations regarding the specified Services and requirements collated in a separate document with regards to specific Section to which the offeror objects, takes exception(s), or provide(s) observation".

OBJECTIONS OR EXCEPTIONS: Waste Pro has no exceptions to the BVB.

The remainder of this page intentionally left blank