

**FRENCH QUARTER MANAGEMENT DISTRICT
EMERGENCY SANITATION SERVICES-1
FRENCH QUARTER
RFP# FQMDESS-1—Technical Proposal**

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JULY 18, 2025

FRENCH QUARTER EMERGENCY RFP TABLE OF CONTENTS
RFP# FQMDDESS-1

COVER SHEET	1	
Table of Contents.....	2-3	
TAB 1 – Submittal Letter and Proposal Statement		
Submittal Letter	4	
Proposal Statement	5-22	
Organizational Structure & Business Ownership	23-25	
TAB 2 – Experience and Competence		
Ability to perform Statement of needs	26-30	
Description of Equipment	31-36	
Confirmation work will be by Respondent	36	
TAB 3 – Performance and History		
Performance History.....	37-38	
Municipalities	39	
Professional Awards.....	40-41	
Length of time in business/Company Profile	42-43	
TAB 4 – DBE		
DBE Goal	44-47	
TAB 5 – Key Personnel		
Key Personnel	48	
Resumes.....	49-60	
TAB 6 – References		61
Reference Letters	62-64	
TAB 7 – Insurance/Surety Bond		65
Insurance- Accord Form.....	66-67	
Surety Bond	68	



Tab 8- Financial Statements	69
Audited Financial Statements 2024 & 2023	70-94
Tab 9- Exceptions	
Exceptions	95
Tab 10- Litigation	96
IV Waste's Response to Litigation	97-98
Ramelli Vs. IV Waste Judgement	99-102
Tab 11- Pricing & Affidavit	
Pricing Proposal	Attachment A
Affidavit of Conflict of Interest Disclosure.....	Attachment B
Tab 12- Appendix	
1) The Wall Street Journal, February 20, 2007, Upstart SDT Tries to Make a Splash in the Trash Business	
2) Smart Money, December 18, 2007, It's Time to Get Creative	
3) The Chicago Sun Times, January 27, 2008, Mardi Gras a Reason to Celebrate	
4) American Way, March 15, 2008, The Rembrant of Refuse	
5) The New York Times, January 1, 2009, The Smell of Success in the Quarter May Change	
6) USA Today, February 14, 2010, Katrina, Mardi Gras, Superbowl Made Him Trash King	



TAB 1:

SUBMITTAL LETTER AND

PROPOSAL STATEMENT



July 18, 2025

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LA DEQ Agency Interest # 213245

Re: RFP# FQMDESS-1 Emergency Sanitation Services

IV Waste, L.L.C. is pleased to submit this RFP proposal in response to The French Quarter Management District's Emergency RFP -- French Quarter. We understand the RFP requirements and have been successfully providing these sanitation services for the French Quarter since December of 2024.

We have read and understand the Emergency Invitation RFP package, its dates, deadlines, definitions, and requirements of the package. We have delivered our Technical Proposal and sealed Price Proposal to The French Quarter Management District, 400 N Peters St. #206, New Orleans LA 70130 on July 18, 2025, before 5:00 pm CST.

We understand the work described in the RFP Package. We are willing to perform those services and enter into a contract with The French Quarter Management District. Our service will include all labor, equipment and materials necessary to perform all sanitation services as described in the Emergency Invitation to RFP Package and as directed by The French Quarter Management District. We will supply sufficient personnel and equipment to load, haul, and dispose of residential and/or commercial waste.

Our current emergency contract with the City of New Orleans for Service Area 5 has been terminated by the Mayor of New Orleans effective July 30, 2025 at midnight. IV Waste will deliver the same service we have been providing until midnight of July 31st at no extra cost to the French Quarter Management District and the citizens and businesses of the French Quarter.

Respectfully Yours,

Sidney D. Torres, IV, President IV Waste, L.L.C



PROPOSAL STATEMENT

In this RFP package we are proposing to provide the French Quarter with all Sanitation Services as stated in The Emergency RFP. The Sanitation services will include daily solid waste collection, once-a-week recyclable materials collection, as well as, once-a-week collection of trash; bulky waste; white goods; E-waste; waste tires; dead animal removal service; annual Christmas trees collection service. The Company calls these services the **“Traditional Services”**.

In addition to the **“Traditional Services”** described in paragraph above, IV Waste will also provide: daily public trash receptacle service; daily pressure washing service; daily mechanical street sweeping and flushing services; daily manual litter collection service; orphan bag removal service; organic waste removal service; graffiti and sticker removal service; and any other type of waste agreed upon with the French Quarter Management District. The Company calls these services the **“Detailing Services”**.

Also, New Orleans would not be New Orleans without our traditional celebrations. IV Waste believes that French Quarter residents, businesses, and visitors should have the best and cleanest experience during these festivities. As part of the “Special Events Service Proposal” the Company plans to offer additional services to ensure everyone walks away from these events thinking how good and clean the French Quarter look. The Company calls these special events services **“Laissez Les Bons Temps Rouler Services”**. These events for the period August 1, 2025 through December 22, 2025 include the Satchmo Festival, Red Dress Run, Decadence Festival, Halloween, and the Bayou Classic.



THE FRENCH QUARTER TRADITIONAL SERVICES

For the purpose of servicing this contract, IV Waste is planning on providing a daily semi-automated service model for Municipal Solid Waste Removal Services for all residential and small business locations with four or fewer units under one roof, and at specified city facilities that utilize cart services located in the French Quarter.

This service will operate one (1) route for each collection day, collections days will be spread across 7 days of operations, Monday through Sunday. Collection times are set to start at 4:00 AM and the company plans to have all daily collection completed by 8:00 AM.

The Sanitation Services will also include a semi-automated service model for once-a-week collection of recyclable materials. This service will operate One (1) route every Tuesday. Collection times are set to start at 4:00 AM and the company plans to have all daily collection completed by 8:00 AM as well.

In regard to the once-a-week collection of bulky waste; white goods; E-waste; waste tires, these services have been provided, and will continue to be provided daily between the hours of 4:00 AM – 8:00 AM per the contract. In addition to these services being provided per the contract, we have pick-up trucks and golf carts riding around all day and calling in items they spot on the streets to be picked up. We also have our 8-yard Isuzu garbage truck patrolling the streets from 7:00 am until 8:00 pm to help get these items off the streets.

IV Waste's Operations Management team has been and will continue in the French Quarter with the same successful business model that the company implemented for servicing New Orleans Service Areas 1, 2, and 5 for collection and hauling of curbside solid waste, recycling waste, bulky waste, white goods, E-waste, waste tires, and organic waste, as well as removal of any dead animals encountered on any collection days and when requested by the French Quarter Management District.



The section below provides a summary of the “**Traditional Services**” that IV Waste will provide to the French Quarter residents and businesses:

SOLID WASTE COLLECTION SERVICE:

This will be a daily service (Sunday-Saturday) provided to all eligible locations located in The French Quarter. The service will be provided every day between the hours of 4:00 AM - 8:00 AM. Based on IV Waste’s track record of efficiency, the Company currently completes this service and will continue to do the same daily before the 8:00 AM deadline.

Daily Routes were designed for optimized efficiency and improved quality of service. For this service, the Company will operate on a daily basis (1) Semiautomated Rear Load 8 yard Garbage Truck staffed with a driver and two helpers.

On heavy garbage days, additional resources will be dispatched to provide timely service between the hours established by the French Quarter Management District. All Solid Waste collected on a daily basis will be transported and disposed of at The River Birch Landfill located in Avondale, LA.

RECYCLABLE MATERIALS COLLECTION SERVICE:

This is and will continue to be a once-a-week service on Tuesdays and provided to residential locations in the French Quarter following the guidelines established by the French Quarter Management District’s Emergency RFP.

The service will be provided on Tuesdays between the hours of 4:00 AM - 8:00 AM. Based on IV Waste’s track record of efficiency, the Company completes this service daily before the 8:00 AM deadline.

For this service, the Company will continue to operate (1) Semiautomated Real Load Garbage Truck staffed with a driver and two helpers as currently provided.

All recyclable waste collected will be transported to the IV Waste Recycling Transfer Station located at Knox Rd to be sorted out and subsequently transported to Commercial Waste Recycling LLC located at 246 Saint George Ave, Jefferson, LA70121, or Republic Services in Baton Rouge. IV Waste is the only waste hauler that has its own recycling transfer station in the area.



BULKY WASTE COLLECTION SERVICE:

Per this RFP is a daily service provided to residential locations located in the French Quarter, following the guidelines established by the French Quarter Management District in the Emergency Invitation to Bid.

The service is provided on a daily basis between the hours of 4:00 AM - 8:00 AM. Based on IV Waste's track record of efficiency, the Company expects this service to be completed daily before the 8:00 AM deadline. For this service, the Company is operating (1) Stake Body Truck staffed with a driver and one helper.

All Bulky Waste collected will be transported to our French Quarter Transfer Station and placed in an open top truck and then hauled to the River Birch Landfill located in Avondale, LA.

WHITE GOODS; E- WASTE AND WASTE TIRES COLLECTION SERVICE:

This is and will continue to be a daily service provided to residential locations located in the French Quarter following the guidelines established by the French Quarter Management District in the Emergency RFP.

The service will be provided daily between the hours of 4:00 AM - 8:00 AM. Based on IV Waste's track record of efficiency, the Company would expect this service to be completed daily before the 8:00 AM deadline. For this service, the Company is operating (1) Stake Body Truck staffed with a driver and one helper.

In addition to the collection of White Goods, the Company will also ensure that all proper guidelines for management and disposal of this type of waste are followed.

In accordance with the Emergency Invitation, all E-Waste and Waste Tires will be delivered to the French Quarter Management District's designated drop site located at 2829 Elysian Fields Ave.

DEAD ANIMAL REMOVAL SERVICE:

This will be an ongoing service provided to the French Quarter. IV Waste is and will continue to be responsible for removing all dead animals encountered or as requested by the city from all public roads and rights-of-way as soon as possible, and no later than 24 hours after FQMD notification.



For this service, the Company will use a combination of resources to address the issue in a prompt and efficient manner. Our track record is timely thanks to our French Quarter cleaning process.

CONTAINERS AND CARTS:

All Residents and Commercial customers currently have the required garbage cart from IV Waste because we are currently providing this service under the City of New Orleans Area 5 contract.. Additionally, IV Waste keeps an adequate number of carts on hand ready for use in the French Quarter area. IV Waste also keeps an adequate number of parts on hand including but not limited to lids, rods and wheels. We have several employees whose job it is to repair all types of carts on a daily basis. IV Waste takes great pride in servicing the needs of all its customers on a timely basis.

FRENCH QUARTER DETAILING SERVICES

In addition to the ‘Traditional Services’, IV Waste’s plan also includes and will continue to provide the IV customized **“Detailing Services”** for the French Quarter. These services include daily public trash receptacle service; daily pressure washing service; daily mechanical street sweeping and flushing services; daily manual litter collection service; orphan bag removal service; organic waste removal service; graffiti and sticker removal service; and any other type of waste agreed upon with the French Quarter Management District.

IV Waste brought the French Quarter areas back to the “Disney-Like-Experience” and restored the sense of pride that had been long gone. This long-gone experience was provided to the City of New Orleans and the French Quarter, by SDT Waste and Debris Services, a company founded and previously owned by Mr. Sidney Torres who now owns and operates IV Waste, LLC.

For this outstanding service provided by SDT Waste & Debris Services, Mr. Torres was given the key to the city and received ample recognition from both the Mayor and the New Orleans City Council. SDT Waste and Debris Services also earned national press recognition for



cleaning the French Quarter. Additionally, Mr. Torres had a Chemist customize and develop a Lemon Fresh deodorizer to use in the French Quarter. Residents and visitors still remember to this day the “Lemony Fresh Smell” and “Disney Like Clean” Mr. Torres’ company brought to the French Quarter. The Wall Street Journal as well as CNBC contained articles detailing how clean SDT had made the French Quarter. Which in turn helped in promoting the City of New Orleans.

Mr. Torres and IV Waste brought the French Quarter back to its former glory, with new and improved ideas, a dedicated team and the strong commitment to the great quality of service characteristic of IV Waste and all its team members. The Company believes that the **IV Waste mentality “Give your Best; Do your Best; Be the Best”**; is the way to bring the French Quarter area to the next level. A place that will not only put the French Quarter back on the **Global Map**, but also serve as a platform to promote the City of New Orleans on a broad scale. IV Waste has accomplished this since taking over the New Orleans Area 5 contract, as evidenced by the success of the Superbowl that took place at the New Orleans Caesar’s Superdome on February 9, 2025 with an IV Waste Chemist customized Lemon Fresh deodorizer and fresh smelling French Quarter.

IV Waste plans to continue to work tirelessly performing the “Detailing Services” 365-Days a Year as described in the summary below:

PUBLIC TRASH RECEPTACLES SERVICE-

Solid Waste from all public trash receptacles located within the boundaries of the French Quarter – FQ Res (171); FQ Comm (462); will continue to be collected on a daily basis. This service will be provided between the hours of 4:00 AM – 12:00 AM in The FQ Residential and Commercial Areas.

To provide the best quality of service, IV Waste currently uses the 8 yard miniature garbage truck, (2) Polaris UTVs as well as a Stake Body Truck to collect and transport all Solid Waste from public trash receptacles to our French Quarter Transfer Location where all Waste will be



30 Cu Yds Roll Off Containers for subsequent transportation to The River Birch Landfill located in Avondale, LA.

Every time a trash receptacle is serviced; the 36 GLS liner bag will be replaced with a new bag, all debris within a 3 ft radius of the receptacle will be removed, and the inside and outside of the receptacle will be cleaned and sanitized to ensure it stays free from debris and grime.

All public trash receptacles located within the boundaries of the French Quarter will also be cleaned, sanitized and pressure washed once a week using soap and water.

The Company will notify the FQMD immediately regarding any issues encountered with damaged public trash receptacles. IV Waste has proven its immediate response time through the Quarter Clean email that is monitored and managed by the FQMD.

PRESSURE WASHING SERVICES-

This service is provided daily (Sunday-Saturday) to all eligible locations in the French Quarter. This service will continue to consist of pressure washing sidewalks and designated areas in the French Quarter as outlined in The Emergency RFP.

For this service, the Company plans on using the following resources on daily basis:

- Routine Pressure Washing – (3) Pressure Washer Trucks with a 500 GLS Water Tank staffed with one (1) driver and (2) helpers on each truck; and (2) 1200 Series Hotsy 3,500 PSI Cold\Hot Water Pressure Washers on each truck that also have the ability to perform surface cleaning.
- On-Demand Pressure Washing – (1) Pressure Washer Truck with a 500 GLS Water Tank staffed with one (1) driver and (2) helpers; and (2) 1200 Series Hotsy 4,000 PSI Cold\Hot Water Pressure Washers on each truck that also have the ability to perform surface cleaning.



- Daily- N Peters, Clinton St, Decatur St, N Peters St, French Market Place, Dorshiere St, Chartres St, Royal St and Bourbon St from Canal to Dumaine, Exchange Pl, Bourbon St from Canal to St Peter & St Ann from Decatur to Chartres and Pirates Alley & Pere Antone From Chartres to Royal St.
- 3x per week- Badine, N Front St, Dauphine from Canal to Dumaine, Iberville, Bienville, Conti, St Louis, Toulouse, St Peters, St Ann and Dumaine from Decatur to the River to Dauphine, Orleans Ave from Royal St to Dauphine, Wilkinson & Madison St and Esplanade from N Peters to Decatur.
- Monthly- Rampart St & Burgundy from Canal to Esplanade, Dauphine, Bourbon St, Royal St & Chartres St from Dumaine to Esplanade Ave and St Peters, Ursulines, Gov Nichols, Barracks and Esplanade from Decatur to N Rampart.
- All cross streets will be pressure washed 7 days a week from Iberville to St Peter in between Dauphine and Decatur. Cross streets between Canal and Dumaine must be serviced daily.
- Pressure washing machines for the additional service must be at least 4000 psi with at least 500 gallon hot water tanks and the Chemist customized Lemon Fresh cleaning solution. One half gallon of concentrated customized Lemon Fresh for each 500 gallon water tank.

Once per month, the following service will also be provided:

Detailed Surface Cleaning of sidewalks and specified areas. In addition to using a Cold\Hot Pressure Washer for routine pressure washing and following the monthly schedule, each designated area will continue to be detailed using a stainless-steel surface cleaner to remove any stubborn residuals and grime, restoring original appearance of the sidewalk.



The following areas will continue to follow the monthly schedule for detailed Surface Cleaning of sidewalks:

- Bourbon Street- Canal Street to Dumaine Street
- Royal Street- Canal Street to Dumaine Street
- Chartres Street- Canal Street to Dumaine Street
- Decatur Street- Canal Street to Esplanade Avenue
- N. Peters Street- Canal Street to Decatur
- All Streets are surface cleaned throughout the entire French Quarter Monthly with 2 additional machines. A biodegradable, Chemist customized lemon scented solution will be used when performing pressure washing services in the French Quarter. Use one half gallon of Chemist customized concentrated Lemon Fresh for each 500-gallon tank on pressure washer.

MECHANICAL STREET SWEEPING AND FLUSHING SERVICES-

Mechanical Street Sweeping and Flushing Services will continue to be performed daily on designated streets in the French Quarter as outlined in the Emergency Invitation RFP.

The Daily Service will start no later than 8:00 AM following the collection of Solid Waste, Recyclable Materials, and Public Trash Receptacles. A second flush shall take place in the French Quarter – Commercial zone to ensure any remaining odors are neutralized. Service will be completed no later than 10:00 AM on a daily basis.

For this service, the Company plans on continuing to use the following resources on daily basis:

- Four (4) three-wheel mechanical street sweepers with front dump hopper with a minimum capacity of 3.5 cubic yards, staffed with a driver.
- Two (1) 4,000 gallon flusher trucks, staffed with a driver to spray the Chemist customized lemon fresh fragrance.



- 1 Sweeper and 1 Flush daily- N Rampart & Burgundy on both sides of Canal to Esplanade Ave, Bourbon St, Royal St & Chartres St from Dumaine to Esplanade Ave and St Peters, Ursulines, Gov Nichols, Barracks and Esplanade from Decatur to N Rampart.
- 1 Sweeper & 2 Flushes daily- Badine, N Front St, N Peters, Clinton St, Decatur St, N Peters St, French Market Place, Dorshiere St, Chartres St, Royal St and Bourbon St from Canal to Dumaine. Exchange Pl, Bourbon St from Canal to St peter & St Ann from Decatur to Chartres and Pirates Alley & Pere Antone from Chartres to Royal St.. Orleans from Royal to Dauphine.

All waste associated with this service will be transported to our French Quarter Transfer Location where all waste will be moved to 30 Cu Yds Roll Off Containers for subsequent transportation to The River Birch Landfill located in Avondale, LA.

A biodegradable, Chemist customized lemon scented solution is used when performing Flushing Services in the French Quarter; 15 gallons of concentrated Lemon Fresh for every 4000 gallons in water truck.

MANUAL LITTER COLLECTION SERVICES-

This will continue to be a daily service (Sunday-Saturday) provided 7 days a week to all eligible locations in the French Quarter Residential and Commercial Zones. The Company will continue to ensure streets and sidewalks remain clean and free of debris between the hours of 4:00 AM and 12:00 AM.

To provide the best quality of service, IV Waste will continue using its miniature 8 yard IV garbage truck, (2) Polaris UTVs as well as (1) Stake Body Truck to provide support to cleaning crews, collect and transport all waste from cleaning areas to our French Quarter Transfer Location.

Each cleaning Crew will consist of One (1) Supervisor and Ten (10) Laborers. In addition to the cleaning crews, we will also have One (1) driver in a Company vehicle providing support and logistics at all times.



Cleaning Crews will be equipped with the following:

- Brooms
- Rakes
- Shovels
- Brushes
- Scrapers
- Dust-Pans
- Roll-Carts
- Trash Bags
- Spray Bottles
- Disinfectants
- Rags
- Uniformed for easy recognition

Cleaning personnel as well as all personnel performing services for this contract will be equipped with a 2-way radio communication system to ensure proper communication and to ensure additional resources are available at any time when needed.

ORPHAN BAG REMOVAL SERVICES-

This will continue to be a daily service provided in The French Quarter Residential and - Commercial Zones 7 days a week which will continue to run and operate parallel to the Manual Litter Collection Services. The Company will ensure streets and sidewalks continue to remain clean and free of orphan bags between the hours of 4:00 AM and 12:00 AM.

A Company supervisor (1) and a helper (1) will continue to be responsible for always patrolling the Service Area in a Polaris golf cart. Additionally, we are patrolling in our 8 yard miniature garbage truck with (1) driver and (2) helpers to ensure all orphan bags are removed and/or personnel are deployed to take appropriate action and remove any orphan bags from the



streets and sidewalks of the French Quarter. All waste associated with this service will also be transported to our French Quarter Transfer Location.

ORGANIC WASTE REMOVAL SERVICES-

This will continue to be a daily service provided in the French Quarter Residential and Commercial Zones 7 days per week, and will continue to run and operate parallel to the Pressure Washing Services as part of the On-Demand Pressure Washing Unit. The Company will ensure streets and sidewalks continue to remain clean and free of Organic Waste between the hours of 4:00 AM and 12:00 AM.

Company supervisors responsible for patrolling the Service Area will be in charge of immediately communicating to the Pressure Washing Services unit of the presence of any Organic Waste at Publics Way for the necessary personnel to be deployed to take appropriate action to remove the organic waste and pressure wash the area.

All Organic Waste shall be cleaned and removed immediately and no later than One (1) hour after an incident has been reported.

GRAFFITI AND STICKER REMOVAL SERVICES-

This will continue to be a daily service provided in the French Quarter Residential and Commercial Zones 7 days per week and will continue to run and operate parallel to the Public Trash Receptacles Services and Manual Litter Collection Services. The Company will ensure public rights-of-way and public assets remain free of Graffiti and stickers between the hours of 4:00 AM and 12:00 AM.

Company supervisors responsible for patrolling the French Quarter will continue to be in charge of immediately communicating to the Cleaning Crews the presence of any graffiti or stickers in the public rights-of-way or any public assets so appropriate action is taken, and unwanted material is removed no more than One (1) hour after an incident has been reported following a similar protocol as Organic Waste Removal Services.



LAISSEZ LES BONS TEMPS ROULER SERVICES

To ensure a Like-No-Other experience to French Quarter residents, businesses and visitors during Special Events and Festivities, IV Waste plans to provide the following special events services:

SATCHMO FESTIVAL (August 1st – 4th, 2025)

In addition to Business-as-Usual Resources, to ensure optimal service and to address additional cleaning and sanitation needs the following additional resources will be deployed for the Satchmo Festival Celebrations (Fri-Mon) to better serve the French Quarter Residential and Commercial Areas.

One (1) Cleaning Crew consisting of:

- One (1) Supervisor
- Ten (10) Laborers
- One (1) Polaris UTV

The cleaning crew will work from 4:00 AM – 12:00 AM on this day providing additional support to ensure streets and sidewalks remain clean and free of debris for a better and cleaner experience for French Quarter residents, businesses and visitors.

Cleaning Crews will be equipped with:

- Brooms, Rakes
- Shovels, Brushes
- Scrapers, Dustpans
- Roll-Carts, Trash Bags
- Spray Bottles, Disinfectants
- Rags
- Uniformed for easy recognition



RED DRESS RUN WEEKEND CELEBRATION (August 9th & 10th, 2025)

In addition to Business-as-Usual Resources, to ensure optimal service and to address additional cleaning and sanitation needs, the following additional resources will be deployed during Red Dress Run Weekend Celebrations (Saturday & Sunday) to serve the French Quarter Residential and Commercial Areas.

One (1) Cleaning Crew consisting of:

- One (1) Supervisor
- Ten (10) Laborers
- One (1) Polaris UTV

The cleaning crew will work from 4:00 AM – 12:00 AM on this day providing additional support to ensure streets and sidewalks remain clean and free of debris for a better and cleaner experience for French Quarter residents, businesses and visitors.

Cleaning Crew will be equipped with:

- Brooms, Rakes
- Shovels, Brushes
- Scrapers, Dustpans
- Roll-Carts, Trash Bags
- Spray Bottles, Disinfectants
- Rags
- Uniformed for easy recognition



DECADENCE FESTIVAL (August 29th – September 2nd, 2025)

In addition to Business-as-Usual Resources, to ensure optimal service and to address additional cleaning and sanitation needs, the following additional resources will be deployed during Decadence Festival Celebrations (Friday-Tuesday) to serve the French Quarter Residential and Commercial Areas.

Two (2) Cleaning Crews consisting of:

- Two (2) Supervisors
- Twenty (20) Laborers
- Two (2) Polaris UTV

Cleaning crews will work from 4:00 AM – 12:00 AM on this day providing additional support to ensure streets and sidewalks remain clean and free of debris for a better and cleaner experience for French Quarter residents, businesses and visitors.

Cleaning Crews will be equipped with:

- Brooms, Rakes
- Shovels, Brushes
- Scrapers, Dustpans
- Roll-Carts, Trash Bags
- Spray Bottles
- Disinfectants
- Rags
- Uniformed for easy recognition



HALLOWEEN DAY CELEBRATION (October 31, 2025)

In addition to Business-as-Usual Resources, to ensure optimal service and to address additional cleaning and sanitation needs the following additional resources will be deployed during Halloween Day Celebration to better serve the French Quarter Residential and Commercial Areas.

One (1) Cleaning Crew consisting of:

- One (1) Supervisor
- Ten (10) Laborers
- One (1) Polaris UTV

The cleaning crew will work from 4:00 AM – 12:00 AM on this day providing additional support to ensure streets and sidewalks remain clean and free of debris for a better and cleaner experience for French Quarter residents, businesses and visitors.

Cleaning Crew will be equipped with:

- Brooms, Rakes
- Shovels, Brushes
- Scrapers, Dustpans
- Roll-Carts, Trash Bags
- Spray Bottles
- Disinfectants
- Rags
- Uniformed for easy recognition



BAYOU CLASSIC WEEKEND CELEBRATION (November 28th - November 30th, 2025)

In addition to Business-as-Usual Resources, to ensure optimal service and to address additional cleaning and sanitation needs the following additional resources will be deployed during Bayou Classic Celebrations (Fri-Sun) to better serve the French Quarter Residential and Commercial Areas.

Two (2) Cleaning Crews consisting of:

- Two (2) Supervisors
- Twenty (20) Laborers
- Two (2) Polaris UTV

Cleaning crews will work from 4:00 AM – 12:00 AM on this day providing additional support to ensure streets and sidewalks remain clean and free of debris for a better and cleaner experience for French Quarter residents, businesses and visitors.

Cleaning Crews will be equipped with:

- Brooms, Rakes
- Shovels, Brushes
- Scrapers, Dustpans
- Roll-Carts, Trash Bags
- Spray Bottles
- Disinfectants
- Rags
- Uniformed for easy recognition



311 SERVICE REQUESTS

IV Waste's customer service department is currently handling 311 calls for the City of New Orleans Service Area 5, which includes the French Quarter. These calls and emails are handled in a professional and timely manner. IV Waste prides itself on its customer service staff that have many years of experience handling all types of issues. Since IV Waste has taken over the contract for the French Quarter area, it has consistently stayed under the Five-day requirement of settling 311 issues. For the most recent month of June:

311 Service Requests Received	32
311 Service Requests – Closed/Resolved	32
311 Service Requests – Pending	0
Average Days to Close/Resolve	2.48



Organizational Structure and Ownership

IV Waste LLC is a locally owned and operated company with headquarters in New Orleans, LA. IV Waste LLC is owned by Sidney D Torres, IV, the former owner of SDT Waste and Debris Services LLC (SDT). IV Waste is an insured, licensed and bonded company able to provide the services requested in the City of New Orleans by the French Quarter Management District.

Sidney D. Torres, IV, President

As Owner and President, Sidney D. Torres, IV oversees the day-to-day operations and performance of IV Waste and is extremely hands-on with every major decision that impacts his company. His dedication to his different businesses, strong commitment to stakeholders, and outstanding service to his customers have positioned his companies among some of the best in the region.

Julie Tufaro, CEO

As CEO, Julie Tufaro is responsible for overseeing daily business activities, improving overall business functions, managing department heads, monitoring budget, and developing strategic plans and policies. She is also in charge of maintaining relationships with IV Waste customers and assists the sales team in their sales efforts.

Tufaro began working for Torres in 2005 and was previously Chief Administrative Officer of SDT Waste & Debris Services, LLC, she worked closely with St Bernard Parish, and managed the City of New Orleans and St Charles Parish contracts. She has 20 years' experience in the garbage and trash collection business. She attended Loyola University of New Orleans where she studied Management and Marketing.



Tina Heirsch, CFO

As CFO, Tina is responsible for the overall financial performance of the company. Tina has over 30 years of experience in accounting and finance. She previously served as CFO for various companies in the healthcare industry. Tina has added additional value to the IV Waste accounting and has helped to improve the overall financial performance of the Company.

Leander Nunez, Operations Manager

As operations manager in the French Quarter, Leander is responsible for the daily operation of all manual and mechanical routes. Leander has numerous years of experience that date back to when he was an Operations Manager for SDT Waste and Debris Services in the French Quarter. He monitors the French Quarter Management District Clean emails and responds with clean photos and any other relevant information.

Nicole Armstead, Office Manager (Dispatch & Customer Service)

As office manager, Nicole Armstead is responsible for the daily operation and supervision of the dispatch office and customer service department who work directly with the drivers. She does an exceptional job handling challenging situations and solving problems. Nicole has 34 years of experience in operations and management and has been working for IV Waste since 2021.

William D'Aunoy, Controller

As Controller, Billy is responsible for overseeing all aspects of the accounting department of IV Waste. Billy has been with IV Waste for 2 years and has over 30 years of experience as a Controller in the logistics and transportation industry.

Nancy Romano, Recycling Coordinator/HR Manager

As recycling coordinator, Nancy Romano oversees the operation of the recycling programs at IV Waste. She manages the recycling services and community outreach for Service Area 1, 2 & 5 and serves as a liaison between the Company and the City of New Orleans. Ms. Romano is also responsible for the strategic planning and promotion of IV Waste's recycling initiatives. As HR



manager, Nancy is responsible for employee benefits, relations, performance management and ensuring compliance with employment laws.

Jenny Tramuta, Customer Service Coordinator

As customer service coordinator, Jenny Tramuta is responsible for supervising the customer service team at IV Waste. Jenny has over 16 years' experience in customer relations. She has been working for IV Waste for 5 years.

Santana Tetera, Dispatch Coordinator

As dispatch coordinator, Santana Tetera is responsible for supervising the dispatch team at IV Waste. Santana has 19 years' experience in the garbage and trash collection business. She began her career at SDT Waste and Debris Services, LLC and has served the company in multiple capacities which include route software programming and training as well as ensuring drivers know how to maximize the usage of the technology at their disposal.

Percy Caye, Fleet Manager\Mechanic Shop

As head mechanic and fleet manager, Percy is responsible for managing the mechanic shop and supervising all mechanics at IV Waste. Percy is an experienced diesel mechanic with over 30 years of experience. Percy is also responsible for keeping our fleet looking and running great.

Pasquale Tumminello, Fleet Manager\Road Call

As road call fleet manager, Pasquale Tumminello is responsible for overseeing any mechanical issues that the fleet might experience while on the road as well as coordinating efforts with the mechanic's shop and operations to solve any of these issues. He is the team leader in charge of all road call personnel. Pasquale has been with IV Waste for 8 years and has over 30 years of experience as a mechanic.



TAB 2:

EXPERIENCE AND COMPETENCE



EXPERIENCE AND COMPETENCE

Ability to perform

IV Waste LLC began operations on August 1, 2016, with the purpose of providing commercial trash collection service in the New Orleans Metro Area. The company later expanded its services to other lines of business. During the past 8 years, IV Waste has experienced calculated growth, and it is now the trash collection service provider for over 165,000 residential customers and over 8,000 commercial customers around the New Orleans metropolitan area. This business growth has been the result of improved asset management and operating from one central location.

IV Waste LLC is a “leading” company in the New Orleans metropolitan area, charged with the responsibility of serving waste management needs, assisting with any disaster debris cleanup and management for any type of event its customers might experience. IV Waste understands the complexity of various waste streams and has qualified staff to access, develop, and implement a plan for responsible, safe, and efficient mitigation.

In July of 2021, IV Waste was there to assist Metro Services in residential curbside service when the city was in need of assistance with the garbage removal services. In October of 2021, the City of New Orleans awarded IV Waste an emergency contract to help clean the City post Hurricane Ida.

On January 1, 2025, IV Waste immediately went to work to help the Federal, State, and local agencies when Bourbon Street was the site of a mass casualty terror event. In order to help reduce the impact to French Quarter businesses, IV Waste worked tirelessly to help clean-up as expeditiously as possible given the horrific aftermath.



IV Waste played an integral role in the cleanup of the snowstorm that occurred in January of 2025. IV Waste provided much need equipment and manpower to get the City of New Orleans back on its feet with our usual innovative approach when dealing with difficult situations. We transformed our cleaning equipment into snow removal equipment, and by providing this specialized equipment and manpower, IV Waste enabled businesses to open faster than expected.

IV Waste possesses a strong business model that has allowed the company to develop a competitive advantage in the industry, which has allowed the company to achieve long-term sustainable growth while still offering a premium quality service. Throughout its existence, IV Waste has always ensured to provide timely garbage pickups and never leaves customers without a service. The company possesses a successful proven track record of asset management which provides IV Waste with enough excess capacity to increase operational needs in short periods of time.

IV Waste successfully serves other governmental contracts in St Bernard Parish, the City of Harahan, and the City of New Orleans. The company is the current service provider for the City of New Orleans Service Areas 1, 2, and 5, and has also assisted with the emergency Service Contracts for the City of New Orleans.

IV Waste's top management team has over 60 years of combined work experience in the waste management business. The company owner and founder Sidney D. Torres, IV started his first garbage collection company SDT Waste & Debris Services, LLC in 2006 which was later sold in 2011. All of the key employees know the level of service that is expected by Mr. Torres and always perform to this level of expectation. IV Waste's strong team approach provides the company with a very dynamic and diverse management team that shares a strong organizational culture.



The company currently employs over 200 people in IV Waste uniforms, and all employees are treated like family. Some of these individuals are long-time employees of Mr. Torres and have close ties to the organization. The company puts a lot of value on employee commitment and satisfaction.

IV Waste provides all its personnel with competitive pay and a full array of employee benefits. As a long-term resident of the French Quarter, and a business owner in the French Quarter, Sidney D. Torres, IV is also committed to making the New Orleans area a better place to live. His dedication to his different businesses, strong commitment to stakeholders, and outstanding service to his customers have positioned his companies among some of the best in the region.

IV Waste's President, Sidney D. Torres, IV, offers the best possible service to the City of New Orleans French Quarter, by providing new equipment and state-of-the-art technology for enhanced productivity. IV Waste is always looking for new and innovative ways to improve waste collection. The Company currently has a fleet of 100 vehicles, including Roll-Off, Frontload, and Rear Load garbage trucks that serve communities in the New Orleans metropolitan area. The company also has a fleet of over 10,000 containers which include roll-off, front load, and rear loader.

IV Waste has proven to be more efficient than its competitors. We utilize environmentally safe procedures and are proactive in addressing issues regarding solid waste and debris collection and related cleaning services. IV Waste is proud to provide immediate responses through the Quarter Clean email program that is monitored by the FQMD.

IV Waste also has in place a Fleet Safety Program to promote and ensure consistent guidelines for the safe and proper operation of its fleet and the safety of its employees and the public. This program has resulted in reducing injuries, saving lives, and improving efficiency in operations.



IV Waste's Fleet Safety Program includes the following guidelines to ensure consistency within IV Waste and allow for better management of personnel and accountability:

- Driver Qualification - each employee has completed a Driving Record Report which has been verified by obtaining a driving record abstract from the state Motor Vehicle Department.
- Vehicle and equipment maintenance – in the event of an accident, IV Waste vehicles are spec'd with reasonable safety features including rear window defogger/wipers, passenger side rear view mirrors, air bags, anti-lock brakes, etc. Each vehicle will be maintained according to the vehicle's owner's manual; all maintenance and repairs will be recorded and retained on file. A manager inspects each employee's vehicle daily and each delivery vehicle will be inspected annually along with an Annual Driver Automobile Self-Inspection Report.
- Accident reporting and investigation - all accidents will be immediately reported, and an IV Waste supervisor will investigate each scene personally. Each accident will be evaluated within seven days to determine cause and preventability, utilizing the "Guide for Determining Preventability."
- Driver supervision and training - Annual motor vehicle department reports will be run on each employee assigned to a company vehicle. Fleet safety is rewarded through a compensation bonus program. Employees who incur two moving violations and/or at-fault accidents in 12 months are required to attend a state approved defensive driving course. If employees incur three moving violations and/or at-fault accidents in one year, they will lose their driving privileges until such time as management deems appropriate. A follow-up state approved defensive driving course will be mandatory.
- IV Waste uses iMobile along with 3rd Eye Camera system to manage the fleet of trucks. iMobile is an app-based platform on iPads mounted in each truck providing drivers



real-time access for routes and other customer data. “Accountability and transparency system is available for all our customers through our technology and GPS tracking ready on each truck. Every customer will have a unique geocode that allows us to know exactly when the truck makes the pickup or when the truck will be at the location. We pride ourselves on using technology to make us accountable for delivering the highest level of service.”-Sidney D. Torres, IV.

A National Safety Council study determined that companies without a formal fleet safety program average over three times the accidents per vehicle annually compared to companies with a formal program. Upon hire, each employee of IV Waste is required to sign off on the Fleet Safety Program.

To ensure safety and meet operational standards, IV Waste’s fleet is inspected daily by the company’s team of dedicated mechanics. Mechanical issues are addressed immediately to provide optimal operation of all company assets.



EQUIPMENT

The French Quarter Management District will not experience any downtime with the implementation of this contract on August 1, 2025. That is because IV Waste currently owns and operates a fleet consisting of the following in the French Quarter. All vehicles are currently being utilized to perform the work for the New Orleans Area 5 contract.

French Quarter Asset List							
Unit Number	Year	Make	Model	VIN	TYPE	LOB	Vehicle Weight
IV-001	2024	ISUZU	NNR	JALE5W161R7305412	LITTER TRK 8YD	FRENCH QTR	19500
IV-002	2025	MACK	GR64F	1M2GR2GQ0SM047181	WATER TRUCK	FRENCH QTR	66000
IV-003	2009	ELGIN	PELICAN	NP1175D	SWEEPER	FRENCH QTR	14290
IV-004	2022	FORD	F-450	1FD0W4HT7NEF29682	FLAT BED	FRENCH QTR	19500
IV-005	2008	ELGIN	PELICAN	NP-0281-D	SWEEPER	FRENCH QTR	14290
IV-006	2022	FORD	F-450	1FD0W4HT5NEE21240	FLAT BED (2)	FRENCH QTR	19500
IV-007	2020	ELGIN	PELICAN	NP-41895	SWEEPER	FRENCH QTR	14290
IV-008	2020	ELGIN	PELICAN	NP-41979	SWEEPER	FRENCH QTR	14290
IV-009	2013	POLARIS	ORV GAS	4XAWH76A2DG276776	POLARIS # 6776	FRENCH QTR	14095
IV-010	2015	POLARIS	ORV DIESEL	4XARUAD19FT124464	POLARIS # 4464	FRENCH QTR	16090
IV-011	2025	POLARIS	R25RSF99AL	4XARSF999S8777830	POLARIS # 7830	FRENCH QTR	23087
IV-012	2025	POLARIS	R25RSF99AL	4XARSF996S8775906	POLARIS # 5906	FRENCH QTR	23087
IV-013	2025	HOTSY HSS HOT WATER SKID-102589E	535G	SN: 111 054 50-161667 (MOUNTED ON IV-004)	HOT WTR SKID	FRENCH QTR	2200
IV-014	2023	JOHN DEERE	325G	SN:443385	SKID STEER	FRENCH QTR	9500
IV-015	2025	HOT WTR SKID - HOTSY 1265 SSD	535G	SN: 111 007 30 000 796 (MOUNTED ON IV-006)	HOT WTR SKID	FRENCH QTR	745
IV-016	2023	G CART TRAILER	WTR TRAILER	432SA0616P1010758	UTILITY TRAILER (FALCON TRAILER)	FRENCH QTR	762
IV 017	2025	HOT WTR SKID - HOTSY 1265 SSD	535G	SN: 111 007 30 000 796 (MOUNTED ON IV-006)	HOT WTR SKID	FRENCH QTR	745
IV100	2016	MACK	MRU613	1M2AV04C8GM014705	REAR LOAD	FRENCH QTR	66000
IV101	2016	MACK	MRU613	1M2AV04C8GM014706	REAR LOAD	FRENCH QTR	66000
IV102	2017	MACK	MRU613	1M2AV02C1HM016527	REAR LOAD	FRENCH QTR	66000

2024 Isuzu 8 YD Garbage Truck



**2025 Mack Water Truck - Used to disperse
Concentrated Lemon Fresh Cleaning Solution**



2022 Ford F-450 Pressure Washing Unit



2025 Polaris Pressure Washing Unit



ELGIN- Pelican Street Sweepers



2025 Polaris Pressure Washing Unit





All vehicles are equipped with the latest technology including a two-way communication radio system, active real time GPS, 360-degree view camera system and iPad.

IV Waste knows that this is a contract that requires 365 days a year service. This kind of service intensive contract will add additional wear and tear on some of the equipment. For that reason, through the duration of the contract, the Company is planning on replacing “some” of the equipment with newer equipment once this equipment has reached its useful life. The cost associated with the replacement of this equipment is already included in the price proposal.

In addition to the minimum equipment requirements stipulated in RFP No FQMDESS-1, IV Waste is planning on having additional resources to have **backup equipment available** in case of any additional needs.

We understand the scope of work described in the RFP. We are willing to provide those services and enter into a contract with the French Quarter Management District. Our service will include all labor, equipment, and materials necessary to perform all sanitation services as required by the FQMD for the French Quarter and additional services as directed by the FQMD.

Confirmation

IV Waste owns all the equipment and employs all labor that will be used to fulfill the needs of the emergency RFP put forth by the FQMD. Sub-contractors in the form of laborers will only be used to fulfill the needs of the DBE stipulation outlined in the emergency RFP.



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TAB 3:

PERFORMANCE AND HISTORY

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PERFORMANCE HISTORY

IV Waste LLC is a locally owned and operated company with headquarters in New Orleans. IV Waste is owned by Sidney D. Torres, IV, the former owner of SDT Waste & Debris Services, LLC (“SDT”). IV Waste is an insured and licensed company able to provide the service requested by the City of New Orleans.

Mr. Torres reentered the waste disposal business in August 2016 with IV Waste. He was prompted to come back to the business by his previous clients and their desire for better service. As Owner and President, Torres oversees the day-to-day operations of IV Waste and is extremely hands-on and passionate about providing the best service possible to his clients. Sidney is involved with every major decision that impacts the waste disposal company. IV Waste prides itself and is well known for its truck cleanliness, maintenance, and safety.

Sidney started SDT Waste and Debris Services in the aftermath of Hurricane Katrina, after the waste removal contractors left the city stranded. The company’s work was picked up by national media outlets as the first “green shoots” of promise that New Orleans was coming back and prompted the New Orleans City Council and the Louisiana House of Representatives to pass resolutions commending Sidney for the success in cleaning up the French Quarter, DDD, jump-starting recovery and changing the national conversation about New Orleans. Sidney has been positively mentioned in several national publications including the New York Times and Wall Street Journal amongst others.

Sidney was extremely concerned about rising crime in the French Quarter, so in 2015 he took it upon himself to launch a community app dubbed “the Uber of policing” which he funded with \$500,000 from his own pocket to help residents report crimes. Violent crime fell 45% in the months that followed, as described in the news story on NBC nightly news.



IV Waste LLC is a “leading” company in the New Orleans metropolitan area, charged with the responsibility of serving waste management needs, assisting with any disaster debris cleanup and management for any type of event its customers might experience. IV Waste understands the complexity of various waste streams and has qualified staff to access, develop, and implement a plan for responsible, safe, and efficient mitigation.

IV Waste’s robust business model, strong management team, and dedicated team of employees have been the foundation for the company’s continued success. The company New Orleans headquarters are located in Mid City New Orleans, where the Company operates its strategically located state-of-the-art facility that allows the company to provide its customers with the best quality of service and prompt response when needed.



MUNICIPALITIES

IV Waste successfully serves other governmental contracts in St Bernard Parish, the City of Harahan and the City of New Orleans. The company is the current service provider for the City of New Orleans Service Areas 1, 2 and 5 and has also assisted with the emergency Service Contracts for the City of New Orleans.

City of New Orleans (Area 1)- Approximately 65,000 96-Gallon cans serviced one time a week.

City of New Orleans (Area 2)- Approximately 51,000 96-Gallon cans serviced one time a week.

City of New Orleans (Area 5)- French Quarter Residential and Commercial areas and serviced Seven days per week.

Matt Tori, Director, City of New Orleans, Department of Sanitation

St Bernard Parish- Approximately 18,500 96-Gallon cans serviced two times a week

Ronald J. Alonzo, Jr., Chief Administrative Officer

City of Harahan- Approximately 4,500 96-Gallon cans serviced two times a week

Timothy Baudier, Mayor, City of Harahan

See reference letters in Tab 6

NEW ORLEANS
CITY COUNCIL

Proclamation

Whereas, the City of New Orleans is renowned for its food, festivals, famous citizens and foreign visitors; and

Whereas, the City Council takes great pride in paying tribute to events and activities; now, therefore

Be IT PROCLAIMED BY THE CITY OF NEW ORLEANS that this Council recognizes:

Sidney D. Torres
"Changing Faces Awards 2007"

In the name of and by the authority vested in the Council of the City of New Orleans

August 3, 2007

Amie Filler
Council-At-Large
Sidney D. Torres Jr
Council-At-Large
Shelley J. Midura
Council District A
Harold B
Council District B
James Carter
Council District C
Cynthia Hedge Maxwell
Council District D
Cynthia Willard Lewis
Council District E





BE IT KNOWN THAT
MAYOR C. RAY NAGIN
CITY OF NEW ORLEANS

HAS THIS DAY PROCLAIMED
A Special Day Of Honor Bestowed Upon

Sidney Torres

*In honor of your reign as an Orpheus Monarch 2008 and
your outstanding work in helping to Bring New Orleans Back!*

ATTESTED TO THIS

*Fourth day of February
Two Thousand and Eight*

NEW ORLEANS

C. Ray Nagin
MAYOR C. RAY NAGIN



Length of Time in Business/Company Profile

IV Waste LLC is a registered and licensed waste management company based in New Orleans, LA. IV Waste has been in business since August of 2016. The company has all the relevant licenses and permits to operate in the State of Louisiana and the City of New Orleans and abides by all rules and regulations to operate in such territories.

IV Waste currently provides services such as residential garbage collection and hauling, commercial waste removal and hauling, recyclable material collection and hauling, removal and hauling of construction and demolition debris, operation, and management of garbage and recycling materials transfer station, amongst other related services in the City of New Orleans and neighbor cities and parishes.

IV Waste currently operates a fleet of 100 vehicles, including Rear Load Garbage Trucks for residential and commercial services on a daily basis, staffed with a driver and two\three hoppers, depending on waste volume and weather conditions. The Company currently services contracts with the City of New Orleans (Service Area 1, Service Area 2, and Service Area 5), St Bernard Parish, the City of Harahan and various private businesses. These trucks historically complete their daily routes before noon. This level of productivity is accomplished by running additional trucks for each route. Completing routes early provides leverage to IV Waste fleet to assist in any other areas of need as it was in the case of the emergency contracts with the City of New Orleans.

The Company also operates 10 Front Load Garbage Trucks for the Commercial line of business as well as 8 Roll-Off Trucks on a daily basis. IV Waste's diversified business portfolio provides the Company with enough leverage to provide a full array of Waste Management Services to its customers and the general public.

IV Waste's proven track record of success since 2016 makes the company ready to provide the services required by the French Quarter Management District for the French Quarter Area and to do so in an expedited manner to ensure an easy transition.



The company's strong customer service approach and excellent asset management strategy will be at the disposal of the French Quarter Management District. To ensure the best customer service experience, IV Waste prides itself in providing excellent service and spares no costs in doing so. The Company model is designed to provide and allocate enough high-quality resources to get all work done the right way the first try.

**SEE APPENDIX FOR SEVERAL ARTICLES RECOGNIZING MR. TORRES'
ACCOMPLISHMENTS**



TAB 4:

DBE



SUB-CONTRACTORS (DBE)

The City of New Orleans (“City”) encourages the participation of certified Disadvantaged Business Enterprises (“DBEs”) on all its projects. **The contract goal of 35% DBE participation has been met for this RFP. Our team accomplishes this mission by partnering with Louisiana Demolition, Inc., with a current participation rate of at least 45%.**

IV Waste will be using **Louisiana Demolition, Inc (DBE)** as the main sub-contractor to provide management of Solid Waste and Recycling Materials Transfer Stations and the processing and transportation of all solid waste and recyclable materials originated from the French Quarter. Additionally, Louisiana Demolition provides Laborers to assist with trash pickup, pressure washing teams, hand sweepers, and supervisors.

Louisiana Demolition is a certified DBE (disadvantaged business enterprise) that currently works with IV Waste to serve the residents of New Orleans Service Areas 1, 2, and 5. Louisiana Demolition prides itself on providing superior quality services in a professional manner. Each crew is led by the company owner and a team of experienced supervisors that ensure all the work performed meets customers’ expectations.

IV Waste has chosen to partner with this subcontractor as they share the same vision of excellence in customer service as IV Waste thrives on.



LOUISIANA DEMOLITION, INC (DBE)

PLAN OF OPERATION

As the main DBE for the French Quarter, **Louisiana Demolition, Inc** “**The DBE.**” will be responsible for providing management of Solid Waste and Recycling Materials Transfer Stations; as well as the processing and transportation of all solid waste and recyclable materials originated from the French Quarter.

Louisiana Demolition has been responsible for the management and operation of Knox Road Transfer Station, which provides service to New Orleans Service Area 1, Service Area 2, and Service Area 5.

As part of the DBE daily service to this contract, Louisiana Demolition Inc, will oversee and provide all transportation and logistics associated with the processing, management and disposal of all Solid Waste and Recyclable materials originated from the French Quarter.

Municipal solid waste, bulky waste; white goods; E-waste; waste tires; dead animals; annual Christmas trees collection service; will be collected and processed at the French Quarter Transfer Station then routed by Louisiana Demolition crews to the different disposal facilities as stated below:

- Municipal solid waste; bulky waste, white goods: Riverbirch Landfill located at 2000 S. Kenner Road. Avondale, LA 70094.
- E-waste; waste tires: City of New Orleans Department of Sanitation at 2829 Elysian Fields Ave.

All recyclable materials will be collected and processed at the Knox Road Transfer Station then routed by Louisiana Demolition crews to the different disposal facilities as stated below:

- Recyclable materials: Republic Recycling MRF located at 7923 Tom Dr, Baton Rouge, LA 70806 and Commercial Waste Recycling LLC located at 246 Saint George Ave., Jefferson, LA 70121.



To fulfill the requirements of this contract, Louisiana Demolition has secured a property within the boundaries of the French Quarter to be designated as the French Quarter Transfer Station. The DBE has also secured the following equipment to be operated at the French Quarter Transfer Station:

- One (1) Roll Off Truck
- One (1) Front End Loader
- One (1) Skid-Steer
- Four (4) Roll Off Containers
- One (1) Dumpster Compactor

The DBE is has hired the following full-time personnel to serve the French Quarter Contract:

- One (1) Project Manager.
- Two (2) Equipment Operators.
- Two (2) Drivers.
- Ten (10) Laborers.

The DBE is also providing Laborers to assist with trash pickup, pressure washing teams, hand sweepers, and supervisors.

- Two (2) Supervisor
- Two (2) Hoppers
- Two (2) Bag Crews
- Seven (7) Pressure Washers
- Sixteen (16) Laborers/ Hand Sweepers



Louisiana Demolition will also be responsible for Special Event's equipment management and operation. The following equipment will be provided by the DBE for different Special Events.

- Six (6) Front End Loaders.
- Two (2) Skid-Steers.
- Four (4) Roll Off Trucks.

The DBE will hire the following personnel on a temporary basis to provide service for Special Events:

- One (1) Supervisor.
- Eight (8) Equipment Operators.
- Four (4) Drivers.
- Ten (10) Laborers.



TAB 5:

KEY PERSONNEL



KEY PERSONNEL

1. Julie Tufaro, Chief Executive Officer
2. Tina Heirsch, Chief Financial Officer
3. Leander Nunez, Operations Manager
4. Nicole Armstead, Office Manager (Dispatch & Customer Service)
5. Percy Caye, Fleet Manager\Mechanic Shop
6. Nancy Romano, Recycling Coordinator/ HR Manager
7. William D'Aunoy, Controller
8. Pasquale Tumminello, Fleet Manager\Road Call
9. Santana Tetera, Dispatch Coordinator
10. Jenny Tramuta, Customer Service Coordinator

During their tenure at IV Waste, all key personnel have been responsible for serving governmental contracts with the City of Kenner, City of Harahan, St Bernard Parish and the City of New Orleans in multiple capacities based on their area of expertise.

Copies of the company key personnel resumes of all key personnel are attached to this proposal.



Julie Tufaro
New Orleans, Louisiana 70119
jtufaro@ivwaste.com / (504) 908.2916

EXPERIENCE

May 2017 – Current

GENERAL MANAGER/ CHIEF ADMINISTRATIVE OFFICER

Manages all business aspects of IV Waste, LLC which includes 3 municipal residential accounts and thousands of commercial accounts through the management team.

Responsible for the overall management and strategic direction.

Oversees budgets, develops strategic plans to improve operations and communication business goals.

June 2011 – May 2017

SOUTH LA MAJOR ACCOUNTS MANAGER / RECYCLING COORDINATOR

Progressive Waste Solutions of LA, Inc

Managed & negotiated agreements with large commercial accounts in all of South LA

Jefferson Parish Recycling Coordinator

Manage The City of New Orleans garbage & recycling contract

Educate, train and assist recycling customers in Southeast Louisiana

2005 – June 2011

CHIEF ADMIMINISTRATIVE OFFICER

SDT Waste and Debris Services, LLC

Solely handled over 90,000,000 in billing

Administered and managed the City of New Orleans, St Bernard Parish and St Charles Parish contracts

Prepared all bids and contract negotiations

Managed sales team and customer service representatives

Oversaw A/R & A/P

Assistant to sole owner

2001-2005

EXECUTIVE ASSISTANT

Sarpy Hixon Development, LLC

Assisted in the development for 52,000 sq' Whole Foods located on Veterans Boulevard. in Metairie, Louisiana.

Scouted and presented commercial development opportunities to partners.

Represented company during building inspections.

Maintained tenant relations.

Prepared documents for billing including accounts receivable/payable.

Managed vendors and negotiated contracts.

Responsible for accurate communication between partners.

EDUCATION

1994 - 2000

MARKETING / MANAGEMENT IN BUSINESS

Loyola University of New Orleans, New Orleans, LA



Tina Quinlivan Heirsch
Metairie, Louisiana 70002
(504) 250-4349
E-Mail: theirsch@heirsch.com

PROFESSIONAL SUMMARY

Experienced financial professional with a Masters Degree in Health Services Administration and a licensed Certified Public Accountant. Proven track record of positive EBITDA performance through strategic cost management and revenue management opportunities. Extensive experience with mergers and acquisitions.

PROFESSIONAL EXPERIENCE

IV Waste, LLC

Chief Financial Officer

May 2024-Present

Responsible for the financial management and reporting for this commercial and residential waste solutions provider in the greater New Orleans area, along with the related companies with common ownership.

In charge of supervising accounting personnel to ensure accurate and timely financial reporting. Serves as Company financial liaison between owner and management team.

CAPITOL IMAGING SERVICES (CIS)

Chief Financial Officer/Sr VP of Finance (Title change 11/22) Jan 2020-March 2024

Responsible for the financial management and reporting for 32 Radiology Imaging Centers located in LA, MS, AL, FL, and Texas. Responsibilities include successful completion of full scope annual audit, proper acquisition accounting, conversion from cash to accrual books, proper valuation of accounts receivable, monthly debt compliance certificates, insurance coverage. The 17-year evolution of my CFO role starting in 2007 with Tenet Healthcare/Diagnostic Imaging Services, is described below.

Effective 1/1/2020, the management and accounting for all Imaging Centers owned by Dr. John Hamide, was combined under Capitol Imaging Services. Converted 12 entities from cash to accrual basis books, becoming responsible for 19 Imaging Centers and 16 tax ids.

Effective 10/1/2020, Capitol Imaging Services was re-capitalized by Clearview Capital, a private equity firm that purchased 80% of the combined organization. I was actively involved in all due diligence work to complete this transaction, and the post-acquisition reconciliation and settlement work. On 11/1/2020, we purchased our 20th location in Lafayette, LA. In 2021, we purchased 9 Imaging Centers. In 2022, we acquired 2 Imaging Centers in Corpus Christi. In February 2023, we acquired a Center in Houston. In June 2023, we acquired the majority interests in 9 Imaging Centers in the Houston area.

DIAGNOSTIC IMAGING SERVICES (DIS)

Dec 2016-Dec 2019

Chief Financial Officer

In December of 2016, a local interventional radiologist acquired DIS. I was actively involved in the due diligence work to complete the sale. Immediately upon the completion of the DIS sale, we completed the acquisition of three imaging centers in the first month. DIS became the largest independent radiology practice in the state of LA, with six multi-modality facilities in the New Orleans market. Assumed financial responsibility for Doctors Imaging Services acquired in



2019. Converted books from cash to accrual and handled all post-acquisition reconciliations and settlements.

Tina Quinlivan Heirsch resume
Page 2

DIAGNOSTIC IMAGING SERVICES (DIS)
PH3 Healthcare/Pipeline Healthcare Holdings
Chief Financial Officer

May 2012-Dec 2016

Tenet sold DIS effective 5/15/2012 to Pipeline Healthcare Holdings II. Assumed the CFO responsibilities for all entities that were owned by the entrepreneurs that purchased DIS, which included 5 outpatient imaging centers in Missouri, Kansas, and Texas. Assumed all accounting responsibilities formerly performed at the Tenet corporate level utilizing the Great Plains accounting system for ten sets of books. Assumed the billing and collections responsibilities for all commonly owned imaging centers and ultimately converted them to the DIS billing system. Responsible for payroll, employee benefits, 401(K) Plan Administration, insurance coverage, and facilities management. Acquired two Northshore imaging centers, expanding the DIS family to five centers. Sold the assets of one location to exit a shrinking market, pay down debt and use funds to buy new equipment. Continued to maintain DIS Days in AR at 31 or below.

DIAGNOSTIC IMAGING SERVICES (DIS)/Tenet
Chief Financial Officer

2007- May 2012

DIS is wholly owned by Tenet Healthcare Corp. with 4 Radiology Clinics in the GNO area. Personally perform all accounting, budgeting, financial reporting and analysis. Responsible for Patient Financial Services, Centralized Scheduling, IT, Transcription, and Managed Care Activities which includes 38 FTE's and 5 direct reports to the CFO. Identified cost savings opportunities and revenue enhancements to improve EBITDA performance and meet corporate goals. Consolidated two clinics in 2012 to create one large multi-modality center and improve EBITDA by over \$550k in year one. Reduced Days in AR from 49 to 33 in first two years. Consistently maintained at 31 days or below.

HEIRSCH ACCOUNTING AND FINANCIAL SERVICES
Sole Proprietor CPA

2006 - 2007

Provide accounting and financial services on a contract basis. Primary clients include Bywater Hospital and St. Claude Bywater Properties LLC. Completed the financial and operational closedown of Bywater Hospital after hurricane Katrina.

EDUCATION

UNIVERSITY OF ST. FRANCIS, Joliet, Illinois Master of Science, Health Services Administration, August 2000.

LOYOLA UNIVERSITY OF THE SOUTH, New Orleans, Louisiana Bachelor of Business Administration Degree, Accounting, May 1983. Member: Beta Alpha PSI Honorary Accounting Fraternity serving as President senior year.

PROFESSIONAL AFFILIATIONS/LICENSURE & AWARDS
Certified Public Accountant, State of Louisiana, 2/84.

Presidential Citation for Management Excellence, Peter Betts, CEO East Jefferson General Hospital, December 1996



Leander G. Nunez, Jr.
209 E. Urquhart St.
Chalmette, LA 70043
504 415 5837

EDUCATION:

Attended Promised Land Academy, Kindergarten through 4th grade
Attended Holy Cross High School, 5th through 12th grade
Graduated from Holy Cross High School May 1988
I attended Loyola University for 1 year

PROFESSIONAL

EXPERIENCE:

IV Waste - 11/30/24 - present

Operations Manager- Manage day to day operations

Apollo Holding Co. - 2018 - 2022

Part owner- oversaw day to day operations.

Art Janitorial - 2012 - 2016

Supervisor of day to day operations in the French Quarter

SDT Waste & Debris - 2007 - 2009

Machine Operator- operated various machines used in cleaning the French Quarter

Tammany Holding Corp - 1994 - 2007

Land Development Supervisor/Operator

Oak Harbor Express - 1996 - 2002

Owner- Gas Station

Nunez Services LLC - 3/16/06 - present

Owner- Transportation and Logistics

ORGANIZATION

MEMBERSHIP:

Los Islenos Heritage & Cultural Society:

Member since 2012

Volunteer for the Los Islenos Fiesta each year

NICOLE ARMSTEAD

2104 Breckenridge Drive, Harvey, LA 70058 • Phone: 504-628-2537

Email: Nicole.armstead70@gmail.com

EXECUTIVE PROFILE

Accomplished professional with over 20 years of experience in management with proven experience in building and developing a strong, well organized, and motivated staff. Highly recognized for leadership, fostering effective and open communication amongst upper management and line employees. Hands-on, hardworking, and highly motivated, with a commitment to deliver results.

EXPERIENCE

2021 – PRESENT

OFFICE MANAGER, IV WASTE NEW ORLEANS, LA

- Manage the coordination of residential and commercial service area schedules.
- Oversee dispatcher and customer service activities to ensure efficiency and customer satisfaction.
- Liaison between dispatch team, drivers, and leadership team.
- Partner with Human Resources to complete the recruiting and onboarding process.
- Train new dispatchers on driver routes, timekeeping, GPS tracking and video monitoring.
- Organize safety training to maintain compliance with state requirements.
- Implement procedures to improve operational productivity.
- Perform timekeeping tasks to ensure accuracy of payroll and control expenses.
- Facilitate and participate in meetings with operations team and management staff.
- Promptly resolve customer concerns and provide service recovery to guarantee 100% satisfaction.
- Communicate with city officials to troubleshoot service area concerns and review compliance with city guidelines.

2006 – 2021

EXECUTIVE HOUSEKEEPER, EMBASSY SUITES HOTEL, NEW ORLEANS, LA

- Responsible for overseeing the overall cleanliness of the hotel in accordance with Department of Health, Hotel, and company standards of 370 room hotel. Maintained 95% Quality Assurance evaluations for cleanliness and brand standards.
- Ensured adherence to all safety policies and procedures by housekeeping team.
- Interviewed and selected new hires who received thorough training on all procedures.
- Performed ongoing employee coaching and performance appraisals.
- Coordinated repair and maintenance schedule with leadership to perform routine repairs or projects related to guest rooms and public areas.
- Monitored payroll expenses related to employee hours worked.
- Facilitated employee meetings focused on exceeding company standards and problem resolution.
- Maintained inventory par levels for linen, guestroom, and cleaning supplies.
- Implemented and managed Lost and Found tracking system including shipping of items to be returned to guest.
- Ensured prompt and courteous guest service measured through Satisfaction And Loyalty Tracking (S.A.L.T) tracking system.
- Coordinated cleaning schedule for two renovations involving guest rooms and public areas.
- Conducted monthly departmental meetings and participated in weekly leadership meetings.

2005 – 2006

DIRECTOR OF FRONT OFFICE, EMBASSY SUITES HOTEL, NEW ORLEANS, LA

- Managed the front office operations of 370 room hotel that consisted of 27 team members.
- Managed daily operations of the front office, worked together with revenue/reservations manager to control inventory to ensure that occupancy and rate goals were met.
- Worked directly with housekeeping and engineering to ensure that all rooms quality control were met.
- Select, train, supervise, schedule, develop, discipline, conduct performance appraisals, and counsel team members according to Hilton Worldwide policies and procedures. This included guest service agents, reservation agents, PBX operators, security guards, bellman, doorman, valet, and concierge.
- One of the first responders to return and reopen the hotel while overseeing renovations during complete overhaul of main level of hotel after a natural disaster.
- Responsible for managing all guest's concerns and complaints and to ensure that all were resolved in a timely and professional manner.

EDUCATION

DECEMBER 1987

WEST JEFFERSON HIGH SCHOOL, HARVEY, LA

SKILLS

- | | |
|--------------------------------|-----------------------------------|
| • Operation Management | • Employee Relations |
| • Hospitality Expertise | • Training and Development |
| • Budgeting and Cost Control | • Team and Leadership Building |
| • Exceptional Customer Service | • Conflict and Problem Resolution |



Percy Caye
Fleet Manager
985-590-0105 Percycaye2@gmail.com

- Managed a fleet of over 300 vehicles, ensuring that all vehicles were in compliance with safety and maintenance regulations.
- Supervised and trained fleet personnel in the use of safety equipment and procedures.

Professional Experience

IV Waste, LLC 2024 - Present
Fleet Manager

- Manage and assign daily workloads while maintaining a winning culture.
- Diagnose and assess repair estimates and deliverables.
- Assist team members with complex tasks.
- Responsible for fleet management and equipment performance.

Cardinal Logistics 2012 - 2023
Fleet Manager

- Build, manage, and develop a diesel mechanic team comprised of 11 personnel, provide coaching and mentorship, conduct performance evaluations, and establish inclusive work cultures.
- Managed shop schedule using 24/7 shop.
- Managed fleet of over 300 company vehicles, including tractors, trailers, and reefer units.
- Established and enforced strict operational protocols to ensure safe and efficient fleet management.
- Monitored the performance of fleet vehicles and drivers to ensure compliance with safety standards.

United Parcel Services 1994 - 2012
Diesel Mechanic

- Utilize specialized diagnostic tools and equipment to identify and resolve problems.
- Perform preventive maintenance on diesel engines, including oil changes, replacing filters, and checking fluid levels.
- Keep accurate records of repairs and maintenance tasks.
- Follow safety protocols and adhere to industry regulations and standards.

Education
Northshore High School at Slidell, Louisiana
High school diploma August 1981 - May 1985

Key Skills

- Diesel engines
- Reefer tech
- Microsoft office- excel, googles docs.



Nancy C. Romano

nancyromano2012@gmail.com (504) 258-6174

SUMMARY

More than twenty-five years' experience in operations and events coordination along with project management and promotion.

EXPERIENCE

**Recycling Coordinator / HR Manager IV Waste-
New Orleans, LA
2022 - Present**

Responsible for the management and operation of Company Recycling programs. Develop promotion material aimed at increasing recycling participation rate.

Coordinates special events, presentations, and meetings with stakeholders.

Responsible for coordinating, contracting, and supervising all activities related to the operation of the recycling program for the City of New Orleans Service Area 2 West.

Director of Operations

**Accent on Arrangements-New Orleans, LA 2019-
2021**

Responsible for all office management including supervising office and field staff, payroll, and any issues that may occur in office or in the field.

Develop client proposals and maintain both company and client budgets

Customize special events, tours, meetings and shuttles for corporate and social groups Responsible for coordinating, contracting, and supervising all vendors and suppliers locally and internationally, ensuring all are paid within the time allowed, and maintaining a good relationship

Worked with the President/Founder of the company to create standard operations procedures as needed for all areas of the business, including but not limited to accounting, human resources, property management and daily operations of the company.

Director of Special Events and General Manager

**Tipitina's Special Events/ Uptown Music Club/ Tipitina's Foundation/The Ruins 2002-
2018**

Sold and operated all Special Events for Tip's Development, LLC



Established company standards and procedures for the French Quarter Special Events Venue. I was responsible for leading all employee training seminars, I also assisted in creating the company handbook and accounting processes.

NJ General Manager of Tipitina's Uptown I was responsible for all daily operations, overseeing all departments including catering, talent buying and VIP services for Tipitina's and the Tipitina's Foundation.

Responsibilities included payroll management, ensuring company procedures were implemented in all departments as well as the music club. I processed all insurance claims and litigation made by patrons and/or staff,

As head of business development for the Tipitina's Foundation, I created fundraisers such as Instruments A Comin' New Orleans, Shreveport, Lake Charles and Alexandria, Mardi Gras Grandstands on St Charles Ave. Rhythm & Blues SK Fun Run, Annual VIP Donor Dinner and Jazz Fest VIP Golden Ticket

Sales and Operations Manager USA

Hosts - New Orleans, LA 2001-2003

Sales and Operations Manager

Business development; selling large scale events, creating and maintaining client budgets and contracts. Personally managed all vendors to assure we maintained good vendor relations while upholding company quality standards

Coordinated transportation for City Wide events / conventions Created and executed spouse tour programs for incoming conventions

Operations Manager - Assistant to Jeff Fountain PGI

International - New Orleans and Chicago 1991-2001

Developed creative strategies for client proposals.

Managed and executed over 100 programs annually; responsible for food, beverage, transportation, spouse tours, AV and transportation logistics for corporate, association and incentive programs.

Managed between all staff for various events including NFL Super Bowl Events

Established and maintained relationships with local hotels and other hospitality partners.

Personal references available upon request



WILLIAM D'AUNOY

60 BRITTANY DR., KENNER, LA 70065 504-352-0782

DAUNOYW@GMAIL.COM

PROFESSIONAL PROFILE

Accounting and Operations Management leader experienced in financial reporting, cash management, internal controls design, process redesigns, training and development, team leadership, employee relations, and contract negotiations.

SKILLS

OPERATIONS MANAGEMENT
ACCOUNTING
CASH MANAGEMENT

INTERNAL CONTROLS
TRAINING
PROBLEM SOLVING

VENDOR MANAGEMENT
INVENTORY MANAGEMENT
INTERPERSONAL
COMMUNICATIONS

PROFESSIONAL EXPERIENCE

IV WASTE LLC

(2023- Present)

New Orleans, LA

Controller (2023- Present)

- Responsible for overseeing all aspects of accounting and daily operations of the Company, also responsible for monthly closing, internal auditing efforts and production of Financial Statements.
- In charge of billing and collections department
- Responsible for Company daily cash operations
- Serve as a liaison between the accounting department and top management

**HUG-CONDON MOVING & STORAGE,
NORTH AMERICAN VAN LINES**

(December 1993 to April 2023)

Harahan, LA

Vice President (January 2007 to Present)

General Manager (July 1998 to December 2006)

Accountant (December 1993 to June 1998)

- Oversee all aspects of accounting and daily operations while continually searching for opportunities to gain efficiencies and reduce costs.
- Managed small accounting team over the past 16 years
- Prepared, reviewed, and analyzed monthly financial statements and discussed results with owners.
- Oversee all general ledger entries, account reconciliations, accounts receivables, accounts payable and collections.
- Worked with ownership to gather and analyze data to prepare annual budgets.
- Negotiated pricing agreements and contracts with major vendors



- Created and implemented strict cash flow procedures during Covid-19. Created monthly cash flow statements to monitor liquidity. Forecasted monthly cash flow needs and implemented ideas for improved cash flow. Worked with vendors and customers on incentives to improve cash position.
- Managed on average 15 to 30 operational employees over the past 16 years, including contract laborers.
- Established and facilitated onboarding programs for all new employees and continuous training for office and field personnel through in-person events or webinars.
- Implemented a computerized- tracking system for warehouse operations to automate the tracking of storage lots and merchandise.
- Transitioned company from extensive, manually driven processes to automated systems.
- Migrated paper-based record keeping processes by transferring data to QuickBooks for three companies and Cyma Systems Accounting Software for a fourth company and using Microsoft Office solutions for other computations such as commission statements.
- Learned the various aspects of company operations in transition to the role of General Manager.
- Developed Microsoft Excel programs to track Sales personnel and Over the Road Driver commissions, expenses and claims.
- Streamlined company processes through technology by using iPads for in-home surveys, managing vendor supplies and reorder point processes, tracking FFE and goods for Hotel/School project customers, client inventories and driver logs. Trained owner, sales personnel, and company employees on such solutions.
- Oversee employee performance and address employee relations matters for positions including warehouse staff, executive assistants, office personnel, salespeople, moving personnel, operations and truck drivers.
- Managed communications with customers (individual and corporate), over-the-road drivers and other agencies located worldwide. Resolved customer disputes involving service delivery challenges or related to billings and collections.
- Addressed scheduling and staffing issues, particularly personnel shortages during and post Covid-19.

WINN DIXIE (January 1991 to October 1993)

Harahan, LA

Internal Auditor

- Conducted local store and regional office audits covering cash on hand, store inventories, accounting procedures and other aspects of accounting and operations.

EDUCATION

Louisiana State University Baton Rouge, LA

Bachelor of Science Degree, Accounting

University of New Orleans New Orleans, LA

Master of Business Administration

COMPUTER SYSTEMS

Cyma Accounting software, QuickBooks, Microsoft Office products, Adobe



PASQUALE TUMMINELLO

Diesel Mechanic – Road Call Manager

IV Waste LLC New Orleans, LA 2017 - Present

- Respond to road calls as needed for various truck related issues.
- Perform Maintenance to diesel powered heavy vehicles including Rear Load, Front Load, Roll Off, Service, and Boom trucks.
- Diagnose mechanical, electrical, or hydraulic issues on site to ensure proper functioning of trucks.
- Diagnose and repair heavy equipment such as excavators and other machines as needed.

Diesel Mechanic – Call Out Technician

Moons Towing Service - Metairie, LA - 2015 - 2017

- Rebuild, replace, or repair major vehicle components, assemblies, and systems, including engines, transmissions, suspensions to all diesel-powered vehicles and heavy trucks.
- Perform maintenance and repair to all diesel-powered vehicles, trucks, and heavy-duty equipment.
- On call 24hrs to receive call outs assisting motorist whose vehicle or truck is disabled due to mechanical or electrical issues
- Diagnose and often repair minor mechanical, electrical or hydraulic problems on site to get them back on route.
- Diagnose and often repair heavy equipment on site as needed.

Heavy Diesel Mechanic – Lead Technician

Crescent Crown Distributing - New Orleans, LA - 2002 - 2015

- Rebuild, replace, or repair major vehicle components, assemblies, and systems, including engines, transmissions, suspensions to all diesel-powered vehicles and heavy trucks.
 - Perform maintenance and repair to all diesel-powered vehicles, trucks and heavy equipment.
 - Perform maintenance and repair to Thermo King & Carrier refrigeration units.
 - Diagnose mechanical problems and direct work orders to proper technician.
 - Assist all technicians with diagnosis and repairs as needed at all locations.
 - Monitor routine vehicle maintenance and preventive care!
 - Service and repair on site generators, forklifts, hydraulic and heavy-duty equipment as needed.
 - Ensure that all work areas and shop equipment are in safe operating condition.
- Perform DOT compliance inspections ranging from automotive to heavy trucks (including



TAB 6:

REFERENCES



REFERENCES

1) **St Bernard Parish Government**

2) **City of New Orleans**

Service Areas 1,2 & 5

3) **City of Harahan**



St. Bernard Parish Government

8201 West Judge Perez Drive Chalmette, Louisiana, 70043
(504) 278-4227 Fax (504) 278-4330
www.sbp.gov

Guy McInnis
Parish President

Ronald J. Alonzo, Jr.
Chief Administrative Officer
St. Bernard Parish Government
8201 W. Judge Perez Dr.
Chalmette, LA 70043

April 26, 2022

Re: Letter of Recommendation

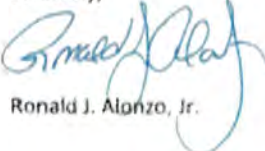
To Whom It May Concern,

Please let this serve as a letter of recommendation for the high quality services of IV Waste, LLC of New Orleans. For the past three years, St. Bernard Parish Government (SBPG) has worked hand in hand with the IV Waste team through various challenges such as hurricanes, a tornado, and COVID-19. Through these events as well as normal operations, we continue to experience excellent service. They have proven to be a reliable partner with an understanding of our mission "to protect and enhance the quality of life by providing a high level of service in an efficient and responsive manner for all citizens."

IV Waste came on board by way of a competitive request for proposal during a time in which residential garbage collection was becoming an issue in our community. Though just getting back into the residential waste market at the time, IV Waste owner Sidney Torres IV and his team immediately brought stability and an excitement to residential waste collection in the parish due to past experience in the business. IV Waste has delivered on all of their contractual agreements as well as verbal commitments that were made to assist SBPG in delivering the highest quality service to our residents. Most importantly, complaint calls concerning residential waste became virtually nonexistent. This allowed our SBPG Council and Administration to focus on more pressing needs in our community.

I would strongly consider making IV Waste, LLC a vendor for your residential waste collection. Their technology, cleanliness, professionalism, marketing capabilities and responsiveness are second to none. We've had great experiences with them for the services rendered to St. Bernard. If you have any question please feel free to reach out.

Sincerely,



Ronald J. Alonzo, Jr.



LaToya Cantrell
Mayor

CITY OF NEW ORLEANS
DEPARTMENT OF SANITATION
1300 PERDIDO STREET
SUITE 1W30
NEW ORLEANS, LA 70112



Matt Torri
Director

November 8, 2023

Re: Letter of Recommendation

IV Waste was awarded the solid waste and recyclable materials collection contract for Area 2 in 2022. IV Waste has provided exceptional service to over 50,000 service locations with minimal missed collection complaints. IV Waste effectively utilizes GPS and fleet management technology to optimize collections across the service area.

Based on their stellar performance in Area 2, IV Waste was recently awarded the solid waste and recyclable materials collection contract for Area 1 (64,404 service locations) with a targeted April 1, 2024 transition date.

On numerous occasions since 2021, IV Waste has made resources and equipment available to the City of New Orleans to support emergency collections and supplement faltering service providers. The City of New Orleans is grateful to IV Waste for their consistent and enduring support.

I recommend IV Waste for solid waste and recycling services in the City of Harahan.

Please feel free to contact me if you have any questions.

Sincerely,

Matt Torri

|



MAYOR
TIM BAUDIER

MUNICIPAL CLERK
CARRIE HEUSTIS

CITY OF HARAHAH

6437 Jefferson Highway
Harahan, Louisiana 70123
Phone (504) 737-6383
FAX (504) 737-6384



CITY COUNCIL
JASON D. ASBILL
TOMMY BUDDE
ERIC CHATELAIN
PAUL JOHNSTON
MIKE RICKS

City of Harahan
6437 Jefferson Highway
Harahan, LA 70123
(504) 737-6383

July 15, 2025

To Whom It May Concern:

It is with great confidence that the City of Harahan provides this letter of recommendation for **IV Waste Management**.

IV Waste Management has served the City of Harahan with professionalism, reliability, and responsiveness in providing municipal waste collection and disposal services. Their team has consistently demonstrated a strong commitment to customer service, environmental responsibility, and operational excellence.

Throughout our working relationship, IV Waste has proven to be a dependable partner—handling regular residential waste pickup and special event services with efficiency and courtesy. They have responded promptly to any issues that have arisen, always working closely with city administration and residents to ensure a clean and safe community.

Their dedication to maintaining a high standard of service has made a positive impact on our city, and we are proud to acknowledge the valuable role IV Waste has played in keeping Harahan clean and well-maintained.

We highly recommend IV Waste Management for any municipality or entity seeking a capable and responsive waste services provider.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tim Baudier'.

Timothy Baudier
Mayor, City of Harahan



TAB 7:

INSURANCE/ SURETY BOND



INSURANCE/SURETY BOND



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/15/2025

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).

PRODUCER Arthur J. Gallagher Risk Management Services, LLC 111 Veterans Blvd Ste 1130 Metairie LA 70005	CONTACT NAME: Kyla Ortis PHONE (A/C, No, Ext): 504-872-3549 FAX (A/C, No): 504-888-1299 E-MAIL ADDRESS: kyla_ortis@ajg.com												
INSURED IV Waste, LLC IV Torres, LLC 730 S. Pierce Street New Orleans LA 70119	INSURER(S) AFFORDING COVERAGE <table><tr><td>INSURER A: Pennsylvania Manufacturers Assoc Ins Co</td><td>NAIC # 12262</td></tr><tr><td>INSURER B: Old Republic Insurance Company</td><td>24147</td></tr><tr><td>INSURER C: Atain Specialty Insurance Company</td><td>17159</td></tr><tr><td>INSURER D: StarStone National Insurance Company</td><td>25496</td></tr><tr><td>INSURER E: Evanston Insurance Company</td><td>35378</td></tr><tr><td>INSURER F:</td><td></td></tr></table>	INSURER A: Pennsylvania Manufacturers Assoc Ins Co	NAIC # 12262	INSURER B: Old Republic Insurance Company	24147	INSURER C: Atain Specialty Insurance Company	17159	INSURER D: StarStone National Insurance Company	25496	INSURER E: Evanston Insurance Company	35378	INSURER F:	
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INSURER C: Atain Specialty Insurance Company	17159												
INSURER D: StarStone National Insurance Company	25496												
INSURER E: Evanston Insurance Company	35378												
INSURER F:													

COVERAGES

CERTIFICATE NUMBER: 321176292

REVISION NUMBER:

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														
C	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER	Y	Y	BWPF0081559	7/28/2024	7/28/2025	<table><tr><td>EACH OCCURRENCE</td><td>\$1,000,000</td></tr><tr><td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td><td>\$100,000</td></tr><tr><td>MED EXP (Any one person)</td><td>\$5,000</td></tr><tr><td>PERSONAL & ADV INJURY</td><td>\$1,000,000</td></tr><tr><td>GENERAL AGGREGATE</td><td>\$2,000,000</td></tr><tr><td>PRODUCTS - COMP/OP AGG</td><td>\$2,000,000</td></tr><tr><td></td><td>\$</td></tr></table>	EACH OCCURRENCE	\$1,000,000	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$100,000	MED EXP (Any one person)	\$5,000	PERSONAL & ADV INJURY	\$1,000,000	GENERAL AGGREGATE	\$2,000,000	PRODUCTS - COMP/OP AGG	\$2,000,000		\$
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D	☒ UMBRELLA LIAB ☒ OCCUR ☒ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION \$	Y	Y	816610240ALI	7/28/2024	7/28/2025	<table><tr><td>EACH OCCURRENCE</td><td>\$4,000,000</td></tr><tr><td>AGGREGATE</td><td>\$4,000,000</td></tr><tr><td></td><td>\$</td></tr></table>	EACH OCCURRENCE	\$4,000,000	AGGREGATE	\$4,000,000		\$								
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AGGREGATE	\$4,000,000																				
	\$																				
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y	N/A	202475 1264324	7/28/2024	7/28/2025	<table><tr><td>☒ PER STATUTE ☐ OTH-ER</td><td></td></tr><tr><td>E.L. EACH ACCIDENT</td><td>\$1,000,000</td></tr><tr><td>E.L. DISEASE - EA EMPLOYEE</td><td>\$1,000,000</td></tr><tr><td>E.L. DISEASE - POLICY LIMIT</td><td>\$1,000,000</td></tr></table>	☒ PER STATUTE ☐ OTH-ER		E.L. EACH ACCIDENT	\$1,000,000	E.L. DISEASE - EA EMPLOYEE	\$1,000,000	E.L. DISEASE - POLICY LIMIT	\$1,000,000						
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E.L. DISEASE - POLICY LIMIT	\$1,000,000																				
E	Contractors Pollution	Y	Y	CPLMOL125350	7/28/2024	7/28/2025	<table><tr><td>Per Occurrence</td><td>\$2,000,000</td></tr><tr><td>Aggregate</td><td>\$2,000,000</td></tr></table>	Per Occurrence	\$2,000,000	Aggregate	\$2,000,000										
Per Occurrence	\$2,000,000																				
Aggregate	\$2,000,000																				

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
General Liability includes blanket Additional Insured "where required by written contract" per form AF 000 859 (07/2012), Waiver of Transfer of Rights of Recovery Against Others To Us per form CG 24 04 05 09, & Primary and Non-Contributing Insurance per form AF001397 (09/16). Excess Liability is follow form of General Liability.
Automobile Liability includes blanket Additional Insured "where required by written contract" per form PCA 05 07 04 14 and blanket Waiver of Subrogation "where required by written contract" per form PCA 05 04 04 14.
Workers' Compensation includes blanket Waiver of Our Right to Recovery From Others "where required by written contract" per form WC 00 03 13 and blanket Alternate Employer per form WC 00 03 01A.
Pollution Liability Retro Date 7/26/2024.
See Attached...

CERTIFICATE HOLDER**CANCELLATION**

French Quarter Management District Board Chair
Attn: Jane Cooper
400 N. Peters St #206
New Orleans LA 70130

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.

AGENCY CUSTOMER ID: IWASTE-01

LOC #: _____



ADDITIONAL REMARKS SCHEDULE

Page 1 of 1

AGENCY Arthur J. Gallagher Risk Management Services, LLC		NAMED INSURED IV Waste, LLC IV Torres, LLC 730 S. Pierce Street New Orleans LA 70119
POLICY NUMBER		
CARRIER	NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

All above pursuant to and subject to policy terms, definitions, conditions, & exclusions.
30 Day Notice of Cancellation except 10 Day Notice of Cancellation for non-payment.

Contractual Liability included per terms and conditions of current General Liability policy placed with Attain Specialty Insurance Company.

French Quarter Management District Board Chair, French Quarter Management District, its officers, officials, employees, and volunteers are Additional Insured with Waiver of Subrogation "where required by written contract".

AIA® Document A310™ – 2010

Bid Bond

CONTRACTOR:

(Name, legal status and address)
IV Waste, LLC.

730 S. Pierce St
New Orleans, LA 70119

OWNER:

(Name, legal status and address)

French Quarter Management District
400 N Peters St. #206
New Orleans, LA 70130

BOND AMOUNT: Five Percent (5%) of Total Amount Bid

PROJECT:

(Name, location or address, and Project number, if any)

French Quarter Management District - Sanitation Services

SURETY:

(Name, legal status and principal place
of business)

Philadelphia Indemnity Insurance Company
One Bala Plaza, Suite 100
Bala Cynwyd, PA 19004

This document has important legal
consequences. Consultation with
an attorney is encouraged with
respect to its completion or
modification.

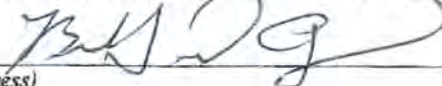
Any singular reference to
Contractor, Surety, Owner or
other party shall be considered
plural where applicable.

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 18th day of July 2025


(Witness)

IV Waste, LLC.

(Principal)

(Seal)

(Title)

Philadelphia Indemnity Insurance Company

(Surety)

(Seal)

(Title) Mary Catherine Turner, Attorney-in-Fact

(Witness)

Init.

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TAB 8:

FINANCIAL STATEMENTS



FINANCIAL STATEMENTS

All Financial Documents in this section are

CONFIDENTIAL

Do not disclose any of this information without
contacting IV Waste LLC



TAB 9:

EXCEPTIONS



EXCEPTIONS

- **NONE TO LIST**



TAB 10:

LITIGATION



LITIGATION



JENNIFER THORNTON

STANLEY REUTER
THORNTON ALFORD LLC

OUR FILE NO.
61-601

909 Poydras Street, Suite 2500
New Orleans, Louisiana 70112
Telephone: 804-523-1880
Facsimile: 804-524-0069
August 4, 2023

City of New Orleans
Bureau of Purchasing
1300 Perdido St
New Orleans, LA 70112

Re: IV Waste, L.L.C.'s Response to Tab 12: Litigation and Judgments

Dear Madam or Sir:

Our firm is counsel for IV Waste, LLC in certain litigation pending against IV Waste in Orleans and Jefferson Parish. I am providing a summary of those actions and a contempt judgment that was issued against IV Waste in the Orleans Parish litigation but is being appealed.

Orleans:

On May 4, 2020, a civil action was filed against IV Waste in the Civil District Court for the Parish of Orleans captioned: *Ramelli Janitorial Service, Inc. v. IV Waste, LLC*, No. 2020-3606, Division "J" (the "Orleans Lawsuit"). The Lawsuit was filed by Ramelli Janitorial Service, Inc. ("Ramelli"), a business competitor of IV Waste, seeking injunctive relief and damages. IV Waste has countersued for damages.

The Orleans Lawsuit arises out of the City of Kenner's approving a contract with IV Waste for garbage and recycling collection and disposal in 2020. Ramelli had been providing those services pursuant to a contract it had entered with the City of Kenner in 2016. Ramelli alleges in the lawsuit that IV Waste had obtained its contract through unfair trade practices and obtained a temporary restraining order prohibiting IV Waste from emptying or handling any Ramelli owned garbage containers in the performance of its work in Kenner, which restraining order has expired. IV Waste vehemently contests Ramelli's allegations and adamantly denies engaging in any wrongful conduct. IV Waste has countersued Ramelli for unfair trade practices it contends were designed to interfere with IV Waste's performance of work in the City of Kenner and harm its business reputation.

During the litigation, disputes over the scope and manner of discovery have resulted in two judgments finding IV Waste in contempt of discovery orders. The first judgment, dated April 1, 2021, ordered certain discovery measures taken at IV Waste's expense. A copy is attached. The second judgment was signed on December 20, 2022 (a copy is attached hereto) and orders certain penalties in the ongoing litigation and an award of attorney's fees. IV Waste has taken a suspensive appeal of the judgment, which is currently pending in the Louisiana Fourth Circuit Court of Appeal. IV Waste vigorously denies it did not comply with the relevant court orders.



STANLEY REUTER THORNTON ALFORD LLC

Page 2
August 4, 2023

At this time, the Orleans Lawsuit remains pending, and no other final or appealable judgments have been issued. A trial is set on May 13, 2024. IV Waste does not deem the Orleans Lawsuit or the attached judgments material to its ability to perform the work and services that are the subject of the Request for Proposals and this Proposal Submission.

Jefferson:

On February 10, 2023, IV Waste filed a civil action against the City of Kenner in the 24th Judicial District Court for the Parish of Jefferson seeking a declaratory judgment regarding the City's purported suspension of certain of IV Waste's services under its contract with Kenner, captioned: *IV Waste, L.L.C. v. City of Kenner*, No. 837-635, Division "N" (the "Jefferson Lawsuit"). The City of Kenner countersued, claiming IV Waste has breached certain of the contract's provisions and seeking damages. IV Waste amended its petition to add claims for damages from the City's breaches of contract. The parties' competing claims mostly involve legal issues of contract interpretation and the City of Kenner's right to suspend any of IV Waste's services during the term of the contract, and IV Waste strongly denies all allegations that it breached the contract in any way. The parties are engaged in discovery in the case, and no trial date is set. IV Waste does not deem the Jefferson Lawsuit as material to its ability to perform the work and services that are the subject of the Request for Proposals and this Proposal Submission.

If any additional information is requested regarding these matters, I can be contacted at (504) 523-1580.

Regards,


Jennifer Thornton

Enclosures (April 1, 2021 and December 20, 2022 Judgments)



CIVIL DISTRICT COURT
FOR THE PARISH OF ORLEANS
STATE OF LOUISIANA

DOCKET NO: 2020-03406

DIVISION "F"

RAMELLI JANITORIAL SERVICE, INC.

VERSUS

IV WASTE, LLC

FILED: _____

DEPUTY CLERK

JUDGMENT

The Second Motion for Contempt of Discovery Orders, Sanctions, and Attorney's Fees filed by plaintiff, Ramelli Janitorial Service, Inc., came on for hearing via Zoom teleconference before the Court on December 16, 2021, January 27, 2022, and January 28, 2022.

PRESENT: Patrick S. McGarry and Andrea V. Thapa, representing plaintiff, Ramelli Janitorial Service, Inc.; and

Michael Maniglia and E. John Litchfield, representing defendant, IV Waste, LLC

The Court, considering the pleadings filed herein, including the memoranda filed by counsel, the evidence presented, and the arguments of counsel, finds that IV Waste, LLC is in contempt of the Court's April 1, 2021 Judgment and the Court's orders given at the August 3, 2021 status conference, namely the Court's order that IV Waste, LLC provide a privilege log to plaintiff by August 12, 2021 and produce all non-privileged documents identified by the court-appointed IT expert to plaintiff by August 19, 2021.

The Court, therefore, enters the following Judgment:

IT IS ORDERED, ADJUDGED, AND DECREED that the Second Motion for Contempt of Discovery Orders, Sanctions, and Attorney's Fees filed by plaintiff, Ramelli Janitorial Service, Inc. is **GRANTED** in part and **DENIED** in part as follows:

1. Plaintiff's request to have stricken IV Waste, LLC's denials and affirmative defenses contained in its Answer that it did not illegally use plaintiff's property or use any "unfair" or "unethical" means of competition, and that at all times IV Waste, LLC acted in "good faith," is **DENIED**.



#2020-07406

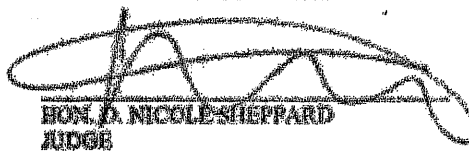
2. Plaintiff's request to have deemed as established that IV Waste, LLC knowingly and illegally used plaintiff's property to perform its contract with the City of Kenner and engaged in unfair and unethical conduct in competition with plaintiff is DENIED.

3. On or before February 7, 2022, IV Waste, LLC shall produce to plaintiff all documents identified and recovered by the Court's IT expert, which are listed on the Excel spreadsheets prepared by the expert. IV Waste, LLC may withhold from production any privileged documents it previously highlighted on the Excel spreadsheets provided that, on or before February 7, 2022, it produces to plaintiff a privilege log supporting each privilege claimed in compliance with La. Code Civ. Proc. art. 1424(C).

4. Should IV Waste, LLC fail to produce the documents and/or a compliant privilege log on or before the close of business by February 7, 2022, the Court will release to plaintiff the flash drive in the Court's possession containing all of the documents identified and recovered by the Court's IT expert.

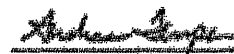
5. IV Waste, LLC shall pay plaintiff's attorney's fees incurred regarding this discovery dispute in the amount of \$18,421.00

New Orleans, Louisiana this DEC 20 2021 day of 2021.


HON. J. NICOLE SHEPPARD
JUDGE

RULE 2.504 CERTIFICATE

I certify that this proposed judgment was circulated to counsel for all parties and/or to self-represented parties by email on July 7, 2022. Counsel for defendant, IV Waste, LLC, does not object to the language of the proposed judgment.


ANDREA V. TIMPA
Attorney for Ramelli Janitorial Service, Inc.



CIVIL DISTRICT COURT FOR THE PARISH OF ORLEANS

STATE OF LOUISIANA

DOCKET NO: 2020-03606

DIVISION "J"

RAMELLI JANITORIAL SERVICE, INC.

VERSUS

IV WASTE, LLC

FILED:

DEPUTY CLERK

JUDGMENT

The following matters filed by plaintiff and defendant-in-reconvention, Ramelli Janitorial Service, Inc., came on for hearing via Zoom teleconference before the Court on January 14, 2021:

(1) Peremptory Exception of Prescription in response to the Reconventional Demand filed by defendant and plaintiff-in-reconvention, IV Waste, LLC;

(2) Peremptory Exception of No Cause of Action in response to the Reconventional Demand filed by defendant and plaintiff-in-reconvention, IV Waste, LLC; and

(3) Motion for Contempt of Judgment Ordering Discovery, For Forensic Examination of Electronically Stored Information, and for Attorney's Fees and Costs.

PRESENT: Patrick B. McClosy and Andrea V. Timpa, representing plaintiff and defendant-in-reconvention, Ramelli Janitorial Service, Inc.; and

Michael Musigalla and E. John Litchfield, representing defendant and plaintiff-in-reconvention, IV Waste, LLC.

The Court considering the pleadings filed herein, including the memoranda filed by counsel, the evidence presented, and the arguments of counsel, finds as follows:

IT IS ORDERED, ADJUDGED, AND DECREED that the Peremptory Exception of Prescription filed by defendant-in-reconvention, Ramelli Janitorial Service, Inc., is sustained and that all claims asserted in the Reconventional Demand of plaintiff-in-reconvention, IV Waste, LLC, in connection with the "Orleans Parish Incidents" be and are hereby **DISMISSED** ~~WITH PREJUDICE~~.

IT IS FURTHER ORDERED, ADJUDGED, AND DECREED that that the Peremptory Exception of No Cause of Action filed by defendant-in-reconvention, Ramelli

796

VERIFIED
Mark Haly
1-26-2021



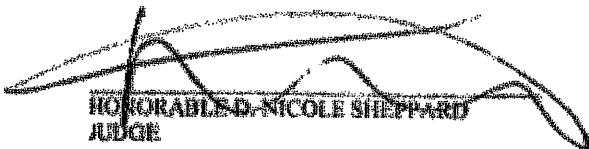
Janitorial Service, Inc., in connection with the "Jefferson Parish Incidents" asserted in the Reconventional Demand of plaintiff-is-reconvention, IV Waste, LLC, is denied.

IT IS FURTHER ORDERED, ADJUDGED, AND DECREED that the Motion for Contempt of Judgment Ordering Discovery, For Forensic Examination of Electronically Stored Information, and for Attorney's Fees and Costs filed by plaintiff, Ramelli Janitorial Service, Inc., is granted, as follows:

The Court hereby orders that, pursuant to Louisiana Code of Civil Procedure article 1462(E), defendant, IV Waste, LLC, shall submit all computers and cell phones in its possession or the possession of Sidney Torres and Julie Tufano, for forensic examination and search by the Court-appointed expert, ~~Complete Electronic Discovery, LLC~~ for the purpose of locating electronically stored information using the search terms and instructions submitted via letter pursuant to the Court's October 21, 2020 Judgment on Motion to Compel and attached hereto as Exhibit "A." The expert shall provide a written report of the findings of his examination to the Court and counsel for the parties that contains details concerning the computers and phones he searched, a complete listing of all emails, text messages, and electronic files from January 1, 2020 to present that he located on Defendants' computer and cell phones that contain any search term contained on Exhibit "A." Additionally, the report shall reflect if any responsive files have been deleted and the date of the deletion. All fees and costs of the expert shall be paid by defendant, IV Waste, LLC.

The Court defers ruling on the request of plaintiff, Ramelli Janitorial Service, Inc., for an award of attorney's fees and costs pursuant to Louisiana Code of Civil Procedure article 1471(C) until the forensic examination and report of the expert is complete, at which time Ramelli Janitorial Service, Inc. may re-urge its request.

New Orleans, Louisiana this _____ day of **APR 01 2021**, 2021.


HONORABLE NICOLE SHEPPARD
JUDGE



=====

TAB 11:

PRICING & AFFIDAVIT

=====



PRICING PROPOSAL

**Pricing Proposal Submitted Separately in
SEALED ENVELOPE**

ATTACHMENT B
AFFIDAVIT OF CONFLICT OF INTEREST DISCLOSURE

STATE OF LOUISIANA

COUNTY/PARISH OF ORLEANS

Before me, the undersigned authority, came and appeared Sidney Torres, who, being first duly sworn, deposed and said that:

1. He/She is the owner/President and authorized representative of IL Waste, hereafter called "Respondent."

2. The Respondent submits the attached proposal in response to French Quarter Management District Solicitation No. .

3. The Respondent hereby confirms that a conflict(s) of interest (check the applicable box)

- ☒ does not exist
☐ exists
☐ may exist

in connection with this solicitation which might impair Respondent's ability to perform if awarded the contract, including any familial or business relationships that the Respondent, and their principals have with FQMD officials or employees.

(If a conflict(s) of interest exists and/or may exist, describe in a letter the nature of the conflict, the parties involved and why there is a conflict. Attach said letter to this form).

Sidney Torres
Respondent Representative (Signature)

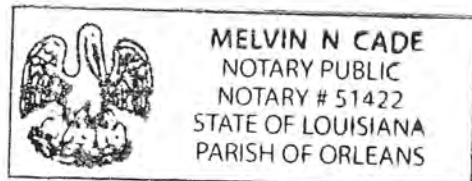
Sidney Torres
(Print or type name)

730 So. Pierce St.
(Address)

Sworn to and subscribed before me, Melvin N. Cade, Notary Public, this 16 day of July

2025
Melvin N. Cade
Notary Public (signature)

Melvin N. Cade
Notary Public (print)
Notary ID#/Bar Roll # 23673





TAB 12:

APPENDIX

THE WALL STREET JOURNAL.

February 20, 2007

Upstart SDT Tries To Make a Splash In the Trash Business

New Orleans Firm Uses
Experimental Methods
And Sleek, Clean Trucks

February 20, 2007; Page B9

In New Orleans's French Quarter, it seemed nothing could ever stanch the morning-after party scent permeating from its famed Bourbon Street -- especially during Mardi Gras.

"There's a whole bunch of beer spilled and liquor and whatever else, and when the sun comes up...it all ferments," says Leonce Collins, a 10-year French Quarter resident and local tour guide. "When I've taken tourists out, I was almost ashamed."

TRASH TALK

- **What's New:** Small player SDT is trying make a mark in the stodgy business of trash collection as it helps New Orleans's French Quarter clean up its image.
- **The Approach:** A cadre of neatly dressed workers and spotless, sleek trucks patrol streets, especially during the Mardi Gras revelry.
- **What's Next:** The company has launched a glitzy TV-ad campaign to expand its services to other parts of Louisiana as well as out of state.

But this year, Mr. Collins and others hope, things may be different when Carnival revelry officially ceases at midnight.

Since January, responsibility for trash collection and street cleaning in the French Quarter has been in the hands of Sidney Torres IV, a local real-estate entrepreneur. In a few short months, 31-year-old Mr. Torres

and his new company, SDT Waste & Debris Services LLC, under new guidelines from the city, have attempted to clean up the image of waste removal in the historic neighborhood.

With its sleek, polished trucks, glitzy marketing and experimental cleaning methods, SDT illustrates how small outsiders can come into stodgy industries and get noticed by shaking up protocol.

New Tactics

Instead of just flushing streets with water, Mr. Torres is testing new scents such as lemon or eucalyptus to reduce the squalid odor. The company's giant flusher and sweeper trucks are painted in an unusual black-and-white style. And there's a cadre of lime-green sidewalk and gutter sweepers that resemble snow mobiles. All trucks are scrubbed by hand each night so they hit the streets the next day spotless. And Mr. Torres has started outfitting them with global-positioning systems for better scheduling. He says he also is building a \$3 million facility to house a mechanic shop as well as a \$300,000 automated car wash.

SDT workers wear trendy black Dickies pants, steel-toed boots and customized shirts with the company's bull logo -- which Mr. Torres designed to pay homage to his family's bullfighter heritage.

His company's clean look seems to be extending to the city as well. "This is the cleanest I've ever seen the Quarter," says Mr. Collins, the tour guide.



Remney Photography

One of the new, sleek SDT trucks being used to clean up New Orleans' French Quarter

What Mr. Torres and SDT are doing is a "totally different approach," says Mark Wilson, president of the French Quarter Business Association.

With an eye on expanding his waste-removal services to New Orleans businesses and residences not serviced under city contracts, as well as other parts of the state, Mr. Torres also is running a series of glitzy local-TV ads more reminiscent of beer marketing than garbage. The ads feature local musicians and pithy slogans such as, "You can't beat the bull."

Mr. Torres' efforts stem, in part, from a new resolve among New Orleans officials to change the way their most visible neighborhood is perceived. "When we came back from Katrina, we looked at things differently," says Mr. Wilson. "We can't market this city or bring back tourism without the Quarter being clean."



Veronica White, New Orleans sanitation director, with Sidney Torres IV whose small waste company now cleans the French Quarter.

The city's longstanding contract with trash giant **Waste Management Inc.** expired last year, and the company didn't bid again. "We felt that we preferred not to do it because we couldn't meet the bid specifications and didn't feel comfortable going forward," says Wes Muir, a spokesman for Waste Management.

Veronica White, director of the New Orleans sanitation department, says that when she thought about the specifics for the new contract, "I thought about Disney World and how you always see someone with a broom and dust pan in the street sweeping."

Per the city's request, there is now a cadre of human street sweepers on duty even when trucks aren't rolling. In total, SDT puts in 16 hours a day cleaning the Quarter, five days a week of pressure washing and has twice-daily trash pickup.

Today, Fat Tuesday, is D-Day for both Ms. White and SDT. In addition to his usual staff, Mr. Torres has hired 50 additional employees to help clean the most

populated areas. Since Friday, SDT has been on call 24 hours a day, operating from a mobile command center set up inside a tour bus near one of the main parade routes. After Saturday's partying, they started cleaning the French Quarter at 3:30 a.m. and finished at 10:15 a.m. "There was mounds and mounds of garbage," says Mr. Torres, who drove one of the trucks.

Talking Up Trash

Mr. Torres stumbled into the trash-collection trade as a result of the August 2005 storm.

A former self-described "gopher" to musician Lenny Kravitz, and the son of a prominent New Orleans attorney, Mr. Torres had been developing real estate in his hometown prior to the hurricane. After Katrina hit, he had 150 empty hotel rooms in the French Quarter, a location virtually untouched by the flood waters.

So he purchased \$1 million worth of generators, water equipment and mobile-home trailers and then began setting up camps in those hotel rooms and the trailers under government contracts for the U.S. Marshals, the U.S. Secret Service and officials from the Federal Emergency Management Agency, or FEMA.



Romney Photography

U.S. Secret Service and officials from the Federal Emergency Management Agency, or FEMA.

At first, Mr. Torres tried hiring someone to remove waste from the camps, but says "they wanted to charge me crazy prices." So he purchased his first waste truck and two dumpsters, putting his name and number on them. Soon after, residents and local businesses desperate for trash removal called -- and SDT Waste & Debris was born. He subsequently bid on, and won, a contract to clean the French Quarter and downtown district as well as a separate contract for the nearby St. Bernard Parish.

Mr. Torres sees his waste work in the French Quarter as a high-profile stepping stone to other parts of Louisiana and the country, such as Atlanta.

Since December, he has spent about \$60,000 to \$70,000 in TV advertising to try to woo more lucrative commercial accounts and other municipalities. To date, he has about 4,000 commercial accounts in New Orleans and surrounding parishes and expects revenue of \$25 million to \$30 million in 2007.

He also has hired local musicians to give testimonials for his ads, including jazz trombonist Troy Andrews, a.k.a. Trombone Shorty. "I live in the French Quarter," Mr. Andrews says, "and when I wake up from taking a nap and all hours of the day you see these people cleaning up, and it's a beautiful thing."

best practices: It's Time to Get Creative

best practices

It's Time to Get Creative

December 18, 2007

By **Teri Evans**

WHEN MORNINGS BREAK in New Orleans, a fleet of polished black trucks with tinted windows and shiny chrome wheels roar down city streets. Inside are workers in crisp black uniforms, ready to spill into the French Quarter and start their shift.

It's a day in the life of garbage men. Not just any garbage men. These sharply dressed employees work for Sidney Torres, an entrepreneur who took an unusually stylish approach when he launched SDT Waste & Debris Services in 2005.

Others in the trash business might stick to gritty. But Torres went glam, not only dressing up his trucks and sweepers but also producing glitzy television commercials that include the jazzy, celebratory culture of the Big Easy. "Whether you're the garbage man or a rock star, it's about standing out from the rest," says Torres, who credits the fashionable touch with driving revenues at SDT to an estimated \$25 million this year.

A creative strategy can often give entrepreneurs an edge over the competition. Whether it's thinking in opposites, like Torres did, or challenging assumptions, an innovative approach can land deals and hook customers.

"Creativity doesn't cost anything, but it can reap huge rewards," says Joel Saltzman, a San Diego consultant and author of "Shake That Brain!," a book about creative business practices.

In an age of cost-cutting and streamlining, experts say creative thinking re-energizes business owners who may have unwittingly buried their inspiration under tightening budgets.

"The reason we are entrepreneurs is we challenge the way things have been done," says Charles "Chic" Thompson, a Keswick, Va., motivational speaker and author of "What a Great Idea!," a guide to thinking creatively. "But after several years in business you can forget what it's like to be an entrepreneur."

Not Mary Cantando, a Raleigh, N.C., consultant to women business owners. More than five years after launching her consulting firm, she still remembers to "get outside of my head" to come up with creative ideas.

One morning several years ago, Cantando was struggling with a business problem just as her yellow lab, Sonar, nudged her for attention. During their leisurely walk, Cantando found herself talking out loud, asking Sonar for his opinion and then imagining what the canine's rather simplified perspective might be. As a result, she discovered new possibilities and ultimately solved the problem. Conversations with Sonar are now a daily morning ritual. For more perplexing issues, she transports herself into the mindset of a trusted friend, who she views as a sage.

"Instead of a knee-jerk reaction, I stop and think, 'What would Sheila do in this situation?' It's as if she were my mentor, but with no requirement on her part," says Cantando, who is also the author of the business guide, "The Woman's Advantage."

Creativity experts say entrepreneurs can discover their competitive advantage also by questioning assumptions. Saltzman suggests creating a list of everything you know to be true about your business — the more obvious the better — then go back and challenge each one.

Another powerful strategy, Saltzman says, is to examine your negatives and see if you can turn them into positives. It worked for Cantando. Whenever she makes a negative announcement in a meeting, she always follows up with three positive results.

For instance, "if you lose your biggest account, you may say, 'Well, they were slow paying anyway, the guy was tough to deal with, and it frees up time to assign people to a different client or search for a new client,'" Cantando says. That's a challenge for many entrepreneurs, because "we often think that our way is the best or only way," she says.

Although small-business owners are indeed experts in their field, that may actually hinder creative solutions since they know too much, according to Thompson. He encourages entrepreneurs to search outside the confines of their industry for new approaches in business.

"Find atypical analogies that redefine what's possible for your industry, not someone that does the exact same thing you do," Thompson says. "You can ask how would Apple or Starbucks solve your challenge?"

Dan Calista of Vynamic Solutions followed Thompson's advice and found his "atypical analogy" in a business that's truly unlike his boutique management-consulting firm. Now, the Philadelphia entrepreneur heads to Cereality, a unique cafe where pajama-clad employees serve up cereals and toppings, to get his inspiration.

"When individuals join our team, I take them to Cereality as part of their orientation to discuss what a customer experience is all about," says Calista.

What does a cereal cafe have in common with a serious management-consulting firm?

"Cereality took a product that's been around for a long time and created a fun Saturday morning experience around it," Calista says. "We've also taken a service that's been around for a long time and emphasized the customer experience in how we work."

It appears to be working. In August, prior to incorporating Thompson's strategies, Vynamic projected a 21% increase in 2007 revenues. The company has since revised its projection and now expects revenues to rise 36% this year. Calista attributes the additional growth in large part to the company's new emphasis on creative thinking.

Are you a creative entrepreneur?

Consider these questions and judge for yourself. If you answer yes to any of them, read on for expert strategies to create new ideas or solutions.

1. Do you dismiss ideas for being "out of scope"?

If yes, then... be curious first, critical second. Allow people at least one minute to explore their idea. "The easiest thing to say is 'No, that wouldn't work,' and that quashes the creative process," says Saltzman, author of "Shake That Brain!" Instead, say "Yes, and," then build on their idea.

2. Do you only consider what you should do, yet still draw a blank?

If yes, then... create a list of "nevers." What would you never do? What would someone new to your industry do? "Then consider what's right about the 'nevers' and see if that sparks an idea," says Thompson, author of "What a Great Idea!"

3. Do you follow rigid guidelines for what's right and wrong?

If yes, then... throw out the grammar-school rules. The teacher (or boss) isn't always right and there's often more than one right answer. "The goal is to always look for second, third and fourth right answers," Thompson says.

4. Do you find yourself or others saying, "That's not the way we do things"?

If yes, then... make a list of what people say that stifles ideas — and post them in a highly visible place in your company. "You can be as outrageous as to fine people 50 cents or \$5 every time they say a killer phrase," Thompson says.

5. Do you talk about creativity, but never take time to explore it?

If yes, then... commit to change — and mean it. "People say, 'My door is always open,' but then it isn't," Saltzman says. "Adopt a sense of fun. It doesn't have to be 24/7, but when people are having fun they're more likely to generate new ideas."

CHICAGO SUN★TIMES

Mardi Gras: A reason to celebrate

NEW ORLEANS | As Mardi Gras approaches, the Crescent City has plenty of progress to rejoice in as it continues to move forward

January 27, 2008

BY NICOLE ALPER

NEW ORLEANS -- This Louisiana city's biggest celebration has undergone countless transformations over the years, but none as dramatic as the one that threatened to cancel the event just as it was celebrating its 150th anniversary.

In 2006 Hurricane Katrina struck. But Mardi Gras marched on, a symbol of that indefatigable New Orleans spirit.

This year, Mardi Gras day comes early, on Feb. 5.

To note the city's path toward recovery, you need only look as far as the French Quarter streets -- clean streets, thanks to Sidney Torres IV, a boutique hotelier who, at 31, founded the chronically hip garbage collection company SDT (for Sidney Denecio Torres).

With drunken revelers cheering him on last year, SDT not only met its goal of getting the post-party city squeaky clean in record time, Torres' methods -- spraying the streets with lemon-scented disinfectant, clothing his staff in chic garb, purchasing stylish trucks with gleaming chrome wheels -- became synonymous with the French Quarter's newfound pristine condition.

"Last year, local news stations poured in practically daring me to fail," Torres said.

This year, he was rewarded for his efforts by being asked to serve as Grand Marshal of the most anticipated Mardi Gras parade, Orpheus, down the streets of the city he's helping to rebuild.

Reshaping the city

Torres' float is being created at Mardi Gras World, a massive workshop/museum across the river from New Orleans in the riverfront community of Algiers, a requisite outing for anyone wanting an up-close view of these Brobdingnagian creations.

Owned by energetic 81-year-old Blaine Kern, aka Mr. Mardi Gras, the facility is getting a new home on the New Orleans side of the river. It's part of a massive redevelopment project Kern is spearheading on both sides of the Mississippi.

"After Katrina we were so afraid of what would happen to our business," said Kern's son, Barry. "But we soon realized that the people who love Mardi Gras the most -- the locals, the families -- are the last people to give it up. When we're out of business, you can turn the lights out on New Orleans."

Torres riding a float during Mardi Gras is an example of something even more significant: the emergence of a youthful entrepreneurial spirit, not unlike that which came out of Buenos Aires' Palermo District following that country's devastating economic collapse. These are the people quietly reshaping New Orleans.

'Even more determined'

As I recently strolled down a once again thriving Magazine Street, a three-mile long stretch of cafes, restaurants and shops, I stumbled upon Suzanne Perron's eponymous bridal shop.

Perron spent years in Manhattan as a designer for Vera Wang, dressing the likes of Holly Hunter (for the Oscars) and Jennifer Lopez (for her wedding to singer Marc Anthony).

She came back to her hometown just weeks after Katrina.



The Rembrandt of Refuse

New Orleans's Sidney Torres IV is an artist when it comes to making garbage disappear. By Nicole Alper

BUZZING AROUND the French Quarter in his tricked-out Polaris Ranger, Sidney Torres IV — his film-star good looks as notable as his familial Roman numeral — is chasing garbage trucks. “There it is!” he shouts, throwing pedal to the metal. “That’s one of ours!”

As we approach the back of the vehicle, its chrome wheels catch the sunlight and its pristine black exterior gleams like a freshly polished grand piano. The signature bull logo (Torres’s ancestors, he tells me, were bullfighters) along with the initials SDT, for Sidney Donecio Torres, can be spied from several key angles. It’s unlike any garbage truck I’ve ever seen. Then again, Torres is no ordinary waste-management CEO.

Just back from vacation in the Bahamas (something he rarely takes), his skin glowing behind black Armani sunglasses, Torres is doing for garbage what CNBC’s “Money Honey,” Maria Bartiromo,

did for Wall Street: making humdrum work — and in Torres’s case downright dirty work — sexy.

When I cease being distracted by this improbable scenario, I begin to notice what Torres has brought me out here, at six a.m., to see: absolutely nothing. Not a cup. Not a piece of paper. No indication that we are in the heart of the postweekend French Quarter in a city that still suffers in reputation — often unfairly — for being filthy and unsafe.

Torres’s metamorphosis into Mr. Clean emerged out of equal parts necessity and entrepreneurial spirit. A real estate hotshot and the owner of three hotels when Hurricane Katrina hit in August 2005, Torres was facing a growing mountain of garbage in the aftermath of the disaster. When he researched much-needed waste pickup for his hotels in the absence of government service, he found “the prices

were insane," he says. So, he bought his own truck. Upon discovering that people were desperate for efficient, affordable garbage collection, he soon purchased another truck. Then he submitted the winning bid to collect garbage in New Orleans's neighboring St. Bernard Parish. Before he knew it, his S/D Waste and Debris Services had secured an annual \$9 million, 10-year city contract

for the French Quarter and beyond.

Torres's unabashed enthusiasm surely plays a role in his success. "I love the garbage business," he blurts out merrily. "We're adding class to trash!" Torres's newfound passion is even more incongruous given his youth (32) and his résumé: In his late teens, he led a rock-and-roll lifestyle as personal assistant to music legend Lenny Kravitz.

"For Kravitz it was a business," explains Torres. "but for me it was a nonstop party. I hit rock bottom and knew I had to stop." So Torres went straight, turning his attention away from drugs and toward mentoring at-risk youth and purchasing real estate.

I FIRST MET TORRES in 2000, when he was just opening a second boutique hotel, Hotel Royal, an 1827 Creole town house in the French Quarter. I was staying at his other property, Melrose Mansion, an impeccably restored Victorian manor where a six-foot-tall, tuxedo-and-ball-gown-wearing papier-mâché couple greet you at the entrance and a life-size wooden farmer lurks in the hallway. I was immediately struck by Torres's style — elegant with unexpected flashes of whimsy. Torres was one of several young businesspeople accenting a city reputed for its traditional jazz roots and old-world charm with a more youthful, hip vibe.

Post-Katrina, Torres is among a group of young residents committed to a new vision for their city — only today the challenge is to reinvent New Orleans's image rather than bolster it. Nicolas Perkins, a 36-year-old Tulane University graduate and serial entrepreneur who brokered a deal selling his last employer to Microsoft for somewhere in the hundreds of millions, chose to base his revolutionary new online trading company, the Receivables Exchange, in New Orleans. And real estate mogul and hotelier Sean Cummings (owner of the International House and Loft 523) is overseeing a massive new waterfront project aimed at reconnecting the iconic Mississippi River to New Orleans and its residents.

Linked by a dedicated vision, these businessmen are also perfectionists. Torres runs his company with the precision of a German-Swiss watch and virtual omniscience, thanks to a \$500,000 custom surveillance system that lets him track just about every discarded to-go cup and beaded necklace in the Quarter. "At first my staff was wary of the system," admits Torres, "like they were being watched. But I explained that it wasn't about spying on them — it was about doing the best job possible."

Maintaining a crew of supervisors to oversee the street sweepers, garbage collectors, pressure washers, and hand crew, Torres likens his methods to doing battle. "If you listen to the radio, everybody is in com-

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munication. The supervisors are constantly talking and know where everyone is. It's like fighting a war — positions are known at all times." So much so that SDT's new corporate headquarters in St. Bernard Parish houses a war room armed with 20 flat-screen monitors displaying everything from the GPS surveillance system to weather and traffic channels. The command center is

even capped off with a rooftop helipad. "It looks like you can launch a space shuttle from there," laughs Torres.

A decidedly atypical garbage kingpin, Torres is also far from the typical boss. Listening to him do shout-outs to his workers, who don stylish uniforms — black pants, SDT-logo tops, and an SDT hat (Torres insists that his garbage staff display the same

polished look as his hotel staff) — he seems more like a musician connecting with his band members (okay, maybe sound crew) than like a garbage boss surveying his staff. Torres emanates — on the surface, at least — a "we're all in this together" vibe, insisting he will never ask a staff member to perform a task he himself is not willing to do.

"You just don't expect to see a guy who looks like that and is worth all that money being out there on the garbage trucks," says George Segers, co-owner of Tommy's Flowers. "But he is, and he's doing a fantastic job. The French Quarter has never been cleaner — and that includes pre-Katrina!" It's a sentiment shared by most French Quarter residents and shop owners, as well as by the city itself, which made Torres grand marshal of a Mardi Gras parade honoring SDT and others for their behind-the-scenes work for the city.

Though he collects the kudos, Torres knows good people are essential to his success. Every month, he runs an ad in the local paper to highlight the employee of the month — an honor that comes with a \$500 bonus. His staff earn more than they would at any other waste-management company in the state. And virtually every employee is local. "They approach their jobs," says Torres, "as an investment in the city's rebirth." To that end, Torres is now recycling at his transfer station and is in the process of testing a biodiesel truck. If it's a success, the entire fleet will go green.

Another key to Torres's success is that he exceeds expectations. "The industry standard is to do the bare minimum," he says. "If a company empties a trash can and drops a bottle in the process, odds are they'll leave it behind. With us, we go the extra mile. In some areas we even power-wash the trash cans and spray them with a fragrant disinfectant. It's not in the contract, but it makes a difference and people appreciate it. Do something because it's the right thing to do, and it will come back to you tenfold."

Torres's mantra appears to be working. He's expanding his company within Louisiana and plans to go national in five years. When he's asked how he could ensure the same meticulousness if he were to expand the company to that extent, he simply says, "That's why they invented helicopters." **EW**

NICOLE ALPER is a freelancer based in Philadelphia and has written for *Gourmet*, *Real Simple*, and *BestLife*.



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NEW ORLEANS JOURNAL

The Smell of Success in the Quarter May Change



An SDT Waste and Debris Services truck cleaned a French Quarter street on Friday in New Orleans. The mayor, citing budget woes, wants to cut the service.

Lee Celano for The New York Times

By Adam Nossiter

Jan. 30, 2009

NEW ORLEANS — The smell of the French Quarter has long been a combination of the historical and the unspeakable, a toxic and unwelcome reminder of last night's visitors.

That immemorial stench has been mostly a bad memory for the last two years, though, thanks to Sidney D. Torres IV, a stylish garbageman whose vigorous sweeping and spraying broke the unloved tradition, astonishing citizens here. The Quarter was clean, flushed with a patented compound; Mr. Torres, 33, was a local hero, hounded for autographs.

But now another unhappy tradition — New Orleans politics — is poised to undo his efforts, and on the eve of Mardi Gras. The stink that was an undignified counterpoint to the old townhouses threatens a return, just as Carnival's all-out assault begins.

Mayor C. Ray Nagin, feuding with the City Council and claiming budget woes, says he wants to cut the street flushing, mechanical brushing and constant litter patrols that have made the Quarter nearly unrecognizable, but in a good way, to longtime residents and visitors.

The mayor's threat has touched a nerve in a place where so much, coming from City Hall, seems to have gone so wrong since Hurricane Katrina. Here was a welcome exception, and it could be ending. Residents and bartenders from one end of the Quarter to the other are decrying it, and the newly combative Council has threatened to take Mr. Nagin to court to block his efforts.

Why step on the city's principal income source, his critics say, a place that receives nearly seven million visitors a year and indirectly contributes about 30 percent of its operating budget, all for a relatively modest savings of \$2.5 million in a budget of nearly \$500 million? As of late Friday there was little budging, though the Council president, Jackie Clarkson, said she thought a compromise would eventually be reached.

If not, the soapy suds shooting down Bourbon Street from Mr. Torres's custom-built flusher truck could soon be replaced by more unwholesome ones. "This is crazy, man — as of midnight tomorrow it will be a big mess," said Mr. Torres, general of the Quarter's omnipresent black-clad army of cleaners, known officially as SDT Waste and Debris Services. "Your vomit's very common on Bourbon Street," said Mr. Torres, speaking as one who knows.

He looked down a newly scrubbed section of Toulouse Street, its granite edging gleaming. "In the morning it's full," he said, employing colorful terms for bodily wastes.

The Quarter denizens know this, and they are angry at the mayor, grateful to Mr. Torres. "Thank you, Mr. Torres," a man shouts from a passing pickup truck.

"We think it's a bad decision, and the timing's really bad too," said Marita Jaeger, a bartender at Johnny White's. The scrubbing "has done a lot for the Quarter," she said. "The smell was horrible. I think the mayor's not thinking things through. He's out of touch."

Others used more descriptive language, and several said the newly clean Quarter had been important in reviving the tourism economy here. "People have started to come back in," said Earl Bernhardt, a nightclub and restaurant owner. "They quit coming because it was dirty and it smelled bad. The Quarter smelled like somebody threw up, like a Jolly Green Giant threw up on Bourbon Street. With this sanitizing and deodorizing, we don't have that anymore."

A spokeswoman for Mr. Nagin affirmed that he, too, was seeking a compromise.

"Mayor Nagin is the person who created this, so this is a very difficult decision," said Ceeon Quiett, the spokeswoman, referring to his earlier advocacy of the cleaning regimen. "There are cuts all over our city, as well as in our state," she added, pointing out that the mayor and the Council are trying to find another revenue source.

She said the Quarter would continue to be cleaned in other ways, whatever the outcome of the dispute.

A background of constant feuding between mayor and Council preceded Mr. Nagin's decision. He was angry when the Council rejected his proposal for a property tax increase in December; before that, Mr. Nagin, who is black, accused a white councilwoman of using racially charged language when she questioned other garbage contracts in the city, though a tape of the episode failed to bear out the accusations. Indeed, relations between the mayor and Council have been particularly tense since the body became mostly white, for the first time in years, after Hurricane Katrina.

Mr. Torres's scrub-trucks, with their giant bottom-brushes reaching deep into the gutters of the Quarter's hard-pressed streets, are considered irreplaceable by those whose lives have improved since their arrival.

"It's ridiculous," said Benji Palus, manager and bartender at the Three Legged Dog on Burgundy Street. "He gave us one thing that we clapped him on the back for, and now he's taking it away from us."

The Quarter, he said, had shown great improvement, now threatened. "It even seems like there's fewer rats," said Mr. Palus, adding, "You smell the food, and not the garbage."



Sidney Torres IV is the head of the waste management company entrusted with cleaning up the thousands of tons of post-Mardi Gras garbage in the French Quarter.

By Tim J. Mueller for USA TODAY

Katrina, Mardi Gras, Super Bowl made him trash king

By Rick Jervis, USA TODAY



By Bill Haber, AP

The Iris parade winds its way through a large crowd during its march through the streets of New Orleans Saturday, Feb. 13, 2010. This is the last full weekend of parades before Tuesday's all day celebration of Mardi Gras.

NEW ORLEANS — It's part of Mardi Gras: Bourbon Street will be lined with knee-high, dank-smelling mounds of cups, beads, trash bags, beer bottles, paper plates and pizza crusts. By the next morning, the mess is largely gone, the smell vaporized by a patented perfume.

The person responsible for the disappearing act is Sidney Torres IV, whose company, SDT Waste and Debris Services, holds one of the biggest tasks of Carnival season: picking up what's left of the party.

Mardi Gras is normally the company's toughest challenge. This year, however, the

job is even greater, because Mardi Gras arrives just after the *New Orleans Saints'* first-ever *Super Bowl* victory, Torres, 34, says. A bigger party with more visitors undoubtedly will bring more trash, he says.

Usually, from Friday to Fat Tuesday — which is this Tuesday — SDT workers pick up 8,000 tons of trash in the *French Quarter*, Torres says. That's enough to fill three Olympic-size swimming pools.

"Mardi Gras is the Super Bowl of trash," he says. "This is going to be huge."

In a city that relies on its image for revenue, reliable trash pickup is as vital as good jambalaya and jazz bands, says Eric Reitman, chairman of the French Quarter Business Association.

"It's absolutely imperative," Reitman says. "If the (French Quarter) is completely dirty and nasty, people are not going to want to come back. It doesn't work well with the image of the city."

Torres, who once toured with musician Lenny Kravitz as his personal assistant, is also trying to bring glamour to garbage. On Thursday, the cable television channel TLC premiered *Trashmen*, a reality show based on Torres and his crew tackling the city's cleanup challenges. He has already acquired a rock-star status to those whose businesses rely on prompt pickups.

"I enjoy what I do and I love my city," Torres says. "It feels even better when people appreciate it."

Torres grew up in nearby St. Bernard Parish, son of descendants of the Canary Islands, off the coast of Spain, who populated the area in the 18th century. The bull's head emblazoned on the side of his cleaning trucks is a nod to his heritage's bull-fighting tradition, he says.

He worked for 2½ years for Kravitz while in his 20s but left the tour life after becoming entangled in drugs, he says. He then borrowed money from family members and began restoring French Quarter mansions, opening them as boutique hotels, and soon became a successful developer.

When Hurricane Katrina hit in 2005, nearly drowning New Orleans, garbage companies fled the ruined city, he says.

The French Quarter and his hotels were left without service. The trash companies that stayed were overcharging residents, Torres says.

"I thought, 'I could do this better and at a better cost,'" he says.

He bought a dumpster, then a truck, then another truck. He charged residents pre-Katrina prices. Before he knew it, he was clearing garbage and flood debris for businesses across the French Quarter, he says.

Around the same time, Torres put an ad in the paper for a driver. Jason McDaniel, an out-of-work delivery truck driver, thanks to Katrina, answered.

"I don't think anyone envisioned it would become what it is today," says McDaniel, today the company's vice president of operations. "Except for maybe Sidney."

Today the company owns 150 trucks, services 1,700 households and businesses in 15 parishes and generates about \$3.5 million a month in revenue, Torres says.

Shortly after Katrina, one of the first major challenges the company faced was combating that ill-famed "Bourbon Street smell," a vile mixture of stale booze and human excretions, Torres says.

Commercial fragrances didn't cut it. Eucalyptus wasn't strong enough, and strawberry made the street smell like a daiquiri, he says.

Torres flew in a chemist who concocted a lemon-based fragrance with extra enzymes to cut through the smell. He named it "Superfresh" and patented it. To the delight of local bar owners, it neutralized the Bourbon Street funk when sprayed from water trucks.

Joseph Licciardi, who owns two Bourbon Street bars, the Maison Bourbon Jazz Club and Lafitte's Blacksmith Shop piano bar, says the French Quarter has never smelled and looked cleaner.

"They keep it as clean as Disney World," Licciardi says. "It's helped out business tremendously."

Cherie Boos, owner of My Bar on Bourbon Street, said the post-party smell of the street was so wretched it would drive customers away. Today, clients compliment the scent. "It's been incredible to watch," she says.

Sometimes SDT workers pick up more than garbage. Cellphones, wallets, watches, underwear — even a live water moccasin — have been scooped up by his workers, Torres says. Once, the company helped police locate a murder weapon in the garbage.

Mardi Gras will either boost his reputation — or foul it, he says.

"When the national spotlight comes on Bourbon Street, I wanted it spotless," Torres says. "No lunch breaks. I'm going to clean everything."