

Exhibit E

Service Level Agreement (SLA) Time Commitments

Service	Category Code Number	Category Code Description	SLA Time Commitments/ Number of Business Days
Manual Garbage Collection	100	Garbage, No Pickup	2
	101	Garbage, Scattered Material	2
	103	Trash Can, Rough Handling	5
	104	Garbage, Can/Bins in Street	2
	105	Trash Can/Lid Missing	5
	106	Alley Problems	5
	107	Trash Can Placement (yard, over fence, etc.)	2
	108	Garbage Misc.	5
	109	Garbage Crew Customer Service	3
Automated Garbage Collection	110	No P/U Automated Garbage	2
	111	Lost/Stolen Container (Automated)	2
	112	Damaged Container (Automated)	2
	113	Request for Special Collection	9
	114	Request for Disability Assistance	2
	115	Request for Move-in Container Delivery	2
	116	Request for Move-out Container Pick up	2
	117	Automated Collection Information	3
	118	Automated Misc.	5
Brush/Bulky Item Collection	119	Automated Crew Customer Service	3
	120	Brush No Pickup	6
	121	Brush Partial Pickup	6
	122	Storm Damage	14
	123	Out of Cycle Request	14
	124	Brush Collection Information	7
	126	Illegal Dumping	14
	127	No Brush Notice	3
	128	Brush Misc.	5
Solid Waste Miscellaneous	129	Brush Crew Customer Service	3
	130	Solid Waste Misc.	5
	131	Request for New Service	3
	132	Solid Waste Fees and Charges	5
	133	Customer Service - Reporting a driver or vehicle	3
	134	Solid Waste Compliments	3

The performance standard for each category is as stated throughout the RFP; the SLA's time commitment is to denote the deadline to close service requests

EXHIBIT F

Monthly Contract Report

Contact Area: _____ Company: _____ Month: _____ Year: _____

1. **TOTAL WASTE OR GARBAGE COLLECTION:**
 - a) Tons Collected _____
 - b) Total Number of garbage set-outs by homes picked during month: _____

2. **BRUSH COLLECTION (Disposed at the Landfill):**
 - a) Brush Collection Tons Collected _____
 - b) Other (Christmas Tree, Storm Damage, etc.) Tons Collected _____
 - c) **TOTAL** Tons Collected _____

- a) **Number of Contracted Residential Units** _____
 - b) **Average Number of Homes picked up during the week:** _____

4. **Total Waste Stream (Tons per Month)** _____

ATTACHMENTS

RFP ATTACHMENT A

Respondent Qualification General Questionnaire

1. Name/Name of Agency/Company: _____
2. Address: _____

3. Telephone/FAX: _____
4. Does your Company anticipate any mergers, transfer of organization ownership, management reorganization, or departure of key personnel within the next twelve (12) months that may affect the organization's ability to carry out its proposal?
Yes ___ No ___
5. Is your Company authorized and/or licensed to do business in Mississippi?
Yes ___ No ___
6. Where is the Company's corporate headquarters located? _____
7. a. Does the Company have an office located in Gautier, Mississippi?
Yes ___ No ___
b. If the answer to the previous question is "yes", how long has the Company conducted business from its Gautier office?
____ (years) ____ (months)
c. State the number of full-time employees at the Gautier office. _____
8. a. If the Company does not have a Gautier office, does the Company have an office located in Jackson County, Mississippi?
Yes ___ No ___
b. If the answer to the previous question is yes, how long has the Company conducted business from its Jackson County office?
____ (years) ____ (months)
c. State the number of full-time employees at the Jackson County office. _____

9. Has the Company or any of its principals been debarred or suspended from contracting with any public entity? Yes ___ No ___

If yes, identify the public entity and the name and current phone number of a representative of the public entity familiar with the debarment or suspension, and state the reason for or circumstances surrounding the debarment or suspension, including but not limited to the period of time for such debarment or suspension. _____

10. Indicate person whom the City may contact concerning your proposal or setting dates for meetings.

Name: _____
Address: _____
Telephone: _____
FAX: _____
Email: _____

11. Surety Information

Have you or the Company ever had a bond or surety canceled or forfeited? Yes () No ().
If yes, state the name of the bonding company, date, amount of bond and reason for such cancellation or forfeiture. _____

12. Bankruptcy Information

Have you or the Company ever been declared bankrupt or filed for protection from creditors under state or federal proceedings? Yes () No ()
If yes, state the date, court, jurisdiction, cause number, amount of liabilities and amount of assets. _____

13. Provide any other names under which your business has operated within the last 10 years.

RFP ATTACHMENT B

LITIGATION DISCLOSURE

Failure to fully and truthfully disclose the information required by this Litigation Disclosure form may result in the disqualification of your proposal from consideration or termination of the contract, once awarded.

1. Have you or any member of your Firm or Team to be assigned to this engagement ever been indicted or convicted of a felony or misdemeanor in the last five (5) years?

Circle One YES NO

2. Have you or any member of your Firm or Team to be assigned to this engagement been terminated (for cause or otherwise) from any work being performed for the City of Gautier or any other Federal, State or Local Government, or Private Entity?

Circle One YES NO

3. Have you or any member of your Firm or Team to be assigned to this engagement been involved in any claim or litigation with the City of Gautier or any other Federal, State or Local Government, or Private Entity during the last ten (10) years?

Circle One YES NO

If you have answered "Yes" to any of the above questions, please indicate the name(s) of the person(s), the nature, and the status and/or outcome of the information, indictment, conviction, termination, claim or litigation, as applicable. Any such information should be provided on a separate page, attached to this form and submitted with your proposal.