



**THE CITY OF WINNIPEG**

# **REQUEST FOR PROPOSAL**

**RFP NO. 109-2010**

**BASEMENT FLOODING 2009 – MARKET RESEARCH SURVEY**

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## **PART B - BIDDING PROCEDURES**

### **B1. CONTRACT TITLE**

B1.1 BASEMENT FLOODING 2009 – MARKET RESEARCH SURVEY

### **B2. SUBMISSION DEADLINE**

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, March 5, 2010.

B2.2 Proposals determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.

B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

### **B3. ENQUIRIES**

B3.1 All enquiries shall be directed to the Contract Administrator identified in D4.1.

B3.2 If the Bidder finds errors, discrepancies or omissions in the Request for Proposal, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B3.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.

B3.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator to all Bidders by issuing an addendum.

B3.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator only to the Bidder who made the enquiry.

B3.6 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B3 unless that response or interpretation is provided by the Contract Administrator in writing.

### **B4. CONFIDENTIALITY**

B4.1 Information provided to a Bidder by the City or acquired by a Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.

B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Request for Proposals to the media or any member of the public without the prior written authorization of the Contract Administrator.

### **B5. ADDENDA**

B5.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Request for Proposal, or clarifying the meaning or intent of any provision therein.

B5.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

- B5.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/bidopp.asp>
- B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- B5.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 9 of Form A: Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.

**B6. SUBSTITUTES**

- B6.1 The Work is based on the Plant, Materials and methods specified in the Request for Proposal.
- B6.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B6.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least five (5) Business Days prior to the Submission Deadline.
- B6.4 The Bidder shall ensure that any and all requests for approval of a substitute:
- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the Plant, Material or method as either an approved equal or alternative;
  - (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
  - (c) identify any anticipated cost or time savings that may be associated with the substitute;
  - (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance;
  - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance.
- B6.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his sole discretion grant approval for the use of a substitute as an “approved equal” or as an “approved alternative”, or may refuse to grant approval of the substitute.
- B6.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.
- B6.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he wishes to inform.
- B6.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B6.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may base his Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B16.1.

- B6.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.
- B6.10 Notwithstanding B6.2 to B6.9 and in accordance with B7.5, deviations inconsistent with the Request for Proposal document shall be evaluated in accordance with B17.1(a).

## **B7. PROPOSAL SUBMISSION**

- B7.1 The Proposal shall consist of the following components:
- (a) Form A: Proposal;
  - (b) Form B: Prices;
  - (c) Project Plan.
- B7.2 Further to B7.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B6.
- B7.3 All components of the Proposal shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Proposal.
- B7.3.1 Bidders should submit one (1) unbound original (marked "original").
- B7.4 Bidders are advised not to include any information/literature except as requested in accordance with B7.1.
- B7.5 Bidders are advised that inclusion of terms and conditions inconsistent with the Request for Proposal, including the General Conditions, will be evaluated in accordance with B17.1(a).
- B7.6 The Proposal should be submitted enclosed and sealed in an envelope clearly marked with the RFP number and the Bidder's name and address.
- B7.6.1 Samples or other components of the Proposal which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the RFP number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Proposal Submission.
- B7.7 Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B7.8 Proposals shall be submitted to:
- The City of Winnipeg  
Corporate Finance Department  
Materials Management Division  
185 King Street, Main Floor  
Winnipeg MB R3B 1J1

## **B8. PROPOSAL**

- B8.1 The Bidder shall complete Form A: Proposal, making all required entries.
- B8.2 Paragraph 2 of Form A: Proposal shall be completed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his own name, his name shall be inserted;
  - (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
  - (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;

- (d) if the Bidder is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.

B8.2.1 If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B8.2.

B8.3 In Paragraph 3 of Form A: Proposal, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Proposal.

B8.4 Paragraph 11 of Form A: Proposal shall be signed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his own name, it shall be signed by the Bidder;
- (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
- (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
- (d) if the Bidder is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.

B8.4.1 The name and official capacity of all individuals signing Form A: Proposal should be printed below such signatures.

B8.5 If a Proposal is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Proposal and the Contract, when awarded, shall be both joint and several.

## **B9. PRICES**

B9.1 The Bidder shall state the lump sum price in Canadian funds for the Work on Form B: Prices.

B9.1.1 Notwithstanding C11.1.2, the price on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.

B9.2 Prices from Non-Resident Bidders are subject to a Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

## **B10. QUALIFICATION**

B10.1 The Bidder shall:

- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business; and
- (b) be financially capable of carrying out the terms of the Contract; and
- (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.

B10.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) be responsible and not be suspended, debarred or in default of any obligations to the City. A list of suspended or debarred individuals and companies is available on the Information

Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/debar.stm>

- B10.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:
- (a) have successfully carried out work similar in nature, scope and value to the Work; and
  - (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
  - (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba);

#### **B11. PROJECT PLAN**

- B11.1 The Bidder should submit a project plan with their bid that includes:
- (a) Company background and key personnel;
  - (b) Research objectives;
  - (c) Outline of plan;
  - (d) Deliverables - including either a report outline or a sample report, and a sample of a crosstab report;
  - (e) Relevant project experience, including example(s) of past work that demonstrates general ability to undertake the Work; and
  - (f) Sampling plan that demonstrates ability to obtain a robust sample in Winnipeg.

#### **B12. OPENING OF PROPOSALS AND RELEASE OF INFORMATION**

- B12.1 Proposals will not be opened publicly.
- B12.2 After award of Contract, the name(s) of the successful Bidder(s) and the Contract Amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt>
- B12.3 To the extent permitted, the City shall treat all Proposal Submissions as confidential, however the Bidder is advised that any information contained in any Proposal may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.
- B12.4 Following the award of Contract, a Bidder will be provided with information related to the evaluation of his submission upon written request to the Contract Administrator.

#### **B13. IRREVOCABLE OFFER**

- B13.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.
- B13.2 The acceptance by the City of any Proposal shall not release the Proposals of the other responsive Bidders and these Bidders shall be bound by their offers on such Work until a Contract for the Work has been duly executed and the performance security furnished as herein provided, but any offer shall be deemed to have lapsed unless accepted within the time period specified in Paragraph 10 of Form A: Proposal.

#### **B14. WITHDRAWAL OF OFFERS**

- B14.1 A Bidder may withdraw his Proposal without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

- B14.1.1 Notwithstanding C22.5, the time and date of receipt of any notice withdrawing a Proposal shall be the time and date of receipt as determined by the Manager of Materials.
- B14.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Proposal or the Bidder's authorized representatives named in Paragraph 11 of Form A: Proposal, and only such person, has authority to give notice of withdrawal.
- B14.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:
- (a) retain the Proposal until after the Submission Deadline has elapsed;
  - (b) open the Proposal to identify the contact person named in Paragraph 3 of Form A: Proposal and the Bidder's authorized representatives named in Paragraph 11 of Form A: Proposal; and
  - (c) if the notice has been given by any one of the persons specified in B14.1.3(b), declare the Proposal withdrawn.
- B14.2 A Bidder who withdraws his Proposal after the Submission Deadline but before his offer has been released or has lapsed as provided for in B13.2 shall be liable for such damages as are imposed upon the Bidder by law and subject to such sanctions as the Chief Administrative Officer considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law.

## **B15. INTERVIEWS**

- B15.1 The Contract Administrator may, in his sole discretion, interview Bidders during the evaluation process.

## **B16. NEGOTIATIONS**

- B16.1 The City reserves the right to negotiate details of the Contract with any Bidder. Bidders are advised to present their best offer, not a starting point for negotiations in their Proposal Submission.
- B16.2 The City may negotiate with the Bidders submitting, in the City's opinion, the most advantageous Proposals. The City may enter into negotiations with one or more Bidders without being obligated to offer the same opportunity to any other Bidders. Negotiations may be concurrent and will involve each Bidder individually. The City shall incur no liability to any Bidder as a result of such negotiations.
- B16.3 If, in the course of negotiations pursuant to B16.2 or otherwise, the Bidder amends or modifies a Proposal after the Submission Deadline, the City may consider the amended Proposal as an alternative to the Proposal already submitted without releasing the Bidder from the Proposal as originally submitted.

## **B17. EVALUATION OF PROPOSALS**

- B17.1 Award of the Contract shall be based on the following evaluation criteria:
- (a) compliance by the Bidder with the requirements of the Request for Proposal or acceptable deviation therefrom:
    - (i) mandatory requirements (pass/fail);
  - (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B10:
    - (i) mandatory qualifications (pass/fail);
  - (c) Total Bid Price 45%
  - (d) Project Plan pursuant to B11 55%
  - (e) economic analysis of any approved alternative pursuant to B6.



- B17.2 Further to B17.1(a), the Award Authority may reject a Proposal as being non-responsive if the Proposal Submission is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Proposal, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.
- B17.3 Further to B17.1(b), the Award Authority shall reject any Proposal submitted by a Bidder who does not demonstrate, in his Proposal or in other information required to be submitted, that he is responsible and qualified.
- B17.4 Further to B17.1(c), the Total Bid Price shall be the lump sum price shown on Form B: Prices.
- B17.5 Further to B17.1(d) the, Project plan shall be evaluated based on the information submitted by a Bidder in his Bid Submission or in other information required to be submitted.
- B17.6 This Contract will be awarded as a whole.
- B17.7 If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B17.1(a) and B17.1(b), the Proposal will be determined to be non-responsive and will not be further evaluated.

## **B18. AWARD OF CONTRACT**

- B18.1 The City will give notice of the award of the Contract, or will give notice that no award will be made.
- B18.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Proposals are determined to be responsive.
- B18.2.1 Without limiting the generality of B18.2, the City will have no obligation to award a Contract where:
- (a) the prices exceed the available City funds for the Work;
  - (b) the prices are materially in excess of the prices received for similar work in the past;
  - (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
  - (d) only one Proposal is received; or
  - (e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.
- B18.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the most advantageous offer.
- B18.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his Proposal upon written request to the Contract Administrator.
- B18.4 Notwithstanding C4 and Paragraph 6 of Form A: Proposal, the City will issue a purchase order to the successful Bidder in lieu of the execution of a Contract.
- B18.5 The Contract Documents, as defined in C1.1(n) (ii), in their entirety shall be deemed to be incorporated in and to form a part of the purchase order notwithstanding that they are not necessarily attached to or accompany said purchase order.

## **PART C - GENERAL CONDITIONS**

### **C0. GENERAL CONDITIONS**

- C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at [http://www.winnipeg.ca/matmgt/gen\\_cond.stm](http://www.winnipeg.ca/matmgt/gen_cond.stm)
- C0.2 A reference in the proposal to a section, clause or subclause with the prefix “**C**” designates a section, clause or subclause in the *General Conditions for Supply of Services*.

## PART D - SUPPLEMENTAL CONDITIONS

### GENERAL

#### D1. GENERAL CONDITIONS

D1.1 In addition to the *General Conditions for Supply of Services*, these Supplemental Conditions are applicable to the Work of the Contract.

#### D2. SCOPE OF WORK

D2.1 The Work to be done under the Contract shall consist of conducting one (1) marketing research survey and submitting results to the City of Winnipeg – Water & Waste Department.

D2.2 The major components of the Work are as follows:

- (a) The Contractor shall meet with the Contract Administrator to provide advice/recommendation on the final survey instrument;
- (b) Once the final survey instrument has been approved by the Contract Administrator, the Contractor shall pre-test the Survey instrument;
- (c) The Contractor shall provide data input services, including coding, keypunch and verification of all the survey responses;
- (d) The Contractor shall provide a written report detailing survey findings, including an Executive Summary, to the Contract Administrator;
- (e) The Contractor shall provide the cleaned dataset of responses to the Contract Administrator in Access or SPSS format;
- (f) The Contractor shall provide, in Microsoft Word or Excel format, a transcript of verbatim responses to open ended questions;
- (g) The Contractor shall provide an electronic summary, including thematic coding of the answers to open-ended questions provided in Microsoft Word or Excel.

#### D3. DEFINITIONS

D3.1 When used in this Request for Proposal:

- (a) "**may**" indicates an allowable action or feature which will not be evaluated;
- (b) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (c) "**Proposal**" means the offer contained in the Proposal Submission;
- (d) "**Proposal Submission**" means that portion of the Request for Proposal which must be completed or provided and submitted by the Submission Deadline in order to constitute a responsive Proposal;
- (e) "**Request for Proposal**" means the Proposal Submission, the Bidding Procedures, these General Conditions, the Supplemental Conditions, the Specifications, the Drawings and all addenda;
- (f) "**should**" indicates a desirable action or feature which will be evaluated on a relative scale.

#### D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Tiffany Skomro  
Public Consultation & Research Officer  
Water and Waste Department

Email [tskomro@winnipeg.ca](mailto:tskomro@winnipeg.ca)  
Telephone No. (204) 986-4838  
Facsimile No. (204) 986-3745

D4.2 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

#### **D5. CONTRACTOR'S SUPERVISOR**

D5.1 Further to C6.19, the Contractor shall employ and keep on the Work, at all times during the performance of the Work, a competent supervisor and assistants, if necessary, acceptable to the Contract Administrator. The supervisor shall represent the Contractor on the Site. The supervisor shall not be replaced without the prior consent of the Contract Administrator unless the supervisor proves to be unsatisfactory to the Contractor and ceases to be in his employ.

D5.2 Before commencement of Work, the Contractor shall identify his designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D5.2.1 Further to C5.5 Contract Administrator may give instructions or orders to the Contractor's supervisor and such instructions or orders shall be deemed to have been given to the Contractor.

#### **D6. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION**

D6.1 Information provided to the Contractor by the City or acquired by the Contractor during the course of the Work is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.

D6.2 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City. The Contractor shall not disclose or appropriate to its own use, or to the use of any third party, all or any part thereof without the prior written consent of the Contract Administrator.

D6.3 The Contractor shall not make any statement of fact or opinion regarding any aspect of the Contract to the media or any member of the public without the prior written authorization of the Contract Administrator.

#### **D7. NOTICES**

D7.1 Notwithstanding C22.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following address or facsimile number:

The City of Winnipeg  
Chief Financial Officer  
Facsimile No.: (204) 949-1174

#### **SUBMISSIONS**

#### **D8. AUTHORITY TO CARRY ON BUSINESS**

D8.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

## **SCHEDULE OF WORK**

### **D9. COMMENCEMENT**

- D9.1 The Contractor shall not commence any Work until he is in receipt of a notice of award from the City authorizing the commencement of the Work.
- D9.2 The Contractor shall not commence any Work on the Site until:
- (a) the Contract Administrator has confirmed receipt and approval of:
    - (i) evidence of authority to carry on business specified in D8;
  - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.
- D9.3 The City intends to award this Contract by March 10, 2010
- D9.4 The Survey shall commence no later than March 18, 2010 and conclude no later than April 1, 2010.
- D9.5 The Contractor shall complete the Work and deliver the results to the Contact Administrator by April 19, 2010.

## **MEASUREMENT AND PAYMENT**

### **D10. PAYMENT**

- D10.1 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

### **D11. PAYMENT SCHEDULE**

- D11.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.
- D11.2 Payment will be made after completion of the Work.

## PART E - SPECIFICATIONS

### GENERAL

#### E1. APPLICABLE SPECIFICATIONS AND DRAWINGS

- E1.1 These Specifications shall apply to the Work.
- E1.2 Bidders are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B6.

#### E2. SERVICES

- E2.1 The Contractor shall conduct a marketing research survey in accordance with the requirements hereinafter specified.
- E2.2 The total sample size shall be 1,820 respondents, broken down as indicated in E2.3.
- E2.3 The Contractor shall survey a random sample of Winnipeg residents age 18 years and older, by telephone, following proper survey methodology.
- (a) Residents SHALL NOT include those living in apartments or condominiums.
- (b) Residents shall only be surveyed from the following FSAs (the first three digits of postal codes) and be broken down as specified:

	<b>35,791</b>	<b>1,820</b>
<b>FSA</b>	<b>HOUSES</b>	<b>SAMPLE</b>
R2M	10,961	371
R3L	4,183	352
R3N	5,849	361
R3M	6,126	362
R3J, R3H	8,672	374

- E2.4 The survey instrument shall be in accordance with the attached draft questionnaire – to be finalized in collaboration with the Contractor, with the Contract Administrator retaining right of final approval.
- E2.5 The Contractor shall review and pre-test the questionnaire prior to conducting the Survey.

#### E3. DATA AND REPORTS

- E3.1 The Contractor shall provide the Contact Administrator with:
- (a) A printed summary report of survey results;
- (b) An electronic file of the summary report in Microsoft Word and Adobe PDF;
- (c) An electronic file containing the final data in Microsoft Access or SPSS format, including 6 digit postal code;
- (d) An electronic file containing the verbatim responses to open ended questions in Microsoft Word or Excel format;
- (e) An electronic file containing a summary, including thematic coding of the answers to open-ended questions provided in Microsoft Word or Excel format;
- (f) Tables showing the survey responses cross-tabulated by demographics, FSA, some flood prevention activities, as well as other cross-tabs as required.

### BASEMENT FLOODING SURVEY 2010 – DRAFT

6 digit postal code: \_\_\_\_\_

Gender (RECORD FROM VOICE):      Male       Female

1. First, are you 18 years of age or older?

- Yes ..... CONTINUE
- No ..... May I speak with someone who is? (REPEAT INTRODUCTION)
- No ..... No one qualified or available. (TERMINATE WITH THANKS)

2. What is the type of dwelling you currently live in?

- Single detached house ..... 1
- Apartment ..... 2 (TERMINATE WITH THANKS)
- Duplex/multiplex ..... 3
- Condominium ..... 4 (TERMINATE WITH THANKS)
- Don't know ..... 99 (TERMINATE WITH THANKS)

3. Have you been living at this address since this past June?

- Yes ..... 1
- No ..... 2 (TERMINATE WITH THANKS)

4. Did your basement flood this past summer?

- Yes ..... 1 (GO TO Q5)
- No ..... 2 (GO TO Q14)

#### **DETAILS OF FLOOD INCIDENTS**

5. Do you recall if you were flooded on a weekday or weekend?

- Weekday ..... 1
- Weekend ..... 2
- Both ..... 3
- Don't know/remember ..... 99

6. Do you recall if you were flooded during the morning, afternoon or evening?

- Morning ..... 1
- Afternoon ..... 2
- Evening ..... 3
- House was flooded when got home ..... 4
- Don't know/remember ..... 99

7. Do you recall the date/days that you were flooded?

- Record date ..... 1
- Don't know/remember ..... 99

8. As far as you know, what was the source of the water that flooded your basement? Was it through (CHECK ALL THAT APPLY):

- Sewer (floor drain, shower, etc.) ..... 1
- Sump pit ..... 2
- A window ..... 3
- Cracks in the wall ..... 4
- Other (specify) ..... 5
- Don't know/remember ..... 99

9. Was the water that flooded the basement:

- Clean ..... 1
- Dirty/sewage ..... 2

10. Approximately how many inches deep was the water in your basement?

- Negligible ..... 1
- Less than 1" ..... 2
- 1" to 3" ..... 3
- Over 3" ..... 4
- Don't know/remember ..... 99

11. In total, approximately how much damage was done by the flooding? (SPECIFY APPROXIMATE AMOUNT)

- \$ \_\_\_\_\_
- Don't know ..... 99

12. Were you insured for this damage?

- Yes ..... 1
- No ..... 2

13. Did you contact the City of Winnipeg to notify them of the problem?

- Yes ..... 1
- No ..... 2

**FLOOD PREVENTION ACTIVITIES**

14. Does your home have a backwater valve?

- Yes ..... 1
- No ..... 2 (GO TO Q14)
- Don't know ..... 99

15. Do you currently maintain your backwater valve; in other words do you clean it out and make sure it is working?

- Yes ..... 1
- No ..... 2
- Don't know ..... 99



16. Does your home have a sump pump?

Yes ..... 1  
No ..... 2 (GO TO Q16)  
Don't know ..... 99

17. Do you currently maintain your sump pump; in other words do you test it to make sure it is working and free of debris?

Yes ..... 1  
No ..... 2  
Don't know ..... 99

18. Where does your sump pump discharge? (DO NOT READ LIST)

Front yard ..... 1  
Back yard ..... 2  
Side of house ..... 3  
Basement sewer ..... 4  
Driveway ..... 5  
Street ..... 6  
Back lane ..... 7  
Varies (moves hose) ..... 8  
Other ..... 9  
Don't know ..... 99

19. Does your home have extensions on your downspouts? (*an extension is defined as any length of downspout that directs the water away from the house*)

Yes ..... 1  
No ..... 2  
Don't know ..... 99

20. Is your yard graded to move water away from your house; that is, is the earth built up around the foundation of your house?

Yes ..... 1  
No ..... 2  
Don't know ..... 99

21. Since the summer, have you made any modifications to your home to prevent basement flooding?

Yes ..... 1 (GO TO Q21)  
No ..... 2 (GO TO Q20)  
Don't know ..... 99 (GO TO Q20)

22. What modifications have been done to your home? (CHECK ALL THAT APPLY)

Installed backwater valve ..... 1  
Installed sump pump ..... 2  
Landscaped the yard to improve drainage away from foundation ..... 3  
Added extensions to pipes ..... 4  
Don't know ..... 99

**(GO TO Q20)**

**BARRIERS – NO MODIFICATIONS**

23. (Ask only of those who say NO or DK in Q18) Why do you think you haven't made any modifications to your home to prevent basement flooding? (DO NOT READ LIST – CHECK ALL THAT APPLY)

- No incentive/subsidy ..... 1
- Costs too much money ..... 2
- Haven't had any problems/  
Don't feel need to make modifications .... 3
- Don't know what to do ..... 4
- Not a priority/  
Need to do other things to house ..... 5
- Renting home ..... 6
- Basement not finished ..... 7
- Other (specify) ..... 8
- Don't know ..... 99 (all - GO TO Q22)

**BARRIERS – MODIFICATIONS**

24. (Ask only of those who say YES in Q18) What were your reasons for making modifications to your home to prevent basement flooding? (DO NOT READ LIST – CHECK ALL THAT APPLY)

- Was tired of getting flooding ..... 1
- Was renovating basement so  
it seemed logical ..... 2
- Basement is finished ..... 3
- Was redoing landscape so it  
seemed logical ..... 4
- Basement flooding pamphlet ..... 5
- Other (specify) ..... 6
- Don't know ..... 99

**AWARENESS OF INFORMATION**

25. (All Respondents) The City of Winnipeg occasionally provides information on basement flooding. Can you tell me about any information that you recall seeing or using? (DO NOT READ LIST – CHECK ALL THAT APPLY)

- Basement flooding pamphlet ..... 1
- winnipeg.ca ..... 2
- Internet ..... 3
- Call centre ..... 4
- Other (specify) ..... 5
- Haven't seen any info ..... 6
- Don't know ..... 99

**DEMOGRAPHICS**

Before I let you go, I have just a few questions that will be used for statistical purposes.

26. As of June 2009, is your basement:

- Fully finished ..... 1
- Partially finished ..... 2
- Not finished ..... 3
- Don't know ..... 99

27. In what year was your house built? \_\_\_\_\_

Don't know ..... 99

28. Do you own or rent your current place of residence?

Own ..... 1  
Rent ..... 2  
Other ..... 3  
Don't know ..... 99

29. What is the highest level of schooling you have obtained? (READ LIST)

Grade school/some high school ..... 1  
Completed high school ..... 2  
Some post-secondary ..... 3  
Completed college or university ..... 4  
Don't know ..... 99

30. What is your age group?

18-29 years ..... 1  
30-39 years ..... 2  
40-49 years ..... 3  
50-59 years ..... 4  
60-69 years ..... 4  
70 + years ..... 4  
Refused/Don't know ..... 99

31. Have you used the Internet for any reason within the past thirty days?

Yes ..... 1  
No ..... 2  
Don't know ..... 99

32. Have you used visited the Water & Waste pages on the City of Winnipeg web site within the past twelve months?

Yes ..... 1  
No ..... 2  
Don't know ..... 99

33. Which of the following categories best describes your family income? That is, the total income before taxes of all persons in your household? (READ LIST)

Under \$10,000 ..... 1  
\$10,000 to \$29,999 ..... 2  
\$30,000 to \$59,999 ..... 3  
\$60,000 to \$79,999 ..... 4  
\$80,000 or over ..... 5  
Don't know ..... 99