



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 277-2010

PROVISION OF PUBLIC OPINION TELEPHONE SURVEY

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 PROVISION OF PUBLIC OPINION TELEPHONE SURVEY

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, April 23, 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) Experience and References.
- 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") and one (1) copies.
- 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);
- B10.4 The Bidder shall submit, within three (3) Business Days of a request by the Contract Administrator, proof satisfactory to the Contract Administrator of the qualifications of the Bidder and of any proposed Subcontractor.
- B10.5 The Bidder shall provide, on the request of the Contract Administrator, full access to any of the Bidder's equipment and facilities to confirm, to the Contract Administrator's satisfaction, that the Bidder's equipment and facilities are adequate to perform the Work.

B11. EXPERIENCE AND REFERENCES

- B11.1 The Bidder should include descriptive literature and/or information demonstrating the following:
- (a) examples of past work demonstrating general ability to undertake the contract;
 - (b) a list of specific projects involving municipal government, emphasizing, in particular, work related to evaluation of services;
 - (c) contact information for three (3) past clients to serve as references; and
 - (d) an overview of research methodology, analysis and reporting.

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 75%
- (d) Experience and References 25%
- (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); Experience and References shall be evaluated based on the information submitted demonstrating ability or any other information or references obtained.
- 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
- 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 the provision of a public opinion telephone survey.

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) "**results**" means the report required to be submitted;
- (f) "**Request for Proposal**" means the Proposal Submission, the Bidding Procedures, these General Conditions, the Supplemental Conditions, the Specifications, the Drawings and all addenda;
- (g) "**should**" indicates a desirable action or feature which will be evaluated on a relative scale;

D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Ken Nawolsky
Corporate Performance Measures Coordinator
4th floor, 510 Main Street
Winnipeg, MB R3B 1B9
Telephone No. (204) 795-9363
Facsimile No. (204) 944-1184

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. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

D5.1 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.

D5.2 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.

D5.3 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.

D6. NOTICES

D6.1 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

D7. AUTHORITY TO CARRY ON BUSINESS

D7.1 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

D8. COMMENCEMENT

D8.1 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.

D8.2 The Survey shall be conducted in **June 2010, preferably the second and third week in June.**

D8.3 The Contractor shall complete the Work and deliver the results to the Contract Administrator by **July 23, 2010.**

MEASUREMENT AND PAYMENT

D9. PAYMENT

D9.1 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

D10. PAYMENT SCHEDULE

D10.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

WARRANTY

D11. WARRANTY

D11.1 Warranty is as stated in C12.

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 telephone public opinion survey in accordance with the requirements hereinafter specified.
- E2.2 The Inner city and Non-inner city, for this survey, shall be defined by the first three digits of postal codes (FSA) using 2006 Census population counts for Winnipeg FSAs as follows:

Inner City			Non-Inner City	
R2H	15,329		R2C	31,157
R2L	14,458		R2G	32,939
R2W	27,743		R2J	24,789
R2X	16,144		R2K	32,498
R3A	4,178		R2M	37,302
R3B	11,978		R2N	24,493
R3C	17,223		R2P	24,697
R3E	18,473		R2R	18,231
R3G	24,489		R2V	30,423
R3L	20,242		R2Y	19,852
	<hr/>		R3H	109
	170,257	27%	R3J	26,938
			R3K	11,985
			R3M	22,068
			R3N	16,405
			R3P	18,052
			R3R	25,790
			R3S	417
			R3T	43,577
			R3V	5,924
			R3W	4,405
			R3X	10,198
			R3Y	8,890
			<hr/>	
			471,139	73%

E3. SURVEY

- E3.1 The Contractor shall conduct a public opinion telephone survey in accordance with the requirements hereinafter specified.
- E3.2 The Contractor shall survey a random sample of Winnipeg residents, by telephone, following proper survey methodology.

- E3.3 The survey instrument shall be in accordance with a previously administered questionnaire (attached), subject to possible minor modifications approved by the Contract Administrator.
- E3.4 The Contractor shall review and field test the questionnaire prior to conducting the Survey.
- E3.5 The total sample size shall be 600 respondents broken down as follows:
- | | | |
|------|----------------|-----------------|
| (i) | Inner city | 160 respondents |
| (ii) | Non-inner city | 440 respondents |

E4. REPORTS

- E4.1 The Contractor shall provide the Contract Administrator with:
- (a) 1 bound copy of the full results providing data in accordance with E4.2 below;
 - (b) 2 bound copies of the summary results containing data in accordance with E4.3 below;
 - (c) an electronic version of the summary results and full results in a format compatible with Microsoft programs such as Excel and Word.
- E4.2 The full data results must include the total responses to each question in terms of sheer numbers and percentages together with cross tabulations of those numbers and percentages according to "statistical" Questions 56 to 59 of the questionnaire, as well as inner city / non-inner city groupings; and male / female. In addition, results must include, for the "service satisfaction" Questions 4 to 36, cross tabulations according to the corresponding "use of selected service" Questions 38 to 46 (example Transit satisfaction cross tabbed against use of Transit).
- E4.3 The summary results must include the Survey instrument filled in to show the total number of respondents to each question in terms of sheer numbers and percentages together with a short (approximately 4 to 5 pages) synopsis of the main conclusions arising from the Survey as well as an overview of the methodology.

E5. QUESTIONNAIRE

(N = 600)

RECORD #

INTERVIEWER:

PHONE: -

GENDER: Male 1 Female 2

Hello, my name is _____ and I'm calling on behalf of the City of Winnipeg. This evening we're talking to residents of Winnipeg regarding issues affecting the City.

Q1 Have you resided in the City of Winnipeg for at least one year? **IF NECESSARY ASK:** Do you reside inside the City of Winnipeg boundaries, or do you pay taxes to the City of Winnipeg?

Yes 1
No..... 2 **TERMINATE**
Don't know / refused 9 **TERMINATE**

Section A - Quality of Life

Q2 In general, how would you consider the overall quality of life in Winnipeg today?
READ LIST

Very Poor 1
Poor 2
Good..... 3
Very Good..... 4
Don't know / refused 9

Q3X I am now going to read you a few statements that others have made about the quality of life here in Winnipeg. For each one, please tell me whether you strongly agree, agree, disagree, or strongly disagree. (Prompt: If respondents do not have a car or bicycle, or don't take the bus: We are interested in your perception or impression of this mode of transportation in Winnipeg.)

	Strongly disagree	Somewhat Disagree	Somewhat Agree	Strongly agree	dk / ref
Q3 It is easy to get around in Winnipeg by car.	1	2	3	4	9
Q4 It is easy to get around in Winnipeg by Transit Bus.	1	2	3	4	9
Q5 It is easy to get around in Winnipeg by Bicycle.	1	2	3	4	9
Q6 It is easy to get around in Winnipeg by walking.	1	2	3	4	9
Q7 I feel safe walking alone at night in my	1	2	3	4	9

neighbourhood.

Q8 I feel safe walking alone at night in the downtown. 1 2 3 4 9

Q9 What actions do you think the City of Winnipeg could take to improve life in the City? (accept up to three answers) **UNPROMPTED.**

Open Ended Question (accept up to three answers)

Q10 What actions do you think the City of Winnipeg could take to improve life in the City? (accept up to three answers) **UNPROMPTED.**

Section B – Citizen Satisfaction with Services

Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. **ROTATE.**

		Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	dk/ref
Q11	Snow removal	1	2	3	4	9
Q12	City support for improving inner city housing	1	2	3	4	9
Q13	Fire Service response to fire incidents	1	2	3	4	9
Q14	Downtown renewal	1	2	3	4	9
Q15	Community planning	1	2	3	4	9
Q16	The City's effort in attracting businesses and major events	1	2	3	4	9
Q17	Condition of the major streets in the city such as Portage Ave or Pembina Hwy	1	2	3	4	9
Q18	Condition of residential streets in your neighbourhood	1	2	3	4	9
Q19	Management of rush hour traffic flow	1	2	3	4	9

Q20	The City's efforts to ensure restaurant health standards are met thru inspections	1	2	3	4	9
Q21	Sufficient enforcement of traffic laws	1	2	3	4	9
Q22	Police service efforts in crime control	1	2	3	4	9
Q23	Animal control	1	2	3	4	9
Q24	Insect control	1	2	3	4	9
Q25	Disaster planning & response for things like floods, tornadoes, train or airplane crashes	1	2	3	4	9
Q26	The City's efforts in preserving heritage buildings.	1	2	3	4	9
Q27	Garbage collection	1	2	3	4	9
Q28	The Recycling program	1	2	3	4	9
Q29	Quality of the drinking water	1	2	3	4	9
Q30	Protection from sewer back-up	1	2	3	4	9
Q31	Protection from river flooding	1	2	3	4	9
Q32	The City's support for arts, entertainment & culture	1	2	3	4	9
Q33	The City's efforts in keeping the city clean & beautiful	1	2	3	4	9
Q34	Condition of City-operated recreation facilities, such as pools, rinks, fields or community centres	1	2	3	4	9
Q35	City-operated recreation programs	1	2	3	4	9
Q36	Condition of the local park in your neighbourhood	1	2	3	4	9
Q37	Condition of major parks like Assiniboine or Kildonan	1	2	3	4	9
Q38	Public transit	1	2	3	4	9

Q39	Emergency medical response such as paramedics or ambulance	1	2	3	4	9
Q40	Regulating building & property development through zoning regulations and building permits	1	2	3	4	9
Q41	Police Service response to 911 calls	1	2	3	4	9
Q42	Fire Service efforts in fire and safety education	1	2	3	4	9
Q43	Libraries	1	2	3	4	9
Q44	311 Contact Centre (City's general inquiry line)	1	2	3	4	9
Q45	City's efforts in managing on-street parking (availability, convenience)	1	2	3	4	9
Q46	City's efforts to ensure that residential property standards (i.e. litter on private property, weed control and interior and exterior housing conditions) are met through inspections	1	2	3	4	9

Q47 In general, how satisfied are you **overall** with the services provided by the City of Winnipeg? Are you...? **READ LIST**

Very dissatisfied	1
Somewhat dissatisfied	2
Somewhat satisfied	3
or are you Very satisfied	4
Don't know / refused	9

Section C - Use of Selected Services

Q48 Have you visited a City Recreational **Facility** like a pool, arena or community centre in the past year?

Yes	1
No.....	2
Don't know / refused	9

Q49 Have you or someone in your family participated in a City Recreational **Program** like swimming lessons, soccer or hockey in the past year?

Yes	1
No.....	2
Don't know / refused	9

- Q50 Have you visited your **Local** neighbourhood park in the past year?
 Yes1
 No.....2
 Don't know / refused9
- Q51 Have you visited a **Major** park like Assiniboine or Kildonan Park in the past year?
 Yes1
 No.....2
 Don't know / refused9
- Q52 Do you use the City Transit at least once a week?
 Yes1
 No.....2
 Don't know / refused9
- Q53 In the past year, have you personally used, or been involved in an incident where a medical emergency response like a paramedic or ambulance service was needed?
 Yes1
 No.....2
 Don't know / refused9
- Q54 In the past year, have you personally used, or been involved in an incident where a 911 call for police response was needed?
 Yes1
 No.....2
 Don't know / refused9
- Q55 Have you applied for a building permit in the past year?
 Yes1
 No.....2
 Don't know / refused9
- Q56 Have you visited a City library in the past year?
 Yes1
 No.....2
 Don't know / refused9

Section D - Value for Tax Dollars

- Q57 Your property tax dollars are divided between the City and School Divisions. Approximately half of your property tax bill goes to the City to fund municipal services. Considering the services provided by the City, please rate the value you feel you receive from your property tax dollars. **READ LIST**
- Very Poor Value1
 Poor Value2
 Good Value3
 Very Good Value4
 Don't know / refused9

Q58X	Which statement best describes your view?	Strongly disagree	Somewhat Disagree	Somewhat Agree	Strongly agree	dk / ref
Q58	An increase in property taxes equal to inflation is acceptable in order to ensure that service levels remain the same.	1	2	3	4	9
Q59	Property taxes should not increase at all even though there may be some impact on services	1	2	3	4	9
Q60	Property taxes should be reduced even if it means reducing levels of services.	1	2	3	4	9

Section E - Customer Services

Q61 Have you contacted the City of Winnipeg in the last year?

- Yes1
- No.....2
- Don't know / refused9

Q62 How did you contact the City of Winnipeg? READ LIST. CIRCLE ALL THAT APPLY.

- In person.....1
- By mail.....2
- By telephone3
- By e-mail or internet4
- Don't know / refused9

Q63 How would you rate the experience? Were you...? **READ LIST**

- Very dissatisfied..... 1
- Somewhat dissatisfied..... 2
- Somewhat satisfied 3
- or were you Very satisfied 4
- Don't know / refused 9

I am going to read you a number of statements about the City. Thinking about your personal dealings with the City of Winnipeg and your general impressions, please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

		Strongly disagree	Somewhat Disagree	Somewhat Agree	Strongly agree	dk / ref
Q64	City staff are courteous, helpful, and knowledgeable.	1	2	3	4	9
Q65	The quality of service from the City is consistently high.	1	2	3	4	9
Q66	The City responds quickly to requests and concerns.	1	2	3	4	9
Q67	City staff are easy to get a hold of when I need them.	1	2	3	4	9

Q68 How could the City’s customer service be improved? **UNPROMPTED.**

Open Ended Question (accept up to three answers)

Section F – Statistical Questions

I just have a few questions for our statistical tabulations.

Q69 In what year were you born?

1992 to 1976 (18 to 34).....	1
1977 to 1956 (35 to 54).....	2
1955 or earlier (55 or older).....	3
Don’t know / refused	9

Q70 Do you rent or own your home?

Rent.....	1
Own.....	2
Don’t know / refused	9

Q71 What is the highest level of education you have completed?

Less than high school.....	1
Completed high school	2
Community college / technical / some university	3
University degree(s).....	4
Don’t know / refused	9

Q72 Would you say that your total household income before taxes is...? **READ LIST**

Less than \$30,000	1
Between \$30,000 and \$59,999.....	2
Between \$60,000 and \$79,999	3
More than \$80,000	4
Don’t know / refused	9

Q73 Can you please tell me the first three characters of your postal code : **Please ensure it is Letter, Number, Letter.** R ___ ___

Q74 And finally, can I confirm that your phone number is

___ ___ ___ - ___ ___ ___

Those are all the questions I have. The City of Winnipeg would like to thank-you for taking the time to participate in this survey.