



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 829-2010

**MARKET RESEARCH SURVEY – COMPREHENSIVE WASTE MANAGEMENT
PLAN: PHASE 1**

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

- B1.1 MARKET RESEARCH SURVEY – COMPREHENSIVE WASTE MANAGEMENT PLAN: PHASE 1

B2. SUBMISSION DEADLINE

- B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, November 4, 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 D2.2(a).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 Payments to Non-Resident Contractors are subject to 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>

(b) conduct the telephone survey using a local Winnipeg number.

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 shall submit a project plan with their proposal that includes:

- (a) Company background and key personnel;
- (b) Research objectives;
- (c) Outline of plan, including a timeline;
- (d) Relevant project experience, indicating that MRIA standards are followed, including example(s) of past work that demonstrates general ability to undertake the Work;
- (e) Report deliverables, including either a report outline or a sample report; and
- (f) Crosstab deliverables, that must include a sample of a crosstab report that indicates significant relationships.

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 will be evaluated considering the information submitted in response to B7.1 and B11.
- 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 conducting one (1) marketing research survey and submitting the results to the City of Winnipeg – Water & Waste Department.
- D2.2 The major components of the Work are as follows:
- (a) The Contractor shall 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 and 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;
 - (h) The Contractor shall provide a crosstab report that indicates significant relationships.

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
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 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.

D9. SUBCONTRACTOR LIST

- D9.1 The Contractor shall provide the Contract Administrator with a complete list of the Subcontractors whom the Contractor proposes to engage (Form J: Subcontractor List) at least two (2) Business Days prior to the commencement of any Work on the Site.

SCHEDULE OF WORK

D10. COMMENCEMENT

- D10.1 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.
- D10.3 The City intends to award this Contract by November 10, 2010.
- D10.4 The Survey should commence no earlier than November 12, 2010 and conclude no later than December 1, 2010.
- D10.5 The Contractor shall complete the Work and deliver the results to the Contact Administrator by December 13, 2010.

MEASUREMENT AND PAYMENT

D11. INVOICES

- D11.1 Invoices must clearly indicate, as a minimum:
- (a) the City's purchase order number;
 - (b) date of delivery;
 - (c) delivery address;
 - (d) type and quantity of goods delivered;
 - (e) the amount payable with GST and MRST shown as separate amounts; and
 - (f) the Contractor's GST registration number.
- D11.2 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.
- D11.3 Bids Submissions must be submitted to the address in B7.8

D12. PAYMENT

- D12.1 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

D13. PAYMENT SCHEDULE

- D13.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

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 1,525 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 using a local phone number, following proper survey methodology.

- (a) Resident groups shall be broken down as specified:

	278,000	1,525
Garbage Collection Types	HOUSEHOLDS	SAMPLE
Individual curbside/manual	108,000	383
Backlane AutoBin	24,000	378
Automated carts	43,000	381
Apartment/Condo	103,000	383

- 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) Three printed summary reports 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 and SPSS format;
 - (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, garbage collection types, some other waste dimensions, as well as other cross-tabs as required. Tables must indicate significant relationships between cross-tabulated responses.

Comprehensive Waste Management Plan – Phase 1 Draft Survey Questions

SCREENER

- A. Please indicate the first 3 digits of your postal code below. This information is used in order to ensure the survey represents people living in all areas of Winnipeg.

R2C
R2G
R2H
R2J
R2K
R2L
R2M
R2N
R2P
R2R
R2V
R2W
R2X
R2Y
R3A
R3B
R3C
R3E
R3G
R3H
R3J
R3K
R3L
R3M
R3N
R3P
R3R
R3S
R3T
R3V
R3W
R3X
R3Y

Other (Specify) **THANK AND TERMINATE**
(DK/NS) **THANK AND TERMINATE**

- B. 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. **THANK AND TERMINATE**
- C. Gender (DO NOT ASK – WATCH QUOTAS)
Male
Female
- D. What type of dwelling you currently live in:
Single detached house
Apartment
Duplex or Multiplex
Condominium
Other (Specify)
(DK/NS) **THANK AND TERMINATE**

OVERALL

- G1. The City of Winnipeg is reviewing how it manages garbage in the city. Garbage is defined as discarded materials or substances and includes recycling and composting. What do you think are the top three issues or concerns facing our city today, with respect to garbage? **(DO NOT READ LIST)**
- | | |
|--|----|
| No organics collection..... | 01 |
| Autobins..... | 02 |
| Automated carts..... | 03 |
| Unlimited garbage disposal..... | 04 |
| Inequality of garbage services across city ... | 05 |
| Need larger capacity for recycling..... | 06 |
| Lack of recycling for business..... | 07 |
| Lack of organics for business | 08 |
| Management of Brady road landfill | 09 |
| Litter..... | 10 |
| Not enough litter containers around town | 11 |
| We throw too much out..... | 12 |
| No commercial recycling options | 13 |
| Other (specify) | 98 |
| (DK/NS) | 99 |

G2. I'm going to name some topics and I'd like you to tell me how important each is to you. Let's use a 10-point scale where 1 means this is "not important at all" to you and 10 means it is "very important". How important is...(RANDOMIZE)

		Not important at all							Very important			DK/NS
G2a	Garbage collection	1	2	3	4	5	6	7	8	9	10	99
G2b	Recycling collection	1	2	3	4	5	6	7	8	9	10	99
G2c	Organic waste management	1	2	3	4	5	6	7	8	9	10	99
G2d	Landfill maintenance	1	2	3	4	5	6	7	8	9	10	99

G3. Now I'd like to read those same topics again and I'd like you to tell me how satisfied you are with each of them. Again, we'll use a 10-point scale where 1 means that you are "not at all satisfied" and 10 means that you are "very satisfied". How satisfied are you with...(RANDOMIZE)

		Not at all satisfied							Very satisfied			DK/NS
G3a	Garbage collection	1	2	3	4	5	6	7	8	9	10	99
G3b	Recycling collection	1	2	3	4	5	6	7	8	9	10	99
G3c	Organic waste management	1	2	3	4	5	6	7	8	9	10	99
G3d	Landfill maintenance	1	2	3	4	5	6	7	8	9	10	99

GARBAGE

1. How is your garbage collected?

Individual curbside	01
Backlane Autobin	02
Automated carts.....	03
Roll-out carts in autobin areas	04
Apartment/Condo/Shared	05
(DK/NS)	99

2. In an average week, how many bags of garbage do you put out – where a bag would be about the size of a green “Glad” bag?

One	01
Two	02
Three	03
Four	04
More than four	05
(DK/NS)	99

3. What do you like the most about garbage collection in Winnipeg? **(DO NOT READ LIST)**

Reliable.....	01
Pick up everything	02
Garbage days	03
Automated carts.....	04
Efficient.....	05
Nothing	06
Other (specify)	98
(DK/NS)	99

4. What do you think is the biggest problem about garbage collection in Winnipeg? **(DO NOT READ LIST)**

Not enough recycling	01
Autobins too full	02
Unreliable.....	03
Garbage left around cans	04
Automated carts.....	05
Costs too much.....	06
No organics/yard waste collection	07
Nothing	08
Other (specify)	98
(DK/NS)	99

5. There are currently four different ways that the City picks up residential garbage from single family homes. (*Manual collection at the curb, backlane autobin, automated cart collection and roll-out carts in Autobin areas*) Do you think the City should continue with these separate systems or have one system for the entire city?
- Keep as is01
One system for entire city02
(DK/NS)99
6. How strongly do you support a limit on the number of garbage bags collected as part of your weekly garbage pick-up?
- Strongly support.....01
Somewhat support02
Somewhat oppose03
Strongly oppose04
(DK/NS)99
7. Some residents in northwest Winnipeg currently uses AutoBins, also known as dumpsters, for their garbage. Are you aware that the City uses AutoBins?
- Yes01
No02 **(SKIP to Q.9)**
(DK/NS)99 **(SKIP to Q.9)**
8. Do you support the continued use of AutoBins?
- Strongly support.....01
Somewhat support02
Somewhat oppose03
Strongly oppose04
(DK/NS)99
9. How do you dispose of your hazardous waste products?
- Hazardous waste depot01
Place out with garbage/recycling02
Dump down drain/sewer03
Bring to landfill04
Other (specify)98
(DK/NS)99
10. Are you aware that household hazardous waste can be taken to a collection depot for free disposal?
- Yes01
No02
(DK/NS)99

RECYCLING

11. Does your household/apartment participate in the City's recycling program?

Yes	01	
No	02	(SKIP to Q.14)
(DK/NS)	99	(SKIP to Q.14)

12. How do you recycle?

Blue box	01	
Recycling depot	02	(SKIP to Q.14)
Apartment carts	03	(SKIP to Q.14)
Other (specify)	98	(SKIP to Q.14)
(DK/NS)	99	(SKIP to Q.14)

13. How many blue boxes does your household have?

One	01
Two	02
More than two	03
(DK/NS)	99

14. What do you like the most about recycling collection in Winnipeg? **(DO NOT READ LIST)**

Pick up at my residence	01
Do not have to sort	02
Recycling days	03
Efficient	04
Blue boxes	05
Materials collected	06
Nothing	07
Other (specify)	98
(DK/NS)	99

15. What do you think is the biggest problem about recycling collection in Winnipeg? **(DO NOT READ LIST)**

Don't accept all products	01
Messy	02
Not enough capacity	03
Box is easy to break	04
Costs too much	05
Nothing	06
Other (specify)	98
(DK/NS)	99

ORGANIC WASTE/COMPOSTING

16. What do you normally do with organic waste materials from your kitchen? By organic waste I'm referring to things like vegetable peels, coffee grinds, eggshells and the like. **(DO NOT READ LIST – ACCEPT UP TO 3 MENTIONS)**

Place in regular garbage.....01
Take to city depots.....02
Compost in yard.....03
Dig into garden04
Feed animals with it05
Put it in my garburator.....06
Put it down the drain07
Other (specify)08
(DK/NS)99

17. Does your household have and use a composter?

Yes01
No02
(DK/NS)99

18. Do you live in a house or condo that has a yard with a lawn or garden?

Yes01
No02 **(SKIP to Q.22)**
(DK/NS)99 **(SKIP to Q.22)**

19. Are you the person in your household who is fully or at least partially responsible for maintaining the yard?

Yes01
No02 **(SKIP to Q.22)**
(DK/NS)99 **(SKIP to Q.22)**

20. What do you normally do with the grass clippings from your lawn? **(DO NOT READ LIST – ACCEPT UP TO THREE MENTIONS)**

Place in regular garbage..... 01
Compost in yard..... 02
Compost in other place 03
Dig into garden 04
Grasscycle / leave on lawn / mulch..... 05
Curb-side composting program..... 06
Lawn service takes away 07
Other (specify) 09
(DK/NS) 99

21. And what about leaves? How do you normally dispose of leaves that fall on your property? **(DO NOT READ LIST – ACCEPT UP TO THREE MENTIONS)**

Place in regular garbage	01
Compost in yard.....	02
Compost in other place	03
Dig into garden	04
Grasscycle / leave on lawn / mulch.....	05
Take to “leaf it with us”	06
Curb-side composting program.....	07
Lawn service takes away	08
Other (specify)	09
(DK/NS)	99

22. Would you be interested in having a curbside organic waste collection program?

Some examples of household organics include fruit and vegetable scraps, tea leaves, coffee grounds, grass clippings, eggshells and leaves.

Very interested.....	01
Somewhat interested	02
Somewhat uninterested	03
Very uninterested.....	04
(DK/NS)	99

23. How frequent should organic waste be collected in such a program?

Year-round.....	01
Summer months only	02
Spring and fall only	03
Spring, summer and fall only	04
(DK/NS)	99

For Automated Garbage Carts ONLY

24. Did you participate in the curb-side spring and fall yard waste collection program?

Yes	01
No	02
(DK/NS)	99

25. Overall, how satisfied are you with the curb-side yard waste collection program?

Very satisfied	01
Satisfied	02
Unsatisfied	03
Very unsatisfied	04
(DK/NS)	99

LANDFILL MAINTENANCE

26. The City currently maintains a landfill site at Brady Road, which is located at the south end of the city. Are you aware of the landfill?

Very aware.....01
Somewhat aware02
A little aware03
Not at all aware04
(DK/NS)99

27. How often, if ever, do you go to Brady Road landfill?

About once a month or more01
About several times a year02
Less than once a year.....03
Never have been to the landfill04
(DK/NS)99

28. What are your main concerns regarding Brady Road landfill? **(DO NOT READ LIST – ACCEPT UP TO THREE MENTIONS)**

Odour.....01
Litter.....02
Air quality03
Limit of space.....04
Not enough being diverted at landfill.....05
Groundwater contamination.....06
Too many recyclables in landfill07
Too many organics in landfill08
Nothing09
Other (specify)98
(DK/NS)99

29. Landfills have a limited lifespan for which they can operate. Brady Road currently has about 100 years before the City needs a new landfill. How concerned are you about the lifespan of the City's landfill?

Very concerned.....01
Somewhat concerned02
A little concerned03
Not concerned at all.....04
(DK/NS)99

GENERAL ISSUES

30. Last year the City started Giveaway Weekends which take place the weekend before May long weekend and after September long weekend. Residents place unwanted items on their curb, mark them as “free”, and anyone is free to take them. Did you participate in a Giveaway Weekend, and if so, how?

Put items out.....	01
Picked up items	02
Both	03
Did not participate	04
(DK/NS)	99

31. Some cities have switched to collecting garbage and recycling during the night. Switching has allowed services to run more efficiently and safely, while saving money. How supportive would you be of switching to overnight collection?

Strongly support.....	01
Somewhat support	02
Somewhat oppose	03
Strongly oppose	04
(DK/NS)	99

32. Currently the majority of the City's garbage and recycling is collected manually. What you do think of switching to automated cart collection?

Strongly support.....	01
Somewhat support	02
Somewhat oppose	03
Strongly oppose	04
(DK/NS)	99

33. Do you have any other comments regarding Winnipeg's garbage, recycling or organics programs?

<OPEN RESPONSE>

DEMOGRAPHICS

These final questions are used for statistical purposes only.

34. Have you visited the Water & Waste pages on the City of Winnipeg Web site within the past twelve months?

Yes..... 01
No 02
(DK/NS)..... 99

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

Rent 01
Own..... 02
(DK/NS)..... 99

36. Is your garbage and recycling collected on the front street or back lane?

Front street..... 01
Back lane 02
(DK/NS)..... 99

37. Which is your age group?

18-29 years 01
30-39 years 02
40-49 years 03
50-59 years 04
60-69 years 05
70+ years 06
Prefer not to answer 99

38. What is the highest level of schooling you have obtained?

Grade school / Some high school 01
Complete high school..... 02
Some post-secondary 03
Completed college or university 04
Prefer not to answer 99

39. Which of the following categories best describes your family income? That is, the total income before taxes of all persons in your household?

Under \$10,000 01
\$10,000 to \$29,999 02
\$30,000 to \$59,999 03
\$60,000 to \$79,999 04
\$80,000 or over 05
Prefer not to answer 06

Thank you very much for your time and cooperation.