



**THE CITY OF WINNIPEG**

# **REQUEST FOR PROPOSAL**

**RFP NO. 409-2011**

**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, May 20, 2011.

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) copy.
- 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>

- 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 shall 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) economic analysis of any approved alternative pursuant to B6;
- (e) Experience and References 25%

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(e), the Experience and References shall be the evaluated considering the information submitted in response to B11.

B17.6 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.

B17.7 This Contract will be awarded as a whole.

## **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 the Provision of Public Opinion Telephone Survey.

#### D3. DEFINITIONS

D3.1 When used in this Request for Proposal:

- (a) "**Bidder**" means any person submitting a Proposal for the Work;
- (b) "**may**" indicates an allowable action or feature which will not be evaluated;
- (c) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (d) "**Proposal**" means the offer contained in the Proposal Submission;
- (e) "**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;
- (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 Co-ordinator  
4<sup>th</sup> Floor 510 Main Street  
Telephone No. (204) 795-9363  
Facsimile No. (204) 949-9301

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 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 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 D7;
- (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

- D8.3 The Contractor shall not commence the Work before June 10, 2011.

### **D9. TOTAL PERFORMANCE**

- D9.1 The Contractor shall complete the Work and deliver the results to the Contract Administrator by July 22, 2011.

## **MEASUREMENT AND PAYMENT**

### **D10. INVOICES**

- D10.1 Further to C11, the Contractor shall submit an invoice for each order delivered to:

The City of Winnipeg  
Corporate Finance - Accounts Payable  
4th Floor, Administration Building, 510 Main Street

Winnipeg MB R3B 1B9

Facsimile No.: (204) 949-0864

Email: [CityWpgAP@winnipeg.ca](mailto:CityWpgAP@winnipeg.ca)

D10.2 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.

D10.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D10.4 Bids Submissions must be submitted to the address in B7.8

**D11. PAYMENT**

D11.1 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

**D12. PAYMENT SCHEDULE**

D12.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

**WARRANTY**

**D13. WARRANTY**

D13.1 Notwithstanding C12, Warranty does not apply to this Contract..

## 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 and reporting 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 66 to 71 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 10 to 45, cross tabulations according to the corresponding "use of selected service" Questions 47 to 55 (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**

- E5.1 The City of Winnipeg has provided seventy one (71) questions and there will be an additional sixteen (16) closed ended questions which will be developed by the City of Winnipeg and provided to the Contractor upon awarding of the Contract.

**(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. The survey will take approximately 15 minutes to complete.

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 neighbourhood.	1	2	3	4	9
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)

**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
Q10	Snow removal	1	2	3	4	9
Q11	City support for improving inner city housing	1	2	3	4	9
Q12	Fire Service response to fire incidents	1	2	3	4	9
Q13	Downtown renewal	1	2	3	4	9
Q14	Community planning	1	2	3	4	9
Q15	The City's effort in attracting businesses and major events	1	2	3	4	9
Q16	Condition of the major streets in the city such as Portage Ave or Pembina Hwy	1	2	3	4	9
Q17	Condition of residential streets in your neighbourhood	1	2	3	4	9
Q18	Management of rush hour traffic flow	1	2	3	4	9
Q19	The City's efforts to ensure restaurant health standards are met thru inspections	1	2	3	4	9
Q20	Sufficient enforcement of traffic laws	1	2	3	4	9
Q21	Police service efforts in crime control	1	2	3	4	9
Q22	Animal control	1	2	3	4	9
Q23	Insect control	1	2	3	4	9
Q24	Disaster planning & response for things like floods, tornadoes, train or airplane crashes	1	2	3	4	9
Q25	The City's efforts in preserving heritage buildings.	1	2	3	4	9
Q26	Garbage collection	1	2	3	4	9
Q27	The Recycling program	1	2	3	4	9
Q28	Quality of the drinking water	1	2	3	4	9

Q29	Protection from sewer back-up	1	2	3	4	9
Q30	Protection from river flooding	1	2	3	4	9
Q31	The City's support for arts, entertainment & culture	1	2	3	4	9
Q32	The City's efforts in keeping the city clean & beautiful	1	2	3	4	9
Q33	Condition of City-operated recreation facilities, such as pools, rinks, fields or community centres	1	2	3	4	9
Q34	City-operated recreation programs	1	2	3	4	9
Q35	Condition of the local park in your neighbourhood	1	2	3	4	9
Q36	Condition of major parks like Assiniboine or Kildonan	1	2	3	4	9
Q37	Public transit	1	2	3	4	9

Q38	Emergency medical response such as paramedics or ambulance	1	2	3	4	9
Q39	Regulating building & property development through zoning regulations and building permits	1	2	3	4	9
Q40	Police Service response to 911 calls	1	2	3	4	9
Q41	Fire Service efforts in fire and safety education	1	2	3	4	9
Q42	Libraries	1	2	3	4	9
Q43	311 Contact Centre (City's general inquiry line)	1	2	3	4	9
Q44	City's efforts in managing on-street parking (availability, convenience)	1	2	3	4	9
Q45	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

Q46 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**

Q47 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

Q48 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

Q49 Have you visited your **Local** neighbourhood park in the past year?

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

- Q50 Have you visited a **Major** park like Assiniboine or Kildonan Park in the past year?  
 Yes .....1  
 No.....2  
 Don't know / refused .....9
- Q51 Do you use the City Transit at least once a week?  
 Yes .....1  
 No.....2  
 Don't know / refused .....9
- Q52 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?  
 Yes .....1  
 No.....2  
 Don't know / refused .....9
- Q53 In the past year, have you personally used, or been involved in an incident where a 911 call for police response was needed?  
 Yes .....1  
 No.....2  
 Don't know / refused .....9
- Q54 Have you applied for a building permit in the past year?  
 Yes .....1  
 No.....2  
 Don't know / refused .....9
- Q55 Have you visited a City library in the past year?  
 Yes .....1  
 No.....2  
 Don't know / refused .....9

**Section D – Value for Tax Dollars**

- Q56 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 Value .....1  
 Poor Value .....2  
 Good Value .....3  
 Very Good Value .....4  
 Don't know / refused .....9

- Q57 Which statement best describes your view on the City's operating budget (delivery of services)? **READ LIST**

An increase in property taxes equal to inflation is acceptable in order to ensure that service levels remain the same. ....1

Property taxes should not increase at all even though there may be some impact on services .....	2
Property taxes should be reduced even it means reducing levels of service .....	3
Don't know / refused .....	4

**Section E – Customer Services**

Q58 Have you contacted the City of Winnipeg in the last year?

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

Q59 How did you contact the City of Winnipeg? READ LIST. CIRCLE ALL THAT APPLY.

In person.....	1
By mail.....	2
By telephone .....	3
By e-mail or internet .....	4
Don't know / refused .....	9

Q60 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
Q61 City staff are courteous, helpful, and knowledgeable.	1	2	3	4	9
Q62 The quality of service from the City is consistently high.	1	2	3	4	9
Q63 The City responds quickly to requests and concerns.	1	2	3	4	9
Q64 City staff are easy to get a hold of when I need them.	1	2	3	4	9

Q65 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.

Q66 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

Q67 Do you rent or own your home?

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

Q68 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

Q69 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

Q70 Can you please tell me the first three characters of your postal code : **Please ensure it is Letter, Number, Letter.** R \_\_\_ \_\_\_

Q71 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.