



**THE CITY OF WINNIPEG**

# **BID OPPORTUNITY**

**BID OPPORTUNITY NO. 804-2014**

**PROVISION OF MARKET RESEARCH SURVEY**

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## **PART B - BIDDING PROCEDURES**

### **B1. CONTRACT TITLE**

B1.1 PROVISION OF MARKET RESEARCH SURVEY

### **B2. SUBMISSION DEADLINE**

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, November 18, 2014.

B2.2 Bids 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 D3.1.

B3.2 If the Bidder finds errors, discrepancies or omissions in the Bid Opportunity, 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 Bid Opportunity 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 Bid Opportunity 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. The use and disclosure of the confidential information shall not apply to information which:

- (a) was known to the Bidder before receipt hereof; or
- (b) becomes publicly known other than through the Bidder; or
- (c) is disclosed pursuant to the requirements of a governmental authority or judicial order.

B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Bid Opportunity 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 Bid Opportunity, 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/she 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 8 of Form A: Bid. Failure to acknowledge receipt of an addendum may render a Bid non-responsive.

## **B6. SUBSTITUTES**

- B6.1 The Work is based on the Plant, Materials and methods specified in the Bid Opportunity.
- 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/her 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, to the Bidder who requested approval of the substitute.
- B6.6.1 The Contract Administrator will issue an Addendum, disclosing the approved materials, equipment, methods and products to all potential Bidders. The Bidder requesting and obtaining the approval of a substitute shall be responsible for disseminating information regarding the approval to any person or persons he/she 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/her 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 B15.
- 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 Bid Opportunity document shall be evaluated in accordance with B15.1(a).

**B7. BID SUBMISSION**

- B7.1 The Bid shall consist of the following components:
- (a) Form A: Bid;
  - (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 Bid 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 in ink, to constitute a responsive Bid.
- 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 Bid Opportunity document, including the General Conditions, will be evaluated in accordance with B15.1(a)
- B7.6 The Bid may be submitted by mail, courier or personal delivery, or by facsimile transmission.
- B7.7 If the Bid is submitted by mail, courier or personal delivery, it shall be enclosed and sealed in an envelope clearly marked with the Bid Opportunity number and the Bidder's name and address, and shall be submitted to:
- The City of Winnipeg  
Corporate Finance Department  
Materials Management Division  
185 King Street, Main Floor  
Winnipeg MB R3B 1J1
- B7.7.1 Samples or other components of the Bid which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the Bid Opportunity number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Bid Submission.
- B7.8 If the Bid is submitted by facsimile transmission, it shall be submitted to 204- 949-1178.
- B7.8.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.
- B7.9 Bids submitted by internet electronic mail (e-mail) will not be accepted.

**B8. BID**

- B8.1 The Bidder shall complete Form A: Bid, making all required entries.

B8.2 Paragraph 2 of Form A: Bid shall be completed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his/her own name, his/her 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/her 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 Bid 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: Bid, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Bid.

B8.4 Paragraph 10 of Form A: Bid shall be signed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his/her 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;
- (d) if the Bidder is carrying on business under a name other than his/her 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: Bid should be printed below such signatures.

B8.4.2 All signatures shall be original.

B8.5 If a Bid 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 Bid 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 C11.1.3, 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).

## **B11. PROJECT PLAN**

- B11.1 The Bidder shall submit a project plan with their proposal that includes:
- (a) Company background and experience of key personnel involved;
  - (b) Relevant project experience, indicating that MRIA standards are followed, including example(s) of past work that demonstrates general ability to undertake the Work;
  - (c) Report deliverables, including part of a sample report; and
  - (d) Crosstab deliverables, that must include a sample of a crosstab report that indicates significant relationships.

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

- B12.1 Bid Submissions 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 The Bidder is advised that any information contained in any Bid may be released if required by City policy or procedures, The Freedom of Information and Protection of Privacy Act (Manitoba), or by other authorities having jurisdiction.

## **B13. IRREVOCABLE BID**

- B13.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.
- B13.2 The acceptance by the City of any Bid shall not release the Bids of the next two lowest evaluated responsive Bidders and these Bidders shall be bound by their Bids on such Work for the time period specified in Paragraph 9 of Form A: Bid.

## **B14. WITHDRAWAL OF BIDS**

- B14.1 A Bidder may withdraw his/her Bid 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 Bid 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: Bid or the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid, 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 Bid until after the Submission Deadline has elapsed;
  - (b) open the Bid to identify the contact person named in Paragraph 3 of Form A: Bid and the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid; and
  - (c) if the notice has been given by any one of the persons specified in B14.1.3(b), declare the Bid withdrawn.
- B14.2 A Bidder who withdraws his/her Bid after the Submission Deadline but before his/her Bid 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. EVALUATION OF BIDS**

- B15.1 Award of the Contract shall be based on the following bid evaluation criteria:
- (a) compliance by the Bidder with the requirements of the Bid Opportunity, or acceptable deviation therefrom (pass/fail);
  - (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B10 (pass/fail);
  - (c) Total Bid Price 40%
  - (d) Project Plan as identified in B11 60%
  - (e) economic analysis of any approved alternative pursuant to B6.
- B15.2 Further to B15.1(a), the Award Authority may reject a Bid as being non-responsive if the Bid 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 Bid, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.
- B15.3 Further to B15.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his/her Bid or in other information required to be submitted, that he/she is responsible and qualified.
- B15.4 Further to B15.1(c), the Total Bid Price shall be the lump sum price shown on Form B: Prices.
- B15.5 Further to B15.1(d), the project plan will be evaluated considering all information submitted pursuant to B11.
- B15.6 This Contract will be awarded as a whole.

## **B16. AWARD OF CONTRACT**

- B16.1 The City will give notice of the award of the Contract or will give notice that no award will be made.
- B16.2 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 Bids are determined to be responsive.
- B16.2.1 Without limiting the generality of B16.2, 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 Bid 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.

B16.3 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 in accordance with B15 .

B16.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his/her Bid upon written request to the Contract Administrator.

B16.4 Notwithstanding C4.1, the City may issue a Purchase Order to the successful Bidder in lieu of the execution of a Contract.

B16.5 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 Bid Opportunity 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) market 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) The Contractor shall administer the survey as outlined in E2.
- (c) The Contractor shall provide data and reports as outlined in E3.

#### **D3. CONTRACT ADMINISTRATOR**

D3.1 The Contract Administrator is:

Tiffany Skomro  
Public Consultation & Research Officer

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

Telephone No. 204-986-4838

D3.2 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.

#### **D4. CONTRACTOR'S SUPERVISOR**

D4.1 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/her employ.

D4.2 Before commencement of Work, the Contractor shall identify his/her designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D4.2.1 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.

#### **D5. OWNERSHIP OF INFORMATION, CONFIDENTIALITY AND NON DISCLOSURE**

D5.1 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City and shall not be appropriated for the Contractors own use, or for the use of any third party.

D5.2 The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.

- D5.3 The following shall be confidential and shall not be disclosed by the Contractor to the media or any member of the public without the prior written authorization of the Contract Administrator;
- (a) information provided to the Contractor by the City or acquired by the Contractor during the course of the Work;
  - (b) the Contract, all deliverables produced or developed; and
  - (c) any statement of fact or opinion regarding any aspect of the Contract.
- D5.4 A Contractor who violates any provision of D5 may be determined to be in breach of Contract.

## **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/she 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 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.
  - (c) the Contractor has approval to proceed by the Contract Administrator.

### **D9. TOTAL PERFORMANCE**

- D9.1 The survey shall conclude no later than December 12, 2014.
- D9.2 The Contractor shall complete the Work and deliver the results to the Contract Administrator by December 31, 2014

## **MEASUREMENT AND PAYMENT**

### **D10. INVOICES**

- D10.1 Further to C11, the Contractor shall submit an invoice for each portion of Work performed 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 work performed;
  - (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 B7.7.
- D11. PAYMENT**
- D11.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar days, after receipt and approval of the Contractor's invoice.
- D11.2 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

## **WARRANTY**

### **D12. WARRANTY**

- D12.1 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 market research survey in accordance with the requirements hereinafter specified.
- (a) The primary objective of the survey is to determine the participation rate of backyard composting and grasscycling, and what the barriers are to backyard composting and grasscycling.
  - (b) The secondary objective of the survey is to gain different perspectives of garbage, recycling and yard waste programs.
- E2.2 The Contractor shall survey a random sample of Winnipeg residents aged 18 years and older, by telephone, following proper survey methodology.
- E2.2.1 The Contractor shall conduct the telephone survey using a local Winnipeg number.
- E2.3 The total sample size shall be 600 respondents.
- (a) Respondents that have a yard with no lawn shall not exceed a maximum of 10% (60) of the respondents.
- 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.
- E2.6 The Contractor shall code, keypunch and verify the survey responses.

#### **E3. DATA AND REPORTS**

- E3.1 The Contractor shall provide a written report detailing survey findings and conclusions, including an Executive Summary, and overview of methodology. The full data results must include the total responses to each question in terms of sheer numbers and percentages.
- E3.2 The Contractor shall provide the Contract Administrator with:
- (a) Three printed 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 cleaned dataset in Microsoft Excel 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) A crosstab report showing the survey responses cross-tabulated by demographics, region, composting participation, as well as other cross-tabs as required. Tables must indicate significant relationships between cross-tabulated responses.

**E4. SAMPLE QUESTIONNAIRE**

E4.1 City of Winnipeg Composting Draft Survey Questions

**City of Winnipeg Composting  
DRAFT Survey Questions (Field version)**

Good morning (afternoon, evening), my name is \_\_\_\_\_. I am calling from \_\_\_\_\_. We are calling on behalf of the City of Winnipeg to do a short survey about composting and grasscycling. This is in no way a sales related call.

We are conducting this survey in accordance with the Freedom of Information and Protection of Privacy Act. If you have any concerns or questions about the survey you can call 311, open 24 hours every day.

May I please speak to someone aged 18 or older who has some responsibility for paying bills in your household?

- [IF CURRENT INDIVIDUAL NOT 18] May I speak with someone who is? **REPEAT INTRODUCTION**
- No one qualified or available. **THANK AND TERMINATE**

[WHEN PERSON ON THE PHONE]

**SCREENER**

- A. Please indicate your 6-digit postal code. This information is used in order to ensure the survey represents people living in all areas of Winnipeg.

[FIRST THREE DIGITS MUST FALL INTO LIST]

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**  
Gender (DO NOT ASK – WATCH QUOTAS)

Male  
Female

- B. Does your household have a yard with grass?
- |                                 |                                 |
|---------------------------------|---------------------------------|
| Yard with lawn .....            | 01                              |
| Yard with no lawn .....         | 02                              |
| No yard (apartment, condo)..... | 03 <b>(THANK AND TERMINATE)</b> |
| (DK/NS) .....                   | 99 <b>(THANK AND TERMINATE)</b> |
- C. Are you the person in your household who is fully or at least partially responsible for yard maintenance at your household?
- |               |  |
|---------------|--|
| Yes.....      | 01                                     |
| No .....      | 02 <b>(ASK FOR PERSON RESPONSIBLE)</b> |
| (DK/NS) ..... | 99 <b>(ASK FOR PERSON RESPONSIBLE)</b> |

Top of Mind

1. What do you like about the current Garbage, Recycling and Yardwaste Collection Services?  
<OPEN RESPONSE>

Composting

2. What do you normally do with yard waste, like grass clippings, leaves and twigs, from your yard?  
**(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 |
| Do not have lawn/yard .....             | 08 |
| Other (specify).....                    | 09 |
| (DK/NS) .....                           | 99 |
3. 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 THREE MENTIONS)**
- |                                   |    |
|-----------------------------------|----|
| Place in regular garbage .....    | 01 |
| Take to city depots .....         | 02 |
| Compost in yard/composter .....   | 03 |
| Dig into garden.....              | 04 |
| Feed animals with it .....        | 05 |
| Put it in my garburator.....      | 06 |
| Put it down the drain .....       | 07 |
| Curb-side composting program..... | 08 |
| Other (specify).....              | 09 |
| (DK/NS) .....                     | 99 |
4. Does your household have and use a backyard composter?
- |                                      |                |
|--------------------------------------|----------------|
| Yes, currently use .....             | 01 (go to Q06) |
| No, previously used and stopped..... | 02             |
| No, never used.....                  | 03             |
| (DK/NS) .....                        | 99             |

5. What prevents or stopped you from composting in your backyard? **(DO NOT READ LIST – ACCEPT UP TO THREE MENTIONS)**

- Do not have the space ..... 01
- Don't want to buy composter ..... 02
- Don't want to buy yard waste bags ..... 03
- Too messy..... 04
- Odour ..... 04
- Do not have lawn/yard ..... 08
- Other (specify)..... 09
- (DK/NS) ..... 99

6. To help you learn more about composting, the City of Winnipeg partners with Green Action Centre to hold free composting workshops. Have you heard of or participated in these workshops?

- Not aware of..... 01
- Aware of but haven't participated..... 02
- Participated in workshop ..... 03
- (DK/NS) ..... 99

7. The City of Winnipeg has a curbside yard waste program, which collects yard waste once every two weeks from April to November. Have you heard of or participated in the curbside yard waste program?

- Not aware of..... 01
- Aware of but haven't participated..... 02
- Participated in workshop ..... 03
- (DK/NS) ..... 99

8. I will read a list of items and would like you to tell me if you think they are allowed or not allowed in our curbside yard waste program: **(RANDOMIZE)**

		Allowed	Not allowed	DK/NS
9a.	Lawn clippings	1	2	99
9b.	Plastic bags/Lawn Seed Bags	1	2	99
9c.	Kitchen food scraps	1	2	99
9d.	Biodegradable food and drink containers	1	2	99
9e.	Coffee cups	1	2	99
9f.	Rocks/gravel	1	2	99
9g.	Concrete	1	2	99

9. Would you support increasing curbside yard waste collection from every two weeks to weekly, even if it meant that there would be a slight increase in fees as a result?

- Strongly support ..... 01
- Somewhat support ..... 02
- Neutral ..... 03
- Somewhat oppose ..... 04
- Strongly oppose ..... 05
- (DK/NS) ..... 99

Grasscycling

10. How often do you apply cosmetic lawn chemicals to improve the look of your lawn?

- Regularly throughout the season ..... 01
- Once or twice per season ..... 02
- Never ..... 03
- (DK/NS) ..... 99

.....

11. What type of lawn mower do you own and use? **(ACCEPT UP TO THREE MENTIONS)**

- Manual push mower/human power..... 01
- Gas-powered push mower..... 02
- Electric-powered plug-in push mower..... 03
- Electric-powered battery push mower..... 04
- Riding mower ..... 05
- Lawn trimmer (gas/electric)..... 06
- Use lawn service..... 07
- Do not have lawn/yard ..... 08
- Other (specify)..... 09
- (DK/NS)..... 99

12. Grasscycling, also called mulching, is simply leaving the grass clippings on the lawn after mowing. The clippings quickly dry out, decompose and disappear, recycling nutrients back into the soil and your lawn. Do you grasscycle?

- Yes, all the time..... 01 (go to Q14)
- Occasionally, some of the time ..... 02
- Never..... 03
- (DK/NS)..... 99

13. What are the reasons that prevent your household from grasscycling? **(ACCEPT UP TO THREE MENTIONS)**

- Never heard of it/wasn't aware ..... 01
- Lawn would not look good ..... 02
- Lawn would be less healthy ..... 03
- Lawn service said lawn would be harmed ..... 04
- Don't have mulching mower..... 05
- Clippings would be dragged into house/messy ... 06
- Use as compost elsewhere..... 07
- Put out with curb-side composting program ..... 08
- Do it unless grass is too long ..... 08
- No reason..... 09
- Don't know what to do..... 10
- Use a lawn service..... 11
- Do not have lawn/yard ..... 12
- (DK/NS)..... 99

14. The City of Winnipeg is considering offering a rebate program to help increase composting and grasscycling. How interested would you be in using such a rebate for...?

		Very interested	Somewhat interested	Not very interested	Not at all interested	DK/NS
15a.	Purchase of backyard composters	1	2	3	4	99
15b.	Purchase of mulching lawnmowers and blades	1	2	3	4	99
15c.	Servicing and sharpening of mulching lawnmowers and blades	1	2	3	4	99

**Collection Services**

15. I will read of a list of items and would like you to tell me if they are allowed in the City of Winnipeg's garbage collection service: **(RANDOMIZE)**

		Allowed	Not allowed	DK/NS
16a.	Propane tanks	1	2	99
16b.	Lawn chemicals	1	2	99
16c.	Batteries	1	2	99
16d.	Kitchen scraps	1	2	99
16e.	Light bulbs	1	2	99
16f.	Paint	1	2	99
16g.	Construction waste from small renovation projects	1	2	99
16h.	Styrofoam	1	2	99
16i.	Leaf and yard waste	1	2	99

16. Do you know the specific locations where you can take your household hazardous waste (e.g., oil, paint), compact fluorescent-lightbulbs, and electronic waste (e.g., televisions, computers, microwaves)?

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

**Advertising**

17. The City of Winnipeg provides information on recycling, garbage and yard waste services in several places. As far as you know where can you find this information? (PROMPT: This could include information about Brady Road Landfill, garbage that needs special handling, the location of recycling depots, and recycling tips.) **(DO NOT READ – SELECT ALL THAT APPLY)**

- White pages ..... 01
- Winnipeg.ca/City of Winnipeg website ..... 02
- Print advertisements ..... 03
- Drop-off depots ..... 04
- Stickers on bins/carts ..... 05
- Pamphlet ..... 06
- Internet ..... 07
- Media ..... 08
- Bill insert ..... 09
- Online newspaper ads ..... 10
- TV ..... 11
- Radio ..... 12
- Other (specify) ..... 88
- (DK/NS) ..... 99

18. If you needed information on recycling and garbage services, where would you like this information to be located? (PROMPT: This could include information about Brady Road Landfill, garbage that needs special handling, the location of recycling depots, and recycling tips.) **(DO NOT READ – SELECT TOP TWO)**

- White pages ..... 01
- Winnipeg.ca/City of Winnipeg website ..... 02
- Print advertisements ..... 03
- Drop-off depots ..... 04
- Stickers on bins/carts ..... 05
- Pamphlet ..... 06
- Internet ..... 07
- Media ..... 08
- Bill insert ..... 09
- Online newspaper ads ..... 10
- TV ..... 11

Radio.....	12
Other (specify).....	88
(DK/NS).....	99

19. Do you have and use the MyWaste App?	
Yes, currently have and use .....	01
Yes, currently have but don't use .....	02
No, don't have or use .....	03
(DK/NS) .....	99

Demographics

These final questions are used for statistical purposes only.

20. Do you rent or own your current place of residence?	
Rent .....	01
Own .....	02
(DK/NS) .....	99

21. Do you have any children aged 15 years or younger in your home?	
Yes .....	01
No .....	02
(DK/NS) .....	99

22. How long have you lived in Winnipeg?	
Less than 2 years .....	01
2-5 years.....	02
6-10 years.....	03
More than 10 years.....	04
(DK/NS) .....	99

23. Which is your age group?	
18-24 years.....	01
25-34 years.....	02
35-44 years.....	03
45-54 years.....	04
55-64 years.....	05
65+ years.....	06
(DK/NS) .....	99

24. 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
(DK/NS) .....	99

25. 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
(DK/NS) .....	06

Thank you very much for your time and cooperation.