



**THE CITY OF WINNIPEG**

# **BID OPPORTUNITY**

**BID OPPORTUNITY NO. 59-2007**

**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, February 7, 2007

B2.2 Bid Submissions 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 Bid Opportunity, or is unsure of the meaning or intent of any provision therein, the Bidder shall notify the Contract Administrator of the error, discrepancy or omission, or request a clarification as to the meaning or intent of the provision at least five (5) Business Days prior to the Submission Deadline.

B3.3 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.

B3.4 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.

B3.5 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. CONFIDENTIALLY AND OWNERSHIP OF INFORMATION**

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.

B4.3 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.

### **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 Branch internet site at <http://www.winnipeg.ca/matmgt>.
- B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Branch internet site 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 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 shall 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.

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.

## **B7. BID SUBMISSION**

B7.1 The Bid Submission consists of the following components:

- (a) Form A: Bid;
- (b) Form B: Prices;
- (c) References; and
- (d) Project Plan.

B7.2 All components of the Bid Submission 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.

B7.3 The Bid Submission may be submitted by mail, courier or personal delivery, or by facsimile transmission.

B7.4 If the Bid Submission 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 Branch  
185 King Street, Main Floor  
Winnipeg MB R3B 1J1

B7.4.1 Samples or other components of the Bid Submission 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.

B7.5 If the Bid Submission is submitted by facsimile transmission, it shall be submitted to (204) 949-1178

B7.5.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.

B7.6 Bid Submissions 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 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 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 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 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 shall 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 Submission and the Contract, when awarded, shall be both joint and several.

## **B9. PRICES**

B9.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.

B9.1.1 Notwithstanding GC.9.01(1), prices 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 The quantities listed on Form B: Prices are to be considered approximate only. The City will use said quantities for the purpose of comparing Bids.

B9.3 The quantities for which payment will be made to the Contractor are to be determined by the Work actually performed and completed by the Contractor, to be measured as specified in the applicable Specifications.

B9.4 Bidders shall submit prices for one or more of the following:

- (a) Separate Price - Item No. 1 shall be the amount to be **Alternative 1 for 600** respondents and shall be the Alternative the City intends to award in accordance with B16.8 of the Bidding Procedures;
- (b) Separate Price - Item No. 2 shall be **Alternative 2 for 400** respondents, the number that the contract will be reduced to if budgetary constraints require;

## **B10. REFERENCES**

B10.1 Further to B7.1(c), the Bidder shall submit, as a minimum, three (3) references for which the Work was of similar size and scope demonstrating their ability to conduct a market research survey.

## **B11. PROJECT PLAN**

B11.1 Bidder should submit a project plan with their bid that includes:

- (a) Company background
- (b) Research objectives
- (c) Outline of plan
- (d) Deliverables (including either a report outline or a sample report)
- (e) Key personnel
- (f) Relevant project experience

## **B12. QUALIFICATION**

B12.1 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;
- (b) be responsible and not be suspended, debarred or in default of any obligation to the City;
- (c) be financially capable of carrying out the terms of the Contract;
- (d) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract;
- (e) have successfully carried out work, similar in nature, scope and value to the Work;
- (f) employ only Subcontractors who:
  - (i) are responsible and not suspended, debarred or in default of any obligation 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 Branch internet site at <http://www.winnipeg.ca/matmgt>); and
  - (ii) have successfully carried out work similar in nature, scope and value to the portion of the Work proposed to be subcontracted to them, and are fully capable of performing the Work required to be done in accordance with the terms of the Contract;
- (g) have a written workplace safety and health program in accordance with The Workplace Safety and Health Act (Manitoba);

B12.2 The Bidder shall be prepared to 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.

B12.3 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.

## **B13. OPENING OF BIDS AND RELEASE OF INFORMATION**

B13.1 Bid Submissions will not be opened publicly.

B13.2 After the Submission Deadline, the names of the Bidders and their bid prices (unevaluated, and pending review and verification of conformance with requirements) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

B13.3 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 Branch internet site at <http://www.winnipeg.ca/matmgt>.

B13.4 The Bidder is advised that any information contained in any Bid Submission 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.

#### **B14. IRREVOCABLE BID**

B14.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.

B14.2 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.

#### **B15. WITHDRAWAL OF BIDS**

B15.1 A Bidder may withdraw his Bid without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B15.1.1 Notwithstanding GC.7.06(2), 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.

B15.1.2 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.

B15.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials shall:

- (a) retain the Bid Submission until after the Submission Deadline has elapsed;
- (b) open the Bid Submission 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 B15.1.3(b), declare the Bid withdrawn.

B15.2 A Bidder who withdraws his Bid after the Submission Deadline but before his Bid has been released or has lapsed as provided for in B14.2 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.

#### **B16. EVALUATION OF BIDS**

B16.1 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 (pass/fail);
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B12 (pass/fail);
- (c) References pursuant to B10 (pass/fail);
- (d) Project Plan 10%;
- (e) Total Bid Price; 90%
- (f) economic analysis of any approved alternative pursuant to B6.



- B16.2 Further to B16.1(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 if the interests of the City so require.
- B16.3 Further to B16.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his Bid Submission or in other information required to be submitted, that he is responsible and qualified.
- B16.4 Further to B16.1(c), references shall be evaluated based on the responses from the references supplied in his Bid Submission or any other references obtained.
- B16.5 Further to B16.1(d), Project plan shall be evaluated based on the information submitted by a Bidder in his Bid Submission or in other information required to be submitted.
- B16.6 Further to B16.1(e), the Total Bid Price shall be the amount entered for Alternative 1 on Form B: Prices adjusted, if necessary, as follows:
- (a) If the lowest evaluated responsive Bid for Alternative 1, submitted by a responsible and qualified Bidder, is within the budgetary provision for the Work, no adjustment will be made to the total price bid; or
  - (b) If the lowest evaluated responsive Bid for Alternative 1, submitted by a responsible and qualified Bidder, exceeds the budgetary provision for the Work, the total bid price for Alternative 2 of all responsive Bids submitted by responsible and qualified Bidders will be evaluated.
- B16.7 This Contract may be awarded on the basis of:
- (a) Alternative 1 – 600 respondents ; or
  - (b) Alternative 2 – 400 respondents
- as identified on Form B: Prices. Each alternative will be evaluated in accordance with the specified evaluation criteria.
- B16.8 The City intends to award **Alternative 1** – 600 respondents.
- B16.8.1 Notwithstanding B9.1, the Bidder may, but is not required to, bid on all alternatives.
- B16.8.2 The City shall have the right to choose the alternative that is in its best interests. If the Bidder has not bid on all alternatives, he shall have no claim against the City if his partial Bid is rejected in favour of an award of the Contract on the basis of an alternative upon which he has not bid.

## **B17. AWARD OF CONTRACT**

- B17.1 The City will give notice of the award of the Contract or will give notice that no award will be made.
- B17.2 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.
- B17.2.1 Without limiting the generality of B17.2, 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.

B17.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the lowest evaluated responsive Bid.

B17.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his Bid upon written request to the Contract Administrator.

B17.4 Notwithstanding GC.3.01 and GC.3.02, the City will issue a Purchase Order to the successful Bidder in lieu of the execution of a Contract.

B17.5 The Contract Documents, as defined in GC.1.01(7), 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**

### **C1. GENERAL CONDITIONS**

C1.1 The *General Conditions for Provision of Services* (Revision 1996 02 05) are applicable to the Work of the Contract.

C1.1.1 The *General Conditions for Provision of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Branch internet site at <http://www.winnipeg.ca/matmgt>.

## PART D - SUPPLEMENTAL CONDITIONS

### GENERAL

#### D1. GENERAL CONDITIONS

- D1.1 In addition to the *General Conditions for Provision of Services*, these Supplemental Conditions are applicable to the Work of the Contract.
- D1.2 The General Conditions are amended by striking out "The City of Winnipeg Act" wherever it appears in the General Conditions and substituting "The City of Winnipeg Charter".
- D1.3 The General Conditions are amended by striking out "Board of Commissioners" or "Commissioner" wherever it appears in the General Conditions and substituting the "Chief Administrative Officer".
- D1.4 The General Conditions are amended by striking out "Tender Package" wherever it appears in the General Conditions and substituting "Bid Opportunity".
- D1.5 The General Conditions are amended by striking out "Tender Submission" wherever it appears in the General Conditions and substituting "Bid Submission".
- D1.6 The General Conditions are amended by striking out "Bidding Instructions" wherever it appears in the General Conditions and substituting "Bidding Procedures".

#### 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 results to the City of Winnipeg – Water & Waste Department.

#### D3. DEFINITIONS

- D3.1 When used in this Bid Opportunity:
- (a) "**Business Day**" means any Calendar Day, other than a Saturday, Sunday, or a Statutory or Civic Holiday;
  - (b) "**Submission Deadline**" and "**Time and Date Set for the Final Receipt of Bids**" mean the time and date set out in the Bidding Procedures for final receipt of Bids;

#### D4. CONTRACT ADMINISTRATOR

- D4.1 The Contract Administrator is:
- Tiffany Skomro  
Public Consultation & Research Officer  
Water and Waste Department  
109-1199 Pacific Ave  
Winnipeg, MB R3E 3S8
- Telephone No. (204) 986-4838  
Facsimile No. (204) 986-3745

#### D5. CONTRACTOR'S SUPERVISOR

- D5.1 At the pre- commencement meeting, the Contractor shall identify his designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

## **D6. NOTICES**

- D6.1 GC.7.06 is hereby amended to delete reference to "registered mail" and to replace same with "ordinary mail".
- D6.2 GC.7.06 is further amended hereby to include delivery by facsimile transmission (fax) as an acceptable means of delivering notices, consents, approvals, statements, authorizations, documents or other communications required or permitted to be given under this Contract. Deliveries by fax will be deemed to have been received on the day of delivery, if a business day, or if not a business day, on the business day next following the day of delivery.
- D6.3 Further to GC.7.06, all notices, consents, approvals, statements, authorizations, documents or other communications to the City, except as expressly otherwise required in D6.4, D6.5 or elsewhere in the Contract, shall be sent to the attention of the Contract Administrator at the address or facsimile number identified in D4.1.
- D6.4 All notices of appeal to the Chief Administrative Officer shall be sent to the following address or facsimile number:  
The City of Winnipeg  
Chief Administrative Officer Secretariat  
Administration Building, 3rd Floor  
510 Main Street  
Winnipeg MB R3B 1B9  
Facsimile No.: (204) 949-1174
- D6.5 All notices, requests, nominations, proposals, consents, approvals, statements, authorizations, documents or other communications required to be submitted or returned to the City Solicitor shall be sent to the following address or facsimile number:  
The City of Winnipeg  
Corporate Services Department  
Legal Services Division  
185 King Street, 3rd Floor  
Winnipeg MB R3B 1J1  
Facsimile No.: (204) 947-9155

## **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 Purchase Order 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 that the Contractor is 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;

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

## **PART E - SPECIFICATIONS**

### **GENERAL**

#### **E1. GENERAL**

E1.1 These Specifications shall apply to the Work.

#### **E2. SERVICES**

E2.1 The Contractor shall conduct a market research survey and provide results in accordance with the requirements hereinafter specified.

E2.2 The Contractor shall survey a random sample of Winnipeg residents age 18 years and older, by telephone, following proper survey methodology.

E2.2.1 Residents living beyond the City of Winnipeg boundaries (e.g. Headingly, East St. Paul, etc.) are NOT to be included in this survey.

E2.3 The survey instrument shall be in accordance with the attached questionnaire.

E2.4 The Contractor shall review and field-test the questionnaire prior to conducting the Survey.

E2.5 The Contractor shall code, keypunch and verify the survey responses.

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

E3.1 The Contractor shall provide the City of Winnipeg - Water & Waste Department with a computer file containing the final data in Microsoft Excel or Access 2000 format.

E3.2 The Contractor shall provide the City of Winnipeg - Water & Waste Department with tables showing the survey responses cross-tabulated by demographics.

E3.3 The Contractor shall provide the City of Winnipeg - Water & Waste Department with a summary report of survey results.

#### **E4. WORK SCHEDULE**

E4.1 The Survey shall commence no later than February 21, 2007 and conclude no later than March 14, 2007.

E4.2 The Contractor shall complete the Work and deliver the results to the Contract Administrator by March 23, 2007.

#### **E5. QUESTIONNAIRE**

**CITY OF WINNIPEG - WWD - WATER AND WASTEWATER  
CUSTOMER SATISFACTION SURVEY – DRAFT**

First, are you 18 years of age or older?

Yes ..... CONTINUE

No ..... May I speak with someone who is? (REPEAT INTRODUCTION)

No ..... No one qualified or available. (TERMINATE WITH THANKS)

Do you live within the boundaries of the City of Winnipeg?

Yes ..... CONTINUE

No ..... TERMINATE WITH THANKS

Gender (DO NOT READ)

Female ..... 1

Male ..... 2

**WATER**

1. Overall, how satisfied are you with the quality of tap water in Winnipeg?

Very Satisfied ..... 1 (GO TO Q3)

Satisfied ..... 2 (GO TO Q3)

Neutral ..... 3

Unsatisfied ..... 4

Very Unsatisfied ..... 5

2. How satisfied are you with the taste and odour of tap water?

Very Satisfied ..... 1

Satisfied ..... 2

Neutral ..... 3

Unsatisfied ..... 4

Very Unsatisfied ..... 5

3. How important is it to have good tap water?

Very Important ..... 1

Important ..... 2

Neutral ..... 3

Unimportant ..... 4

Very Unimportant ..... 5

4. How satisfied are you with the health and safety of tap water?

Very Satisfied ..... 1

Satisfied ..... 2

Neutral ..... 3

Unsatisfied ..... 4

Very Unsatisfied ..... 5

5. Do you believe the quality of tap water will improve with the new water treatment plant?

Yes ..... 1

No ..... 2

6. Are you aware that you can find water quality test results, produced by the Analytical Services branch, on the City of Winnipeg's website?

Yes ..... 1

No ..... 2



7. How satisfied are you with the information you receive from your water utility?
- |                  |   |
|------------------|---|
| Very Satisfied   | 1 |
| Satisfied        | 2 |
| Neutral          | 3 |
| Unsatisfied      | 4 |
| Very Unsatisfied | 5 |
8. How important is it to receive information about your water utility?
- |                  |   |
|------------------|---|
| Very Important   | 1 |
| Important        | 2 |
| Neutral          | 3 |
| Unimportant      | 4 |
| Very Unimportant | 5 |
9. How satisfied are you with the City's water conservation program?
- |                  |   |
|------------------|---|
| Very Satisfied   | 1 |
| Satisfied        | 2 |
| Neutral          | 3 |
| Unsatisfied      | 4 |
| Very Unsatisfied | 5 |
10. How important is it to have a water conservation program?
- |                  |   |
|------------------|---|
| Very Important   | 1 |
| Important        | 2 |
| Neutral          | 3 |
| Unimportant      | 4 |
| Very Unimportant | 5 |
11. Have you participated in any water conservation activities? For example, installed low-flow showerheads, low-flush toilets or front loading washing machines.
- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
12. Are you aware of the City's water main cleaning program? That is, when water mains are cleaned by forcing water through them at high speeds.
- |     |               |
|-----|---------------|
| Yes | 1             |
| No  | 2 (GO TO Q14) |
13. Have you noticed an improvement in the quality of your water?
- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |
14. How satisfied are you with the availability and dependability of the water supply?
- |                  |   |
|------------------|---|
| Very Satisfied   | 1 |
| Satisfied        | 2 |
| Neutral          | 3 |
| Unsatisfied      | 4 |
| Very Unsatisfied | 5 |
15. How important is it to have an adequate and uninterrupted supply of water?
- |                  |   |
|------------------|---|
| Very Important   | 1 |
| Important        | 2 |
| Neutral          | 3 |
| Unimportant      | 4 |
| Very Unimportant | 5 |

16. Have you had a disruption in your water supply within the last year?

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

17. Overall, how satisfied are you as a customer with the water utility?

Very Satisfied ..... 1  
Satisfied ..... 2  
Neutral ..... 3  
Unsatisfied ..... 4  
Very Unsatisfied ..... 5

**SEWAGE**

18. Overall, how satisfied are you with the functioning of the City's sewer systems?

Very Satisfied ..... 1  
Satisfied ..... 2  
Neutral ..... 3  
Unsatisfied ..... 4  
Very Unsatisfied ..... 5

19. How important is it for the City to maintain its sewer systems?

Very Important ..... 1  
Important ..... 2  
Neutral ..... 3  
Unimportant ..... 4  
Very Unimportant ..... 5

20. Have you had any problems with the sewer system within the last year? For example, sewer back-up, a plugged catch basin, etc.

Yes ..... 1  
No ..... 2 (GO TO Q22)

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

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

22. How satisfied are you with the odour from the City's wastewater systems? That is, from the wastewater treatment plants, manholes, lift stations, etc.

Very Satisfied ..... 1  
Satisfied ..... 2  
Neutral ..... 3  
Unsatisfied ..... 4  
Very Unsatisfied ..... 5

23. How important is it to control the odour from these systems?

Very Important ..... 1  
Important ..... 2  
Neutral ..... 3  
Unimportant ..... 4  
Very Unimportant ..... 5

24. Have you noticed any odour from the City's sewer systems within the last year?

Yes ..... 1  
No ..... 2 (GO TO Q26)

25. Where did you experience this odour? (DO NOT READ LIST)

- Wastewater treatment plant..... 1
- Manhole/catch basin..... 2
- Lift/pumping station..... 3
- Inside house..... 4
- Other..... 5

26. Does your home have a swimming pool?

- Yes..... 1
- No..... 2 (GO TO Q28)

27. Where do you direct the pool water when draining or back flushing your filter? (DO NOT READ LIST)

- Yard..... 1
- Street/back lane..... 2
- Basement sewer..... 3
- City catch basin..... 4

### FLOOD PREVENTION

28. How satisfied are you with the service the City provides to help prevent basement flooding?

- Very Satisfied..... 1
- Satisfied..... 2
- Neutral..... 3
- Unsatisfied..... 4
- Very Unsatisfied..... 5

29. How satisfied are you with the efforts to protect the City from river flooding?

- Very Satisfied..... 1
- Satisfied..... 2
- Neutral..... 3
- Unsatisfied..... 4
- Very Unsatisfied..... 5

30. How important is it for the City to have flood prevention measures?

- Very Important..... 1
- Important..... 2
- Neutral..... 3
- Unimportant..... 4
- Very Unimportant..... 5

31. How satisfied are you with the information the City provides about protecting your home from basement flooding?

- Very Satisfied..... 1
- Satisfied..... 2
- Neutral..... 3
- Unsatisfied..... 4
- Very Unsatisfied..... 5

32. How important is it for the City to provide information on how to protect your home from basement flooding?

- Very Important..... 1
- Important..... 2
- Neutral..... 3
- Unimportant..... 4
- Very Unimportant..... 5

33. Does your home have a backwater valve?  
Yes ..... 1  
No ..... 2
34. Does your home have a sump pump?  
Yes ..... 1  
No ..... 2 (GO TO Q36)
35. Where does your sump pump discharge? (DO NOT READ LIST)  
Front yard ..... 1  
Back yard ..... 2  
Side of house ..... 3  
Basement sewer ..... 4  
Driveway ..... 5  
Street ..... 6  
Back lane ..... 7  
Varies (move hose) ..... 8

### VALUE OF SERVICES

36. How satisfied are you with the price you pay for the value you receive for your water and sewer services?  
Very Satisfied ..... 1  
Satisfied ..... 2  
Neutral ..... 3  
Unsatisfied ..... 4  
Very Unsatisfied ..... 5
37. Would you be willing to pay increased water and sewer rates in order to improve water and wastewater services?  
Yes ..... 1  
No ..... 2  
Maybe ..... 3

### ENVIRONMENT

38. How satisfied are you with the state of Winnipeg's waterways?  
Very Satisfied ..... 1  
Satisfied ..... 2  
Neutral ..... 3  
Unsatisfied ..... 4  
Very Unsatisfied ..... 5
39. How important is it to preserve the City's waterways?  
Very Important ..... 1  
Important ..... 2  
Neutral ..... 3  
Unimportant ..... 4  
Very Unimportant ..... 5
40. How would you rate the quality of the City's waterways?  
Very good ..... 1  
Acceptable ..... 2  
Somewhat polluted ..... 3  
Very polluted ..... 4

41. Do you use the rivers for recreational purposes?
- |           |   |
|-----------|---|
| Yes ..... | 1 |
| No .....  | 2 |
42. Overall, how concerned are you about the health of our waterways, including Lake Winnipeg?
- |                          |   |
|--------------------------|---|
| Very Concerned .....     | 1 |
| Concerned .....          | 2 |
| Neutral .....            | 3 |
| Not Concerned .....      | 4 |
| Not Very Concerned ..... | 5 |

## DEMOGRAPHICS

43. Do you own or rent your current place of residence?
- |                                      |   |
|--------------------------------------|---|
| Own .....                            | 1 |
| Rent .....                           | 2 |
| Other (public or band housing) ..... | 3 |
44. What type of residence do you live in? (READ LIST)
- |                 |   |
|-----------------|---|
| House .....     | 1 |
| Apartment ..... | 2 |
| Townhouse ..... | 3 |
| Condo .....     | 4 |
45. How long have you lived in Winnipeg? (READ LIST)
- |                          |   |
|--------------------------|---|
| Less than 2 years .....  | 1 |
| 2-5 years .....          | 2 |
| 6-10 years .....         | 3 |
| More than 10 years ..... | 4 |
46. Have you used the Internet for any reason within the past month?
- |           |   |
|-----------|---|
| Yes ..... | 1 |
| No .....  | 2 |
47. What is the highest level of schooling you have obtained? (READ LIST)
- |                                       |   |
|---------------------------------------|---|
| Grade school/some high school .....   | 1 |
| Completed high school .....           | 2 |
| Some post-secondary .....             | 3 |
| Completed college or university ..... | 4 |
48. Which age group are you in? (READ LIST)
- |                   |   |
|-------------------|---|
| 18-29 years ..... | 1 |
| 30-39 years ..... | 2 |
| 40-49 years ..... | 3 |
| 50-59 years ..... | 4 |
| 60-69 years ..... | 5 |
| 70+ years .....   | 6 |
49. Which of the following categories best describes your total household income before taxes?  
(READ LIST)
- |                            |   |
|----------------------------|---|
| Under \$10,000 .....       | 1 |
| \$10,000 to \$29,000 ..... | 2 |
| \$30,000 to \$59,000 ..... | 3 |
| \$60,000 to \$79,000 ..... | 4 |
| \$80,000 or over .....     | 5 |
50. Finally, what is your six-digit postal code?  
\_\_\_\_\_ - \_\_\_\_\_

