



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 604-2009

RECYCLING – ONLINE MARKETING RESEARCH SURVEY

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 RECYCLING – ONLINE MARKETING RESEARCH SURVEY

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, August 21, 2009.

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. 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 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 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 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.
- 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 B16.1(a).

B7. BID SUBMISSION

- B7.1 The Bid shall consist of the following components:
- (a) Form A: Bid;
 - (b) Form B: Prices;
 - (c) References; and
 - (d) 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 B16.1(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 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 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 a price in Canadian funds for each item of the Work identified on Form B: Prices.
- B9.1.1 Notwithstanding C11.1.1, 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 Prices from Non-Resident Bidders are subject to a Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).
- B9.5 The Bidder shall state a separate price in Canadian funds the following items of Work as specified on Form B: Prices:
- (a) Separate Price - Item No. 2 shall be the amount to be deducted from the price for Item No. 1 if the price exceeds the budgetary constraints.

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. REFERENCES

B11.1 The Bidder should submit three (3) references for Work of a similar size and scope, demonstrating their ability to conduct a market research survey. At least one reference from Winnipeg would be recommended.

B12. PROJECT PLAN

B12.1 The 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, including example(s) of past work that demonstrates general ability to undertake the contact;
- (g) Sampling plan that demonstrates ability to obtain a robust sample in Winnipeg; and

- (h) A sample of the visual appearance of the Web Based Survey. The web survey must be set up in a way that precludes any individual from completing more than one survey.

B13. OPENING OF BIDS AND RELEASE OF INFORMATION

- B13.1 Bid Submissions will not be opened publicly.
- B13.2 Following the Submission Deadline, the names of the Bidders and their total 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 Division website 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 Division website at <http://www.winnipeg.ca/matmgt>
- B13.4 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.

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 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.
- 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 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 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, 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; 45%
 - (d) References pursuant to B11.1 5%;
 - (e) Project Plan pursuant to B12 50%
 - (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 or minor informalities or irregularities 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 or in other information required to be submitted, that he is responsible and qualified.
- B16.4 Further to B16.1(c), the Total Bid Price shall be the price submitted for Item 1 on Form B: Prices and will be adjusted, if necessary, as follows:
- (a) if the lowest evaluated responsive Bid submitted by a responsible and qualified Bidder is within the budgetary provision for the Work, no adjustment will be made to the Total Bid Price or;
 - (b) if the lowest evaluated responsive Bid submitted by a responsible and qualified Bidder exceeds the budgetary provision for the Work, the Total Bid Price of all responsive Bids submitted by responsible and qualified Bidders will be adjusted by deducting the following item:
 - (i) Item 2 – 200 Respondents.
- B16.5 Further to B16.1(d), references shall be evaluated based on the responses from the references supplied in this Bid Submission or any other references obtained.
- B16.6 Further to B16.1(e)the , 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.

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 in accordance with B16 .

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 C4.1, 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 C1.1(n), in their entirety shall be deemed to be incorporated in and to form a part of the Purchase Order notwithstanding that they are not necessarily attached to or accompany said Purchase Order.

PART C - GENERAL CONDITIONS

C0. GENERAL CONDITIONS

- C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm
- C0.2 A reference in the 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) marketing research survey and submitting results to the City of Winnipeg – Water & Waste Department.

D2.2 The major components of the Work are as follows:

- (a) The Contractor shall meet with the Contract Administrator to provide advice/recommendation on the final survey instrument;
- (b) Once the final survey instrument has been approved by the Contract Administrator, the Contractor shall pre-test the Survey instrument;
- (c) The Contractor shall provide data input services, including coding, keypunch and verification of all the survey responses;
- (d) The Contractor shall provide a written report detailing survey findings to the Contract Administrator;
- (e) The Contractor shall provide the cleaned dataset of responses to the Contract Administrator in Access or SPSS format;
- (f) The Contractor shall provide, in Microsoft Word or Excel format, a transcript of verbatim responses to open ended questions;
- (g) The Contractor shall provide an electronic summary, including thematic coding of the answers to open-ended questions provided in Microsoft Word or Excel.

D3. CONTRACT ADMINISTRATOR

D3.1 The Contract Administrator is:

Tiffany Skomro

Public Consultation & Research Officer
Water and Waste Department
112-1199 Pacific Ave
Winnipeg, MB R3E 3S8

Telephone No. (204) 770-6583

Facsimile No. (204) 986-3745

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 employ.

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

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. NOTICES

D5.1 Notwithstanding C22.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following address or facsimile number:

The City of Winnipeg
Chief Financial Officer
Administration Building, 3rd Floor
510 Main Street
Winnipeg MB R3B 1B9
Facsimile No.: (204) 949-1174

SUBMISSIONS

D6. AUTHORITY TO CARRY ON BUSINESS

D6.1 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

D7. COMMENCEMENT

D7.1 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.

D7.2 The Contractor shall not commence any Work on the Site until the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D7.3 The Survey shall commence by September 15, 2009.

D7.4 The Contractor shall complete the Work and deliver the results to the Contact Administrator by September 30, 2009.

MEASUREMENT AND PAYMENT

D8. PAYMENT

D8.1 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

D9. PAYMENT SCHEDULE

D9.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

D9.2 Payment will be made after completion of the Work.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS AND DRAWINGS

E1.1 These Specifications shall apply to the Work.

E2. SERVICES

E2.1 The Contractor shall conduct a marketing research survey in accordance with the requirements hereinafter specified.

E2.2 The Contractor shall prepare and set up the web survey.

E2.3 The Contractor shall survey a random sample of Winnipeg residents age 18 years and older, by web pages, following proper survey methodology.

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

E2.4 The survey instrument shall be in accordance with the attached draft questionnaire – to be finalized in collaboration with the Contractor, with the Contract Administrator retaining right of final approval.

E2.5 The Contractor shall review and pre-test the questionnaire prior to conducting the Survey.

E3. DATA AND REPORTS

E3.1 The Contractor shall provide the Contact Administrator with:

(a) A printed summary report of survey results;

(b) An electronic file containing the final data in Microsoft Access or SPSS format;

(c) An electronic file containing the verbatim responses to open ended questions in Microsoft Word or Excel format;

(d) An electronic file containing a summary, including thematic coding of the answers to open-ended questions provided in Microsoft Word or Excel format;

(e) Tables showing the survey responses cross-tabulated by demographics, as well as other cross-tabs as required.

RECYCLING SURVEY 2009 – DRAFT

PARTICIPATION INCIDENCE

1. To the best of your knowledge, does your household participate in the curbside Blue Box recycling program?

Yes 01
No 02
(DK/NS) 09

2. As far as you know, is your household eligible to participate in the Blue Box recycling program?

Yes 01
No 02
(DK/NS) 09 (ASK IF NEIGHBOURS HAVE BLUE BOXES IN FRONT OR REAR OF THEIR HOMES)

3. And what is the main reason why your household does not participate in the Blue Box recycling program? Are there any other reasons why you don't participate in the Blue Box program? (ACCEPT UP TO 3 RESPONSES)

Can't be bothered 01
Too busy / No time 02
Don't have box 03
Don't see need 04
Too old / Physically impaired 05
Had problem in past 06
Too much trouble/Too complicated 07
Recycling program not available 08
Others (Specify) 09
(DK/NS) 99

RECYCLING PRACTICES

4. How often do you place your Blue Box out for collection? Is it...?

Every week 01
Every other week 02
Rarely 03
(DK/NS) 09

5. In your household, who usually packs and manages your Blue Box?

Wife/Female head of house 01
Husband/Male head of house 02
Resident child 03
Other resident 04
Domestic help 05
Multiple family members 06
(DK/NS) 09

6. How many Blue Boxes does your household have?

One 01
Two 02
More than two 03
(DK/NS) 09

7. Would you say your household is now placing more, less or the same amount of materials in your Blue Box than was the case five years ago?

- More 01
- Less..... 02
- Same..... 03
- Unsure, only started recycling recently... 04
- (DK/NS)..... 09

8. Which one of the following statements best describes you.

I really like the idea of the Blue Box Program and I think my household is disposing of all recyclable items in the Blue Box 1

I try to recycle as much as I can, but there are probably some items that my house is not currently recycling that could be included in the Blue Box..... 2

I don't recycle as much as I could and I sometimes question the value of recycling and the Blue Box program..... 3

(DK/NS)..... 9

PROGRAM EXPERIENCES

9. Have you ever had your Blue Box lost, stolen, or damaged beyond repair?

- Lost/stolen..... 01
- Damaged beyond repairs..... 02
- Neither..... 03
- (DK/NS)..... 09

10. Were you able to easily determine where you would call to arrange to have a replacement Blue Box provided?

- Yes 01
- No..... 02
- (DK/NS)..... 09

11. Have you ever made a complaint about any aspect of the service that you receive through the Blue Box program?

- Yes 01
- No..... 02
- (DK/NS)..... 09

12. And what was the specific reason for this complaint? (select all that apply)

- Didn't take my recyclables 01
- Missed our pickup date 02
- Came too early. 03
- Came too late... 04
- Recycling bin left in driveway/garage entrance 05
- Recyclables thrown on street/back lane 06
- Broken box..... 07
- Other (Specify) 08
- (DK/NS)..... 99

13. Was your complaint resolved in a satisfactory manner or were you not able to resolve this issue?

- Complaint resolved 01
- Not resolved 02
- Don't know, never heard back ... 03
- (Can't recall) 09

14. How satisfied are you with the current recycling program?

- Very satisfied.... 01
- Satisfied 02
- Unsatisfied 04
- Very unsatisfied 05

15. What do you like about the current recycling program?

<OPEN RESPONSE>

16. What do you dislike about the current recycling program?

<OPEN RESPONSE>

17. Winnipeg's Blue Box program is looking for ways to improve the services it offers to citizens and encourage a higher level of public participation in this program. What kinds of things would improve the Blue Box program and encourage citizens like yourself to recycle more often or include more items in your Blue Box? (ACCEPT UP TO 3 RESPONSES)

- More info on eligible materials ... 01
- More info on what happens to materials in box ... 02
- Provide 2nd box for free 03
- Provide bigger boxes 04
- Expand program to include more materials 05
- Expand program to include composting 06
- Educational material for young people.... 07
- More publicity 08
- More statistics on program operations.... 09
- Better curbside service (general) 10
- Move to deposit system 11
- New curbside contractor 12
- No city involvement / Move to private sector 13
- Other (Specify) 14
- (DK/NS) 99

RECYCLING CARTS

The City of Winnipeg is considering switching to a recycling cart system to replace the current blue box. The cart would still be put out on your Recycling Day and all recyclables would be put into the cart without sorting. Recycling depots would still be available to use.

<WILL PROVIDE PICTURES OF CART>

18. Based on the description provided, how much do you think you would like using the blue cart?

- Like a lot..... 01
- Like somewhat 02
- Don't like much. 03
- Don't like at all.. 04

19. What would you like about using the blue cart?

<OPEN RESPONSE>

20. What would you dislike about the using the blue cart?

<OPEN RESPONSE>

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21. If there was a choice, what size of cart do you think your household would need?
 Small cart (holds content of 3 boxes)..... 01
 Medium cart (holds content of 4-5 boxes) 02
 Large cart (holds content of 6 boxes) 03
22. Considering the carts have several times the capacity of a blue box, how often would you want to place the cart out for collection?
 Every week..... 01
 Every other week 02
 More than every other week 03

23. How much do you agree or disagree with the following statements? (Randomize)

		Disagree Completely								Agree Completely		(DK /NS)
		1	2	3	4	5	6	7	8	9	10	
a	I would be more supportive of the blue cart if the City of Winnipeg provided the initial cart.											99
b	I am concerned about my cart being stolen or vandalized.											99
c	The blue cart would be more difficult to use than the blue box.											99
d	There are more benefits than drawbacks to using a blue cart.											99
e	We should switch to a blue cart even if it means that it would cost more.											99

24. If you had to pay for a cart, what do you think would be a fair price to pay?
 \$75-100 01
 \$50-74 02
 \$25-49 03
 Less than \$24... 04
 It should be free 05
25. Currently, is your blue box serviced on the front street or on the back lane?
 Front street..... 01
 Back lane 02
 (DK/NS)..... 09
26. Would you support the new blue cart system if the cart was only serviced on the front street?
 Yes 01
 No..... 02
 (DK/NS)..... 09
27. Finally, would you also want one of these carts for garbage collection?
 Yes 01
 No..... 02
 (DK/NS)..... 09

DEMOGRAPHICS

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

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

29. Which is your age group?

- 18-29 years 01
- 30-39 years 02
- 40-49 years 03
- 50-59 years 04
- 60-69 years 05
- 70+ years 06

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

- Grade school / Some high school 01
- Complete high school 02
- Some technical / Vocational after high school 03
- Technical / Vocational diploma 04
- Some university 05
- University degree 06
- (Refused / Not stated) 09

31. Do you have children aged 15 years or younger in your home?

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

32. 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
- (Refused / Not stated) 09

33. And finally, could I please get the first 3 digits of your postal code? We need this information in order to make sure our sample represents people living in all areas of Winnipeg.

<u>N.West=1</u>	<u>S.West=2</u>	<u>S.East=3</u>	<u>N.East=4</u>
R2Y	R3L	R2N	R2L
R3K	R3M	R3X	R2K
R3J	R3N	R2M	R3W
R3H	R3P	R2J	R2C
R3G	R3R	R2H	R2G
R3E	R3S		R2E
R2X	R3T		
R2R	R3Y		
R2P	R3V		
R3C			
R3B			
R3A			
R2W			
R2V			
R4A			