



THE CITY OF WINNIPEG

REQUEST FOR PROPOSAL

RFP NO. 212-2011

**MARKET RESEARCH SURVEY – COMPREHENSIVE WASTE MANAGEMENT
PLAN: PHASE 2**

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

- B1.1 MARKET RESEARCH SURVEY – COMPREHENSIVE WASTE MANAGEMENT PLAN: PHASE 2

B2. SUBMISSION DEADLINE

- B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, March 18, 2011.
- B2.2 Proposals determined by the Manager of Materials to have been received later than the Submission Deadline will not be accepted and will be returned upon request.
- B2.3 The Contract Administrator or the Manager of Materials may extend the Submission Deadline by issuing an addendum at any time prior to the time and date specified in B2.1.

B3. ENQUIRIES

- B3.1 All enquiries shall be directed to the Contract Administrator identified in D2.2(a).1.
- B3.2 If the Bidder finds errors, discrepancies or omissions in the Request for Proposal, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.
- B3.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.
- B3.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator to all Bidders by issuing an addendum.
- B3.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Request for Proposal will be provided by the Contract Administrator only to the Bidder who made the enquiry.
- B3.6 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B3 unless that response or interpretation is provided by the Contract Administrator in writing.

B4. CONFIDENTIALITY

- B4.1 Information provided to a Bidder by the City or acquired by a Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.
- B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Request for Proposals to the media or any member of the public without the prior written authorization of the Contract Administrator.

B5. ADDENDA

- B5.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Request for Proposal, or clarifying the meaning or intent of any provision therein.
- B5.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.

- B5.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/bidopp.asp>
- B5.2.2 The Bidder is responsible for ensuring that he has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- B5.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 9 of Form A: Proposal. Failure to acknowledge receipt of an addendum may render a Proposal non-responsive.

B6. SUBSTITUTES

- B6.1 The Work is based on the Plant, Materials and methods specified in the Request for Proposal.
- B6.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B6.3 Requests for approval of a substitute will not be considered unless received in writing by the Contract Administrator at least five (5) Business Days prior to the Submission Deadline.
- B6.4 The Bidder shall ensure that any and all requests for approval of a substitute:
- (a) provide sufficient information and details to enable the Contract Administrator to determine the acceptability of the Plant, Material or method as either an approved equal or alternative;
 - (b) identify any and all changes required in the applicable Work, and all changes to any other Work, which would become necessary to accommodate the substitute;
 - (c) identify any anticipated cost or time savings that may be associated with the substitute;
 - (d) certify that, in the case of a request for approval as an approved equal, the substitute will fully perform the functions called for by the general design, be of equal or superior substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance;
 - (e) certify that, in the case of a request for approval as an approved alternative, the substitute will adequately perform the functions called for by the general design, be similar in substance to that specified, is suited to the same use and capable of performing the same function as that specified and can be incorporated into the Work, strictly in accordance with the proposed work schedule and the dates specified in the Supplemental Conditions for Substantial Performance and Total Performance.
- B6.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his sole discretion grant approval for the use of a substitute as an “approved equal” or as an “approved alternative”, or may refuse to grant approval of the substitute.
- B6.6 The Contract Administrator will provide a response in writing, at least two (2) Business Days prior to the Submission Deadline, only to the Bidder who requested approval of the substitute.
- B6.6.1 The Bidder requesting and obtaining the approval of a substitute shall be entirely responsible for disseminating information regarding the approval to any person or persons he wishes to inform.
- B6.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B6.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may base his Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B16.1.

- B6.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.
- B6.10 Notwithstanding B6.2 to B6.9 and in accordance with B7.5, deviations inconsistent with the Request for Proposal document shall be evaluated in accordance with B17.1(a).

B7. PROPOSAL SUBMISSION

- B7.1 The Proposal shall consist of the following components:
- (a) Form A: Proposal;
 - (b) Form B: Prices;
 - (c) Project Plan.
- B7.2 Further to B7.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B6.
- B7.3 All components of the Proposal shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely, to constitute a responsive Proposal.
- B7.3.1 Bidders should submit one (1) unbound original (marked "original").
- B7.4 Bidders are advised not to include any information/literature except as requested in accordance with B7.1.
- B7.5 Bidders are advised that inclusion of terms and conditions inconsistent with the Request for Proposal, including the General Conditions, will be evaluated in accordance with B17.1(a).
- B7.6 The Proposal should be submitted enclosed and sealed in an envelope clearly marked with the RFP number and the Bidder's name and address.
- B7.6.1 Samples or other components of the Proposal which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the RFP number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Proposal Submission.
- B7.7 Proposals submitted by facsimile transmission (fax) or internet electronic mail (e-mail) will not be accepted.
- B7.8 Proposals shall be submitted to:
- The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1

B8. PROPOSAL

- B8.1 The Bidder shall complete Form A: Proposal, making all required entries.
- B8.2 Paragraph 2 of Form A: Proposal shall be completed in accordance with the following requirements:
- (a) if the Bidder is a sole proprietor carrying on business in his own name, his name shall be inserted;
 - (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
 - (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;

- (d) if the Bidder is carrying on business under a name other than his own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.

B8.2.1 If a Proposal is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B8.2.

B8.3 In Paragraph 3 of Form A: Proposal, the Bidder shall identify a contact person who is authorized to represent the Bidder for purposes of the Proposal.

B8.4 Paragraph 11 of Form A: Proposal shall be signed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his own name, it shall be signed by the Bidder;
- (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
- (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers and the corporate seal, if the corporation has one, should be affixed;
- (d) if the Bidder is carrying on business under a name other than his own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.

B8.4.1 The name and official capacity of all individuals signing Form A: Proposal should be printed below such signatures.

B8.5 If a Proposal is submitted jointly by two or more persons, the word "Bidder" shall mean each and all such persons, and the undertakings, covenants and obligations of such joint Bidders in the Proposal and the Contract, when awarded, shall be both joint and several.

B9. PRICES

B9.1 The Bidder shall state the lump sum price in Canadian funds for the Work on Form B: Prices.

B9.1.1 Notwithstanding C11.1.2, the price on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.

B9.2 Payments to Non-Resident Contractors are subject to Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

B10. QUALIFICATION

B10.1 The Bidder shall:

- (a) undertake to be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Bidder does not carry on business in Manitoba, in the jurisdiction where the Bidder does carry on business; and
- (b) be financially capable of carrying out the terms of the Contract; and
- (c) have all the necessary experience, capital, organization, and equipment to perform the Work in strict accordance with the terms and provisions of the Contract.

B10.2 The Bidder and any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) be responsible and not be suspended, debarred or in default of any obligations to the City. A list of suspended or debarred individuals and companies is available on the Information

Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/debar.stm>

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

B10.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) have successfully carried out work similar in nature, scope and value to the Work; and
- (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
- (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba);
- (d) provide references, including company name, contact, phone number and e-mail address, which may be used towards substantiating adherence to (MRIA) Code of Conduct and Good Practice.

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;
- (b) Research objectives;
- (c) Outline of plan, including a timeline;
- (d) Relevant project experience, indicating that MRIA standards are followed, including example(s) of past work that demonstrates general ability to undertake the Work;
- (e) Report deliverables, including either a report outline or a sample report;
- (f) Crosstab deliverables, that must include a sample of a crosstab report that indicates significant relationships;
- (g) A screen-shot sample or web link to a sample of the interface that would be used for the web-link survey; and
- (h) The bidders must indicate in their response that the Marketing Research and Intelligence Association (MRIA) Code of Conduct and Good Practice and Ten Core Principles will be strictly adhered to.

B12. OPENING OF PROPOSALS AND RELEASE OF INFORMATION

B12.1 Proposals will not be opened publicly.

B12.2 After award of Contract, the name(s) of the successful Bidder(s) and the Contract Amount(s) will be available on the Closed Bid Opportunities (or Public/Posted Opening & Award Results) page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt>

B12.3 To the extent permitted, the City shall treat all Proposal Submissions as confidential, however the Bidder is advised that any information contained in any Proposal may be released if required by City policy or procedures, by The Freedom of Information and Protection of Privacy Act (Manitoba), by other authorities having jurisdiction, or by law.

B12.4 Following the award of Contract, a Bidder will be provided with information related to the evaluation of his submission upon written request to the Contract Administrator.

B13. IRREVOCABLE OFFER

B13.1 The Proposal(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 10 of Form A: Proposal.

B13.2 The acceptance by the City of any Proposal shall not release the Proposals of the other responsive Bidders and these Bidders shall be bound by their offers on such Work until a Contract for the Work has been duly executed and the performance security furnished as herein provided, but any offer shall be deemed to have lapsed unless accepted within the time period specified in Paragraph 10 of Form A: Proposal.

B14. WITHDRAWAL OF OFFERS

B14.1 A Bidder may withdraw his Proposal without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.

B14.1.1 Notwithstanding C22.5, the time and date of receipt of any notice withdrawing a Proposal shall be the time and date of receipt as determined by the Manager of Materials.

B14.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Proposal or the Bidder's authorized representatives named in Paragraph 11 of Form A: Proposal, and only such person, has authority to give notice of withdrawal.

B14.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:

- (a) retain the Proposal until after the Submission Deadline has elapsed;
- (b) open the Proposal to identify the contact person named in Paragraph 3 of Form A: Proposal and the Bidder's authorized representatives named in Paragraph 11 of Form A: Proposal; and
- (c) if the notice has been given by any one of the persons specified in B14.1.3(b), declare the Proposal withdrawn.

B14.2 A Bidder who withdraws his Proposal after the Submission Deadline but before his offer has been released or has lapsed as provided for in B13.2 shall be liable for such damages as are imposed upon the Bidder by law and subject to such sanctions as the Chief Administrative Officer considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law.

B15. INTERVIEWS

B15.1 The Contract Administrator may, in his sole discretion, interview Bidders during the evaluation process.

B16. NEGOTIATIONS

B16.1 The City reserves the right to negotiate details of the Contract with any Bidder. Bidders are advised to present their best offer, not a starting point for negotiations in their Proposal Submission.

B16.2 The City may negotiate with the Bidders submitting, in the City's opinion, the most advantageous Proposals. The City may enter into negotiations with one or more Bidders without being obligated to offer the same opportunity to any other Bidders. Negotiations may be concurrent and will involve each Bidder individually. The City shall incur no liability to any Bidder as a result of such negotiations.

B16.3 If, in the course of negotiations pursuant to B16.2 or otherwise, the Bidder amends or modifies a Proposal after the Submission Deadline, the City may consider the amended Proposal as an alternative to the Proposal already submitted without releasing the Bidder from the Proposal as originally submitted.

B17. EVALUATION OF PROPOSALS

B17.1 Award of the Contract shall be based on the following evaluation criteria:

- (a) compliance by the Bidder with the requirements of the Request for Proposal or acceptable deviation therefrom:
 - (i) mandatory requirements (pass/fail);
- (b) qualifications of the Bidder and the Subcontractors, if any, pursuant to B10:
 - (i) mandatory qualifications (pass/fail);
- (c) Total Bid Price 40%
- (d) Project Plan pursuant to B11 60%
- (e) economic analysis of any approved alternative pursuant to B6.

B17.2 Further to B17.1(a), the Award Authority may reject a Proposal as being non-responsive if the Proposal Submission is incomplete, obscure or conditional, or contains additions, deletions, alterations or other irregularities. The Award Authority may reject all or any part of any Proposal, or waive technical requirements or minor informalities or irregularities if the interests of the City so require.

B17.3 Further to B17.1(b), the Award Authority shall reject any Proposal submitted by a Bidder who does not demonstrate, in his Proposal or in other information required to be submitted, that he is responsible and qualified.

B17.4 Further to B17.1(c), the Total Bid Price shall be the lump sum price shown on Form B: Prices.

B17.5 Further to B17.1(d), the Project Plan will be evaluated considering the information submitted in response to and B11.

B17.6 This Contract will be awarded as a whole.

B17.7 If, in the sole opinion of the City, a Proposal does not achieve a pass rating for B17.1(a) and B17.1(b), the Proposal will be determined to be non-responsive and will not be further evaluated.

B18. AWARD OF CONTRACT

B18.1 The City will give notice of the award of the Contract, or will give notice that no award will be made.

B18.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Proposals are determined to be responsive.

B18.2.1 Without limiting the generality of B18.2, the City will have no obligation to award a Contract where:

- (a) the prices exceed the available City funds for the Work;
- (b) the prices are materially in excess of the prices received for similar work in the past;
- (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
- (d) only one Proposal is received; or
- (e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.

B18.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the most advantageous offer.

B18.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his Proposal upon written request to the Contract Administrator.

B18.4 Notwithstanding C4 and Paragraph 6 of Form A: Proposal, the City will issue a purchase order to the successful Bidder in lieu of the execution of a Contract.

B18.5 The Contract Documents, as defined in C1.1(n)(ii), in their entirety shall be deemed to be incorporated in and to form a part of the purchase order notwithstanding that they are not necessarily attached to or accompany said purchase order.

PART C - GENERAL CONDITIONS

C0. GENERAL CONDITIONS

- C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm
- C0.2 A reference in the proposal to a section, clause or subclause with the prefix “**C**” designates a section, clause or subclause in the *General Conditions for Supply of Services*.

PART D - SUPPLEMENTAL CONDITIONS

GENERAL

D1. GENERAL CONDITIONS

D1.1 In addition to the *General Conditions for Supply of Services*, these Supplemental Conditions are applicable to the Work of the Contract.

D2. SCOPE OF WORK

D2.1 The Work to be done under the Contract shall consist of conducting one (1) marketing research survey and submitting the results to the City of Winnipeg – Water & Waste Department.

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

- (a) The Contractor shall provide advice/recommendation on the final survey instrument;
- (b) Once the final survey instrument has been approved by the Contract Administrator, the Contractor shall pre-test the Survey instrument;
- (c) The Contractor shall provide data input services, including coding, keypunch and verification of all the survey responses;
- (d) The Contractor shall provide a written report detailing survey findings, including an Executive Summary, to the Contract Administrator;
- (e) The Contractor shall provide the cleaned dataset of responses to the Contract Administrator in Access and SPSS format;
- (f) The Contractor shall provide, in Microsoft Word or Excel format, a transcript of verbatim responses to open ended questions;
- (g) The Contractor shall provide an electronic summary, including thematic coding of the answers to open-ended questions provided in Microsoft Word or Excel;
- (h) The Contractor shall provide a crosstab report that indicates significant relationships;
- (i) The Contractor shall also provide an additional, separate, survey web link that will be hosted on the City of Winnipeg's web site. This link will be a mirror to the survey site of the survey administered by the Contractor. This web-link survey will mirror the phone survey and be used as part of the City's overall Public Participation strategy to collect feedback from concerned stakeholders.
- (j) Further to D2.2 (i), the data collected from the web link survey will be analyzed separately from the phone survey administered by the Contractor. D 2.2 (c), (d), (e), (f), (g) and (h) apply to the data collected from the web-link survey.

D3. DEFINITIONS

D3.1 When used in this Request for Proposal:

- (a) "**may**" indicates an allowable action or feature which will not be evaluated;
- (b) "**must**" or "**shall**" indicates a mandatory requirement which will be evaluated on a pass/fail basis;
- (c) "**Proposal**" means the offer contained in the Proposal Submission;
- (d) "**Proposal Submission**" means that portion of the Request for Proposal which must be completed or provided and submitted by the Submission Deadline in order to constitute a responsive Proposal;
- (e) "**Request for Proposal**" means the Proposal Submission, the Bidding Procedures, these General Conditions, the Supplemental Conditions, the Specifications, the Drawings and all addenda;

(f) "**should**" indicates a desirable action or feature which will be evaluated on a relative scale.

D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Tiffany Skomro

Public Consultation & Research Officer
Water and Waste Department

Email tskomro@winnipeg.ca

Telephone No. (204) 986-4838

Facsimile No. (204) 986-3745

D4.2 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

D5. CONTRACTOR'S SUPERVISOR

D5.1 Further to C6.19, the Contractor shall employ and keep on the Work, at all times during the performance of the Work, a competent supervisor and assistants, if necessary, acceptable to the Contract Administrator. The supervisor shall represent the Contractor on the Site. The supervisor shall not be replaced without the prior consent of the Contract Administrator unless the supervisor proves to be unsatisfactory to the Contractor and ceases to be in his employ.

D5.2 Before commencement of Work, the Contractor shall identify his designated supervisor and any additional personnel representing the Contractor and their respective roles and responsibilities for the Work.

D5.2.1 Further to C5.5 Contract Administrator may give instructions or orders to the Contractor's supervisor and such instructions or orders shall be deemed to have been given to the Contractor.

D6. CONFIDENTIALITY AND OWNERSHIP OF INFORMATION

D6.1 Information provided to the Contractor by the City or acquired by the Contractor during the course of the Work is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator.

D6.2 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City. The Contractor shall not disclose or appropriate to its own use, or to the use of any third party, all or any part thereof without the prior written consent of the Contract Administrator.

D6.3 The Contractor shall not make any statement of fact or opinion regarding any aspect of the Contract to the media or any member of the public without the prior written authorization of the Contract Administrator.

D7. NOTICES

D7.1 Notwithstanding C22.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following facsimile number:

The City of Winnipeg
Chief Financial Officer

Facsimile No.: (204) 949-1174

SUBMISSIONS

D8. AUTHORITY TO CARRY ON BUSINESS

D8.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

D9. SUBCONTRACTOR LIST

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

SCHEDULE OF WORK

D10. COMMENCEMENT

D10.1 The Contractor shall not commence any Work until he is in receipt of a notice of award from the City authorizing the commencement of the Work.

D10.3 The City intends to award this Contract by March 23, 2011.

D11. TOTAL PERFORMANCE

D11.1 The Survey should conclude no later than April 10, 2011.

D11.2 The web survey link should be posted to the web by March 28, 2011 for a period of two (2) weeks, until April 11, 2011.

D11.3 The Contractor shall complete the Work and deliver the results to the Contact Administrator by April 27, 2011.

MEASUREMENT AND PAYMENT

D12. INVOICES

D12.1 Invoices must clearly indicate, as a minimum:

- (a) the City's purchase order number;
- (b) date of delivery;
- (c) delivery address;
- (d) type and quantity of goods delivered;
- (e) the amount payable with GST and MRST shown as separate amounts; and
- (f) the Contractor's GST registration number.

D12.2 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D12.3 Bids Submissions must be submitted to the address in B7.8

D13. PAYMENT

D13.1 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

D14. PAYMENT SCHEDULE

D14.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

D15. WARRANTY

D15.1 Notwithstanding C12, Warranty does not apply to this Contract.

PART E - SPECIFICATIONS

GENERAL

E1. APPLICABLE SPECIFICATIONS AND DRAWINGS

- E1.1 These Specifications shall apply to the Work.
- E1.2 Bidders are reminded that requests for approval of substitutes as an approved equal or an approved alternative shall be made in accordance with B6.

E2. SERVICES

- E2.1 The Contractor shall conduct a marketing research survey in accordance with the requirements hereinafter specified.
- E2.2 The total sample size shall be 1,525 respondents, broken down as indicated in E2.3.
- E2.3 The Contractor shall survey a random sample of Winnipeg residents age 18 years and older, by telephone using a local phone number, following proper survey methodology.

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

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

- E2.4 The survey instrument shall be in accordance with the attached draft questionnaire – to be finalized in collaboration with the Contractor, with the Contract Administrator retaining right of final approval.
- E2.5 The Contractor shall review and pre-test the questionnaire prior to conducting the Survey.
- E2.6 The Contractor shall prepare and set up the web-link survey, and provide the link that will be hosted on the City of Winnipeg's web site.

E3. DATA AND REPORTS

- E3.1 The Contractor shall provide the Contact Administrator, for both the phone and web-link surveys, with:
- (a) Three printed summary reports of survey results;
 - (b) An electronic file of the summary report in Microsoft Word and Adobe PDF;
 - (c) An electronic file containing the final data in Microsoft Access and SPSS format;
 - (d) An electronic file containing the verbatim responses to open ended questions in Microsoft Word or Excel format;
 - (e) An electronic file containing a summary, including thematic coding of the answers to open-ended questions provided in Microsoft Word or Excel format;
 - (f) Tables showing the survey responses cross-tabulated by demographics, garbage collection types, recycling participation, composting participation, region, some other waste dimensions, as well as other cross-tabs as required. Tables must indicate significant relationships between cross-tabulated responses.

Comprehensive Waste Management Plan – Phase 2 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 how the City manages garbage. 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	R2Y	R3R
R2G	R3A	R3S
R2H	R3B	R3T
R2J	R3C	R3V
R2K	R3E	R3W
R2L	R3G	R3X
R2M	R3H	R3Y
R2N	R3J	Other (Specify)
R2P	R3K	THANK AND
R2R	R3L	TERMINATE
R2V	R3M	(DK/NS) THANK
R2W	R3N	AND TERMINATE
R2X	R3P	

B. Gender (DO NOT ASK – WATCH QUOTAS)

Male
Female

C. What type of dwelling you currently live in:

Single detached house
Apartment
Duplex or Multiplex
Condominium
Other (Specify)
(DK/NS) THANK AND TERMINATE

OVERALL

G1. How is your garbage collected? [TRACK RESPONSES FOR QUOTAS]

- Individual curbside manual 01 ->G1a
- Back lane shared AutoBin..... 02 ->G1b
- Automated carts 03 ->G1c
- Wheelbarrow carts in AutoBin areas..... 04 ->G1d
- Apartment/Condo/Shared 05 ->cross with C.Dwelling
- (DK/NS) 99 **THANK AND TERMINATE**

G1a. By Individual curbside manual collection, do you mean that you put out your own garbage bags or cans at the curb or back lane, and collection crews manually throw it into the truck?

- Yes 01 CONTINUE
- No 02 Go back to G1

G1b. By AutoBin, do you mean the large beige metal containers that are shared by several residents, located in various locations down the back lane?

- Yes 01 CONTINUE
- No 02 Go back to G1

G1c. By Automated Carts, do you mean the black plastic upright wheeled containers with a lid that are placed at the curb or back lane on garbage day and picked up by a truck with automated arms?

- Yes 01 CONTINUE
- No 02 Go back to G1

G1d. By Roll-out carts in AutoBin areas, do you mean the wheelbarrow style container with two flap lids that you received instead of using a shared AutoBin?

- Yes 01 CONTINUE
- No 02 Go back to G1

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

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

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

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

G4. How important is it that a community demonstrates care and protection of our environment in attracting and keeping young citizens to Winnipeg?

- Very important..... 01
- Somewhat important 02
- Neither important nor unimportant 03
- Somewhat unimportant 04
- Not at all important 05
- (DK/NS)..... 99

G5. The City is currently creating a Garbage and Recycling Master Plan to provide options to increase the amount of material kept out of the landfill and provide equitable services. Do you support the City's efforts to increase diversion of waste from the current 17% to 50% if it was to cost residents more today, but save money in the future?

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

Several options are being considered as part of the process of creating a Garbage and Recycling Master Plan. Throughout the next portion of the survey we will be asking you your opinions on the options the City is considering.

RECYCLING AND RECOVERY

- 1. First, how does your household recycle?
 - Blue box 01
 - Recycling depot..... 02 **(SKIP to Q.3)**
 - Apartment carts..... 03 **(SKIP to Q.3)**
 - Do not recycle 04 **(SKIP to Q.3)**
 - Other (specify)..... 98 **(SKIP to Q.3)**
 - (DK/NS)..... 99 **(SKIP to Q.3)**

- 2. How many blue boxes does your household have?
 - One 01
 - Two 02
 - More than two 03
 - (DK/NS)..... 99

- 3. The City is considering two options to increase recycling. How much do you support...
(RANDOMIZE – READ OPTIONS FIRST)

		Strongly Support	Somewhat Support	Neutral	Somewhat Oppose	Strongly Oppose	DK/NS
3a.	Blue Automated Carts, which would be the same as the garbage carts implemented in some areas of the city	1	2	3	4	5	99
3b.	Receiving another blue box	1	2	3	4	5	99

- 4. To help recover and reuse valuable items from the waste stream, the City is considering establishing community depots. These would collect items such as electronic waste, household hazardous waste, wood, and construction materials. How much do you support establishing such community depots?
 - Strongly support 01
 - Somewhat support 02
 - Neutral..... 03
 - Somewhat oppose 04
 - Strongly oppose 05
 - (DK/NS)..... 99

ORGANIC WASTE/COMPOSTING

5. What do you normally do with organic waste materials? By organic waste I'm referring to things like vegetable peels, coffee grinds, grass and leaves and the like. **(DO NOT READ – SELECT UP TO THREE MENTIONS)**

- Place in regular garbage 01
- Take to city depots/"leaf it with us" 02
- Compost in yard 03
- Dig into garden 04
- Feed animals with it 05
- Put it in my garburator..... 06
- Grasscycle / leave on lawn / mulch..... 07
- Curb-side composting program..... 08
- Lawn service takes it away 09
- Community composting program 10
- Other (specify)..... 98
- (DK/NS) 99

6. Does your household have and use a composter?

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

7. The City is considering two options to collect yard waste, which would include items like leaves and grass clippings. How much do you support... **(RANDOMIZE – READ OPTIONS FIRST)**

		Strongly Support	Somewhat Support	Neutral	Somewhat Oppose	Strongly Oppose	DK/NS
7a.	Bi-weekly collection, from April to November	1	2	3	4	5	99
7b.	Four collections, twice in spring and twice in fall	1	2	3	4	5	99

8. After a yard waste program has been established, the City is considering implementing a curb side kitchen waste organics program. How supportive are you of such a program?

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

9. In order to support a curb side organics program an annual fee of \$30-40 per year may have to be charged. How supportive are you of such a fee, if it means it would help implement a curb side organics program?

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

GARBAGE

10. In an average week, how many bags of garbage do you put out – where a bag would be about the size of a green “Glad” bag?
- One or less..... 01
 - Two 02
 - Three..... 03
 - Four..... 04
 - More than four..... 05
 - (DK/NS)..... 99
11. Some residents in northwest Winnipeg currently use community shared AutoBins, also known as dumpsters, for their garbage. Are you aware that the City uses AutoBins?
- Yes 01
 - No..... 02
 - (DK/NS)..... 99
12. The cost for collecting garbage from AutoBins is twice as expensive as collecting garbage from the rest of Winnipeg. The City is considering phasing out the use of AutoBins. How supportive are you of the initiative?
- Strongly support 01
 - Somewhat support 02
 - Neutral..... 03
 - Somewhat oppose 04
 - Strongly oppose 05
 - (DK/NS)..... 99
13. With the cost of manual garbage collection becoming more expensive than Automated Cart collection, the City is considering switching to Automated Carts throughout the city. How much do you support implementing automated cart collection for garbage?
- Strongly support 01
 - Somewhat support 02
 - Neutral..... 03
 - Somewhat oppose 03
 - Strongly oppose 04
 - (DK/NS)..... 99
14. Currently the City has a program that picks up bulky waste weekly on a call-in basis. Bulky waste is garbage that is larger or heavier than regular garbage you throw out, and includes such items as household furniture or mattresses. Are you aware that the City offers bulky waste pickup?
- Yes 01
 - No..... 02
 - (DK/NS)..... 99
15. Have you every used the City’s bulky waste pickup service?
- Yes 01
 - No..... 02
 - (DK/NS)..... 99

16. The City is considering three options for collecting bulky waste. How much do you support...

(RANDOMIZE – READ OPTIONS FIRST)

		Strongly Support	Somewhat Support	Neutral	Somewhat Oppose	Strongly Oppose	DK/NS
16a.	User-pay call-in service for a fee	1	2	3	4	5	99
16b.	No charge tax supported call-in service	1	2	3	4	5	99
16c.	City discontinuing service, allowing self-hauling or private industry to collect	1	2	3	4	5	99

LANDFILL MAINTENANCE

17. The City currently maintains a landfill site at Brady Road, which is located at the south end of the city. How familiar are you with Brady Road landfill? Are you...[READ]

- Very familiar 01
- Somewhat familiar..... 02
- Not very familiar 03
- Have never heard of..... 04 **(SKIP to Q.19)**
- (DK/NS)..... 99 **(SKIP to Q.19)**

18. How often, if ever, do you go to Brady Road landfill? Do you go...[READ]

- About once a month or more 01
- About several times a year 02
- Less than once a year..... 03
- Never have been to the landfill 04
- (DK/NS)..... 99

19. The City is considering changing the focus of Brady Landfill to allow for more onsite diversion programs, which could include a depot for hazardous waste, electronic waste, construction materials and the like. How supportive are you of such changes?

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

20. How much do you support the following opportunities to be built at Brady Landfill? **(RANDOMIZE)**

		Strongly Support	Somewhat Support	Neutral	Somewhat Oppose	Strongly Oppose	DK/NS
20a.	A composting facility	1	2	3	4	5	99
20b.	An industrial park where businesses make use of diverted items and sell their products	1	2	3	4	5	99

FINAL THOUGHTS

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

<OPEN RESPONSE>

DEMOGRAPHICS

These final questions are used for statistical purposes only.

22. Do you rent or own your current place of residence?
- | | |
|---------------|----|
| Rent | 01 |
| Own | 02 |
| (DK/NS) | 99 |
23. Do you have any children aged 15 years or younger in your home?
- | | |
|---------------|----|
| Yes | 01 |
| No | 02 |
| (DK/NS) | 99 |
24. 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 |
| Prefer not to answer | 99 |
25. 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 |
| Prefer not to answer | 99 |
26. What is the highest level of schooling you have obtained?
- | | |
|---------------------------------------|----|
| Grade school / Some high school | 01 |
| Complete high school | 02 |
| Some post-secondary..... | 03 |
| Completed college or university | 04 |
| Prefer not to answer | 99 |
27. Which of the following categories best describes your family income? That is, the total income before taxes of all persons in your household?
- | | |
|----------------------------|----|
| Under \$10,000..... | 01 |
| \$10,000 to \$29,999..... | 02 |
| \$30,000 to \$59,999..... | 03 |
| \$60,000 to \$79,999..... | 04 |
| \$80,000 or over | 05 |
| Prefer not to answer | 06 |

Thank you very much for your time and cooperation.