



**THE CITY OF WINNIPEG**

# **BID OPPORTUNITY**

**BID OPPORTUNITY NO. 223-2013**

**PROVISION OF CUSTOMER SATISFACTION TELEPHONE SURVEYS**

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## **PART B - BIDDING PROCEDURES**

### **B1. CONTRACT TITLE**

B1.1 PROVISION OF CUSTOMER SATISFACTION TELEPHONE SURVEYS

### **B2. SUBMISSION DEADLINE**

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, April 11, 2013 .

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. ADDENDA**

B4.1 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.

B4.2 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.

B4.2.1 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>

B4.2.2 The Bidder is responsible for ensuring that he/she has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.

B4.3 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.

## **B5. SUBSTITUTES**

- B5.1 The Work is based on the Plant, Materials and methods specified in the Bid Opportunity.
- B5.2 Substitutions shall not be allowed unless application has been made to and prior approval has been granted by the Contract Administrator in writing.
- B5.3 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.
- B5.4 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 Contract;
  - (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 Contract.
- B5.5 The Contract Administrator, after assessing the request for approval of a substitute, may in his/her sole discretion grant approval for the use of a substitute as an “approved equal” or as an “approved alternative”, or may refuse to grant approval of the substitute.
- B5.6 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.
- B5.6.1 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/she wishes to inform.
- B5.7 If the Contract Administrator approves a substitute as an “approved equal”, any Bidder may use the approved equal in place of the specified item.
- B5.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may base his/her Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B13.
- B5.9 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.
- B5.10 Notwithstanding B5.2 to B5.9, and in accordance with B6.5, deviations inconsistent with the Bid Opportunity document shall be evaluated in accordance with B13.1(a).

## **B6. BID SUBMISSION**

- B6.1 The Bid shall consist of the following components:
- (a) Form A: Bid;

(b) Form B: Prices;

- B6.2 Further to B6.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B5.
- B6.3 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, to constitute a responsive Bid.
- B6.4 Bidders are advised not to include any information/literature except as requested in accordance with B6.1.
- B6.5 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 B13.1(a).
- B6.6 The Bid may be submitted by mail, courier or personal delivery, or by facsimile transmission.
- B6.7 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
- B6.7.1 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.
- B6.8 If the Bid is submitted by facsimile transmission, it shall be submitted to 204 949-1178
- B6.8.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.
- B6.9 Bids submitted by internet electronic mail (e-mail) will not be accepted.

**B7. BID**

- B7.1 The Bidder shall complete Form A: Bid, making all required entries.
- B7.2 Paragraph 2 of Form A: Bid shall be completed in accordance with the following requirements:  
(a) if the Bidder is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;  
(b) if the Bidder is a partnership, the full name of the partnership shall be inserted;  
(c) if the Bidder is a corporation, the full name of the corporation shall be inserted;  
(d) if the Bidder is carrying on business under a name other than his/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.
- B7.2.1 If a Bid is submitted jointly by two or more persons, each and all such persons shall identify themselves in accordance with B7.2.
- B7.3 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.
- B7.4 Paragraph 10 of Form A: Bid shall be signed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his/her own name, it shall be signed by the Bidder;
- (b) if the Bidder is a partnership, it shall be signed by the partner or partners who have authority to sign for the partnership;
- (c) if the Bidder is a corporation, it shall be signed by its duly authorized officer or officers 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/her own, it shall be signed by the registered owner of the business name, or by the registered owner's authorized officials if the owner is a partnership or a corporation.

B7.4.1 The name and official capacity of all individuals signing Form A: Bid should be printed below such signatures.

B7.5 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.

## **B8. PRICES**

B8.1 The Bidder shall state a price in Canadian funds for each item of the Work identified on Form B: Prices.

B8.1.1 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.

B8.2 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.

B8.3 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.

B8.4 Payments to Non-Resident Contractors are subject to Non-Resident Withholding Tax pursuant to the Income Tax Act (Canada).

## **B9. QUALIFICATION**

B9.1 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.

B9.2 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>

B9.3 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. OPENING OF BIDS AND RELEASE OF INFORMATION**

- B10.1 Bids will not be opened publicly.
- B10.2 Following 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 Division website at <http://www.winnipeg.ca/matmgt/>
- B10.3 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/>
- B10.4 The Bidder is advised that any information contained in any Bid 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.

#### **B11. IRREVOCABLE BID**

- B11.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.
- B11.2 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.

#### **B12. WITHDRAWAL OF BIDS**

- B12.1 A Bidder may withdraw his/her Bid without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.
- B12.1.1 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.
- B12.1.2 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.
- B12.1.3 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 B12.1.3(b), declare the Bid withdrawn.
- B12.2 A Bidder who withdraws his/her Bid after the Submission Deadline but before his/her Bid has been released or has lapsed as provided for in B11.2 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.

### **B13. EVALUATION OF BIDS**

B13.1 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 B9 (pass/fail);
- (c) Total Bid Price 100%;
- (d) economic analysis of any approved alternative pursuant to B5.

B13.2 Further to B13.1(a), the Award Authority may reject a Bid as being non-responsive if the Bid 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.

B13.3 Further to B13.1(b), the Award Authority shall reject any Bid submitted by a Bidder who does not demonstrate, in his/her Bid or in other information required to be submitted, that he/she is responsible and qualified.

B13.4 Further to B13.1(c), the Total Bid Price shall be the sum of the quantities multiplied by the unit prices for each item shown on Form B: Prices.

B13.4.1 If there is any discrepancy between the Total Bid Price written in figures, the Total Bid Price written in words and the sum of the quantities multiplied by the unit prices for each item, the sum of the quantities multiplied by the unit prices for each item shall take precedence.

B13.4.2 Further to B13.1(a), in the event that a unit price is not provided on Form B: Prices, the City will determine the unit price by dividing the Amount (extended price) by the approximate quantity, for the purposes of evaluation and payment.

B13.5 This Contract will be awarded as a whole.

### **B14. AWARD OF CONTRACT**

B14.1 The City will give notice of the award of the Contract or will give notice that no award will be made.

B14.2 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.

B14.2.1 Without limiting the generality of B14.2, 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.

B14.3 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 B13.



- B14.3.1 Following the award of contract, a Bidder will be provided with information related to the evaluation of his/her Bid upon written request to the Contract Administrator.
- B14.4 Notwithstanding C4.1, the City will issue a purchase order to the successful Bidder in lieu of the execution of a Contract.
- B14.5 The Contract Documents, as defined in C1.1(n)(ii), in their entirety shall be deemed to be incorporated in and to form a part of the purchase order notwithstanding that they are not necessarily attached to or accompany said purchase order.

## PART C - GENERAL CONDITIONS

### C0. GENERAL CONDITIONS

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

## **PART D - SUPPLEMENTAL CONDITIONS**

### **GENERAL**

#### **D1. GENERAL CONDITIONS**

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

#### **D2. SCOPE OF WORK**

D2.1 The Work to be done under the Contract shall consist of providing Customer Satisfaction Telephone Surveys for the period from May 1, 2013 until April 30, 2014 , with the option of one (1 ) mutually agreed upon one (1) year extensions.

D2.1.1 The City may negotiate the extension option with the Contractor within sixty (60) Calendar Days prior to the expiry date of the Contract. The City shall incur no liability to the Contractor as a result of such negotiations.

D2.1.2 Changes resulting from such negotiations shall become effective on May 1, 2014 of the respective year. Changes to the Contract shall not be implemented by the Contractor without written approval by the Contract Administrator.

D2.2 The Work shall be done on an "as required" basis during the term of the Contract.

D2.2.1 The type and quantity of Work to be performed under this Contract shall be as authorized from time to time by the Contract Administrator and/or Users.

D2.2.2 Notwithstanding C7.4, the City shall have no obligation under the Contract to purchase any quantity of any item in excess of its actual operational requirements.

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

D3.1 The Contract Administrator is:  
Ken Nawolsky  
Corporate Performance Measures Co-ordinator  
4<sup>th</sup> Floor 510 Main Street  
Winnipeg, MB.  
Telephone No. 204 795-9363

D3.2 Bids Submissions must be submitted to the address in B6.7.

D3.3 At the pre-commencement meeting, the Contract Administrator will identify additional personnel representing the Contract Administrator and their respective roles and responsibilities for the Work.

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

D4.1 Further to C6.19, the Contractor shall employ and keep on the Work, at all times during the performance of the Work, a competent supervisor and assistants, if necessary, acceptable to the Contract Administrator. The supervisor shall represent the Contractor on the Site. The supervisor shall not be replaced without the prior consent of the Contract Administrator unless the supervisor proves to be unsatisfactory to the Contractor and ceases to be in his/her employ.

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

- D4.2.1 Further to C5.5 Contract Administrator may give instructions or orders to the Contractor's supervisor and such instructions or orders shall be deemed to have been given to the Contractor.

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

- D5.1 The Contract, all deliverables produced or developed, and information provided to or acquired by the Contractor are the property of the City and shall not be appropriated for the Contractors own use, or for the use of any third party.
- D5.2 The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.
- D5.3 The following shall be confidential and shall not be disclosed by the Contractor to the media or any member of the public without the prior written authorization of the Contract Administrator;
- (a) information provided to the Contractor by the City or acquired by the Contractor during the course of the Work;
  - (b) the Contract, all deliverables produced or developed; and
  - (c) any statement of fact or opinion regarding any aspect of the Contract.
- D5.4 A Contractor who violates any provision of D5 may be determined to be in breach of Contract Notices.

#### **D6. NOTICES**

- D6.1 Notwithstanding C22.3, all notices of appeal to the Chief Administrative Officer shall be sent to the attention of the Chief Financial Officer at the following facsimile number:
- The City of Winnipeg  
Chief Financial Officer  
Facsimile No.: 204 949-1174

### **SUBMISSIONS**

#### **D7. AUTHORITY TO CARRY ON BUSINESS**

- D7.1 The Contractor shall be in good standing under The Corporations Act (Manitoba), or properly registered under The Business Names Registration Act (Manitoba), or otherwise properly registered, licensed or permitted by law to carry on business in Manitoba, or if the Contractor does not carry on business in Manitoba, in the jurisdiction where the Contractor does carry on business, throughout the term of the Contract, and shall provide the Contract Administrator with evidence thereof upon request.

### **CONTROL OF WORK**

#### **D8. COMMENCEMENT**

- D8.1 The Contractor shall not commence any Work until he/she is in receipt of a notice of award from the City authorizing the commencement of the Work.
- D8.2 The Contractor shall not commence any Work on the Site until:
- (a) the Contract Administrator has confirmed receipt and approval of:
    - (i) evidence of authority to carry on business specified in D7;
    - (ii) evidence of the workers compensation coverage specified in C6.14.
  - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

- (c) The Contractor has approval to proceed by the Contract Administrator.

## **MEASUREMENT AND PAYMENT**

### **D9. INVOICES**

- D9.1 Further to C11, the Contractor shall submit an invoice for each portion of work performed delivered to:

The City of Winnipeg  
Corporate Finance - Accounts Payable  
4th Floor, Administration Building, 510 Main Street  
Winnipeg MB R3B 1B9

Facsimile No.: 204 949-0864

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

- D9.2 Invoices must clearly indicate, as a minimum:

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

- D9.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

- D9.4 Bids Submissions must be submitted to the address in B6.7.

### **D10. PAYMENT**

- D10.1 Further to C11, payment shall be in Canadian funds net thirty (30) Calendar Days after receipt and approval of the Contractor's invoice.

- D10.2 Further to C11, the City may at its option pay the Contractor by direct deposit to the Contractor's banking institution.

## 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 B5.

#### E2. SERVICES

- E2.1 The Contractor shall conduct telephone public opinion survey and reporting in accordance with the requirements hereinafter specified.
- E2.2 The Inner city and Non-inner city, for this survey, shall be defined by the first three digits of postal codes (FSA) using 2011 Census population counts for Winnipeg FSAs as follows:

Inner City			Non-Inner City	
R2H	15,525		R2C	32,930
R2L	14,921		R2G	32,622
R2W	28,736		R2J	25,072
R2X	17,622		R2K	32,838
R3A	4,293		R2M	37,895
R3B	12,596		R2N	27,732
R3C	16,463		R2P	27,925
R3E	18,804		R2R	20,036
R3G	24,830		R2V	33,973
R3L	19,923		R2Y	19,853
	<hr/>		R3H	127
	173,713	26%	R3J	26,912
			R3K	12,233
			R3M	22,101
			R3N	16,469
			R3P	18,706
			R3R	25,068
			R3S	477
			R3T	45,631
			R3V	6,194
			R3W	6,806
			R3X	14,251
			R3Y	11,570
				<hr/>
				497,421
				74%

- E2.3 The Contractor shall conduct a Public Opinion Telephone Survey in accordance with the requirements hereinafter specified.
- E2.4 The Contractor shall survey a random sample of Winnipeg residents, by telephone, following proper survey methodology.
- E2.5 The survey instrument shall be in accordance with a previously administered questionnaire (attached), subject to possible minor modifications approved by the Contract Administrator.
- E2.6 The Contractor shall review and field test the questionnaire prior to conducting the Survey.
- E2.7 The total sample size shall be 600 respondents broken down as follows:
- |      |                |                 |
|------|----------------|-----------------|
| (i)  | Inner city     | 160 respondents |
| (ii) | Non-inner city | 440 respondents |
- E2.8 The Contractor shall provide the Contract Administrator with:
- 1 bound copy of the full results providing data in accordance with E2.9;
  - 2 bound copies of the summary results containing data in accordance with E2.10;
  - an electronic version of the summary results and full results in a format compatible with Microsoft programs such as Excel and Word.
- E2.9 The full data results must include the total responses to each question in terms of sheer numbers and percentages together with cross tabulations of those numbers and percentages according to “statistical” Questions 66 to 71 of the questionnaire, as well as inner city / non-inner city groupings; and male / female. In addition, results must include, for the “service satisfaction” Questions 12 to 48, cross tabulations according to the corresponding “use of selected service” Questions 49 to 57 (example Transit satisfaction cross tabbed against use of Transit).
- E2.10 The summary results must include the Survey instrument filled in to show the total number of respondents to each question in terms of sheer numbers and percentages together with a short (approximately 4 to 5 pages) synopsis of the main conclusions arising from the Survey as well as an overview of the methodology.
- E2.11 The City of Winnipeg has provided seventy one (71) questions and there will be an additional fourteen (14) closed ended questions which will be developed by the City of Winnipeg and provided to the Contractor upon awarding of the Contract.

### **E3. COMPLETION OF WORK**

- E3.1 The Contractor shall complete the work within sixty (60) calendar days of the issuance of a purchase order.

**E4. SURVEY**

**(N = 600)**

RECORD #               

INTERVIEWER:               

PHONE:                -               

GENDER: Male ..... 1 Female ..... 2

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of the City of Winnipeg. This evening we're talking to residents of Winnipeg regarding issues affecting the City. The survey will take approximately 20 minutes to complete.

Q1 Have you resided in the City of Winnipeg for at least one year? **IF NECESSARY ASK:** Do you reside inside the City of Winnipeg boundaries, or do you pay taxes to the City of Winnipeg?

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

**Section A – Quality of Life**

Q2 In general, how would you consider the overall quality of life in Winnipeg today?  
**READ LIST**

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

Q3X I am now going to read you a few statements that others have made about the quality of life here in Winnipeg. For each one, please tell me whether you strongly agree, agree, disagree, or strongly disagree. (Prompt: If respondents do not have a car or bicycle, or don't take the bus: We are interested in your perception or impression of this mode of transportation in Winnipeg.)

		Strongly disagree	Somewhat Disagree	Somewhat Agree	Strongly agree	dk / ref
Q3	It is easy to get around in Winnipeg by car.	1	2	3	4	9
Q4	It is easy to get around in Winnipeg by Transit Bus.	1	2	3	4	9
Q5	It is easy to get around in Winnipeg by Bicycle.	1	2	3	4	9
Q6	It is easy to get around in Winnipeg by walking.	1	2	3	4	9



Q7 I feel safe walking alone at night in my neighbourhood. 1 2 3 4 9

Q8 I feel safe walking alone at night in the downtown. 1 2 3 4 9

Q9 What actions do you think the City of Winnipeg could take to improve life in the City? (accept up to three answers) **UNPROMPTED.**

Open Ended Question (accept up to three answers)

**Section B – Value for Tax Dollars**

Q10 Your property tax dollars are divided between the City and School Divisions. Approximately half of your property tax bill goes to the City to fund municipal services. Considering the services provided by the City, please rate the value you feel you receive from your property tax dollars. **READ LIST**

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

Q11 Which statement best describes your view on the City's operating budget (delivery of services)? **READ LIST**

- An increase in property taxes approximately equal to inflation is acceptable in order to ensure that service levels remain the same.....1
- Property taxes should not increase at all even though there may be some impact on services .....2
- Property taxes should be reduced even it means reducing levels of service .....3
- Don't know / refused .....4

**Section C – Citizen Satisfaction with Services**

Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. **ROTATE.**

	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied	dk/ref
Q12 Snow removal	1	2	3	4	9

Q13	City support for improving inner city housing	1	2	3	4	9
Q14	Fire Service response to fire incidents	1	2	3	4	9
Q15	Downtown renewal	1	2	3	4	9
Q16	Community planning	1	2	3	4	9
Q17	The City's effort in attracting businesses and major events	1	2	3	4	9
Q18	Condition of the major streets in the city such as Portage Ave or Pembina Hwy	1	2	3	4	9
Q19	Condition of residential streets in your neighbourhood	1	2	3	4	9
Q20	Management of rush hour traffic flow	1	2	3	4	9
Q21	Sufficient enforcement of traffic laws	1	2	3	4	9
Q22	Police service efforts in crime control	1	2	3	4	9
Q23	Animal control	1	2	3	4	9
Q24	Insect control	1	2	3	4	9
Q25	Disaster planning & response for things like floods, tornadoes, train or airplane crashes	1	2	3	4	9
Q26	The City's efforts in preserving heritage buildings.	1	2	3	4	9
Q27	Garbage collection	1	2	3	4	9
Q28	The Recycling program	1	2	3	4	9
Q29	Quality of the drinking water	1	2	3	4	9
Q30	Protection from sewer back-up	1	2	3	4	9
Q31	Protection from river flooding	1	2	3	4	9
Q32	The City's support for arts, entertainment & culture	1	2	3	4	9
Q33	The City's efforts in keeping the city clean & beautiful	1	2	3	4	9
Q34	Condition of City-operated recreation facilities,	1	2	3	4	9

such as pools, rinks, fields or community centres

Q35	City-operated recreation programs	1	2	3	4	9
Q36	Condition of the local park in your neighbourhood	1	2	3	4	9
Q37	Condition of major parks like St. Vital or Kildonan Park	1	2	3	4	9
Q38	Public transit	1	2	3	4	9
Q39	Emergency medical response such as paramedics or ambulance	1	2	3	4	9
Q40	Regulating building & property development through zoning regulations and building permits	1	2	3	4	9
Q41	Police Service response to 911 calls	1	2	3	4	9
Q42	Fire Service efforts in fire and safety education	1	2	3	4	9
Q43	Libraries	1	2	3	4	9
Q44	311 Contact Centre (City's general inquiry line)	1	2	3	4	9
Q45	City's efforts in managing on-street parking (availability, convenience)	1	2	3	4	9
Q46	City's efforts to ensure that residential property standards (i.e. litter on private property, weed control and interior and exterior housing conditions) are met through inspections	1	2	3	4	9

Q47 In general, how satisfied are you **overall** with the services provided by the City of Winnipeg? Are you...? **READ LIST**

Very dissatisfied	1
Somewhat dissatisfied	2
Somewhat satisfied	3
or are you Very satisfied	4
Don't know / refused	9

Q48 More specifically, please rank the following group of services in order of importance where 1 is the least important and 5 is the most important. **READ LIST**

- |   |                      |
|---|----------------------|
| Community Services (e.g. Libraries, Recreation) | <input type="text"/> |
| Public Safety (e.g. Fire Paramedic, Police)     | <input type="text"/> |
| Property & Development (e.g. Land use planning) | <input type="text"/> |
| Infrastructure (e.g. Roads, Water)              | <input type="text"/> |

### **Section D – Use of Selected Services**

Q49 Have you visited a City Recreational **Facility** like a pool, arena or community centre in the past year?

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

Q50 Have you or someone in your family participated in a City Recreational **Program** like swimming lessons, soccer or hockey in the past year?

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

Q51 Have you visited your **Local** neighbourhood park in the past year?

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

Q52 Have you visited a **Major** park like Assiniboine or Kildonan Park in the past year?

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

Q53 Do you use the City Transit at least once a week?

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

Q54 In the past year, have you personally used, or been involved in an incident where a medical emergency response like a paramedic or ambulance service was needed?

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

- Q55 In the past year, have you personally used, or been involved in an incident where a 911 call for police response was needed?  
 Yes .....1  
 No.....2  
 Don't know / refused .....9
- Q56 Have you applied for a building permit in the past year?  
 Yes .....1  
 No.....2  
 Don't know / refused .....9
- Q57 Have you visited a City library in the past year?  
 Yes .....1  
 No.....2  
 Don't know / refused .....9

**Section E – Customer Services**

- Q58 Have you contacted the City of Winnipeg in the last year?  
 Yes .....1  
 No.....2  
 Don't know / refused .....9
- Q59 How did you contact the City of Winnipeg? **READ LIST. CIRCLE ALL THAT APPLY.**  
 In person.....1  
 By mail.....2  
 By telephone .....3  
 By e-mail or internet .....4  
 Don't know / refused .....9
- Q60 How would you rate the experience? Were you...? **READ LIST**  
 Very dissatisfied..... 1  
 Somewhat dissatisfied..... 2  
 Somewhat satisfied ..... 3  
 or were you Very satisfied ..... 4  
 Don't know / refused ..... 9

I am going to read you a number of statements about the City. Thinking about your personal dealings with the City of Winnipeg and your general impressions, please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree.

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

Q65 How could the City’s customer service be improved? **UNPROMPTED.**  
Open Ended Question (accept up to three answers)

## **Section F – Statistical Questions**

I just have a few questions for our statistical tabulations.

Q66 What age are you?

18 to 24 .....	1
25 to 34 .....	2
35 to 44 .....	3
45 to 54 .....	4
55 to 64 .....	5
65 and older.....	6
Don’t know / refused .....	9

Q67 Do you rent or own your home?

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

Q68 What is the highest level of education you have completed?

Less than high school.....	1
Completed high school .....	2
Community college / technical / some university .....	3
University degree(s).....	4
Don’t know / refused .....	9

Q69 Would you say that your total household income before taxes is...? **READ LIST**

Less than \$30,000 .....	1
Between \$30,000 and \$59,999.....	2
Between \$60,000 and \$79,999.....	3
Between \$80,000 and \$99,999.....	4
Between \$100,000 and \$149,999.....	5
Between \$100,000 and \$149,999.....	6
Don’t know / refused .....	9

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

Q71 And finally, can I confirm that your phone number is

\_\_\_\_\_ - \_\_\_\_\_

Those are all the questions I have. The City of Winnipeg would like to thank-you for taking the time to participate in this survey.