



THE CITY OF WINNIPEG

BID OPPORTUNITY

BID OPPORTUNITY NO. 282-2015

PROVISION OF A CUSTOMER SATISFACTION TELEPHONE SURVEY

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PART B - BIDDING PROCEDURES

B1. CONTRACT TITLE

B1.1 PROVISION OF A CUSTOMER SATISFACTION TELEPHONE SURVEY

B2. SUBMISSION DEADLINE

B2.1 The Submission Deadline is 4:00 p.m. Winnipeg time, April 13, 2015.

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 D4.1.

B3.2 If the Bidder finds errors, discrepancies or omissions in the Bid Opportunity, or is unsure of the meaning or intent of any provision therein, the Bidder shall promptly notify the Contract Administrator of the error, discrepancy or omission at least five (5) Business Days prior to the Submission Deadline.

B3.3 If the Bidder is unsure of the meaning or intent of any provision therein, the Bidder should request clarification as to the meaning or intent prior to the Submission Deadline.

B3.4 Responses to enquiries which, in the sole judgment of the Contract Administrator, require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator to all Bidders by issuing an addendum.

B3.5 Responses to enquiries which, in the sole judgment of the Contract Administrator, do not require a correction to or a clarification of the Bid Opportunity will be provided by the Contract Administrator only to the Bidder who made the enquiry.

B3.6 The Bidder shall not be entitled to rely on any response or interpretation received pursuant to B3 unless that response or interpretation is provided by the Contract Administrator in writing.

B4. CONFIDENTIALITY

B4.1 Information provided to a Bidder by the City or acquired by a Bidder by way of further enquiries or through investigation is confidential. Such information shall not be used or disclosed in any way without the prior written authorization of the Contract Administrator. The use and disclosure of the confidential information shall not apply to information which:

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

B4.2 The Bidder shall not make any statement of fact or opinion regarding any aspect of the Bid Opportunity to the media or any member of the public without the prior written authorization of the Contract Administrator.

B5. ADDENDA

B5.1 The Contract Administrator may, at any time prior to the Submission Deadline, issue addenda correcting errors, discrepancies or omissions in the Bid Opportunity, or clarifying the meaning or intent of any provision therein.

- B5.2 The Contract Administrator will issue each addendum at least two (2) Business Days prior to the Submission Deadline, or provide at least two (2) Business Days by extending the Submission Deadline.
- B5.2.1 Addenda will be available on the Bid Opportunities page at The City of Winnipeg, Corporate Finance, Materials Management Division website at <http://www.winnipeg.ca/matmgt/bidopp.asp>
- B5.2.2 The Bidder is responsible for ensuring that he/she has received all addenda and is advised to check the Materials Management Division website for addenda regularly and shortly before the Submission Deadline, as may be amended by addendum.
- B5.3 The Bidder shall acknowledge receipt of each addendum in Paragraph 8 of Form A: Bid. Failure to acknowledge receipt of an addendum may render a Bid non-responsive.

B6. SUBSTITUTES

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

- B6.8 If the Contract Administrator approves a substitute as an “approved alternative”, any Bidder bidding that approved alternative may base his/her Total Bid Price upon the specified item but may also indicate an alternative price based upon the approved alternative. Such alternatives will be evaluated in accordance with B15.
- B6.9 No later claim by the Contractor for an addition to the Total Bid Price because of any other changes in the Work necessitated by the use of an approved equal or an approved alternative will be considered.
- B6.10 Notwithstanding B6.2 to B6.9, and in accordance with B7.5, deviations inconsistent with the Bid Opportunity document shall be evaluated in accordance with B15.1(a).

B7. BID SUBMISSION

- B7.1 The Bid shall consist of the following components:
- (a) Form A: Bid;
 - (b) Form B: Prices;
- B7.2 Further to B7.1, the Bidder should include the written correspondence from the Contract Administrator approving a substitute in accordance with B6.
- B7.3 All components of the Bid shall be fully completed or provided, and submitted by the Bidder no later than the Submission Deadline, with all required entries made clearly and completely in ink, to constitute a responsive Bid.
- B7.4 Bidders are advised not to include any information/literature except as requested in accordance with B7.1.
- B7.5 Bidders are advised that inclusion of terms and conditions inconsistent with the Bid Opportunity document, including the General Conditions, will be evaluated in accordance with B15.1(a)
- B7.6 The Bid may be submitted by mail, courier or personal delivery, or by facsimile transmission.
- B7.7 If the Bid is submitted by mail, courier or personal delivery, it shall be enclosed and sealed in an envelope clearly marked with the Bid Opportunity number and the Bidder's name and address, and shall be submitted to:
- The City of Winnipeg
Corporate Finance Department
Materials Management Division
185 King Street, Main Floor
Winnipeg MB R3B 1J1
- B7.7.1 Samples or other components of the Bid which cannot reasonably be enclosed in the envelope may be packaged separately, but shall be clearly marked with the Bid Opportunity number, the Bidder's name and address, and an indication that the contents are part of the Bidder's Bid Submission.
- B7.8 If the Bid is submitted by facsimile transmission, it shall be submitted to 204- 949-1178.
- B7.8.1 The Bidder is advised that the City cannot take responsibility for the availability of the facsimile machine at any time.
- B7.9 Bids submitted by internet electronic mail (e-mail) will not be accepted.

B8. BID

- B8.1 The Bidder shall complete Form A: Bid, making all required entries.
- B8.2 Paragraph 2 of Form A: Bid shall be completed in accordance with the following requirements:

- (a) if the Bidder is a sole proprietor carrying on business in his/her own name, his/her name shall be inserted;
- (b) if the Bidder is a partnership, the full name of the partnership shall be inserted;
- (c) if the Bidder is a corporation, the full name of the corporation shall be inserted;
- (d) if the Bidder is carrying on business under a name other than his/her own, the business name and the name of every partner or corporation who is the owner of such business name shall be inserted.

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

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

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

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

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

B8.4.2 All signatures shall be original.

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

B9. PRICES

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

B9.1.1 Notwithstanding C11.1.3, the price on Form B: Prices shall not include the Goods and Services Tax (GST) or Manitoba Retail Sales Tax (MRST, also known as PST), which shall be extra where applicable.

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

B10. DISCLOSURE

B10.1 Various Persons provided information or services with respect to this Work. In the City's opinion, this relationship or association does not create a conflict of interest because of this full disclosure. Where applicable, additional material available as a result of contact with these Persons is listed below.

B10.2 The Persons are:

- (a) N/A

B11. QUALIFICATION

B11.1 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.

B11.2 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>

B11.3 The Bidder and/or any proposed Subcontractor (for the portion of the Work proposed to be subcontracted to them) shall:

- (a) have successfully carried out work similar in nature, scope and value to the Work; and
- (b) be fully capable of performing the Work required to be in strict accordance with the terms and provisions of the Contract; and
- (c) have a written workplace safety and health program, if required, pursuant to The Workplace Safety and Health Act (Manitoba).

B11.4 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.

B11.5 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.

B12. OPENING OF BIDS AND RELEASE OF INFORMATION

B12.1 Bid Submissions will not be opened publicly.

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

B12.3 The Bidder is advised that any information contained in any Bid may be released if required by City policy or procedures, The Freedom of Information and Protection of Privacy Act (Manitoba), or by other authorities having jurisdiction.

B13. IRREVOCABLE BID

B13.1 The Bid(s) submitted by the Bidder shall be irrevocable for the time period specified in Paragraph 9 of Form A: Bid.

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

B14. WITHDRAWAL OF BIDS

- B14.1 A Bidder may withdraw his/her Bid without penalty by giving written notice to the Manager of Materials at any time prior to the Submission Deadline.
- B14.1.1 Notwithstanding C22.5, the time and date of receipt of any notice withdrawing a Bid shall be the time and date of receipt as determined by the Manager of Materials.
- B14.1.2 The City will assume that any one of the contact persons named in Paragraph 3 of Form A: Bid or the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid, and only such person, has authority to give notice of withdrawal.
- B14.1.3 If a Bidder gives notice of withdrawal prior to the Submission Deadline, the Manager of Materials will:
- (a) retain the Bid until after the Submission Deadline has elapsed;
 - (b) open the Bid to identify the contact person named in Paragraph 3 of Form A: Bid and the Bidder's authorized representatives named in Paragraph 10 of Form A: Bid; and
 - (c) if the notice has been given by any one of the persons specified in B14.1.3(b), declare the Bid withdrawn.
- B14.2 A Bidder who withdraws his/her Bid after the Submission Deadline but before his/her Bid has been released or has lapsed as provided for in B13.2 shall be liable for such damages as are imposed upon the Bidder by law and subject to such sanctions as the Chief Administrative Officer considers appropriate in the circumstances. The City, in such event, shall be entitled to all rights and remedies available to it at law.

B15. EVALUATION OF BIDS

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

B16. AWARD OF CONTRACT

- B16.1 The City will give notice of the award of the Contract or will give notice that no award will be made.
- B16.2 The City will have no obligation to award a Contract to a Bidder, even though one or all of the Bidders are determined to be responsible and qualified, and the Bids are determined to be responsive.

- B16.2.1 Without limiting the generality of B16.2, the City will have no obligation to award a Contract where:
- (a) the prices exceed the available City funds for the Work;
 - (b) the prices are materially in excess of the prices received for similar work in the past;
 - (c) the prices are materially in excess of the City's cost to perform the Work, or a significant portion thereof, with its own forces;
 - (d) only one Bid is received; or
 - (e) in the judgment of the Award Authority, the interests of the City would best be served by not awarding a Contract.
- B16.3 Where an award of Contract is made by the City, the award shall be made to the responsible and qualified Bidder submitting the lowest evaluated responsive Bid in accordance with B15 .
- B16.3.1 Following the award of Contract, a Bidder will be provided with information related to the evaluation of his/her Bid upon written request to the Contract Administrator.
- B16.4 Notwithstanding C4.1, the City may issue a Purchase Order to the successful Bidder in lieu of the execution of a Contract.
- B16.5 The Contract Documents, as defined in C1.1(n)(ii), in their entirety shall be deemed to be incorporated in and to form a part of the Purchase Order notwithstanding that they are not necessarily attached to or accompany said Purchase Order.

PART C - GENERAL CONDITIONS

C0. GENERAL CONDITIONS

- C0.1 The *General Conditions for Supply of Services* (Revision 2007 04 12) are applicable to the Work of the Contract.
- C0.1.1 The *General Conditions for Supply of Services* are available on the Information Connection page at The City of Winnipeg, Corporate Finance, Materials Management Division website at http://www.winnipeg.ca/matmgt/gen_cond.stm
- 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 annual Customer Satisfaction Telephone Surveys for the period from May 1, 2015 until April 30, 2016, with the option of three (3) mutually agreed upon one (1) year extensions.

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

- (a) Administer Survey
- (b) Compile, Analyze and Report Results
- (c) Present Survey Results

D3. DEFINITIONS

D3.1 When used in this Bid Opportunity:

- (a) "**FSA**" means Forward Sortation Area as defined by Canada Post;

D4. CONTRACT ADMINISTRATOR

D4.1 The Contract Administrator is:

Janice Sim
Corporate Performance Measurement Coordinator
4th Floor, 510 Main Street
Winnipeg MB
Telephone No. 204-479-5298

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. 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.

D5.2 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.

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. OWNERSHIP OF INFORMATION, CONFIDENTIALITY AND NON DISCLOSURE

- D6.1 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.
- D6.2 The Contractor shall not make any public announcements or press releases regarding the Contract, without the prior written authorization of the Contract Administrator.
- D6.3 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.
- D6.4 A Contractor who violates any provision of D6 may be determined to be in breach of Contract.

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
- D7.2 **Bids Submissions** must be submitted to the address in B7.7.

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.

SCHEDULE OF WORK

D9. COMMENCEMENT

- D9.1 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.
- D9.2 The Contractor shall not commence any Work until:
- (a) the Contract Administrator has confirmed receipt and approval of:
 - (i) evidence of authority to carry on business specified in D8;
 - (b) the Contractor has attended a meeting with the Contract Administrator, or the Contract Administrator has waived the requirement for a meeting.

D10. WORK SCHEDULE

- D10.1 The survey identified in D2.2(a) shall be performed during the period of May 1, 2015 to May 14, 2015 inclusive.
- D10.1 The Contractor shall complete the portion of the Work identified in D2.2(b) and deliver the results as outlined in E3.1 to the Contract Administrator not later than 4:00 pm May 29, 2015.
- D10.2 The Contractor shall complete the portion of the Work identified in D2.2(c) by providing an in-person presentation as outlined in E3.2 on a mutually agreed upon date that shall not be later than 4:00 pm June 30, 2015.

D11. LIQUIDATED DAMAGES

- D11.1 If the Contractor fails to meet the Work Schedule outlined in D10 in accordance with the Contract by the dates fixed herein for the Work Schedule, the Contractor shall pay the City two hundred fifty dollars (\$250) per Working Day for each and every Working Day following the day fixed herein for Work Schedule during which such failure continues.
- D11.2 The amount specified for liquidated damages in D11.1 is based on a genuine pre-estimate of the City's damages in the event that the Contractor does not achieve Total Performance by the day fixed herein for same.
- D11.3 The City may reduce any payment to the Contractor by the amount of any liquidated damages assessed.

MEASUREMENT AND PAYMENT

D12. INVOICES

- D12.1 Further to C11, the Contractor shall submit an invoice for each portion of Work performed to:
The City of Winnipeg
Attn: Janice Sim
Corporate Finance
4th Floor, Administration Building, 510 Main Street
Winnipeg MB R3B 1B9
Facsimile No.: 204- 949-9301
Email: jsim@winnipeg.ca
- D12.2 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.

- D12.3 The City will bear no responsibility for delays in approval of invoices which are improperly submitted.

D12.4 Bids Submissions must be submitted to the address in B7.7.

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 telephone public opinion survey and reporting in accordance with the requirements hereinafter specified.
- E2.2 The Contractor shall administer the survey using a local telephone number that will appear on a prospective respondent's call display.
- E2.3 The Inner city and Non-inner city, for this survey, shall be defined by the first three digits of postal codes (FSAs) 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%

- E2.4 The Contractor shall conduct a Public Opinion Telephone Survey in accordance with the requirements hereinafter specified.
- E2.5 The survey instrument shall be in accordance with the attached questionnaire, 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 Contractor shall survey a random sample of Winnipeg residents, by telephone, following proper survey methodology.

- E2.8 The total sample size shall be 600 respondents broken down as follows:
- (a) Inner city 160 respondents
 - (b) Non-inner city 440 respondents
- 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 as follows:
- (a) All results cross tabbed against Statistical Questions (question numbers 83-86 of the Sample Questionnaire), as well as inner city / non-inner city groupings.
 - (b) Results for the Service Satisfaction Questions (question numbers 24-61 of the Sample Questionnaire) must include cross tabulations according to the corresponding use of selected service.
 - (i) Q46 against Q64;
 - (ii) Q47 against Q65;
 - (iii) Q48 against Q66;
 - (iv) Q49 against Q67;
 - (v) Q50 against Q68;
 - (vi) Q51 against Q69;
 - (vii) Q52 against Q70;
 - (viii) Q53 against Q71;
 - (ix) Q55 against Q72;
 - (x) Q54 against Q73;
 - (xi) Q58 against Q74.
- E2.10 The City of Winnipeg has provided eighty-nine (89) questions in the Sample Questionnaire. Some minor revisions to the number of survey questions, and/or to the wording of survey questions may be provided to the Contractor upon awarding of the Contract.

E3. DATA & REPORTS

- E3.1 The Contractor shall provide the Contract Administrator with:
- (a) One bound copy of the summary results containing data in accordance with E2.9;
 - (b) An electronic version of the summary results and full results in accordance with E2.9 and E2.9 that shall be in Microsoft Excel format;
 - (c) An electronic file containing verbatim responses received to open-ended questions.
- E3.2 The Contractor shall provide a presenter acceptable to the Contract Administrator to conduct an in-person presentation of the survey summary results to the City of Winnipeg, and who will be able to answer questions related to the survey methodology and results.

E4. SAMPLE QUESTIONNAIRE

RECORD # _ _ _

INTERVIEWER: _ _ _

PHONE: _ _ _ - _ _ _

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

Hello, my name is _____ and I'm calling on behalf of the City of Winnipeg. To make sure we talk to a variety of people, I need to speak to a person in your home, 18 years of age or older. Would that be you?

- Yes → Continue.....1
- Respondent coming to the Phone.....2 =>INTRODUCTION
- No – Person not Available → Set Callback.....3
- No Response → TERMINATE.....9 =>TERMINATE

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?

- Yes1
- No2 **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
- Poor2
- Good.....3
- Very Good.....4
- Don't know / refused.....9

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 Value2
- Good Value.....3
- Very Good Value4
- Don't know / refused9

Q10b What is the main reason for your answer regarding the value you feel you receive from your property tax dollars?

Open-ended Question (accept one answer)

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 services2

Property taxes should be reduced even it means reducing levels of service3

Don't know / refused4

Currently the City relies primarily on property taxes for its main source of revenue. The City is facing a significant challenge in maintaining existing city services and would like to expand the number of methods to pay for services. Would you support or oppose the following in order to maintain existing services?

Q12 An increase in property taxes for maintaining all existing services?

Strongly support..... 1
Somewhat support..... 2
Somewhat oppose 3
Strongly oppose..... 4
Don't know / refused 9

Q13 An increase in property taxes where it is targeted for a specific service such as Police, Roadway Construction?

Strongly support..... 1
Somewhat support..... 2
Somewhat oppose 3
Strongly oppose..... 4
Don't know / refused 9

Q14 An increase in existing user fees such as recreation fees, to cover the full cost of the service?

Strongly support..... 1
Somewhat support..... 2
Somewhat oppose 3
Strongly oppose..... 4
Don't know / refused 9

Now thinking about the City's infrastructure such as roads, bridges, libraries and recreational buildings such as pools etc.

Q15 Do you think the City's infrastructure:

Is in good condition..... 1
Is in fair condition, no major improvements needed 2
Should be improved / repaired..... 3
Don't know / refused 9

Q16 Do you think the City should:

Spend more on infrastructure..... 1
Spend more on infrastructure even if it means a reduction in other city services..... 2
About the same..... 3
Spend less..... 4
Don't know / refused 9

Q17 Do you think the City should:

Fix existing infrastructure..... 1
Build new infrastructure..... 2
Both are equally important..... 3
Don't know / refused 9

Q18 Continuing an annual 1% property tax increase dedicated solely to the Local Street Renewal Reserve to be spent annually on local street construction.

Strongly support..... 1
Somewhat support.....2
Somewhat oppose3
Strongly oppose.....4
Don't know / refused.....9

Q19 Continuing an annual 1% property tax increase dedicated solely to the Regional Street Renewal Reserve to be spent annually on regional street construction.

Strongly support 1
Somewhat support 2
Somewhat oppose 3
Strongly oppose 4
Don't know/refused 9

Q20 The City is facing a significant challenge in funding its infrastructure and requires additional revenues (new money). Would you support or oppose accessing 1% of the existing Provincial Sales Tax if it was devoted to repair and upgrading the City's infrastructure?

Strongly support..... 1
Somewhat support.....2
Somewhat oppose3
Strongly oppose.....4
Don't know / refused.....9

Q21 An alternative is to increase the gasoline tax, making those who use the roads most contribute more. Would you support or oppose an increase in the gasoline tax of 5 cents a litre if it was devoted to repair and upgrading of city streets?

Strongly support..... 1
Somewhat support.....2
Somewhat oppose3
Strongly oppose.....4
Don't know / refused.....9

Q22 An alternative is to increase the car registration fees, making those who have vehicles and use the road contribute more. Would you support or oppose an increase of \$60 in the annual registration fee for cars if it was devoted to the repair and upgrading the city streets? (Note that \$60 is one-half of what is currently charged by the Province which is \$120).

Strongly support..... 1
Somewhat support.....2
Somewhat oppose3
Strongly oppose.....4
Don't know / refused.....9

Q23 In order to have development pay more fully for the City's wider costs related to growth (e.g. regional roads expansion) and reduce the burden on tax payers who currently pay fully for this cost, would you support the introduction of a new one-time fee paid for by the developer or the new home purchaser?

- Strongly support..... 1
- Somewhat support..... 2
- Somewhat oppose 3
- Strongly oppose..... 4
- Don't know / refused 9

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
Q24	Snow removal	1	2	3	4	9
Q25	City support for improving inner city housing	1	2	3	4	9
Q26	Fire and rescue service response to fire emergencies	1	2	3	4	9
Q27	Downtown renewal	1	2	3	4	9
Q28	Community planning	1	2	3	4	9
Q29	The City's effort in attracting businesses and major events	1	2	3	4	9
Q30	Condition of the major streets in the city such as Portage Ave or Pembina Hwy	1	2	3	4	9
Q31	Condition of residential streets in your neighbourhood	1	2	3	4	9
Q32	Management of rush hour traffic flow	1	2	3	4	9
Q33	Sufficient enforcement of traffic laws	1	2	3	4	9
Q34	Police service efforts in crime control	1	2	3	4	9
Q35	Animal Services	1	2	3	4	9
Q36	Insect control	1	2	3	4	9
Q37	Level of city preparedness, ability to respond, and assist residents during	1	2	3	4	9

natural and human caused disasters

Q38	The City's efforts in preserving heritage buildings.	1	2	3	4	9
Q39	Garbage collection	1	2	3	4	9
Q40	The Recycling program	1	2	3	4	9
Q41	Quality of the drinking water	1	2	3	4	9
Q42	Protection from sewer back-up	1	2	3	4	9
Q43	Protection from river flooding	1	2	3	4	9
Q44	The City's support for arts, entertainment & culture	1	2	3	4	9
Q45	The City's efforts in keeping the city clean & beautiful	1	2	3	4	9
Q46	Condition of City-operated recreation facilities (Pools and leisure centres which are located throughout the city and offer a wide variety of recreation and leisure opportunities including swimming lessons, learn to skate, and other Leisure Guide Programs. Examples include: Fort Rouge Leisure Centre, Pan Am Pool, and North Centennial Recreation and Leisure Facility.)	1	2	3	4	9
Q47	Condition of City of Winnipeg Community Centres (Centres which provide programs and services, i.e. local hockey and soccer programs, to area residents through a cooperative partnership between community centre volunteers and City administration. Examples of community centres include: Waverly Heights, Winakwa, Tyndall Park and Gateway.)	1	2	3	4	9
Q48	City-operated recreation programs like swimming lessons, Learn to Skate or other Leisure Guide Programs	1	2	3	4	9
Q49	Community Centre operated programs like soccer or hockey	1	2	3	4	9

Q50	Condition of the local park in your neighbourhood	1	2	3	4	9
Q51	Condition of major parks like St. Vital or Kildonan Park	1	2	3	4	9
Q52	Public transit	1	2	3	4	9
Q53	Emergency response capability for medical emergencies	1	2	3	4	9
Q54	Regulating building & property development through zoning regulations and building permits	1	2	3	4	9
Q55	Police Service response to 911 calls	1	2	3	4	9
Q56	Safety of existing buildings through fire inspections and enforcement	1	2	3	4	9
Q57	Fire and injury prevention education provided through public events and public service announcements	1	2	3	4	9
Q58	Public Library Service	1	2	3	4	9
Q59	311 Contact Centre (City's general inquiry line)	1	2	3	4	9
Q60	City's efforts in managing on-street parking (availability, convenience)	1	2	3	4	9
Q61	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
Q62	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				

Q63 More specifically, please rank the following group of services in order of importance where 1 is the most important and 4 is the least important. **READ LIST**

- Community Services (e.g. Libraries, Recreation)
- Public Safety (e.g. Fire Paramedic, Police)
- Property & Development (e.g. Land use planning)
- Infrastructure (e.g. Roads, Water)

Section D – Use of Selected Services

Q64 Have you visited a **City Recreational Facility** like a pool or leisure centre in the past year?

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

Q65 Have you attended your local **Community Centre Facility** in the past year?

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

Q66 Have you or someone in your family participated in a **City Recreational Program** like swimming lessons, Learn to Skate or other Leisure Guide Programs in the past year?

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

Q67 Have you or your family participated in a **Community Centre Program** like hockey or soccer in the past year?

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

Q68 Have you visited your **Local** neighbourhood park in the past year?

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

Q69 Have you visited a **Major** park like Kildonan Park or St. Vital Park in the past year?

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

Q70 Do you use the City Transit at least once a week?

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

Q71 In the past year, have you or a family member been involved in an emergency medical incident where paramedics were requested?

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

Q72 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

Q73 Have you applied for a building permit in the past year?

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

Q74 Have you or someone in your family used the services of the City's public libraries in the past year?

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

Section E – Customer Services

Q75 Have you contacted the City of Winnipeg in the last year?

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

Yes → Continue
No → Proceed to Question 78

Q76 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

Q77 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	Some what Disagree	Some what Agree	Strongly agree	dk / ref
Q78 City staff are courteous, helpful, and knowledgeable.	1	2	3	4	9
Q79 The quality of service from the City is consistently high.	1	2	3	4	9
Q80 The City responds quickly to requests and concerns.	1	2	3	4	9
Q81 City staff are easy to get a hold of when I need them.	1	2	3	4	9

Q82 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.

Q83 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

Q84 Do you rent or own your home?

- Rent..... 1
- Own..... 2
- Don't know / refused..... 9

Q85 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

Q86 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
- Over \$150,000..... 6
- Don't know / refused..... 9

Q87 Please tell me the first three characters of your postal code : **Please ensure it is Letter, Number, Letter.** R ____ ____

Q88 And finally, may 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.