



CUSTOMER SATISFACTION TELEPHONE SURVEY

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
REQUEST FOR PROPOSAL**

ISSUED: March 25, 2019
BY: Colin Stewart
TELEPHONE NO. 204-986-8789

**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE REQUEST FOR PROPOSAL AND
SHALL FORM A PART OF THE CONTRACT
DOCUMENTS**

Template Version: Ar20160708

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 8 of Form A: Proposal may render your Proposal non-responsive.

QUESTIONS AND ANSWERS

- Q1: Are you open to multimode data collection, through the use of an online panel to help get a better representative read of the population?
- A1 The Tender calls for a telephone survey. An online panel is not considered acceptable for the purposes of this Tender.
- Q2: Are you open to having a public link available on the City of Winnipeg website so Winnipeg citizens can choose to provide feedback in the event they are not contacted as part of the scientific study?
- A2 See the answer to Question 1.
- Q3: Sections E2.9 and E2.11 state the quotas by gender and age, however the Citizen Perspective 2018 Citizen Survey report weighted data to match this distribution. Are you looking for the same approach in 2019 and going forward, where data is weighted to match these proportions?
- A3 Where exact matches to stated age and gender quotas are not achievable, weighting of the data may be accepted upon request of the Contractor and approval of the Contract Administrator.
- Q4: Do you require open-ended questions be coded into themes?
- A4 No.
- Q5: Can you please clarify the reporting deliverable? Are all items outlined in E2.14 to be provided as output in Excel, or are you looking for a report with graphs and analysis similar to the 2018 presentation found online? Can you please explain the difference between summary results and full results?
- A5 The minimum required deliverables are outlined in E2.14, E2.15 and E3 of the Tender.
- Q6: To confirm, is trending of the results from past waves required for the E2.14 deliverables?
- A6 The Contractor will be responsible for providing trend analysis on those results to which they have access.