

# Informatics Professional Services Price Index 2010/2011

**This document is confidential when completed.**  
 Si vous préférez recevoir ce questionnaire en français  
 veuillez composer le 1-877-604-7828.

If necessary, please make address label corrections  
 in the boxes below (please print)

C0001 Legal Name  
 \_\_\_\_\_

C0002 Business Name  
 \_\_\_\_\_

C0008 First Name of Contact  
 \_\_\_\_\_

C0028 Last Name of Contact  
 \_\_\_\_\_

C0021 Title of Contact  
 \_\_\_\_\_

C0004 Address (number and street)  
 \_\_\_\_\_

C0005 City C0006 Province/territory or state  
 \_\_\_\_\_

C0053 Country C0007 Postal Code/Zip Code  
 \_\_\_\_\_

C0010 Language Preference  
 1  English 2  French

## INTRODUCTION

**This information is collected under the authority of the *Statistics Act*, Revised Statutes of Canada, 1985, Chapter S-19.  
 COMPLETION OF THIS QUESTIONNAIRE IS A LEGAL REQUIREMENT UNDER THIS ACT.**

### Purpose of this survey

This survey collects financial, wage and contractor fee information that is used to produce price indexes. These indexes measure change in prices for informatics professional services. You as the respondent will benefit from completing this questionnaire by now having the ability to benchmark your company against other companies in the same industry and having the ability to compare your wage rates with other companies in the same industry (in aggregate form only).

Statistics Canada uses this information to better measure the volume of activity in the computer services industry. For the purpose of this survey, "Informatics Professional Services" covers the following types of businesses: Software publishers; Data processing; Hosting and related services; Computer systems and related services; Internet publishing and broadcasting, and Web search.

### Confidentiality

#### Your answers are confidential

Statistics Canada is prohibited by law from releasing any information it collects which could identify any person, business, or organization, unless consent has been given by the respondent or as permitted by

the *Statistics Act*. The confidentiality provisions of the *Statistics Act* are not affected by either the *Access to Information Act* or any other legislation. Therefore, for example, the Canada Revenue Agency cannot access identifiable survey records from Statistics Canada.

Information from this survey will be used for statistical purposes only and will be published in aggregate form only.

### Record linkages

To enhance the data from this survey, Statistics Canada may combine it with information from other surveys or from administrative sources.

### Your participation is important

Your participation is vital to ensuring that the information collected in this survey is accurate and comprehensive.

### Fax or other electronic transmission disclosure

Statistics Canada advises you that there could be a risk of disclosure during facsimile or other electronic transmission. However, upon receipt, Statistics Canada will provide the guaranteed level of protection afforded to all information collected under the authority of the *Statistics Act*.

**Please return the completed questionnaire to Statistics Canada within 15 days of receipt  
 by mail using the return envelope.**

**You can also fax it to us at 1-888-883-7999.**

Lost the return envelope or need help? Call us at **1-877-604-7828** between 8:00am and 23:00pm Mountain Time or mail to:  
 Statistics Canada, Operations and Integration Division, 150 Tunney's Pasture Driveway, Ottawa, Ontario, K1A 0T6

### INSTRUCTIONS

Please use this page as a quick reference for definitions of the Business Activities listed on the next page in Section B.

#### **Software Publishing**

This Canadian industry includes establishments primarily engaged in publishing computer software, usually for multiple clients and generally is referred to as packaged software. Establishments in this industry carry out operations necessary for producing and distributing computer software, such as designing, providing documentation, assisting in installation and providing support services to software purchasers. These establishments may design and publish, or publish only.

**Examples:** Packaged computer software publishing (including designing and developing); Packaged computer software, all formats; Packaged publishers games.

#### **Data Processing, Hosting and Related Services**

This Canadian industry includes establishments primarily engaged in providing hosting or data processing services. Hosting establishments may provide specialized hosting activities, such as web hosting, video and audio streaming services, application hosting, application services provisioning, or may provide general time-share mainframe facilities to clients. Data processing establishments may provide complete processing and preparation of reports from data supplied by the customer; specialized services, such as automated data entry; or they may make data processing resources available to clients on an hourly or time-sharing basis.

**Examples:** Application hosting; Automatic data processing; Computer input preparation services; Computer processing services; Computer time-sharing services; Data entry services; Data processing services; Disk and diskette conversion services; Input preparation services; Leasing of computer time; Microfilm recording and imaging services; Optical scanning data services; Rental of computer time; Computer service bureaus; Video and audio streaming services; Web hosting.

#### **Internet Publishing, Broadcasting and Web Search Portals**

This Canadian industry includes establishments primarily engaged in publishing and/or broadcasting content on the Internet or operating web sites, known as web search portals, that use a search engine to generate and maintain extensive databases of Internet addresses and content in an easily searchable format. The Internet publishing and broadcasting establishments in this industry provide textual, audio, and/or video content of general or specific interest. These establishments do not provide traditional (non-Internet) versions of the content that they publish or broadcast. Establishments known as web search portals often provide additional Internet services, such as e-mail, connections to other web sites, auctions, news, and other limited content, and serve as a home base for Internet users.

**Examples:** Internet directory publishing; Internet book publishing; Internet broadcasting; Internet entertainment sites; Internet game sites; Internet newspaper publishing; Internet periodical publishing; Internet software publishing; Publishing, maps, street guides and atlases (exclusively on Internet); Technical books, publishing (exclusively on Internet); Web search portals.

#### **Computer Systems Design and Related Services**

This Canadian industry includes establishments primarily engaged in providing expertise in the field of information technologies through one or more activities, such as writing, modifying, testing and supporting software to meet the needs of a particular customer, including the creation of Internet home pages; planning and designing computer systems that integrate hardware, software and communication technologies; on-site management and operation of clients' computer and data processing facilities; providing advice in the field of information technologies; and other professional and technical computer-related services.

**Examples:** Computer consulting services; Disaster recovery services; Facilities management services; Hardware consulting services; Custom computer programs or systems software development; Custom computer software consulting services; Programming services; Systems analysis and design; Computer-aided design (CAD) systems services; Computer-aided engineering (CAE) systems services; Data processing facilities management services; Design and system analysis, computer services (software); Facilities management services, computer support services; Information management system design services; Internet page design services, custom; Local area network (LAN) systems integrators; Management information systems design consulting services; Office automation, computer systems integration; Computer hardware requirements analysis; Software installation services; Custom software programming; Custom software systems analysis and design; Systems analysis and design, computer services (software); Systems engineering (system integration); Web page developing.

## B – BUSINESS ACTIVITIES

We have selected one business activity for your company:

### Internet Publishing, Broadcasting and Web Search Portals

This Canadian industry includes establishments primarily engaged in publishing and/or broadcasting content on the Internet or operating web sites, known as web search portals, that use a search engine to generate and maintain extensive databases of Internet addresses and content in an easily searchable format. The Internet publishing and broadcasting establishments in this industry provide textual, audio, and/or video content of general or specific interest. These establishments do not provide traditional (non-Internet) versions of the content that they publish or broadcast. Establishments known as web search portals often provide additional Internet services, such as e-mail, connections to other web sites, auctions, news, and other limited content, and serve as a home base for Internet users.

Was your company engaged in the business activity in 2011 that is identified above?

- C1000 1  Yes > Please go to the next page and complete the questionnaire.
- 3  No > If no, please select **one** of the business activities below that best represents your business and complete the questionnaire.

**Note:** Only if you did not perform the pre-selected activity at all in 2011, then please select the activity that represents your main business activity.

Descriptions and examples of the business activities are given in section A. For more details of the business activities please refer to the reporting guide included with this questionnaire.

C1001 <input type="radio"/> Software Publishing	C1002 <input type="radio"/> Data Processing, Hosting and Related Services	C1003 <input checked="" type="radio"/> <b>Internet Publishing, Broadcasting and Web Search Portals</b>	C1004 <input type="radio"/> Computer Systems Design and Related Services
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Other (Please specify):

C1005

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### C – REPORTING PERIOD

Please report information for your fiscal years in 2010 & 2011.

	Year	Month	Day			
<b>2010</b> fiscal year end date:	C2001	-	-	C2003	Number of months reported for <b>2010</b> :	C2004
	[ ][ ][ ][ ]	[ ][ ]	[ ][ ]	[ ][ ][ ]	[ ][ ]	[ ][ ]
	C2002	-	-	C2004	Number of months reported for <b>2011</b> :	[ ][ ]
<b>2011</b> fiscal year end date:	[ ][ ][ ][ ]	[ ][ ]	[ ][ ]	[ ][ ][ ]	[ ][ ]	[ ][ ]

### D – REVENUE SHARE

Please provide the dollar value for revenue received from each of the following business activities in 2010 and 2011 from all provinces. Please report in Canadian dollars for your company's Canadian operations. Please see Section A. Descriptions of Business Activities for the details of each activity.

If your company operates in more than one location then please provide the TOTAL from all locations (provinces and territories) in Canada.

**Reporting Instructions:**

- Include:* Fees charged to clients for employees and contract workers and expenses (cost + mark-up) recovered from clients (e.g., hardware, software, travel and accommodations, subcontracted services)
- Exclude:* Revenue earned by foreign operations. Software sales unrelated to informatics professional services, GST and all other taxes collected for remittance to a government agency.

Business Activity	2010 (C/N \$)	2011 (CAN \$)
Software Publishing	C2006	C2011
Data Processing, Hosting and Related Services	C2007	C2012
Internet Publishing, Broadcasting and Web Search Portals	C2008	C2013
Computer Systems Design and Related Services	C2009	C2014
Other	C2010	C2015
<b>Total</b>	C2017	C2018

## E – OPERATING REVENUE & EXPENSES

### Reporting Instructions:

Please provide the dollar value for the revenue and expenses for the fiscal years indicated, **ONLY** for the business activity selected in Section B.

**If your company has locations in other provinces and territories across Canada, then please provide the total from all locations in Canadian dollars only.**

Please do not report revenues and expenses **unrelated to the business activity selected in Section B.**

OPERATING REVENUE	
<b>REVENUE</b>	<p><i>Include:</i> Fees charged to clients for employees and contract workers and expenses (cost + mark-up) recovered from clients (e.g., hardware, software, travel and accommodations, and sub-contracted services).</p> <p><i>Exclude:</i> <b>Revenue from foreign operations.</b> Software sales unrelated to informatics professional services, GST and all other taxes collected for remittance to a government agency.</p>
2010 (CAN \$)	2011 (CAN \$)
C3001 <input style="width: 95%;" type="text"/>	C3005 <input style="width: 95%;" type="text"/>

EXPENSES FOR EMPLOYEES	
<b>EXPENSES</b>	<p><i>Include:</i> Wages, salaries, benefits and bonuses paid to full-time, part-time and temporary employees whose time was charged to the business activity <b>selected in Section B.</b></p> <p><i>Exclude:</i> Overhead expenses (e.g. wage, salaries and benefits and bonuses of administrative staff, building occupancy costs, purchased services such as legal and accounting services).</p>
2010 (CAN \$)	2011 (CAN \$)
C3002 <input style="width: 95%;" type="text"/>	C3006 <input style="width: 95%;" type="text"/>

EXPENSES FOR CONTRACT WORKERS	
<b>EXPENSES</b>	<p><i>Include:</i> Fees paid to contract workers for their work on the business activity <b>selected in Section B.</b></p>
2010 (CAN \$)	2011 (CAN \$)
C3003 <input style="width: 95%;" type="text"/>	C3007 <input style="width: 95%;" type="text"/>

OTHER EXPENSES	
<b>EXPENSES</b>	<p><i>Include:</i> All other expenses incurred for work on the business activity <b>selected in Section B</b> (i.e. software, hardware upgrades, office expenses, travel and accommodation).</p> <p><i>Exclude:</i> Overhead such as GST refunded by government, rent, utilities and insurance.</p>
2010 (CAN \$)	2011 (CAN \$)
C3004 <input style="width: 95%;" type="text"/>	C3008 <input style="width: 95%;" type="text"/>

**F – PERSONNEL**

**AVERAGE NUMBER OF PAID EMPLOYEES**

**Average number of paid employees during the reporting period for the business activity selected in Section B.**

**To calculate the average number employed:** add the number of employees in the last pay period of each month of the reporting period and divide this sum by the number of months (usually 12).

*Exclude:* Partners, proprietors and non-salaried personnel.

2010	2011
C4001 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	C4004 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

**AVERAGE NUMBER OF PAID EMPLOYEES WHO WORKED FULL-TIME**

**Full-time employees during the reporting period for the business activity selected in Section B.**

Full-time employment consists of persons who usually work **30 hours** or more per week.

**To calculate the average number of full-time employees:** add the number of full time employees in the last pay period of each month of the reporting period and divide this sum by the number of months (usually 12).

2010	2011
C4002 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	C4005 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

FOR INFORMATION ONLY

## G – AVERAGE ANNUAL PERCENTAGE CHANGE IN LABOUR RATES

### Average annual percentage change for salaries and wages paid to employees and fees paid to contract workers.

For the fiscal year indicated and the business activity selected in Section B, please complete the average annual percentage change for SALARIES AND WAGES PAID TO EMPLOYEES AND FEES PAID TO CONTRACT WORKERS. Please follow the example below.

**Example:** Your company has 3 employees who can charge their time to the activity selected in Section B. Two of these employees received annual increases of 1% and 5%. The third employee did not receive an increase (0%). The sum of the three wage rate changes (1%+5%+0%) is 6.0%. When you divide by the number of employees (6% / 3 employees), the result is an average annual percentage changes in wage rates of 2.0%.

**Note:** If there is no change in the average annual percentage of salaries and wages and fees paid to contract workers, then write 0.

### SALARIES AND WAGES RATES

Please report the average annual percentage change (+,-) in the salaries and wages paid to employees whose time is charged to the business activity **selected in Section B** (for all provinces and territories).

*Exclude:* The salary or wage changes for general and administrative staff.

2010 (%)	2011 (%)
C4007 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %	C4009 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %

### FEES PAID TO CONTRACT WORKERS

Please report the average annual percentage change (+,-) in the fees paid to contract workers whose time is charged to the business activity **selected in Section B** (for all provinces and territories).

2010 (%)	2011 (%)
C4008 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %	C4010 <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> %

## H – CONTACT INFORMATION

Signature of Authorized Person

Date Completed (yyyy-mm-dd)

C0015     -   -

I certify that the information contained herein is complete and correct to the best of my knowledge.

Name of authorized person to contact about this questionnaire (please print)

Last Name of Authorized Person

C0054

Telephone Number

C0017     -     -

First Name of Authorized Person

C0013

Extension Number

C0027

Title of Authorized Person

C0014

Fax Number

C0016     -     -

E-mail Address

C0018

Website Address

C0020

## I – ADMINISTRATION

### Time to complete questionnaire

How long did you spend collecting and reporting the information needed to complete this questionnaire?

C9909     Minutes

### Pre-filled questionnaire

In order to facilitate the completion of next year's questionnaire, we can provide you with a copy of the information you provided this year.

Do you authorize us to send a pre-filled questionnaire containing the information you provided this year?

C0800 1  Yes ▶ Please send a pre-filled questionnaire next year 3  No ▶ Please send a blank questionnaire

## J – COMMENTS

We welcome any suggestions that you may have for improving the Price Report for Informatics Professional Services.

C9920

C9913

C9914

C9915

C9916

Please make a copy of this completed questionnaire for your records and return the questionnaire in the enclosed envelope.

Thank you for completing this questionnaire.