



Statistics Canada - Prices Division

# Price Report for Informatics Professional Services

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## 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. Businesses use these indexes to evaluate their performance, to track costs, and to index long-term contracts. Statistics Canada uses them to better measure the volume of activity in the computer services industry. In order to enhance the information you provide in this survey, Statistics Canada plans to combine the responses relating to your organization with the information you previously provided on this survey. 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 Service Providers and Web Search Portals.**

## Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information relating to your business without your prior written consent. **The data reported on your questionnaire will be treated in strict confidence, used for statistical purposes and published in aggregate form only.** The confidentiality provisions of the Statistics Act are not affected by the Access to Information Act or by any other legislation.

## CONFIDENTIAL when completed.

Collected under the authority of the Statistics Act, Revised Statutes of Canada, 1985, Chapter S19. Completion of this questionnaire is a legal requirement under this Act. In order to enhance the information you provide in this survey, Statistics Canada plans to combine the responses relating to your organization with the information you previously provided on this survey.

Si vous préférez recevoir ce questionnaire en français veuillez composer le (613) 951-6681.

## Your Participation is important

Your participation is vital to ensuring that the information collected in this survey is accurate and comprehensive. Completion of this questionnaire is a legal requirement under the Statistics Act.

## Fax or Other Electronic Transmission Disclosure

Statistics Canada advises you that there could be a risk of disclosure during the 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.

## Return Procedures... Need Help?

We ask that you complete and return this questionnaire **within 30 days of receipt** in the return envelope provided. If you require assistance in completing this questionnaire or expect delays in returning the survey please contact:

**Isabelle Marcoux**

**Statistics Canada - Prices Division**

Tel: (613) 951-6681

Fax: (613) 951-2848

e-mail: [isabelle.marcoux@statcan.ca](mailto:isabelle.marcoux@statcan.ca)

Please make any necessary address changes below.		
Legal Name		
Business Name		
Contact Name		
Address		Province / State
City	Postal Code/Zip Code	Country

SQC/PRI-420-75406 2008-02-07

## A. Reporting Period

Please report information for your fiscal year ending between January 1,

2007

and December 31,

2007

Please indicate your fiscal year end:

\_\_\_\_\_|\_\_\_\_\_|\_\_\_\_\_  
DD MM YYYY

Number of months reported: \_\_\_\_\_

## B. Main Business Activity

Please check  below the one industry that most accurately describes your firm's main business activity for the fiscal year reported in Section A.

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**Software Publishers:** Includes software development packaged software; application software; systems software; tools software; game software), software maintenance and software publishing.

518210

**Data Processing, Hosting and Related Services:** Includes web hosting, streaming services, application hosting, processing and preparation of reports from data supplied by the customer, optical scanning data services, data entry and validation, etc.

518111

**Internet Service Providers:** Establishments engaged in providing direct access, through telecommunications networks, to computer-held information compiled or published by others.

518112

**Web Search Portals:** Establishments primarily engaged in operating web sites that use a search engine to generate and maintain extensive database of internet addresses and content in an easily searchable format.

541510

**Computer Systems and Related Services:** (please check all that apply)

Includes establishments engaged in providing;

\_\_\_ a.

**Hardware Consultancy Services;** Provide advice and assistance on the management of computer resources such as: assess the computer needs of an organization; planning an organization's acquisitions (including hardware and software) and auditing the computer operations of an organization.

\_\_\_ b.

**Software Consultancy Services;** Develop (analyse, design and program) custom software to meet the needs of a specific client. Providing advice and assistance on technical matters related to computer systems such as conducting feasibility studies on the implementation of a system, provide specifications for a database design. Provide technical expertise for hardware and software integration.

\_\_\_ c.

**Computer Facilities Management Services;** Provide personnel to manage and operate computer facilities on an on-going basis whether these facilities are located at the client's or supplier's site.

\_\_\_ d.

**System Maintenance Services;** Provide assistance to keep computer systems (software) in good working condition (the maintenance may be corrective or preventative).

\_\_\_ e.

**Other Computer Consultancy Services;** Provide other computer-related consultancy services such as: disaster recovery services, implementation planning services; system implementation support, quality assurance and integration services.

**Other:** (Please specify)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is this a change from the previous year?

No

Yes... If yes please provide details

\_\_\_\_\_  
\_\_\_\_\_

## **Definitions:**

'Informatics' is the term we are using to encompass all businesses included in the scope of the survey. **This would include all businesses involved in Software Publishing, Computer Systems and Design and Related Services and Data Processing, Hosting and Related Services.**

**Business Units:** A business unit is the lowest level of your firm for which separate records are kept for revenue, expenses and employment.

### **Operating Revenue from sales of Informatics Professional Services**

#### **Include:**

- Fees charged to clients for employees and contract workers
- Expenses (cost + mark-up) recovered from clients (e.g. hardware, software, travel and accommodations, subcontracted services)

#### **Exclude:**

- Software sales unrelated to informatics professional services.
- GST and all other taxes collected for remittance to a government agency.

### **Operating Expenses from Sales of Informatics Professional Software**

**Expenses for employees:** Report the wages, salaries, benefits and bonuses paid to full-time, part-time and temporary employees for their work on informatics professional services and software development. Exclude expenses for administrative and general staff as well as GST refunded by government.

**Expenses for contract workers:** Report the fees paid to contract workers for their work on informatics professional services and software development. Contract workers are individuals engaged for the duration of a specific project or term. Exclude GST refunded by government.

**Other Expenses:** Report all other expenses incurred for work on informatics professional services. (i.e., Software, hardware upgrades, office expenses, travel and accommodations, ) Exclude any overhead such as rent, utilities, insurance. Exclude GST refunded by government.

## C. Operating Revenue and Expenses from Informatics Professional Services

For the fiscal year that you have indicated in Section A on page 2, please complete your firms "Operating Revenue" and "Operating Expenses" for each province/territory in which your firm maintains operations. Report all revenue and expenses in **Canadian Dollars**.

Province or Territory	Informatics Professional Services, Software Development, Internet Service Providers and Related Services				
	Number of Business Units	Operating Revenue	Operating Expenses (reimbursed and non-reimbursed by clients)		
	Number of business units.	Using the definitions, please report your firm's operating revenue from sales of <b>Informatics Professional Services, Software Development, Internet Services and Related Services</b> .	Expenses for Employees	Expenses for Contract Workers	Other Expenses
			Please report the wages, salaries, benefits and bonuses paid to full-time, part-time and temporary employees for their work on Informatics Professional Services, Software Development, Internet Services and Related Services. <b>Exclude expenses for administrative and general staff as well as GST refunded by government.</b>	Please report the fees paid to contract workers for their work on Informatics Professional Services, Software Development, Internet Services and Related Services. Contract workers are individuals engaged for the duration of a specific project or term. <b>Exclude GST refunded by government.</b>	Please report all other expenses incurred for work on <b>Informatics Professional Services, Software Development, Internet Services and Related Services</b> (i.e., Software, hardware upgrades, office expenses, travel and accommodations). <b>Exclude overhead expenses (ie Rent, Electricity, Heating, and Depreciation) and GST refunded by government.</b>
XXXX	XXXX	XXXX	XXXX	XXXX	
Nfld. & Lab.	10				
P.E.I.	11				
N.S.	12				
N.B.	13				
Que.	24				
Ont.	35				
Man.	46				
Sask.	47				
Alta.	48				
B.C.	59				
Yukon	60				
N.W.T.	61				
Nunavut	62				
<b>Total</b>					

## D. Average Annual Percentage Changes in Labour Rates by Province and Territory

For the fiscal year that you indicated in Section A on page 1, please complete the "Average of Annual % Changes in Salaries and Wage Rates" as well as the "Average of Annual % Changes in Fees Paid to Contract Workers" below for each province / territory in which your firm maintains operations.

**Example:** Your firm has 3 employees who charge their time to informatics professional services and software development. Two of these employees received annual increases of 1% and 5%. The third employee did not get an increase (0%).

The sum of the three wage rate changes (1% + 5% + 0%) is: + **6.0%**

When you divide 6% by the number of employees (+6%/3 employees), the result is an average of annual % change in wage rates of: + **2.0%**

Province or Territory	Average of Annual % Changes in Salaries and Wage Rates	Average of Annual % Changes in Fees Paid to Contract Workers
	Using the example above, please report the average of annual percentage changes (+,-) in the salaries and wages paid to employees whose time is charged to Informatics Professional Services contracts and Software Development.  Exclude the salary or wage changes for general and administrative staff.	Using the example above, please report the average of annual percentage changes (+,-) in the fees paid to contract workers whose time is charged to Informatics Professional Services contracts and Software Development.  Exclude the fee changes for general and administrative staff.
	xxx.	xxxx
Newfoundland and Labrador	10 %	%
Prince Edward Island	11 %	%
Nova Scotia	12 %	%
New Brunswick	13 %	%
Quebec	24 %	%
Ontario	35 %	%
Manitoba	46 %	%
Saskatchewan	47 %	%
Alberta	48 %	%
British Columbia	59 %	%
Yukon	60 %	%
Northwest Territories	61 %	%
Nunavut	62 %	%

## Comments

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

### Certification *(I certify that the information contained herein is complete and correct to the best of my knowledge).*

Signature of authorized person

Date Completed

### Name of person to contact for further information (please print)

First Name

Last Name

Title

Telephone Number

Extension

Fax No.

Email address

### Time to complete questionnaire

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

Hours: \_\_\_\_\_

### Electronic Questionnaires

Would you prefer to receive this questionnaire by e-mail when the option becomes available?

YES

NO

Don't know

Email Address : \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Please make a copy of this completed questionnaire for your records.

Thank you for completing this questionnaire.