



Annual Survey of Software Development and Computer Services, 1999

▼ Reference number ▼

Authority

The survey is conducted under the authority of the Statistics Act, Revised Statutes of Canada, 1985, chapter S19.



Correct pre-printed information if necessary using the corresponding boxes below:

0300	Legal name	0315	Number and street		
0305	Business name	0320	City	0330	Province or State
0310	C/o	0325	Country	0335	Postal code

Please read carefully before completing the questionnaire

Coverage

Please complete the questionnaire for the business unit(s) described in the pre-printed area above. For this purpose, a "business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

Survey Objective

The survey objective is the collection and publication of data necessary for the statistical analysis of the computer services industry. The information from the survey can be used by businesses and trade associations for market analysis and assessment of industry performance, operating characteristics and trends, by government to develop national and regional economic policies, by other users involved in research or policy making and by Statistics Canada for maintaining important data input to the preparation of the Canadian System of National Accounts.

Confidentiality

Statistics Canada is prohibited by law from publishing any statistics which would divulge information relating to any identifiable business without the previous written consent of that business. **The data reported on this 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 either the Access to Information Act or by any other legislation.

Questions and Return Procedures

We ask that you complete and return questionnaire within 30 days of receipt to:

**Statistics Canada
Operations and Integration Division
2nd floor, Jean Talon Bldg, Ottawa, Ontario K1A 0T6**

This survey questionnaire can also be sent to Statistics Canada using the following facsimile communication: **1-888-605-2493**

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

If you have questions or require assistance in completing this questionnaire please call our **toll free number: 1-800-916-9316** and a representative of Statistics Canada will gladly answer your queries.

Duplicate Questionnaires

If you receive more than one copy of this questionnaire for the same business, please complete the one that is correctly labelled and return it with the duplicate(s), writing "DUPLICATE" on the relevant form(s).

Note of Appreciation

Canada owes the success of its statistical system to a long-standing co-operation involving Statistics Canada, the citizens of Canada, its businesses, governments and other institutions. Accurate and timely statistical information could not be produced without their continued co-operation and goodwill.

1. Business Activity

- a) Please describe the nature of your business activity in 1999: 0001 _____
- b) Is this a change from the previous year? 0005 1 Yes – If **YES**, please provide details in Comments section on page 10.
3 No
- c) Please check (✓) below the **one** industry that most accurately describes your firm's principal source of operating revenue.
- 0010 511210 1 Software Publishers (includes packaged software development and publishing)
- 514210 2 Data Processing Services (includes processing and preparation of reports from data supplied by the customer, optical scanning data service, data entry and validation, timesharing, etc.)
- 541510 3 Computer Systems Design and Related Services (includes computer information technology consultants, development of custom software, systems analysis, design and computer programming to meet a customer's specifications)
- 4 Other (please specify) 0015 _____

2. Form of Organization

- a) Type of organization (please check **one** only):
- 0125 1 Sole proprietorship 2 Partnership 3 Incorporated company 4 Co-operative
5 Joint venture 6 Government business entity 7 Government 8 Non-profit
- b) Is the sole purpose of this business unit to provide services to your parent company, an affiliated company or a professional practice?
0130 1 Yes – If **yes**, please name the company or professional practice 0135 _____
3 No
- c) Please enter your nine-digit Business Number (if incorporated)
0140

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- d) Is this business affiliated with a chain or franchise group?
0142 1 Yes (please provide name) 0143 _____
3 No
- e) Did this business unit participate in any joint venture(s) during the reporting period?
A joint venture refers to a specific commercial undertaking entered into jointly by two or more parties or companies, who agree to contribute the necessary capital and share in profits or losses of the project in agreed proportions. The association terminates either upon completion of the undertaking or at a specific time.
0145 1 Yes – If **yes**, please go to f) 3 No – If **no**, please go to Question 3, Reporting Period
- f) Are detailed revenue and expenses for the business unit's share in the joint venture(s) included in this questionnaire?
0150 1 Yes 3 No
0155 _____
- g) Please provide the name of the joint venture. _____
- h) Is this joint venture:
0160 1 Incorporated – If **incorporated**, please go to i) 3 Unincorporated – If **unincorporated**, please go to j)
- i) Business Number of joint venture (if incorporated) 0165

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- j) If it is an unincorporated joint venture, please provide the length of time of the joint venture.
0170

YYYY	MM	DD
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To 0175

YYYY	MM	DD
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- k) Venture partner(s) and Business Number(s) (if incorporated)
- | Venture partner(s) | Business Number(s)
(if incorporated) | | | | | | | | | |
|--------------------|--|--|--|--|--|--|--|--|--|--|
| 0180 | 0185 <table border="1" style="display: inline-table; border-collapse: collapse; text-align: center; width: 150px;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table> | | | | | | | | | |
| | | | | | | | | | | |

If you participated in more than one joint venture or if more space is required, please enclose a separate page.

3. Reporting Period

a) Please report for your **most recent fiscal year** ending no later than March 31, 2000.

From ⁰²⁰⁰

YYYY	MM	DD

 To ⁰²⁰⁵

YYYY	MM	DD

b) **Period of Operation** If you did not operate this business for a full year, please check (✓) the reason below:

- 0210 1 Seasonal operation
 2 New business in 1999
 3 Change of fiscal year end
 4 Change of ownership (please provide name and address of the other owner)

⁰²¹⁵ _____ Effective date of change ⁰²²⁰

YYYY	MM	DD

5 Ceased operation (please specify) ⁰²²⁵ _____

6 Temporarily closed (please specify) ⁰²³⁰ _____

Please report for your most recent fiscal year, as reported above in Question 3.

4. Revenue - Total Revenue

Please **exclude** GST and all other taxes collected for remittance to a government agency.

a) Please report total operating and non-operating revenue, in **Canadian dollars**.

i) **Operating revenue from all sources**

ii) **Non-operating revenue**
(Interest and all other revenue that is not directly related to the operation of this business)

iii) **Total**

Dollars (omit cents)	
2000	_____
2005	_____
2010	_____

b) Please estimate the percentage (%) of your operating revenue reported in box 2000 that was generated by new or substantially improved products or services introduced by your firm **during the three-year period 1997-1999**.

Percentage	
2015	_____

5. Revenue - Revenue Generated Outside Canada

a) Foreign Revenue

Please report revenue earned from sales of goods and services outside Canada, in **Canadian dollars**.

Dollars (omit cents)	
2100	_____

b) What percentage (%) of Foreign Revenue (5a) was earned from:

i) the USA

ii) Mexico

iii) Europe

iv) Asia

v) other countries (please specify)

vi) **Total Foreign Revenue**

²¹⁵⁰ _____

Percentage	
2105	_____
2110	_____
2112	_____
2114	_____
2115	_____
100%	

c) What percentage (%) of Foreign Revenue (5a) was earned from the following:

i) Sales of Packaged Software Products

ii) Provision of Internet Access and other related Internet Services

iii) Professional Services (consulting, training, custom programming, support, etc.)

iv) Data Processing Services

v) Hardware Sales, Rentals and Maintenance

vi) Other (please specify)

vii) **Total Foreign Revenue**

²¹⁵⁵ _____

Percentage	
2120	_____
2125	_____
2130	_____
2135	_____
2140	_____
2145	_____
100%	

6. Revenue by Type of Service (See "Information Sheet")

Please **estimate** the following items as a percentage (%) of your **Operating Revenue** (reported in section 4ai), Box 2000).

	Percentage
	2200
a) Total Packaged Software Product Revenues (include sales, rental, leasing and/or licensing)	2205
b) Professional Services	
i) Corporate EDP/IT Management Consulting	2210
ii) Systems Integration/Technical Consulting	2215
iii) Custom Software Development (include modification of packaged software)	2220
iv) Contract Programming and Systems Design (exclude Internet related activities)	2225
v) Web Design and Internet related programming:	
- Basic web site design (without transaction features)	2230
- Web site design with transaction features (e-commerce, shopping/trading)	2235
vi) Provision of Internet Access	2240
vii) Training and Education	2245
viii) Computer Facilities Management Services (operation and management of information systems and networks under contract, e.g., outsourcing)	2250
ix) Software Maintenance and Support	2255
x) Systems Maintenance and Support	2260
xi) Other Professional Services (please specify) 2330	2265
c) Data Processing Services	
i) Data Capture and Imaging	2270
ii) Transaction Processing and Data Exchange (include certification/authentication services)	2275
iii) Web Hosting	2280
iv) Computer Timesharing Services	2285
v) Other Processing Services (please specify) 2335	2290
d) Hardware Sales, Rentals and Maintenance	
i) Sales of Hardware Purchased for Resale (include hardware purchased or transferred from parent company)	2295
ii) Sales of Hardware of Own Manufacture (exclude hardware produced by parent company)	2300
iii) Lease and Rental of Computer Equipment (include lease of other equipment in item f) Other Services)	2305
iv) Repair and Maintenance of Equipment of Own Manufacture	2310
v) Third Party Maintenance	2315
e) Payments from subsidiaries or affiliates as a result of management fees, research and development charges, royalties, etc.	
i) Canadian	2320
ii) Foreign	2325
f) Other Services (please specify) 2340	2325
g) Total Operating Revenue	100%

7. Revenue - Source of Packaged Software Products

If you reported packaged software product revenues (6a), please estimate the percentage (%) of **packaged software product revenues** derived from software developed by:

	Percentage
a) <u>this legal entity</u>	2400
b) <u>Canadian parent or affiliate</u>	2405
c) <u>Canadian third party</u>	2410
d) <u>foreign parent or affiliate</u>	2415
e) <u>foreign third party</u>	2420
f) Total Packaged Software Products Revenue	100%

8. Revenue by Type of Packaged Software

If you reported packaged software product revenues (6a), please estimate the percentage (%) of **packaged software product revenues** derived from:

	Percentage
a) Systems and Utilities Software	2500
i) <u>Operating System (Windows NT, UNIX, VMS, LINUX, etc.)</u>	2505
ii) <u>Network Software (mapping, monitoring, security and notification tools, etc.)</u>	2510
iii) <u>Server Software (fax server, mail, web server applications, etc.)</u>	2515
iv) <u>Development Tools and Programming Languages (interpreters, compilers, Visual Basic, C++, etc.)</u>	2520
v) <u>Utilities (compression programs, file finders, spellcheckers, etc.)</u>	2525
vi) <u>Other (please specify) ²⁵⁶⁰ _____</u>	2530
b) Application Software	2535
i) <u>General Personal/Business Productivity Applications (word processor, spreadsheet, databases, graphics, etc.)</u>	2540
ii) <u>Cross-Industry Business-Specific Applications (accounting, payroll, enterprise resource planning (ERP), etc.)</u>	2545
iii) <u>Industry Specific/Vertical Market Applications (manufacturing, health care, scientific and engineering, etc.)</u>	2550
iv) <u>Communications and Networking Applications (ADSL solutions, video conferencing, digital communications, etc.)</u>	2555
v) <u>Multi-Media (games, reference, educational)</u>	2560
vi) <u>Other (please specify) ²⁵⁶⁵ _____</u>	2565
c) Total Packaged Software Products Revenue	100%

9. Revenue - E-Commerce Enabling Products and Services

a) Did you derive **operating revenue** from **e-commerce enabling products and services**?

2600 3 No → Go to Q. 10

1 Yes → Go to b)

Percentage
2605

b) Please estimate the percentage (%) of your **operating revenue** (reported in 4ai), Box 2000) derived from **e-commerce enabling products and services**

c) Please estimate the percentage (%) of your **operating revenue derived from e-commerce enabling products and services** (9b) according to the following types of product or service:

Percentage
2610
2615
2620
2625
2630
2635
2640
2645
2650
2655
100%

i) **Packaged Software Products** (include sales, rental, leasing and/or licensing)

- Transaction processing and management

- Payment authorization

- Security/encryption software

- Data management/mining

- Shopping cart/mall applications

- Other e-commerce enabling packaged software (please specify)

2660

ii) **Professional Services**

- Customized e-commerce enabling software development

- Consultancy services related to enabling e-commerce

- Other Professional Services to enable e-commerce (please specify)

2665

iii) **Other e-commerce enabling products or services** (please specify)

2670

10. Web Site Revenue

If your firm sold goods and/or services **on the Internet** during the reporting period, please estimate the percentage (%) of your **operating revenue** (reported in section 4ai), Box 2000) derived from **on-line sales** of the following:

Percentage
2700
2705
2710

a) Software Products

b) Hardware Products

c) Other products or services (please specify)

2715

11. Operating Expenses

- Please report expenses for your most recent fiscal year, as reported in Question 3, in **Canadian dollars**.
- **Do not include capital expenditures.**
- Please include GST, except the portion that is refundable by government.
- **If you prefer, you may attach a copy of your income statement and proceed to the next section.**

	Dollars (omit cents)
a) Salaries and wages paid to employees for whom you issued a T4 supplementary form (include vacation pay, bonuses and commissions)	3000
b) Employee benefits paid for all employees for whom you issued a T4 supplementary form (include employer's contributions to pension, medical/life, employment insurance and workers' compensation plans)	3005
c) Computer services purchased (include consulting fees, software development services, outside computer processing services and contract programming)	3010
d) Legal, auditing and other professional service fees	3015
e) Fees paid to contract workers not already included in questions 11c) and 11d) above	3020
f) Occupancy costs (include rent or lease payments for land and buildings)	3025
g) Utilities (include heat, electricity and water)	3030
h) Telephone and other telecommunications expenses (include dial-up line and equipment charges)	3040
i) Office supplies	3045
j) Computer software purchased for use in the business	3050
k) Computer software purchased for re-sale	3055
l) Computer hardware purchased for re-sale	3060
m) Rent or leasing of computers and ancillary equipment (include rent and/or leasing for computers and peripheral and ancillary equipment used by the company and/or installed at customer's location)	3065
n) Depreciation and amortization	3070
o) Product research and development expenses	3075
p) Employee training and education	3080
q) Advertising, sales promotion, travel and entertainment	3085
r) Insurance (include fire, automobile, accident, theft and all other property, business or product insurance, etc.)	3090
s) Business property and school taxes, permits, licences including vehicle licences	3095
t) Interest and bank charges	3100
u) Management fees, development charges, royalties and similar payments made to your parent or affiliated company:	3105
i) in Canada	3110
ii) abroad	3115
v) Royalties paid to a third party	3120
w) Other Operating Expenses excluding 3130 income tax and bad debts (<i>please specify</i>)	3125
x) Total Operating Expenses (sum of (a) to (w))	

12. Capital Expenditures

	Dollars (omit cents)
a) Purchase of computer equipment and software	7000
b) Construction or renovation of buildings	7005
c) Purchase or improvement of land	7010
d) Other capital expenses (please specify) 7020	7015

13. Employment

a) Paid Employees	
Please report the average number of persons employed during the reporting period to whom you paid Salaries and Wages as shown in 11a).	Number
i) Full-time Employees (regular employees who worked the standard work week as observed by the business)	6000
ii) Part-time Employees (those who worked fewer than the standard work week hours observed by the business)	6005
b) Working proprietors and/or partners of unincorporated businesses	6010
c) Contract Workers (individuals engaged only for the duration of a specific project or term)	6015
d) Employee Turn-over	Number
i) Full-time employees hired during the reporting period	6020
ii) Full-time employees who left company (laid off, quit, retired, etc.) during the reporting period	6025
e) Percent (%) of total staff time that was:	Percentage
i) Engineering and development (include programming)	6030
ii) Consulting	6035
iii) Technical support	6040
iv) Sales and marketing	6045
v) Administration	6050
vi) Management	6055
vii) Other (please specify) 6065	6060
viii) Total staff time	100%
f) Training	
Please report the total number of days of training received by paid employees (as reported in 13a) above) during the reporting period	6070

14. Revenue by Type of Customer

Please indicate the percentage (%) of operating revenue (4a)i, Box 2000) by **type of customer** to whom the goods or services were delivered.

	Percentage
a) Customers in Canada	8000
i) Individuals and households	8005
ii) Public institutions (e.g., hospitals, schools, universities)	8010
iii) Government (e.g., federal, provincial, territorial and municipal administration)	8015
iv) Financial businesses (e.g., financial intermediaries including banks, trust companies, financial crown corporations)	8020
v) All other businesses (include non-financial crown corporations)	8025
b) Customers outside Canada (exports)	
c) Total Operating Revenue	100%

15. Provincial Distribution Table

Number
9900

a) Please report the number of business units operated during the reporting period. "Business unit" is defined as the lowest level of the firm for which separate records are kept for such details as revenue, expenses and employment.

b) Do you have business units in **more** than one province? 9901 3 No – (please go to next page)
1 Yes – (please complete section c)



c) Please report the following data for each province and territory in which the firm is located.

Province or Territory	Business Units (Number)	Total Revenue \$ (omit cents)	Total Operating Expenses \$ (omit cents)	Salaries, Wages and Employee Benefits \$ (omit cents)	Employees (Number)
Nfld.	9902	9916	9930	9944	9958
P.E.I.	9903	9917	9931	9945	9959
N.S.	9904	9918	9932	9946	9960
N.B.	9905	9919	9933	9947	9961
Que.	9906	9920	9934	9948	9962
Ont.	9907	9921	9935	9949	9963
Man.	9908	9922	9936	9950	9964
Sask.	9909	9923	9937	9951	9965
Alta.	9910	9924	9938	9952	9966
B.C.	9911	9925	9939	9953	9967
N.W.T.	9912	9926	9940	9954	9968
Nunavut	9913	9927	9941	9955	9969
Yukon	9914	9928	9942	9956	9970
Total	9915	9929	9943	9957	9971

▼	▼	▼	▼	▼
Should equal Q. 15a)	Should equal Q. 4a)iii)	Should equal Q. 11x)	Should equal the sum of Q. 11a) and b)	Should equal the sum of Q.13a) and b)

