



35-2020 ADDENDUM 1

CUSTOMER SATISFACTION SURVEY

URGENT

**PLEASE FORWARD THIS DOCUMENT TO
WHOEVER IS IN POSSESSION OF THE
TENDER**

ISSUED: March 5, 2020
BY: Morgan Vespa
TELEPHONE NO. 204 986-7134

**THIS ADDENDUM SHALL BE INCORPORATED
INTO THE TENDER AND SHALL FORM A PART
OF THE CONTRACT DOCUMENTS**

Template Version: A20190115

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

PART E – SPECIFICATIONS

Add: E2.16(f)

The Contractor shall also provide a report that includes:

- (i) The method of initial contact for each participant (either landline or mobile service);
- (ii) The method used by each survey participant for survey completion (either telephone or online); and
- (iii) Total survey time for each participant.

QUESTIONS AND ANSWERS

Q1: Would it be possible to share the call disposition report from 2019? This will help assess participation metrics including survey length and suggested mobile vs. landline quotas.

A1: The City of Winnipeg does not have this information as it was not required in the analysis of the previous survey.