

REQUEST FOR PROPOSAL "RFP" PS20180573
CIVIC SERVICE SATISFACTION SURVEY & DRAFT CAPITAL PLAN CONSULTATION

QUESTIONS AND ANSWERS NO. 1

ISSUED ON TUESDAY APRIL 3, 2018

Q1	Can you please provide a definition of "civics" as one of the primary populations for this research? Does this refer to citizens of Vancouver or is it a broader/narrower group than that
A1	Civics refers to the residents of Vancouver and businesses operating in Vancouver.
Q2	Section 3.1 states that the draft capital plan consultation would include collecting both qualitative and quantitative data. When we conduct this type of consultation projects we usually marry in-depth focus groups with a representative telephone survey to provide quantitative input. Can you clarify if you envision the quantitative portion of the capital plan consultation research would consist of quantitative data collected during the focus group discussion, a separate survey, questions to be included on the civic satisfaction survey, or something else?
A2	The City would like to include questions on the capital plan, (quantitative) and on civic satisfaction survey and do a deeper dive with the focus groups.