

Toronto Community Housing
 Strategic Procurement
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This Addendum forms part of the above mentioned RFP document and is to be read, interpreted, and coordinated with all other parts. The following revisions supersede the information contained in the original RFP documents issued for the above-named project to the extent referenced and shall become part thereof.

The following information supplements and/or supersedes the RFP document issued on April 01, 2020

1. QUESTIONS

Q1. Historically, what has the response rate to the survey been?

A1. The response rate has been between 16-21% over the past three tenant survey cycles.

Q2. Can you share the response rate results from previous years?

A2. See the above response (A1).

Q3. Have response rates to the survey been relatively consistent across past survey waves?

A3. See the above response (A1).

Q4. Is there a minimum number of respondents that need to complete the mail-out survey 2020?

A4. The target response rate for the 2020 survey is 20%, or 6,000 survey completes.

Q5. How many surveys were completed in the most recent study? What was the response rate? Did this differ by channel/data collection methodology? If so, can you please provide those details?

A5. The most recent survey (2018) had 2718 responses, with a response rate of 16%. The distribution of completed surveys by mode was: 2382 paper, 126 online, and 210 by telephone. These distribution rates have been consistent over several survey cycles. The

alternate methodologies of online and telephone surveys were provided upon request as an accessible option for tenants.

Q6. Historically, have any data collection methodologies in addition to the mail survey been implemented? If so, what was the distribution of completed surveys across the available completion methods?

A6. See the above response (A5).

Q7. In previous years, what other data collection methodologies have been used? How successful or unsuccessful were each of these?

A7. See the above response (A5)

Q8. Have all past surveys been completed by mail exclusively? If not, could you provide information on how many completions were achieved by other methods?

A8. See the above response (A5).

Q9. Would TCHC be able to provide a copy of the survey administered in 2018?

A9. TCHC will not be able to provide the most recent survey to proponents, or the raw data collected, but will share the publically available report made to its Tenant Services Committee on the findings. The survey questions are listed in Appendix C – Questionnaire. The report can be viewed and downloaded [here](#).

Q10. Can you please share the most recent survey document with us?

A10. See the above response (A9).

Q11. Will TCHC be providing previous years' data files, reports, or both?

A11. See the above response (A9).

Q12. Could you provide a copy of the last survey conducted?

A12. See the above response (A9).

Q13. Do you currently have data from other social housing providers and similar organizations? Do you have relationships with other providers that we can leverage to request they share their data?

A13. TCHC will not be providing data from other social housing providers. There is publically available reporting online for various social housing providers should the successful proponent's approach to client satisfaction involve benchmarking satisfaction in the housing industry.

Q14. Does TCHC have the preferred communication language for each tenant on file?

A14. TCHC has the preferred communication language for the majority of tenants on file.

Q15. Will the TCHC be willing to promote this survey through their own communication channels?

A15.. Yes. TCHC plans to promote the survey on its website, social media channels, and in tenant newsletters, as well as posting notifications in each building ahead of survey distribution, explaining the survey objectives and encouraging tenant participation.

Q16. Will the TCHC be willing to send out a 'warm up' notification to tenants to let them know to expect this survey?

A16. See the above response (A15).

Q17. What survey length should we assume? More specifically: how many questions should we assume the survey to contain (counting each rating / response provided by respondents as one question)?

A17. TCHC intends for the 2020 survey to include 35-40 questions, and for the mail-out to consist of approximately 12 pages total. The average completion time will ideally be under 30 minutes across all methodologies (the most recent survey (2018) consisted of 48 questions, the mail-out was 14 pages total, and the average completion time across all methodologies was just over 30 minutes; this long completion time combined with the postal disruptions occurring at the time resulted in a lower response rate than in previous years). While we will not be sharing past survey documents, the publically available report made to its Tenant Services Committee on the findings can be read [here](#).

Q18. For the most recent study, what was the approximate survey length? Do you anticipate this will be the same for this year?

A18. See the above response (A17).

Q19. Approximately how many questions were in the previous surveys?

A19. See the above response (A17).

Q20. Are you able to provide a copy of the questionnaire used for the last wave? If not, what was the average survey length and number of questions asked? Do you anticipate the 2020 questionnaire will be a similar length?

A20. See the above response (A17).

Q21. Do you anticipate having approximately the same sample size as was used in the 2018 and 2017 surveys?

A21. TCHC plans to double the sample size used in past survey cycles. Past surveys have used a sample of approximately 15,000 households, and the 2020 sample will be 30,000 households.

Q22. Is there an ideal sample size you would like to achieve overall in 2020?

A22. See the above response (A21).

Q23. What has been your sample size in the past 3 years?

A23. See the above response (A21).

Q24. How many pages should we assume the mail-out to contain?

A24. The mail-out is expected to be about 12 pages in length, including an information letter.

Q25. How many printed pages was the most recent survey document? What was the format (page size? Double sided? Colour printed?)

A25. The most recent survey package was 14 pages in length, on letter sized paper, single-sided, in black and white.

Q26. How many open-ended responses should we assume the survey to contain?

A26. TCHC intends to limit the number of open-ended responses to 3. This limit has been consistent for several survey cycles. The responses for each open-ended question will need to be thematically coded, as has been the standard in past survey cycles.

Q27. Do you anticipate requiring any open-ended questions be included in this survey? Will you require those to be coded?

A27. See the above reponse (A26).

Q28. How many open-ended questions were included in the most recent survey? Were those coded?

A28. See the above response (A26).

Q29. Approximately how many open ended responses do you anticipate including in the 2020 survey?

A29. See the above response (A26).

Q30. Which languages is TCHC currently considering administering the survey in?

A30. TCHC has identified the top 10 languages spoken in our communities to be English, Cantonese, Mandarin, Russian, Spanish, Somali, Vietnamese, Tamil, Farsi, and Korean. We would like to accommodate as many tenants as possible in this process, and encourage greater participation, by making the mail-out survey available in as many lanuages as possible. Ideally, we are interested in the successful proponent translating and mailing out the survey using our targeted distribution plan in our top 5 languages (the majority in English, and a portion in Traditional Chinese, Simplified Chinese, Russian, Spanish and Somali), and for other languages to be available upon request by mail, and/or through other methodologies (phone, online, etc.,) where possible. TCHC recognizes that there may be resource limitations in translating in all languages across all methodologies, and we are committed to working with the successful proponent to ensure the most tenants possible are accomodated within reasonable limitations.

Q31. Can you please advise which 10 languages will be required?

A31. See the above response (A31).

Q32. It was mentioned that the survey should be translated into 30 languages. May we ask you to list those 30 languages?

A32. See the above response (A31).

Q33. Do you expect that the survey will be administered in English only?

A33. See the above response (A31).

Q34. Will the survey be available in any languages other than English?

A34. See the above response (A31).

Q35. Please confirm that the vendor is expected to provide the translated documents.

A35. See the above response (A31).

Q36. Please confirm if the translation will be required for the printed/mailed out surveys only, or if it is the expectation that the survey be available in all 10 languages across any data collection methodologies (phone, in particular)?

A36. See the above response (A31).

Q37. Please provide any statistics you have on the primary language preferences for your entire group of tenants?

A37. Approximately 85% of tenants over 18 are comfortable with written English. The remaining 15% of adult tenants will require translated surveys in order to participate in the 2020 Tenant Survey. For reference, TCHC has identified the top 10 languages spoken in our communities to be: English, Cantonese, Mandarin, Russian, Spanish, Somali, Vietnamese, Tamil, Farsi, and Korean.

Q38. In addition to the original mail-out of 30,000 surveys, how many surveys should we assume needing to be mailed out in response to requests for the survey in a different language?

A38. The initial mail-out of 30,000 surveys will include a portion of translated surveys. The exact numbers have not yet been finalized, but it will likely be near to 10% of the total 30,000 (subject to change).

Q39. In 2018, tenants who were not selected to receive a survey in the mail could still participate by requesting a survey. Would TCHC like to offer this again in 2020 and if so, how many surveys should we anticipate mailing out in response to these requests?

A39. Yes – TCHC anticipates survey participation requests from self-selected tenants again in 2020. In 2018, the total number of self-selected participants was 73 (6 online, 66 by phone, and 1 by mail).

Q40. In past surveys, there was an option for non-selected households to opt into the survey. How many households chose to do so?

A40. See the above response (A40).

Q41. Are there any sub-segments of the overall population you will want to analyze?

- A41. Yes – while the demographic indicators for the survey have not yet been finalized, we expect to include 5-10 demographic questions including but not limited to age, gender identity, and racial/ethnic identity.**
- Q42. Is there a specific time frame you have in mind for data collection?
- A42. Yes – we are planning for the data collection to take place between September 14th and October 18th (subject to change due to COVID-19 related delays).**
- Q43. Can you clarify if the schedule for questions and submission of the proposal will be modified because of the COVID-19 Pandemic? If so, how will the schedule be modified?
- A43. TCHC recognizes that the COVID-19 situation is constantly evolving, and may incur unexpected delays or extra safety measures which may take time to implement for the mail-out. We plan to work with the successful proponent to mitigate these risks as they arise and to maintain our timeline as close as possible to plan.**
- Q44. Would an electronic signature be sufficient on the submission forms, especially given limited availability to share documents with co-workers?
- A44. Electronic signatures will be accepted for the submission.**
- Q45. Given C-19 and working from home, many of our staff do not have printers/scanners, so for the signatures required on the submission documents, I was wondering if digital signatures are acceptable?
- A45. See the above response (A44).**
- Q46. Since we are practicing social distancing, and we are not going into our office, how are we to get a staff member to witness the signature of the company representative?
- A46. See the above response (A44).**
- Q47. How similar do you anticipate this year's survey will be compared with previous surveys?
- A47. There are approximately 20 core questions regarding tenant satisfaction and demographics which will remain virtually unchanged, but the remaining 15-20 questions may be altered to reflect current strategic priorities. In future surveys, the core questions will likewise remain the same, with the remainder of questions potentially changing to suit current initiatives and priorities.**
- Q48. Approximately how many benchmark questions will be included from previous surveys?
- A48. See the above response (A47).**
- Q49. How much, if at all, do you expect the survey will change in future waves?
- A49. See the above response (A47).**
- Q50. In the past, what, if any, incentive was provided?
- A50. The Tenant Survey has not historically involved an incentive, and TCHC does not plan to introduce any.**

Q51. In addition to mailing addresses, what contact information does TCHC have available for its tenants?

A51. While addresses are available for all tenants, providing alternate means of contact is optional, and so phone and email lists are not exhaustive. Phone numbers are available for the majority of tenants, and email addresses are available for a minority.

Q52. What level of detail is available in the tenant lists? Address? Email? Phone number?

A52. See the above response (A51).

Q53. What contact details will be included in the list of 30,000 tenants? (address, phone, email, etc.)

A53. See the above response (A51).

Q54. Please let us know what type of information you retain in your client information systems for your individual tenants. This will allow us to ensure the best possible contact process:

A54. See the above response (A51).

Q55. Do you have individual e-mail addresses? [for how many tenants.]

A55. See the above response (A51).

Q56. Does the sample file include information other than names and addresses?

A56. See the above response (A51).

Q57. Do you have individual mailing addresses for each tenant? Do you have language preference?

A57. Mailing addresses are available for every tenant. Language preference is available for nearly all tenants, but some have not provided this information.

Q58. Please confirm that it is expected that the vendor print and mail out the surveys, as well as include SASE for return?

A58. Yes – the vendor is expected to print and mail the surveys, along with the SASE for return. To ensure data integrity, we intend for the surveys to be returned directly to the vendor by mail.

Q59. On page 53 (section 2.1) it mentions: 'targeting will aim to ensure survey sample more closely represents the TCHC population' - what targeting was used in the past?

A59. Targeted distribution has not been used in the past. However the demographic make-up of respondents has historically not been an accurate representation of the TCHC tenant population. Therefore, for the 2020 Tenant Survey, TCHC would like to try a targeted distribution strategy based on filling gaps in previous survey demographics by mailing surveys specifically to previously underrepresented populations in our buildings. This targeted distribution plan is currently under development, and will be completed and available for input from the successful proponent.

- Q60. Can you please provide the general demographic details about the TCHC population: age, gender, ethnicity, language, income, etc?
- A60. For demographic details of the TCHC total population, vendors can refer to the most recent published Annual Report (2018), found [here](#). For the demographic findings of the most recent Tenant Survey (2018), vendors can refer to the report made to TCHC's Tenant Services Committee on the findings, found [here](#).**
- Q61. Can you share the demographics of tenants in percentages (from previous years)?
- A61. See the above response (A60).**
- Q62. What specific demographic targets are you looking to match when you mention 'more closely represents the TCHC population'?
- A62. The geographic, age, and preferred language distributions of tenants are a particular focus of the targeted distribution plan, as past survey responses have been disproportionate in these regards. Other demographic indicators may also be taken into account where necessary.**
- Q63. How many properties does Toronto Community Housing have?
- A63. TCHC has approximately 2,000 residential properties throughout the City of Toronto.**
- Q64. To ensure that plans for a 2020 survey match or exceed the quality of surveys completed in 2015, 2017, 2018, can you let us know the budgets for the three previous surveys [all elements, survey & report]?
- A64. TCHC will not be sharing the budget specifics for past surveys. We can share that our budget has increased this year as we seek to double our sample size and response rate, as well as use a targeted distribution plan to ensure the sample more closely represents the populations residing in our communities.**
- Q65. To ensure that plans for a 2020 survey match or exceed the quality of surveys completed in 2015, 2017, 2018, can you clarify the type of postage service used in the 2015, 2017 and 2018 studies, if first class or bulk rate?
- A65. Previous vendors have used bulk rate postage. This is the most cost effective option for the high volume of mail-outs, and has a sufficient delivery time within Toronto to maintain project timelines.**
- Q66. Can we use TCHC staff as a reference?
- A66. Yes – previous contracts with TCHC can be used to demonstrate relevant experience as part of the application.**
- Q67. In Appendix B - Deliverables, it is stated that while a mail-out paper survey to approximately 30,000 households (subject to change) is a mandatory component of the work, the successful proponent should present alternative survey methodologies and sample sizes, such as but not limited to, telephone, online, or a combination of methodologies, in ranked order including their effectiveness and cost/benefit relative to Toronto Community Housing and the objectives of the survey. When we are presenting our pricing, should it be based on a mail-out of 30,000 surveys? What if we have an alternative approach, are we allowed to present alternative pricing?

- A67. The pricing to be presented should assume both the mail-out of 30,000 surveys and any alternate methodologies to be used. In the past, telephone and online versions of the survey have been implemented as accessible options for tenants, and we are interested in using these options again (or trying new methods should a proponent present a viable alternative).**
- Q68. Please provide your best estimate of the percentage of your tenants who have access to the internet?
- A68. 75% of our tenants have access to the internet.**
- Q69. Are tenant organizations to be involved in supporting the survey? If so, how?
- A69. No – there will be no tenant involvement in supporting the survey. To maintain data integrity, the surveys will be mailed directly between the vendor and sample tenant households.**
- Q70. Is the price estimate to be only for the 2020 survey?
- A70. There are dedicated columns on the pricing sheet for each survey cycle within the scope of this agreement (2020, 2022, and 2024).**
- Q71. Page 4 of the RFP indicates that the tenant survey has been conducted annually or biannually since 2004. When was the last survey conducted? Will results from 2020 need to be tracked against results from prior surveys in the report?
- A71. The most recent survey was conducted in 2018. The core questions measuring tenant satisfaction will need to be tracked against prior survey results in the report. TCHC will work with the successful proponent to share these results in a compatible format for comparison.**
- Q72. Is the proponent required to include the cost of translation in the bid price?
- A72. Yes, the bid price should include any work involved for the proponent to complete all deliverables of the contract, including survey translation.**

All other terms and conditions remain the same.

DocuSigned by:

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Albert Koke
Senior Director

[End of Addendum #1]