



ARCS: 292-30
File: AED-2014-00001

February 25, 2014

Sent via email:

Dear

Re: Request for Access to Records
Freedom of Information and Protection of Privacy Act (FOIPPA)

I am writing further to your request received by the Ministry of Advanced Education. Your request is for:

- **Any contracts or subcontracts for the Student Aid BC call centre. To clarify, for providing telephone answering services to the public or Student Aid BC inquiries in regards to Student Aid BC account balances, etc. The inquiry is for any contract relating to overflow calls as well, and/or concurrent service providers to the Student Aid BC call centre in Victoria. The request is for contracts to the private sector, or other government agency, not directly under the Ministry of Advanced Education; and**
- **Any contracts or subcontracts for the Student Aid BC call centre supervision or management. The inquiry is for any contract relating to overflow duty supervision or management as well. The request is for contracts to the private sector, or other government agency, not directly under the Ministry of Advanced Education.**

Please find enclosed a copy of the records located in response to your request. The contractor's registration number has been withheld pursuant to section 21(Disclosure harmful to the business interests of a third party) of FOIPPA. A complete copy of FOIPPA is available online at:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Your file is now closed.

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These records will be published on the B.C. Government's Open Information website a minimum of 72 hours after it is released electronically or a minimum of five business days after it has been released by mail in hardcopy. To find out more about Open Information, please access the Open Information website at: <http://www.openinfo.gov.bc.ca/ibc/index.page>

If you have any questions regarding your request, please contact Hema Paupiah, the analyst assigned to your request, at 250 387-1805. This number can be reached toll-free by calling 604 660-7867, from Vancouver, or 1 800 663-7867, from elsewhere in B.C., and asking to be transferred to 250 387-1805.

You have the right to ask the Information and Privacy Commissioner to review this decision. I have enclosed information on the review and complaint process.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Vanzetta', followed by a horizontal line.

On behalf of:
Maxine Vanzetta, Manager
Health / Education Team
Information Access Operations

Enclosures

<p style="text-align: center;">How to Request a Review with the Office of the Information and Privacy Commissioner</p>

If you have any questions regarding your request, please contact the analyst assigned to your file. The analyst's name and telephone number are listed in the attached letter.

Pursuant to section 52 of the *Freedom of Information and Protection of Privacy Act* (FOIPPA), you may ask the Office of the Information and Privacy Commissioner to review any decision, act, or failure to act with regard to your request under FOIPPA.

Please note that you have 30 business days to file your review with the Office of the Information and Privacy Commissioner. In order to request a review please write to:

Information and Privacy Commissioner
PO Box 9038 Stn Prov Govt
4th Floor, 947 Fort Street
Victoria BC V8W 9A4
Telephone: 250 387-5629 Fax: 250 387-1696

If you request a review, please provide the Commissioner's Office with:

1. A copy of your original request;
2. A copy of our response; and
3. The reasons or grounds upon which you are requesting the review.