

British Columbia Ministry of Health Services

5th Floor, 1483 Douglas St. Victoria, BC V8W 3C8 CANADA

Date:

Feb 20, 2013

Invoice No.:

1237

Reference

MSA #2005\404

HST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

CRP - Nov - Jan 13 2013

	Total
Communication Response Project - One Time Setup/Planning to Jan 13 2013	
Project Resources	195,524.00
Contact Center Agents	307,182.00
Fixed Set Up Costs	128,784.00
Subtotal:	631,490.00
HS - HST 12% HST	75,778.80

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED.

IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA

Total Canadian Dollars

707,268.80



British Columbia Ministry of Health Services

5th Floor, 1483 Douglas St. Victoria, BC V8W 3C8 CANADA

Invoice No.: 1266

Date:

Reference MSA #2005\404

Mar 11, 2013

HST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

	Total
Communications Response Project - Operations Jan 14 -	
31 2013	
Contact Center Agents	128,024.96
Project Resources	31,507.06
Equipment	4,284.00
Network Usage	1,663.39
CCA Seats	13,621.19
Infrastructure Costs	36,665.32
Subtotal:	215,765.92
HS - HST 12%	
HST	25,891.92

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED.

IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA

Total Canadian Dollars

241,657.84



British Columbia Ministry of Health Services

5th Floor, 1483 Douglas St. Victoria, BC V8W 3C8

CANADA

Date: Mar 11, 2013

Invoice No.: 1267

Reference MSA #2005\404

HST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

	Total
Communications Response Project Feb 2013 Contact Center Agents Project Resources Equipment Network Usage CCA Seats	17,673.75 23,419.20 8,568.00 3,326.78 27,242.38
Subtotal:	80,230.11
HS - HST 12% HST	9,627.61

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED.

IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA

Total Canadian Dollars

89,857.72



British Columbia Ministry of Health Services

5th Floor, 1483 Douglas St. Victoria, BC V8W 3C8 CANADA

Date: Apr 22, 2013

Invoice No.: 1317

Reference MSA #2005\404

GST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

Communications Response Project - March 2013

	Total
Contact Center Agents	14,498.00
Project Resources	4,661.35
Service Delivery Charges	4,439.00
Subtotal:	23,598.35

G - GST 5%

GST 1,179.92

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED.

IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA

Total Canadian Dollars

24,778.27



British Columbia Ministry of Health Services

5th Floor, 1483 Douglas St. Victoria, BC V8W 3C8 CANADA

Date: May 31, 2013

Invoice No.: 1346

Reference MSA #2005\404

GST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

Communications Response Project - April 2013

Total
1,666.72
3,705.00

Subtotal: 5,371.72

G - GST 5%

GST 268.59

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED.

IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA

Total Canadian Dollars

5,640.31



British Columbia Ministry of Health Services

5th Floor, 1483 Douglas St. Victoria, BC V8W 3C8 CANADA

Date:

Jun 17, 2013

Invoice No.: 1353

Reference

MSA #2005\404

GST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

Communications Response Project - May 2013

Project/Contact Center Resources Service Delivery

1,202.34 3,705.00

Total

Subtotal:

4,907.34

G - GST 5% GST

245.37

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED.

IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA

Total Canadian Dollars

5,152.71



British Columbia Ministry of Health Services

5th Floor, 1483 Douglas St. Victoria, BC V8W 3C8 CANADA

Date: Jul 24, 2013

Invoice No.: 1398

Reference MSA #2005\404

GST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

Communications Response Plan (CRP) - June 2013

	Total
Service Delivery Charges Project/Contact Center Resources	3,705.00 918.09
Subtotal:	4,623.09
G - GST 5% GST	231.15

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED.

IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA

Total Canadian Dollars

4,854.24

Response to HTH-2013-00169 -- Health data breach call centre.

Health Data Breach Cal	r centre - c	USι	S - Warch 1, 4	zoiz to june :	30, 2013						
		4									
	March 2012		November 2012 - January	•						Total to June 30, 2013	
Cost Item	October 20:	12	13, 2013	31, 2013	Feb 2013	March 2013	April 2013	May 2013	June 2013		Notes
Project Resources	\$ -		\$ 195,524.00	\$ 31,507.06	\$ 23,419.20	\$ 4,661.35	\$ 1,666.72	\$ 1,202.34	\$ 918.09	\$ 258,898.76	
Contact Centre Agents	\$ -		\$ 307,182.00	\$ 128,024.96	\$ 17,673.75	\$ 14,498.00	\$ -	\$ -	\$ -	\$ 467,378.71	
Service Delivery Charges	\$ -		\$ -	\$ 19,568.58	\$ 39,137.16	\$ 4,439.00	\$ 3,705.00	\$ 3,705.00	\$ 3,705.00	\$ 74,259.74	1
Facilities	\$ -		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Infrastructure	\$ -		\$ -	\$ 36,665.32	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 36,665.32	2
Set-up costs	\$ -		\$ 128,784.00			\$ -	\$ -	\$ -	\$ -	\$ 128,784.00	3
	\$ -										
Tax	\$ -		\$ 75,778.80	\$ 25,891.92	\$ 9,627.61	\$ 1,179.92	\$ 268.59	\$ 245.37	\$ 231.15	\$ 113,223.36	
Total Invoiced	\$ -	_	\$ 707,268.80	\$ 241,657.84	\$ 89,857.72	\$ 24,778.27	\$ 5,640.31	\$ 5,152.71	\$ 4,854.24	\$ 1,079,209.89	
Notes:											
1. Includes: Toll Free Nur	mber(s), long	g dis	stance charges	s, Call Centre A	nywhere fees	and data archi	ving				
2. Includes: desktops, so	ftware and t	elep	phone for incre	emental staff							
3. Includes: planning, rec	ruitment ca	II ce	entre infrastru	icture and netw	vork setup and	h mail-out/not	ification lette	er costs			

Source of data: Invoices received by the Ministry of Health

Health Data E	Breach Call Co	entre - We	ekly Call Sta	atistics - Ca	lls Answere	d									
Month	January			February				March						Subtotal	
date range	14 - 18	21 - 25	28 - 31	1	4 - 8	12 - 15	18 - 22	25 - 28	1	4 - 8	11- 15	18 - 22	25 - 28	Jan - Mar	
TOTAL Calls	27	607	205	23	105	45	31	16	5	10	10	15	7	1,106	
													•		
Month	April				Apr/May	June							Subtotal	TOTAL	
date range	2-5	8 - 12	15 - 19	22 - 26	29 - 3	6 - 10	13 - 17	21 - 24	27 - 31	3 - 7	10 - 14	17 - 21	24 - 28	Apr-June	
TOTAL Calls	3	3	7	2	4	4	1	1	2	1	1	1	-	30	1,13
Notes:															
1. The call ce	ntre commer	nced opera	tions on Jar	nuary 14, 20)13. Numbe	r of calls in	ludes both	calls from	recipients	of					
notification	letters, and	from the g	eneral pub	lic.											