Response to FOI request # HTH 2013-00278 Health Data Breach Call Centre

Cost Item	March 2012 October 20	,	January 14 - 31, 2013	Feb 2013	March 2013	April 2013	May 2013	June 2013	July 2013	August 2013	Total to August 31, 2013	Notes
Project Resources	\$ -	\$ 195,524.00	\$ 31,507.06	\$ 23,419.20	\$ 4,661.35	\$ 1,666.72	\$ 1,202.34	\$ 918.09	\$ 2,567.45	\$ 214.50	\$ 261,680.71	
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	\$ 3,705.00	\$ -	\$ 77,964.74	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	\$ 313.62	\$ 10.73	\$ 113,547.71	
Total Invoiced	\$ -	\$ 707,268.80	\$ 241,657.84	\$ 89,857.72	\$ 24,778.27	\$ 5,640.31	\$ 5,152.71	\$ 4,854.24	\$ 6,586.07	\$ 225.23	\$ 1,086,021.19	4
Notes:												
1. Includes: Toll Free Nur	nber(s), Ion	g distance charge	s, Call Centre Ar	nywhere fees	and data archi	ving						
2. Includes: desktops, so	ftware and t	elephone for inci	emental staff									
3. Includes: planning, rec	ruitment, ca	II centre infrastri	ucture and netw	ork setup, and	d mail-out/not	ification lette	er costs					

Source of data: Invoices received by the Ministry of Health

Health Data E	Breach Call Ce	ntre - We	ekly Call St	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	May				June				July					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	1-5	8 - 12	15 - 19	22 - 26	29 - 31	Apr-July	
TOTAL Calls	3	3	7	2	4	4	1	1	2	1	1	1	-	-	2	n/a	n/a	n/a	32	1,138
Notes:																				
1. The call centre commenced operations on January 14, 2013. Number of calls includes both calls from recipients of notification letters, and from the general public.																				
2. Reporting of call volumes was discontinued July 12, 2013.																				



To:

British Columbia Ministry of Health Services

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

Date: Aug 12, 2013

Invoice No.: 1406

Reference MSA #2005\404

GST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

Communications Response Plan (CRP) - July 2013

	Total
Service Delivery Charges Project/Contact Center Resources	3,705.00 2,567.45
Subtotal:	6,272.45
G - GST 5% GST	313.62

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED.

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

Total Canadian Dollars

6,586.07

PLEASE REMIT PAYMENT TO THE ADDRESS BELOW: ATTN: FINANCE DEPARTMENT



To:

British Columbia Ministry of Health Services

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

Date: Sep 16, 2013

Invoice No.: 1464

Reference MSA #2005\404

GST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

Communications Response Plan (CRP) - August 2013

	Iotal
Project/Contact Center Resources	214.50
Subtotal:	214.50
G - GST 5% GST	10.73

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED.

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

Total Canadian Dollars

225.23

PLEASE REMIT PAYMENT TO THE ADDRESS BELOW: ATTN: FINANCE DEPARTMENT