

SERVICE BC – MASTER SERVICES AGREEMENT CHANGE ORDER FORM

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PROGRAM INFORMATION

PROGRAM	AGREEMENT NUMBER	CHANGE ORDER NUMBER
Service BC	C17SBC35815	2018-SBC-CO-22
PROGRAM MANAGER	PROJECT MANAGER	
Cindy McMath	Brelan Boyce	
	PROJECT SPONSOR	
	Duff Lang	

CHANGE ORDER (CO) INFORMATION

CHANGE TITLE		REQUESTOR	
IT Capacity Hours		Cindy McMath, MAXIMUS Canada Services, Inc.	
DATE SUBMITTED (MONTH DD, YYYY)			
December 17, 2018			
CO IMPACTS:	Budget	Schedule	Scope/Quality
	Yes	No	No

CHANGE ORDER (CO) DETAILS

I. DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons..."

This Change Order will be effective as of January 1, 2019 and is made pursuant to the Master Services Agreement between MAXIMUS Canada Services, Inc. ("MAXIMUS") and the Province dated January 1, 2017 (the "Agreement"), under which MAXIMUS provides certain contact centre and related services to the Province. Capitalized terms not defined in this Change Order (or in other Change Orders referenced in this Change Order) are used as defined in the Agreement.

This Change Order documents the application of the ^{s.17} set out in section 8(d)(ii)(B)b) of **Schedule 17 (Fees and Economic Model)** to capacity hours used for project work, with a particular, but not explicit, focus on work in connection with the Channel Expansion Project (as defined in Change Order 20 and as further described in Change Orders 20 and 21) (the "Capacity Hours") over a period expected to be at least 12 months and ending June 30th, 2019, unless otherwise agreed to by the Parties. For greater clarity, the Capacity Hours may be used for work in connection with the Channel Expansion Project outside of the scope of the work already contemplated under Change Orders 20 and 21, or for such other technology projects as may be agreed to between the Parties.

At the outset of the Channel Expansion Project, the total number of Capacity Hours available to the Province was ^{s.17}. The Parties acknowledge that ^{s.17} Capacity Hours have been used to date and that, as such, the total number of Capacity Hours remaining as of the effective date of this Change Order is ^{s.17}. As the Capacity Hours are expected to be used for project work over a period of at least 12 months, the Capacity Hours are charged in the increments and at the ^{s.17} set out in section 8(d)(ii)(B)(b) of **Schedule 17 (Fees and Economic Model)**. The Province's financial obligation for the remaining ^{s.17} hours is ^{s.17}. For greater

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clarity, if all s.17 Capacity Hours are not used by June 30, 2019, the Province remains responsible for payment for the total remaining number of Capacity Hours.

II. REASON FOR AND DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons..."

The Parties agree that the Capacity Hours will be used as follows:

- The Province may use a monthly maximum of s.17 Capacity Hours (equal to approximately s.17 of effort). For any given month, Capacity Hours in excess of the monthly maximum may be negotiated by the Parties on a case by case basis.
- The Province remains responsible for payment for any Capacity Hours unused by June 30, 2019, unless otherwise agreed to by the Parties.
- The Province and MAXIMUS will jointly develop an implementation plan with the objective of efficiently and fully utilizing the Capacity Hours. The Parties will jointly review the implementation plan at least monthly. Changes to the plan may require 60 calendar days' advanced notice.
- The use of the Capacity Hours will be managed through a monthly report, provided by MAXIMUS, documenting Capacity Hours used and any changes to the monthly maximum negotiated by the Parties.
- The Province is responsible for payment of the full amount of s.17 to MAXIMUS following the provision by MAXIMUS of the final invoice referred to in section V of this Change Order (or such later date as may be agreed to by the Parties), regardless of whether the total amount of Capacity Hours has been used or not. Each of the Parties will use best efforts to work together to manage the remaining Capacity Hours in order to ensure that all s.17 Capacity Hours are used by June 30, 2019, unless otherwise agreed to by the Parties.

III. IMPACT DUE TO CHANGE

Describe any impacts to related projects that may occur if the proposed change is approved.

There are no impacts to related projects.

Impact / Risk Area	Impact / Risk	Risk #	Mitigation Strategy
Client Business Impacts (Service BC)	N/A	N/A	N/A
Service Delivery Impacts to Public Facing or Public Safety services (Citizens)	N/A	N/A	N/A
Technical Risks (infrastructure; business solutions; architectural impacts)	N/A	N/A	N/A
Security Risk	N/A	N/A	N/A
Data sensitivity/Privacy Risks	N/A	N/A	N/A
Financial Risks	N/A	N/A	N/A
Resource Risks	N/A	N/A	N/A

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IV. RELATED PROJECT CHANGE REQUESTS

List related Project Change Requests and any necessary comments.

SBC-2018-CO-20: Channel Expansion Project

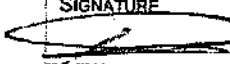


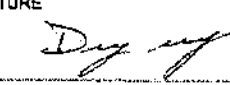
SBC-2018-CO-21: Channel Expansion Project Phase II – Identity Verification by Video Chat Interaction

V. FINANCIAL MODEL AND IMPLEMENTATION COSTS

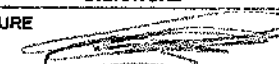
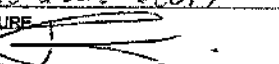
Describe the financial or compensation mode. Itemize the costs and any necessary comments.

The Fees contemplated in this Change Order will be payable in accordance with Article 16 of the Agreement. MAXIMUS will ensure that any invoice in respect of the Capacity Hours clearly identifies the number of Capacity Hours used during the period to which the invoice relates and the corresponding Fees payable pursuant to this Change Order. Any unused Capacity Hours will be included on the final invoice to be issued July 2019, or at a later date agreed to by the Parties.

VI. MAXIMUS APPROVAL SIGN-OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	CINDY McMATH PROGRAM MANAGER, MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE MARCH 22, 2019
YES	DUFF LANG, PRESIDENT, MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE MARCH 22, 2019
YES	ROB KENNEY VICE PRESIDENT, FINANCE, MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE MARCH 22, 2019
YES	DANIEL GOMBEROFF DIRECTOR, CONTRACTS MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE MARCH 22, 2019

VII. MINISTRY OF CITIZENS' SERVICES APPROVAL SIGN OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	RUSSELL BELL A/DIRECTOR, CONTACT CENTRES		SIGNATURE  DATE MARCH 22 2019
YES	RON HINSHAW EXECUTIVE DIRECTOR, SERVICE BC	J EASON ACTING	SIGNATURE  DATE March 22 2019

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PROGRAM INFORMATION

PROGRAM Service BC	AGREEMENT NUMBER C17SBC35815	CHANGE ORDER NUMBER 2018-SBC-CO-29
	PROJECT MANAGER Brelan Boyce	
PROGRAM MANAGER Cindy McMath	PROJECT SPONSOR Duff Lang	

CHANGE ORDER (CO) INFORMATION

CHANGE TITLE Channel Expansion Project Phase II – Identity Verification by Video Chat Interaction The Transition of the Provincial Identity and Information Management team's mobile solution for verifying Citizens and their BC Services Card (Additional Agents)			
DATE SUBMITTED (MONTH DD, YYYY) September 28, 2018		REQUESTOR Brelan Boyce MAXIMUS Canada Services, Inc.	
CO IMPACTS:	Budget	Schedule	Scope/Quality
	Yes	No	Yes

CHANGE ORDER (CO) DETAILS

I. DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons....."

MAXIMUS Canada Services, Inc. ("MAXIMUS") and the Province have jointly embarked on the "Channel Expansion Project" outlined in Change Orders 20 and 21 (for greater clarity, "Channel Expansion Project" is used in this Change Order as defined in Change Order 20). This Change Order relates to Phase II of the Channel Expansion Project by augmenting the number of Agents from s.17 that were established under Change Order 21, as well as the number of Agent seats. This Change Order documents the work necessary to ensure that s.17 Agents are available by March 18, 2019 to perform remote verification by Video Chat Interaction for the Provincial Identity and Information Management Program ("IDIM"), as well as the non-labour costs of implementing an s.17

For clarity, as of March 18, 2019 there will be:

- Agents required to staff s.17 hired, trained, and ready to take Video Chat Interactions s.17 are provided for under CO21, the s.17 is included in this CO29); and

For clarity, as of April 1, 2019 there will be:

- s.17 implemented and ready to use video chat Agent seats s.17 of which will be used by the Agents noted below).

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II. REASON FOR AND DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons....."

This Change Order is required to accommodate additional forecast volumes plus anticipated growth in the number of Citizens that IDIM believes will require remote verification by Video Chat Interaction starting on the Go-Live Date of March 18th, 2019. IDIM and Service BC have determined that, based on their forecasted volumes, s.17 staffed video chat seats will be required for the Go-Live Date. In addition, in order to reduce the ramp-up time for staffing additional video chat Agents in response to further forecast demand, the Province has decided to fund s.17 additional video chat Agent seats, complete with hardware, software licences, and furniture, all configured for video chat Agents.

III. IMPACT DUE TO CHANGE

Describe any impacts to related projects that may occur if the proposed change is approved.

There are no impacts to related projects if the proposed change is approved.

The risks outlined below are the main risks identified as of the date of execution of this Change Order. These risks only apply to the additional s.17 Agent plus the s.17 additional Agent seats.

Impact / Risk Area	Impact / Risk	Risk #	Mitigation Strategy
Service Provider Impacts (MAXIMUS)	Should handle times and/or volumes be significantly higher than forecast, the number of Agents hired and trained may not be adequate for the demand. This could lead to missed Service Levels and negative reputational impacts for MAXIMUS.		This risk is mitigated by having the additional Agent seats ready for use. In addition, additional Agents will be cross-trained.
Province Business Impacts (Service BC)	Should handle times and/or volumes be significantly higher than forecast, the number of Agents hired and trained may not be adequate for the demand. This could lead to missed Service Levels and negative reputational impacts for Service BC, curtailing future service expansion.		This risk is mitigated by having the additional Agent seats ready for use. In addition, additional Agents will be cross-trained.
Service Delivery Impacts to Public Facing or Public Safety Services (Citizens)	There is a risk that handle times and/or volumes are understated and that the number of Agents hired are not adequate for March 18th, 2019.		This risk is mitigated by having the additional Agent seats ready for use. In addition, additional Agents will be cross-trained.
Technical Risks (Infrastructure; business solutions; architectural impacts)	There is a risk that if the signing of this Change Order is delayed, the deadline for ordering furniture, hardware and software licenses could delay the go live date.		This risk is mitigated by having the s.17 Agent workstation, which needs very little additional work, already identified.
Security Risks	N/A for this CO		
Data Sensitivity/Privacy Risks	N/A for this CO		

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Scheduling Risks	N/A for this CO		
Financial Risks	N/A for this CO		
Resource Risks	N/A for this CO		

IV. RELATED PROJECT CHANGE REQUESTS

List related Project Change Requests and any necessary comments

The following Change Orders are related to this Change Order:

- Service BC Change Order CO 20 – Channel Expansion Project (Phase I); and
- Service BC Change Order CO 21 – Channel Expansion Project (Phase II) – Identity Verification by Video Chat Interaction

V. FINANCIAL MODEL AND IMPLEMENTATION COSTS

Describe the financial or compensation model. Itemize the costs and any necessary comments

The following table describes the financial model for the costs associated with the s.17 video chat Agents that will be ready to handle Video Chat Interactions as of the Go-Live Date and the implementation and readying of the additional s.17 video chat Agent seats. Note that, in government's fiscal year 19/20, a credit of s.17 for ongoing Other Direct /Costs (ODCs) and s.17 for ongoing labour costs is applied based on amounts already charged under CO21 for the initial s.17 video chat Agents.

s.17

CO21 Ongoing ODC's s.17
CO21 Ongoing Labour

	FY19/20	FY20/21	FY21/22	Total
Net after CO21 Credit	s.17			

VI. CONCISE DESCRIPTION OF CHANGE ORDER AND SUPPORTING DOCUMENTS

Insert the revised schedules/documents associated with the requested change (insert object/ create from file/display as icon). Use the "Track Changes" feature to include a view of the original text and the revised text. Embed the document (with "Track Changes" enabled) in this sheet.


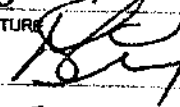
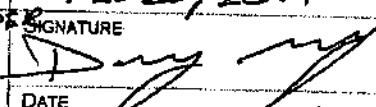
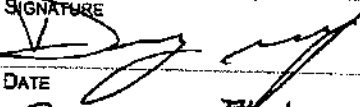
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DOCUMENT



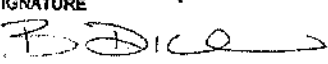
CO 20 and CO21 document changes to the Agreement in relation to video chat and Video Chat Interactions. There are no further changes to the Agreement associated with this Change Order.

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VII. MAXIMUS APPROVAL SIGN-OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	CINDY McMATH PROGRAM MANAGER, MAXIMUS CANADA SERVICES, INC.		 DATE Feb 19, 2019
YES	DUFF LANG, PRESIDENT, MAXIMUS CANADA SERVICES, INC.		 DATE Feb 20, 2019
YES	ROB KENNEY VICE PRESIDENT, FINANCE, MAXIMUS CANADA SERVICES, INC.	ASPER	 DATE FEB. 19TH/19
YES	DANIEL GOMBEROFF DIRECTOR, CONTRACTS MAXIMUS CANADA SERVICES, INC.		 DATE FEB. 19TH/19

VIII. MINISTRY OF CITIZENS' SERVICES APPROVAL SIGN OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	RUSSELL BELL A/DIRECTOR, CONTACT CENTRES, SERVICE BC		 DATE Feb 28/19
YES	RON HINSHAW EXECUTIVE DIRECTOR, SERVICE BC		 DATE MAR 8/19
YES	BEVERLY DICKS ASSISTANT DEPUTY MINISTER, SERVICE BC		 DATE MAR 14/2019

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PROGRAM INFORMATION

PROGRAM Service BC	AGREEMENT NUMBER C17SBC35815	CHANGE ORDER NUMBER 2019SBC-CO-35
PROGRAM MANAGER Rajeev Purewal	PROJECT MANAGER Rajeev Purewal	
	PROJECT SPONSOR Paul Simunkovic	

CHANGE ORDER (CO) INFORMATION

CHANGE TITLE MAXIMUS to provide tier 1 support for the Daylight Saving Time Project.	REQUESTOR Rajeev Purewal, MAXIMUS Canada Services, Inc.		
DATE SUBMITTED (MONTH DD, YYYY) June 24, 2019			
CO IMPACTS:	Budget	Schedule	Scope/Quality
	No	Yes	Yes

CHANGE ORDER (CO) DETAILS

I. DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons....."

This Change Order is made pursuant to the Master Services Agreement between MAXIMUS Canada Services, Inc. ("MAXIMUS") and the Province dated January 1, 2017 (the "Agreement"), under which MAXIMUS provides certain call centre and related services to the Province.

This Change Order documents the additional Services to be provided by MAXIMUS in relation to a survey of citizens on Daylight Saving Time and the payment of additional Fees for these Services.

II. REASON FOR AND DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons....."

This Change Order documents the additional Services that MAXIMUS will perform for the Province under the Agreement and the accompanying Fees. The provision of the additional Services is a limited engagement project, and therefore, unless extended by mutual agreement, the additional Services will be provided up to and including July 19th, 2019.

III. IMPACT DUE TO CHANGE

Describe any impacts to related projects that may occur if the proposed change is approved.

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Client Business Impacts (Service BC)	N/A		
Service Delivery Impacts to Public Facing or Public Safety services (Citizens)	N/A		
Technical Risks (infrastructure; business solutions; architectural impacts)	N/A		
Security Risk	N/A		
Data sensitivity/Privacy Risks	N/A		
Financial Risks	N/A		
Resource Risks	N/A		

IV. RELATED PROJECTS / CHANGE REQUESTS

List related Project Change Requests and any necessary comments

There are no related Change Requests.

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V. FINANCIAL MODEL AND IMPLEMENTATION COSTS

Describe the financial or compensation mode. Itemize the costs and any necessary comments

Further to paragraph 8(a)(vi) of Schedule 17 of the Agreement, the Province agrees to pay MAXIMUS s.17 to provide the additional Services outlined in this Change Order for the Daylight Saving Time survey.

VI. CONCISE DESCRIPTION OF CHANGE ORDER AND SUPPORTING DOCUMENTS



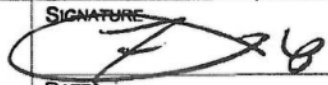

Insert the revised schedules/documents associated with the requested change (insert object/ create from file/display as icon). Use the "Track Changes" feature to include a view of the original text and the revised text. Embed the document (with "Track Changes" enabled) in this sheet.

DOCUMENT

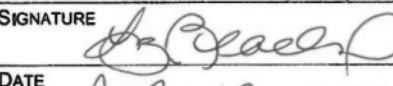
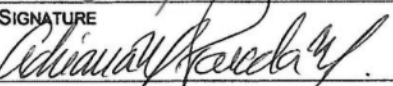
1. *This Change Order will be effective as of June 24th, 2019.*
2. *Capitalized terms not defined in this Change Order as used as defined in the Agreement.*
3. *The Parties agree that the Agreement is amended as follows:*
 - (a) *Section 3.2(b) of Schedule 5 (Services) is amended by adding, immediately following paragraph (viii) (Ministry of Finance, Speculation Vacancy Tax), the following paragraph:*
"(ix) Daylight Savings Time Project
As of June 24th, 2019, the Service Provider will provide support via the Channels to facilitate Citizen access to and use of the Daylight Savings Time Project online survey
(<https://engage.gov.bc.ca/daylightsavingtime>). Without limiting the generality of the following, the Service Provider will:
 - (A) *provide Citizens with website navigation assistance and guidance when responding to the Daylight Savings Time Project online survey available on the website;*
 - (B) *provide detailed information regarding the Daylight Savings Time Project online survey available through the website; and*
 - (C) *provide support as otherwise requested by the Province in its sole discretion."*

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MAXIMUS APPROVAL SIGN-OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	RAJEEV PUREWAL SNR DIRECTOR, SERVICE BC, MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE July 18, 2019.
YES	PAUL SIMUNKOVIC, VICE PRESIDENT, HUMAN SERVICES MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE July 18, 2019
YES	TIM LAMB VICE PRESIDENT, FINANCE, MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE July 18, 2019
YES	DANIEL GOMBEROFF SNR DIRECTOR, CONTRACTS MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE July 19, 2019

MINISTRY OF CITIZENS' SERVICES APPROVAL SIGN OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	RUSSELL BELL A/DIRECTOR, CONTACT CENTRES	Acting Director for Russ Bell	SIGNATURE  DATE July 19, 2019
YES	ADRIANA POVEDA EXECUTIVE DIRECTOR, SERVICE BC		SIGNATURE  DATE July 22, 2019

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PROGRAM INFORMATION

PROGRAM	AGREEMENT NUMBER	CHANGE ORDER NUMBER
Service BC	C17SBC35815	2019-SBC-CO-37
PROGRAM MANAGER	PROJECT MANAGER	
Rajeev Purewal	Rajeev Purewal	
	PROJECT SPONSOR	
	Paul Simunkovic	

CHANGE ORDER (CO) INFORMATION

CHANGE TITLE		REQUESTOR	
MAXIMUS to provide Tier 1 Contact Centre Services for the CleanBC Project		Rajeev Purewal, MAXIMUS Canada Services, Inc.	
DATE SUBMITTED (MONTH DD, YYYY)			
July 24, 2019			
CO IMPACTS:	Budget	Schedule	Scope/Quality
	No	Yes	Yes

CHANGE ORDER (CO) DETAILS

I. DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons....."

This Change Order is made pursuant to the Master Services Agreement between MAXIMUS Canada Services, Inc. ("MAXIMUS") and the Province dated January 1, 2017 (the "Agreement"), under which MAXIMUS provides certain call centre and related services to the Province.

This Change Order documents the additional Services to be provided by MAXIMUS in relation to the CleanBC project from March 1, 2019 to March 31, 2019, and the payment of additional Fees for these Services.

II. REASON FOR AND DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons....."

This Change Order documents the additional Services that MAXIMUS will perform for the Province under the Agreement and the accompanying Fees. The provision of the additional Services is a limited engagement project, and therefore the additional Services will be provided only up to and including March 31st, 2019.

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III. IMPACT DUE TO CHANGE

Describe any impacts to related projects that may occur if the proposed change is approved.

Client Business Impacts (Service BC)	N/A		
Service Delivery Impacts to Public Facing or Public Safety services (Citizens)	N/A		
Technical Risks (infrastructure; business solutions; architectural impacts)	N/A		
Security Risk	N/A		
Data sensitivity/Privacy Risks	N/A		
Financial Risks	N/A		
Resource Risks	N/A		

IV. RELATED PROJECTS / CHANGE ORDERS

List related Project Change Orders and any necessary comments :

There are no related Change Orders.

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V. ECONOMIC MODEL AND IMPLEMENTATION COSTS

Describe the economic or compensation model. Itemize the costs and any necessary comments

Pursuant to paragraph 8(a)(vi) of Schedule 17 (*Fees and Economic Model*), the Province will pay to MAXIMUS, in accordance with the provisions of Article 16 of the Agreement, s.17 for the provision of the Services outlined in this Change Order.

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VI. CONCISE DESCRIPTION OF CHANGE ORDER AND SUPPORTING DOCUMENTS

Insert the revised schedules/documents associated with the requested change (insert object/create from file/display as icon). Use the "Track Changes" feature to include a view of the original text and the revised text. Embed the document (with "Track Changes" enabled) in this sheet.

DOCUMENT

1. *This Change Order will be effective as of March 1, 2019.*

2. *Capitalized terms not defined in this Change Order are used as defined in the Agreement.*

3. *The Parties agree that the Agreement is amended as follows:*

(a) Section 3.2(b) of Schedule 5 (Services) is amended by adding, immediately following paragraph (ix) (Daylight Savings Time Project), the following paragraph:

“(x) CleanBC Project

From March 1, 2019 to March 31, 2019, the Service Provider will, upon request by a Citizen, provide information to Citizens via the Channels regarding the CleanBC project, CleanBC telephone town hall sessions, and the CleanBC website (<https://www.cleanbc.gov.bc.ca>). Without limiting the generality of the following, the Service Provider will:

(A) provide Citizens with detailed information regarding the CleanBC telephone town hall sessions taking place March 6th, March 13th, March 25th and March 27th, 2019; and

(B) refer Citizens to the CleanBC website for further information.

Where the Service Provider is unable to provide the required assistance to a Citizen in respect of the CleanBC telephone town hall sessions, or the Request is received post-session, the Service Provider will escalate the Request to Government Communications and Public Engagement by sending an email containing the question, name, email and phone number of the Citizen to citizenengagement@gov.bc.ca.

The Service Provider will, in respect of the Services described in this Section 3.2(b)(x), provide the Province with reports as follows:

(C) a report of the number of Calls on the day following the March 6th telephone town hall session, and subsequently, if requested by the Province, on the day after each session; and

(D) a report of the total number of Calls at the end of March 2019.”

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MAXIMUS APPROVAL SIGN-OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	RAJEEV PUREWAL SNR DIRECTOR, SERVICE BC, MAXIMUS CANADA SERVICES, INC.		SIGNATURE <i>Rajeev Purewal</i> DATE Nov. 5/2019
YES	PAUL SIMUNKOVIC, VICE PRESIDENT, HUMAN SERVICES MAXIMUS CANADA SERVICES, INC.		SIGNATURE <i>Paul Simunkovic</i> Paul Simunkovic (11c, 8, 2019) DATE November 6, 2019
YES	TIM LAMB VICE PRESIDENT, FINANCE, MAXIMUS CANADA SERVICES, INC.		SIGNATURE <i>Tim Lamb</i> TIM LAMB (11c, 8, 2019) DATE November 6, 2019
YES	CHARLES K. SWEENEY II VICE PRESIDENT, CONTRACTS MAXIMUS		SIGNATURE <i>Charles K. Sweeney II</i> DATE November 5, 2019

MINISTRY OF CITIZENS' SERVICES APPROVAL SIGN-OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	RUSSELL BELL A/DIRECTOR, CONTACT CENTRES		SIGNATURE <i>Russell Bell</i> DATE NOV 15, 2019
YES	ADRIANA POVEDA EXECUTIVE DIRECTOR, SERVICE BC		SIGNATURE <i>Adriana Poveda</i> DATE Dec 3, 2019

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SERVICE BC – MASTER SERVICES AGREEMENT CHANGE ORDER FORM

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PROGRAM INFORMATION

PROGRAM	AGREEMENT NUMBER	CHANGE ORDER NUMBER
Service BC	C17SBC35815	2019-SBC-CO-38
PROGRAM MANAGER	PROJECT MANAGER	
Rajeev Purewal	N/A	
	PROJECT SPONSOR	
	Paul Simunkovic	

CHANGE ORDER (CO) INFORMATION

CHANGE TITLE		REQUESTOR	
Extension of provision of Tier 1 Contact Centre Services of the Speculation and Vacancy Tax Program		Rajeev Purewal, MAXIMUS Canada Services, Inc.	
DATE SUBMITTED (MONTH DD, YYYY)			
August 12th, 2019			
CO IMPACTS:	Budget	Schedule	Scope/Quality
	Yes	Yes	No

CHANGE ORDER (CO) DETAILS

I. DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons....."

This Change Order is made pursuant to the Master Services Agreement between MAXIMUS Canada Services, Inc. ("MAXIMUS") and the Province dated January 1, 2017 (the "Agreement"), under which MAXIMUS provides certain call centre and related services to the Province. This Change Order documents the agreement between the Parties to extend the end date for the provision of the Services described in Change Order 25 from May 31st, 2019 to December 31st, 2019 (subject to any further extension agreed to between the Parties), as well as the additional Fees payable as a result of this extension.

II. REASON FOR AND DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons....."

This Change Order documents the continuation of the Services described in Change Order 25, along with the applicable additional Fees payable for these Services. The provision of these Services from June 1st 2019 to December 31st 2019 is an extension of a temporary project and, therefore, unless extended by mutual agreement, these Services will be provided only up to and including December 31st 2019, following which the Services will revert back to the Ministry of Finance.

III. IMPACT DUE TO CHANGE

Describe any impacts to related projects that may occur if the proposed change is approved.

N/A

SERVICE BC – MASTER SERVICES AGREEMENT

Impact / Risk Area	Impact / Risk	Risk #	Mitigation Strategy
Client Business Impacts (Service BC)	N/A		
Service Delivery Impacts to Public Facing or Public Safety services (Citizens)	N/A		
Technical Risks (Infrastructure; business solutions; architectural impacts)	N/A		
Security Risk	N/A		
Data sensitivity/Privacy Risks	N/A		
Financial Risks	N/A		
Resource Risks	N/A		

IV. RELATED PROJECT / CHANGE ORDERS

List related Project Change Orders and any necessary comments

Change Order 24.

Change Order 25.

V. ECONOMIC MODEL AND IMPLEMENTATION COSTS

Describe the financial or compensation mode. Itemize the costs and any necessary comments

The financial model for the additional Services to be provided pursuant to this Change Order is as follows:

s.17

Pursuant to section 8.5 of the Agreement, the Economic Model in Attachment A to Schedule 17 has been updated to include the Fees payable for the Services described in this Change Order. The updated Economic Model is Version 5, as provided to Service BC by MAXIMUS on July 18, 2019 and documented in file: s.17

s.17

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SERVICE BC – MASTER SERVICES AGREEMENT

VI. CONCISE DESCRIPTION OF CHANGE ORDER AND SUPPORTING DOCUMENTS

Insert the revised schedules/documents associated with the requested change (insert object/ create from file/display as icon). Use the "Track Changes" feature to include a view of the original text and the revised text. Embed the document (with "Track Changes" enabled) in this sheet.

DOCUMENT

1. This Change Order will be effective as of June 1st, 2019.
2. Capitalized terms not defined in this Change Order as used as defined in the Agreement.


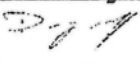
VII. MAXIMUS APPROVAL SIGN-OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	RAJEEV PUREWAL SNR DIRECTOR, SERVICE BC, MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE SEPT. 13, 2019
YES	PAUL SIMUNKOVIC, VICE PRESIDENT, HUMAN SERVICES MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE SEPT 16, 2019


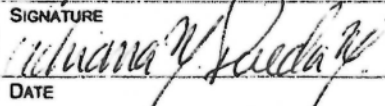

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SERVICE BC – MASTER SERVICES AGREEMENT

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	TIM LAMB VICE PRESIDENT, HEALTH, MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE Sept. 16, 2019
YES	DANIEL GOMBEROFF SNR DIRECTOR, CONTRACTS MAXIMUS CANADA SERVICES, INC.		SIGNATURE  DATE September 16, 2019

VIII. MINISTRY OF CITIZENS' SERVICES APPROVAL SIGN-OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	RUSSELL BELL DIRECTOR, CONTACT CENTRES		SIGNATURE  DATE Sept. 17 th 2019
YES	ADRIANA POVEDA EXECUTIVE DIRECTOR, SERVICE BC		SIGNATURE  DATE SEPTEMBER 18, 2019
No	BEVERLY DICKS ADM, SERVICE BC		SIGNATURE  DATE September 18, 2019

SERVICE BC – MASTER SERVICES AGREEMENT CHANGE ORDER FORM

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PROGRAM INFORMATION

PROGRAM: Service BC	AGREEMENT NUMBER C17SBC35815	CHANGE ORDER NUMBER 2019-SBC-CO-39
PROGRAM MANAGER Rajeev Purewal	PROJECT MANAGER N/A	PROJECT SPONSOR Paul Simunkovic

CHANGE ORDER (CO) INFORMATION

CHANGE TITLE: Extension to end date for CO 22 IT Capacity Hours		REQUESTOR: Rajeev Purewal, MAXIMUS Canada Services, Inc.	
DATE SUBMITTED (MONTH DD, YYYY): August 12th, 2019			
CO IMPACTS:	Budget	Schedule	Scope/Quality
	Yes	No	No

CHANGE ORDER (CO) DETAILS

I. DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons....."

This Change Order is made pursuant to the Master Services Agreement between MAXIMUS Canada Services, Inc. ("MAXIMUS") and the Province dated January 1, 2017 (the "Agreement"), under which MAXIMUS provides certain call centre and related Services to the Province. Capitalized terms not defined in this Change Order (or in other Change Orders referenced in this Change Order) are used as defined in the Agreement.

This Change Order will be effective as of July 1st, 2019 and documents the agreement between the Parties to extend the end date for the provision of the Services described in Change Order 22 - IT Capacity Hours from June 30th, 2019 to March 31st, 2020 (subject to any further extension agreed to between the Parties), as well as the additional Fees payable as a result of this extension.

At the outset of the Channel Expansion Project, August 1, 2018, s.17 IT Capacity Hours were made available to the Province. As of June 30th, 2019 the Province has utilized s.17 IT Capacity Hours and, as such, the total number of IT Capacity Hours that remain available to the Province as of the effective date of this Change Order is s.17 . The IT Capacity Hours may be used for technology-related project work in connection with the Channel Expansion Project that is outside of the scope of the work already contemplated under the previous Change Orders for the Channel Expansion Project, or for such other technology projects as may be agreed to between the Parties. The Province's financial obligation for the remaining s.17 IT Capacity Hours is s.17

II. REASON FOR AND DESCRIPTION OF CHANGE(S)

Provide a brief description of the current situation or events that have resulted in this CR and outline the pros and cons of the change. For example, "The business area has requested the addition of new functionality for the application for following reasons....."

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SERVICE BC – MASTER SERVICES AGREEMENT

Due to resourcing challenges, the Province did not utilize the remaining s.17 IT Capacity Hours by June 30th, 2019 as specified in Section II of CO22. A mutual agreement has been reached between MAXIMUS and the Province to extend the timeframe to use the remaining IT Capacity Hours to ensure technology project work can be initiated and resourced.

The Parties agree that the remaining s.17 IT Capacity Hours will be used as follows:

- The Province may use a monthly maximum of s.17 IT Capacity Hours (equal to approximately s.17 of effort). For any given month, IT Capacity Hours in excess of the monthly maximum may be negotiated by the Parties on a case by case basis.
- The IT Capacity Hours are to be charged incrementally and at the s.17 ' set out in section 8(d)(ii)(B)(b) of Schedule 17 (*Fees and Economic Model*).
- Unless otherwise agreed to by the Parties, the remaining IT Capacity Hours will remain available to the Province until April 1st, 2020.
- The Province is responsible for payment of the full amount of s.17 to MAXIMUS following the provision by MAXIMUS of the final invoice referred to in Section V of this Change Order (or such later date as may be agreed to by the Parties), regardless of whether the total amount of the IT Capacity Hours has been used or not. Each of the Parties will use best efforts to work together to manage the remaining IT Capacity Hours in order to ensure that all s.17 IT Capacity Hours are used prior to April 1st, 2020, unless otherwise agreed to by the Parties.
- The Province and MAXIMUS will jointly develop an implementation plan with the objective of efficiently and fully utilizing the IT Capacity Hours. Subject to the Province's request and the availability of both Parties, the Parties will jointly review the implementation plan on a monthly basis. Changes to the plan may require up to 60 calendar days' advanced notice.
- The use of the IT Capacity Hours will be managed through a monthly report, provided by MAXIMUS, documenting the IT Capacity Hours used and any changes to the monthly maximum negotiated by the Parties.

SERVICE BC – MASTER SERVICES AGREEMENT

III. IMPACT DUE TO CHANGE

Describe any impacts to related projects that may occur if the proposed change is approved.

There are no impacts to related projects.

Impact / Risk Area	Impact / Risk	Risk #	Mitigation Strategy
Client Business Impacts (Service BC)	N/A		
Service Delivery Impacts to Public Facing or Public Safety services (Citizens)	N/A		
Technical Risks (infrastructure; business solutions; architectural impacts)	N/A		
Security Risk	N/A		
Data sensitivity/Privacy Risks	N/A		
Financial Risks	N/A		
Resource Risks	N/A		

IV. RELATED PROJECTS/ CHANGE ORDERS

List related Project Change Orders and any necessary comments

SBC-2018-CO-CO20: Channel Expansion Project

SBC-2018-CO-CO21: Channel Expansion Project Phase II – Identity Verification by Video Chat Interaction

SBC-2018-CO-CO22: IT Capacity Hours

V. ECONOMIC MODEL AND IMPLEMENTATION COSTS

Describe the economic or compensation model. Itemize the costs and any necessary comments

The Fees contemplated in this Change Order are payable in accordance with Article 16 of the Agreement. MAXIMUS will ensure that any invoice that includes IT Capacity Hours clearly identifies the number of IT Capacity Hours used during the period to which the invoice relates and the corresponding Fees payable pursuant to this Change Order. Any unused IT Capacity Hours will be included on the final invoice to be issued April 1st, 2020, or at a later date as agreed to by the Parties.

SERVICE BC – MASTER SERVICES AGREEMENT

MAXIMUS APPROVAL SIGN-OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	RAJEEV PUREWAL SNR DIRECTOR, SERVICE BC, MAXIMUS CANADA SERVICES, INC.		SIGNATURE <i>Rajeev Purewal</i> DATE Nov. 5/2019
YES	PAUL SIMUNKOVIC, VICE PRESIDENT, HUMAN SERVICES MAXIMUS CANADA SERVICES, INC.		SIGNATURE <i>Paul Simunkovic</i> DATE November 6, 2019
YES	TIM LAMB VICE PRESIDENT, FINANCE, MAXIMUS CANADA SERVICES, INC.		SIGNATURE <i>Tim Lamb</i> DATE November 6, 2019
YES	CHARLES K. SWEENEY II VICE PRESIDENT, CONTRACTS MAXIMUS		SIGNATURE <i>Charles K. Sweeney II</i> DATE November 5, 2019

MINISTRY OF CITIZENS' SERVICES APPROVAL SIGN-OFFS

REQUIRED?	SIGNATURE	COMMENT	SIGNATURE
YES	RUSSELL BELL A/DIRECTOR, CONTACT CENTRES		SIGNATURE <i>Russell Bell</i> DATE NOV 27 2019
YES	ADRIANA POVEDA EXECUTIVE DIRECTOR, SERVICE BC		SIGNATURE <i>Adriana Poveda</i> DATE Dec 3, 2019

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