

5 SCHEDULE I PROJECT PLAN

[COVID-19 VIRTUAL CONTACT CENTRE]

This Project Plan template is jointly developed to facilitate the use of Schedule I and fulfills the requirements of Schedule I.

1. Project Governance

Level 4 – It is anticipated that the majority of decisions will be made and issues resolved using Level 4 governance model explained below.

Project Manager Governance

Title	Role
TELUS Virtual Contact Centre – Agents Shannon Powers	The person with overall day-to-day responsibility for the TELUS activities related to Agents of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	
❑ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director. ❑ Attends all project status and review meetings including Working Committee. ❑ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution. ❑ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.	

Title	Role
TELUS Virtual Contact Centre - Elements Contact Centre platform Aaron Hokanson	The person with overall day-to-day responsibility for the TELUS activities of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	

- ❑ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director.
- ❑ Attends all project status and review meetings including Working Committee.
- ❑ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution.
- ❑ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.

Title	Role
VCH Project Lead HA Name	Manages the development, implementation and evaluation of the project from original concept through to final completion. The person with the overall day-to-day responsibilities for the conduct and success of the project.
Responsibilities	
❑ Determines project scope, defines project deliverables, and develops project charter to align with the direction of the program area. ❑ Develops and maintains a broad range of stakeholder relationships to achieve project objectives and leads consultation sessions. ❑ Works with the TELUS Project Manager on the overall project schedule, identifying milestones and deliverables, resource assignments, risk management plan (including contingency plans), support and communications plan, and implementation requirements or activities. ❑ Plans and conducts project evaluations and post-implementation reviews, documenting findings for future reference. ❑ Manages project to ensure project is delivered on time, within budget, and to the required quality standard (within agreed specifications). ❑ Leads and manages resources and relationships within a wide range of groups (including clients, GPS Entity service delivery units, contractors & sub-contractors).	

Issues unable to be resolved at the Project Management Level will be escalated for resolution to the Project Directors.

Project Director Governance

Title	Role
Project Director HA Name – VCH Jose Dino - TELUS	Directs the project manager through the development, implementation and evaluation of project from original concept through to final completion. Fully accountable and responsible for the project's success.
Responsibilities	

- ❑ Develops and determines project goals, objectives, and outcomes to align with the direction of the organization.
- ❑ Develops and maintains partnerships with internal and external stakeholders to achieve the projects operational mandate.
- ❑ Establishes and approves changes to business structure and operations to ensure project goals meet the needs of the project.
- ❑ Responsible for making decisions, subject to oversight by the Project Sponsor.
- ❑ Ensures major objectives are being met.
- ❑ Provides direction to Project Manager.

Issues unable to be resolved at the Project Director Level will be escalated for resolution to the Project Sponsors

Project Sponsors Governance

Title	Role
Project Sponsor HA Name - VCH Malcolm Crow - TELUS	Commissions others to deliver the project and champions the cause through the development, implementation and evaluation of project from original concept through to final completion.
Responsibilities	
❑ Provides a clear vision and strategic direction that aligns with the direction of Government for the overall project. ❑ Builds and fosters partnerships with a diverse range of senior leaders to ensure the project and corporate goals of government are achieved. ❑ Involved from the start of the project, including defining the project in conjunction with the Project Director & Project Manager. ❑ Responsible to negotiate a path through the tricky diplomatic areas of the project. ❑ Makes key organization, business decisions for the project. ❑ Is accountable for the delivery of the planned benefits associated with the project. ❑ Provides project direction and guidance. ❑ Ensures stakeholder's interests are maintained. ❑ Is available to Project Director and Project Manager.	

Issues unable to be resolved will be escalated to Level 3 Governance as outlined in Schedule K. Specifically, these issues will be addressed first by the Operational Management Committee (OMC). If resolution cannot be reached at this Governance Level, the issue will be escalated next to the Strategic Management Committee, followed by the Joint Executive Governance Committee if required.

2. TELUS Responsibilities and Deliverables

Virtual Contact Centre platform

- TELUS will provide a virtual contact centre based on the TELUS Elements Contact Cloud service
- All Service Level Objectives and Service Level Guarantees provided in the TELUS Elements TSMA service schedules will apply within the context of this project
- All virtual contact centre systems, network and data centres are located in Canada

Virtual Contact Centre Agents

- TELUS will provide virtual contact centre agents, all located in Canada. Virtual Agents will provide all call handling, conduct interviewing of callers using an VCH questionnaire.
- TELUS will be responsible for the training of all virtual contact centre agents on the proper use of the Elements contact centre platform and desktop client.
- TELUS will provide all workforce management and quality assurance tasks to support the Agents.
- TELUS will provide enough agents to meet the concurrent agent count depicted in the Service Order (28 concurrent agents), and to meet the hours of operation of the VCH COVID19 Immunization contact centre, which is 7am to 7pm, 7 days a week.
- TELUS will provide Service Level Objectives to measure TELUS Agent performance. Normal measurements for performance are Average Speed of Answer (ASA) and/or Average Call Handle Time (ACHT). Given the expected call volumes and call handle times are unknown, TELUS and VCH agree to assess these two measures after normalization of operations. From there, TELUS and VCH will agree to appropriate performance measures for the remaining term of the project.
- To ensure appropriate staffing levels to meet the Service Level Objectives, as well as to reflect the appropriate concurrent agent count based on call volumes over time, TELUS and VCH will meet twice monthly to assess staffing levels. If concurrent agent count for Virtual Agents is required to be adjusted up or down, VCH will provide TELUS with 3 weeks advanced notice to execute the adjustment. It is expected that staffing management will be a collaborative effort with agreement by TELUS and VCH through the Governance process.

3. Project Management Reporting

What	Who/ Target	Purpose	When/ Frequency	Type/Method(s)
Day to day project communication	VCH & TELUS project team	To review detailed project activities, resolve issues, get decisions quickly.	Daily, and As required	Daily conference calls (initially) Telephone E-Mail
VCH/TELUS Status meetings	VCH/TELUS Project Managers & Service Managers and team members as required	Review important information that will impact the Project (e.g. Project Control Workbook and Project Schedule)	Weekly	Conference Call
Project Control Workbook	VCH/TELUS Project Managers & Service Managers	Distribute to all required stakeholders to keep everyone current	Weekly	E-Mail
Project Plan	VCH Project Manager	Distribute plan to alert all stakeholders of project scope and to gain buy in	As required until successful transition has occurred	Meeting and updated VCH Project Plan using Project Plan Change Process as required
Project Schedule	VCH Project Manager	Distribute schedule to project teams to ensure all team members understand activities and timelines	Review Weekly	Conference Call

4. Project Milestones

On or before each of the dates set out in the table below in the column under the heading "Milestone Deadline", TELUS will complete the corresponding Milestone described in the column under the heading "Milestone". Each Milestone will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the Milestone, or that are reasonably required for the proper performance of the Milestone. Failure to meet milestones will be addressed through escalation to appropriate level of governance.

	Milestones	Target Completion Date	Responsible
1	Service Order signed	Feb17, 2021	VCH/TELUS
2	Initiation (Kickoff, etc)	Feb 16, 2021	VCH/TELUS
3	Planning (Project Management Plan/Schedule Alignment, etc)	Ongoing	VCH/TELUS
4	Design of Virtual Contact Centre	Feb 28, 2021	VCH/TELUS
5	Agent Training and Setup	Mar 3, 2021	VCH/TELUS
6	Cutover/Post cut Support	Mar 8, 2021	VCH/TELUS
7	Implementation Closure	TBD	VCH/TELUS
8	Project Closure	Feb 15, 2022	VCH/TELUS

Note: This is an interim solution that is in place until such time as VCH advises it is no longer required under the retraction of the COVID19 pandemic.

5. GPS Dependencies

Each Dependency will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the dependency, or that are reasonably required for the proper performance of the dependency.

No.	GPS Dependencies	Milestone Affected	Completion Date
1.	VCH will provide a Project Manager to coordinate activities TELUS is dependent on VCH for.	3	Feb 17, 2021
2.	VCH will be responsible to keep all questionnaires, and required documentation up to date in order to support agents in interviewing callers.	5	March 8, 2021
3.	VCH will provide a scheduling system for agents in order to book callers for COVID19 testing	5	Feb 19, 2021
Testing			
4.	VCH will sign off on Elements call-flows following testing	6	Feb 28, 2021
Training			
5.	VCH will provide documented training material on call questionnaire and protocols to be followed by Virtual Agents	5	March 3, 2021
Cut-Over			
6.	VCH will provide a prime support person for cutover for the scheduling system	6	March 3, 2021
Closure			
7.	TBD	8	

6. Project Schedule

This documentation will be initiated by December 29, 2020. Due to project timelines, a Gantt chart has not yet been initiated.

7. Project Budget

Set-Up Fees

Item	QTY	Total Fee
Virtual Contact Centre - Elements	-	\$12,500
Virtual Agent arrangements	-	\$15,000
Laptop Setup (\$200 per agent)	25	\$5,000
Total Set-Up Fees		\$32,500

Monthly Recurring Fees

Item	QTY	Monthly Fee	Total Monthly Fee
Virtual Contact Centre – Concurrent Agent – Voice only	25	\$250 per concurrent agent	\$6,250
Virtual Contact Centre – Manager	4	\$250 per concurrent agent	\$1,000
Total Monthly Fees			\$7,250

Hourly Fees

Item	QTY	Hourly Fee
Virtual Contact Centre Agent, regular time	25	\$40
Virtual Contact Centre Agent, overtime & holidays	-	\$44

Professional Service Fees

Item	Hourly Fee
Configuration Changes	\$230
Configuration Changes (overtime)	\$285
Configuration Changes (holiday)	\$350

8. Other Project-Specific Details

None.

TSMA SERVICE ORDER

This Service Order is made under and is subject to the terms and conditions of the Telecommunications Service Master Agreement effective July 29, 2011, as may be amended from time to time, between TELUS Communications Company, Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Citizens' Services, Insurance Corporation of British Columbia, British Columbia Hydro and Power Authority, British Columbia Lottery Corporation, Workers Compensation Board of British Columbia, Provincial Health Services Authority, Northern Health Authority, Interior Health Authority, Fraser Health Authority, Vancouver Island Health Authority, Vancouver Coastal Health Authority and First Nations Health Authority (the "Agreement").

Where words and expressions which are defined in the Agreement are used herein, such words and expressions shall have the meaning ascribed to them in the Agreement unless otherwise specifically provided for herein.

GPS Entity name:	Vancouver Coastal Health Authority	Service Order number:	20249753
Service Term:	12 month term	Effective Date:	February 17, 2021
Services:	TELUS will provide to Vancouver Coastal Health Authority (VCHA) a Virtual Contact Centre project, for the purpose of supporting VCHA's COVID-19 Immunization General Inquiries contact centre. The project is anticipated to run the course of 12 months, March 1, 2021 to February 28, 2022, subject to the trajectory of the pandemic. The Virtual Contact Centre will be supported out of TELUS Tier III data centres in Calgary and Toronto, utilizing the TELUS Elements Contact Cloud platform and be provided over TELUS MPLS and internet connections. The project will provide Voice only interaction with the citizens that VCHA supports. TELUS will also provide the Virtual Agents that support this centre, and who will be charged on an hourly basis. All Agents will be located in Canada. Pricing has been simplified to a monthly charge and setup charges. Agent hourly rates are provided as regular hourly rate, overtime rate and temporary hourly rate. All support functions (supervisory functions, workforce management, scheduling, quality management, etc) to support the Agents are covered under the hourly rate. The project will provide a virtual contact centre platform, based on TELUS Elements Contact Cloud service, and will not require physical facilities from VCHA. VCHA will provide TELUS with 30 days' notice for cancellation of any or all services.		

Special Terms:

This project is in support of VCHA and their requirement for COVID19 support centres for Immunization scheduling. Due to the dynamic nature of the COVID19 pandemic, TELUS will work with VCHA to continue the project through the duration of the pandemic to provide this Virtual Contact Centre.

Fees:

Set-Up Fees

Item	QTY	Total Fee
Virtual Contact Centre - Elements	-	\$12,500
Virtual Agent arrangements	-	\$15,000
Laptop Setup (\$200 per agent)	25	\$5,000
Total Set-Up Fees		\$32,500

Monthly Recurring Fees

Item	QTY	Monthly Fee	Total Monthly Fee
Virtual Contact Centre – Concurrent Agent – Voice only	25	\$250 per concurrent agent	\$6,250
Virtual Contact Centre – Manager	4	\$250 per concurrent agent	\$1,000
Total Monthly Fees			\$7,250

Hourly Fees

Item	QTY	Hourly Fee
Virtual Contact Centre Agent, Standard – regular time	25	\$40
Virtual Contact Centre Agent, Standard – overtime & holidays	-	\$44

Professional Service Fees

Item	Hourly Fee
Configuration Changes	\$230
Configuration Changes (overtime)	\$285
Configuration Changes (holiday)	\$350

Authorizing individual (including title) of the GPS Entity:	Megan Stowe		
Delivery location of any equipment components:	This project will provide a virtual contact centre and virtual agents; no physical location is required. Coverage will be available throughout the Vancouver Coastal Health Authority operating area.		

This Service Order may be executed in several counterparts and delivered by electronic transmission, each of which when so executed and delivered shall be deemed to be an original. Such counterparts together shall constitute one and the same instrument, notwithstanding that all of the parties are not signatories to the original or the same counterpart.

Agreed to and accepted by

TELUS COMMUNICATIONS INC.

Signature:  _____

Name: **Tim Draper**

Title: **Vice President – TELUS Enterprise Solutions**

Date: February 22, 2021

Vancouver Coastal Health Authority

Signature:  _____

Name: Lorraine Blackburn

Title: VP Professional Practice & Chief Clinical Information Officer

Date: February 22, 2021

TSMA SERVICE ORDER

This Service Order is made under and is subject to the terms and conditions of the Telecommunications Service Master Agreement effective July 29, 2011, as may be amended from time to time, between TELUS Communications Company, Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Citizens' Services, Insurance Corporation of British Columbia, British Columbia Hydro and Power Authority, British Columbia Lottery Corporation, Workers Compensation Board of British Columbia, Provincial Health Services Authority, Northern Health Authority, Interior Health Authority, Fraser Health Authority, Vancouver Island Health Authority, Vancouver Coastal Health Authority and First Nations Health Authority (the "Agreement").

Where words and expressions which are defined in the Agreement are used herein, such words and expressions shall have the meaning ascribed to them in the Agreement unless otherwise specifically provided for herein.

GPS Entity name:	Vancouver Coastal Health Authority	Service Order number:	20249753																		
Service Term:	Co-terminus with Original Service Order dated February 17, 2020	Effective Date:	March 2, 2021																		
Services:	TELUS will provide to Vancouver Coastal Heath Authority (VCHA) additional agent capacity to support a new Immunization queue. The project is anticipated to run the course of the remaining period in the original Service Order ending February 17, 2022. TELUS will develop call-flows in Elements to create and support a new Immunization call centre. The project will provide a virtual contact centre platform, based on TELUS Elements Contact Cloud, and will not require physical facilities from VCHA.																				
Special Terms:	This project is in support of VCHA and their requirement for COVID19 support centres for Immunization scheduling. Due to the dynamic nature of the COVID19 pandemic, TELUS will work with VCHA to continue the project through the duration of the pandemic to provide this Virtual Contact Centre.																				
Fees:	<table><tr><td colspan="3">Set-Up Fees</td></tr><tr><td>Item</td><td>QTY</td><td>Total Fee</td></tr><tr><td>Virtual Contact Centre - Elements</td><td>-</td><td>\$0</td></tr><tr><td>Virtual Agent arrangements</td><td>-</td><td>\$0</td></tr><tr><td>Laptop Setup (\$200 per agent)</td><td>8</td><td>\$1,600</td></tr><tr><td colspan="2">Total Set-Up Fees</td><td>\$1,600</td></tr></table>			Set-Up Fees			Item	QTY	Total Fee	Virtual Contact Centre - Elements	-	\$0	Virtual Agent arrangements	-	\$0	Laptop Setup (\$200 per agent)	8	\$1,600	Total Set-Up Fees		\$1,600
Set-Up Fees																					
Item	QTY	Total Fee																			
Virtual Contact Centre - Elements	-	\$0																			
Virtual Agent arrangements	-	\$0																			
Laptop Setup (\$200 per agent)	8	\$1,600																			
Total Set-Up Fees		\$1,600																			

	Monthly Recurring Fees		
	Item	QTY	Monthly Fee
	Virtual Contact Centre – Concurrent Agent – Voice only	8	\$250 per concurrent agent
	Virtual Contact Centre – Manager	1	\$250 per concurrent agent
	Total Monthly Fees		\$2,250
	Hourly Fees		
	Item	QTY	Hourly Fee
	Virtual Contact Centre Agent, Standard – regular time	8	\$40
	Virtual Contact Centre Agent, Standard – overtime & holidays	-	\$44
	Professional Service Fees		
Item	Hourly Fee		
Configuration Changes	\$230		
Configuration Changes (overtime)	\$285		
Configuration Changes (holiday)	\$350		
Authorizing individual (including title) of the GPS Entity:	Megan Stowe		
Delivery location of any equipment components:	This project will provide a virtual contact centre and virtual agents; no physical location is required. Coverage will be available throughout the Vancouver Coastal Health Authority operating area.		

This Service Order may be executed in several counterparts and delivered by electronic transmission, each of which when so executed and delivered shall be deemed to be an original. Such counterparts together shall constitute one and the same instrument, notwithstanding that all of the parties are not signatories to the original or the same counterpart.

Agreed to and accepted by

TELUS COMMUNICATIONS INC.

Signature: H. Parker-Sutton

Name: Havi Parker-Sutton

Title: Sales Director

Date: Mar. 2/21

Vancouver Coastal Health Authority

Signature: L Blackburn

Name: Lorraine Blackburn

Title: Vice President Professional Practice &
Chief Clinical Information Officer

Date: _____

SCHEDULE I PROJECT PLAN

[COVID-19 VIRTUAL CONTACT CENTRE]

This Project Plan template is jointly developed to facilitate the use of Schedule I and fulfills the requirements of Schedule I.

1. Project Governance

Level 4 – It is anticipated that the majority of decisions will be made and issues resolved using Level 4 governance model explained below.

Project Manager Governance

Title	Role
TELUS Virtual Contact Centre – Agents Shannon Powers	The person with overall day-to-day responsibility for the TELUS activities related to Agents of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	
☐ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director. ☐ Attends all project status and review meetings including Working Committee. ☐ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution. ☐ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.	

Title	Role
TELUS Virtual Contact Centre - Elements Contact Centre platform Don Wetterberg	The person with overall day-to-day responsibility for the TELUS activities of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	

- ❑ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director.
- ❑ Attends all project status and review meetings including Working Committee.
- ❑ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution.
- ❑ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.

Title	Role
Island Health Project Lead Abby Sereda	Manages the development, implementation and evaluation of the project from original concept through to final completion. The person with the overall day-to-day responsibilities for the conduct and success of the project.
Responsibilities	
❑ Determines project scope, defines project deliverables, and develops project charter to align with the direction of the program area. ❑ Develops and maintains a broad range of stakeholder relationships to achieve project objectives and leads consultation sessions. ❑ Works with the TELUS Project Manager on the overall project schedule, identifying milestones and deliverables, resource assignments, risk management plan (including contingency plans), support and communications plan, and implementation requirements or activities. ❑ Plans and conducts project evaluations and post-implementation reviews, documenting findings for future reference. ❑ Manages project to ensure project is delivered on time, within budget, and to the required quality standard (within agreed specifications). ❑ Leads and manages resources and relationships within a wide range of groups (including clients, GPS Entity service delivery units, contractors & sub-contractors).	

Issues unable to be resolved at the Project Management Level will be escalated for resolution to the Project Directors.

Project Director Governance

Title	Role
Project Director Bindy Bains – Island Health Jose Dino - TELUS	Directs the project manager through the development, implementation and evaluation of project from original concept through to final completion. Fully accountable and responsible for the project's success.
Responsibilities	

- ❑ Develops and determines project goals, objectives, and outcomes to align with the direction of the organization.
- ❑ Develops and maintains partnerships with internal and external stakeholders to achieve the projects operational mandate.
- ❑ Establishes and approves changes to business structure and operations to ensure project goals meet the needs of the project.
- ❑ Responsible for making decisions, subject to oversight by the Project Sponsor.
- ❑ Ensures major objectives are being met.
- ❑ Provides direction to Project Manager.

Issues unable to be resolved at the Project Director Level will be escalated for resolution to the Project Sponsors

Project Sponsors Governance

Title	Role
Project Sponsor Guy Weeks - Island Health Malcolm Crow - TELUS	Commissions others to deliver the project and champions the cause through the development, implementation and evaluation of project from original concept through to final completion.
Responsibilities	
❑ Provides a clear vision and strategic direction that aligns with the direction of Government for the overall project. ❑ Builds and fosters partnerships with a diverse range of senior leaders to ensure the project and corporate goals of government are achieved. ❑ Involved from the start of the project, including defining the project in conjunction with the Project Director & Project Manager. ❑ Responsible to negotiate a path through the tricky diplomatic areas of the project. ❑ Makes key organization, business decisions for the project. ❑ Is accountable for the delivery of the planned benefits associated with the project. ❑ Provides project direction and guidance. ❑ Ensures stakeholder's interests are maintained. ❑ Is available to Project Director and Project Manager.	

Issues unable to be resolved will be escalated to Level 3 Governance as outlined in Schedule K. Specifically, these issues will be addressed first by the Operational Management Committee (OMC). If resolution cannot be reached at this Governance Level, the issue will be escalated next to the Strategic Management Committee, followed by the Joint Executive Governance Committee if required.

2. TELUS Responsibilities and Deliverables

Virtual Contact Centre platform

- TELUS will provide a virtual contact centre based on the TELUS Elements Contact Cloud service
- All Service Level Objectives and Service Level Guarantees provided in the TELUS Elements TSMA service schedules will apply within the context of this project
- All virtual contact centre systems, network and data centres are located in Canada

Virtual Contact Centre Agents

- TELUS will provide virtual contact centre agents, all located in Canada. Virtual Agents will provide all call handling, conduct interviewing of callers using an Island Health questionnaire.
- TELUS will be responsible for the training of all virtual contact centre agents on the proper use of the Elements contact centre platform and desktop client.
- TELUS will provide all workforce management and quality assurance tasks to support the Agents.
- TELUS will provide enough agents to meet the concurrent agent count depicted in the Service Order (35 concurrent agents), and to meet the hours of operation of the Island Health COVID19 Immunization contact centre, which is 7am to 7pm, 7 days a week. This allocation of agents follows the guidelines provided by Immunize BC.
- TELUS will provide Service Level Objectives to measure TELUS Agent performance. Normal measurements for performance are Average Speed of Answer (ASA) and/or Average Call Handle Time (ACHT). Given the expected call volumes and call handle times are unknown, TELUS and Island Health agree to assess these two measures after normalization of operations. From there, TELUS and Island Health will agree to appropriate performance measures for the remaining term of the project.
- To ensure appropriate staffing levels to meet the Service Level Objectives, as well as to reflect the appropriate concurrent agent count based on call volumes over time, TELUS, Immunize BC and Island Health will meet on a timely manner to assess staffing levels. It is expected that staffing management will be a collaborative effort with agreement by TELUS, Immunize BC and Island Health through the Governance process.

3. Project Management Reporting

What	Who/Target	Purpose	When/Frequency	Type/Method(s)
Day to day project communication	Island Health & TELUS project team	To review detailed project activities, resolve issues, get decisions quickly.	Daily, and As required	Daily conference calls (initially) Telephone E-Mail
Island Health/TELUS Status meetings	Island Health/TELUS Project Managers & Service Managers and team members as required	Review important information that will impact the Project (e.g. Project Control Workbook and Project Schedule)	Weekly	Conference Call
Project Control Workbook	Island Health/TELUS Project Managers & Service Managers	Distribute to all required stakeholders to keep everyone current	Weekly	E-Mail
Project Plan	Island Health Project Manager	Distribute plan to alert all stakeholders of project scope and to gain buy in	As required until successful transition has occurred	Meeting and updated Island Health Project Plan using Project Plan Change Process as required
Project Schedule	Island Health Project Manager	Distribute schedule to project teams to ensure all team members understand activities and timelines	Review Weekly	Conference Call

4. Project Milestones

On or before each of the dates set out in the table below in the column under the heading "Milestone Deadline", TELUS will complete the corresponding Milestone described in the column under the heading "Milestone". Each Milestone will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the Milestone, or that are reasonably required for the proper performance of the

Milestone. Failure to meet milestones will be addressed through escalation to appropriate level of governance.

	Milestones	Target Completion Date	Responsible
1	Service Order signed	March 4, 2021	Island Health/TELUS
2	Initiation (Kickoff, etc)	March 2, 2021	Island Health/TELUS
3	Planning (Project Management Plan/Schedule Alignment, etc)	Ongoing	Island Health/TELUS
4	Design of Virtual Contact Centre	March 4, 2021	Island Health/TELUS
5	Agent Training and Setup	March 5, 2021	Island Health/TELUS
6	Cutover/Post cut Support	March 8, 2021	Island Health/TELUS
7	Implementation Closure	TBD	Island Health/TELUS
8	Project Closure	March 7, 2022	Island Health/TELUS

Note: This is an interim solution that is in place until such time as Island Health advises it is no longer required under the retraction of the COVID19 pandemic.

5. GPS Dependencies

Each Dependency will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the dependency, or that are reasonably required for the proper performance of the dependency.

No.	GPS Dependencies	Milestone Affected	Completion Date
1.	Island Health will provide a Project Manager to coordinate activities TELUS is dependent on Island Health for.	3	March 2, 2021
2.	Island Health will be responsible to keep all questionnaires, and required documentation up to date in order to support agents in interviewing callers.	5	March 8, 2021
3.	Island Health will provide a scheduling system for agents in order to book callers for COVID19 testing	5	March 4, 2021
Testing			
4.	Island Health will sign off on Elements call-flows following testing	6	March 4, 2021
Training			

No.	GPS Dependencies	Milestone Affected	Completion Date
5.	Island Health will provide documented training material on call questionnaire and protocols to be followed by Virtual Agents	5	March 4, 2021
Cut-Over			
6.	Island Health will provide a prime support person for cutover for the scheduling system	6	March 2, 2021
Closure			
7.	TBD	8	TBD

6. Project Schedule

This documentation will be initiated by December 29, 2020. Due to project timelines, a Gantt chart has not yet been initiated.

7. Project Budget

Set-Up Fees

Item	QTY	Total Fee
Virtual Contact Centre - Elements	-	\$13,500
Virtual Agent arrangements	-	\$15,000
Laptop Setup (\$200 per agent)	35	\$7,000
Total Set-Up Fees		\$35,500

Monthly Recurring Fees

Item	QTY	Monthly Fee	Total Monthly Fee
Virtual Contact Centre – Concurrent Agent – Voice only	35	\$250 per concurrent agent	\$8,750
Virtual Contact Centre – Manager	5	\$250 per concurrent agent	\$1,250
Total Monthly Fees			\$10,000

Hourly Fees

Item	QTY	Hourly Fee
Virtual Contact Centre Agent, regular time	35	\$40

Item	QTY	Hourly Fee
Virtual Contact Centre Agent, overtime & holidays	-	\$44

Professional Service Fees

Item	Hourly Fee
Configuration Changes	\$230
Configuration Changes (overtime)	\$285
Configuration Changes (holiday)	\$350

8. Other Project-Specific Details

None.

TSMA SERVICE ORDER

This Service Order is made under and is subject to the terms and conditions of the Telecommunications Service Master Agreement effective July 29, 2011, as may be amended from time to time, between TELUS Communications Company, Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Citizens' Services, Insurance Corporation of British Columbia, British Columbia Hydro and Power Authority, British Columbia Lottery Corporation, Workers Compensation Board of British Columbia, Provincial Health Services Authority, Northern Health Authority, Interior Health Authority, Fraser Health Authority, Vancouver Island Health Authority, Vancouver Coastal Health Authority and First Nations Health Authority (the "Agreement").

Where words and expressions which are defined in the Agreement are used herein, such words and expressions shall have the meaning ascribed to them in the Agreement unless otherwise specifically provided for herein.

GPS Entity name:	Vancouver Island Health Authority	Service Order number:	20249753
Service Term:	12 month term	Effective Date:	March 8, 2021
Services:	TELUS will provide to Vancouver Island Health Authority (VIHA) a Virtual Contact Centre project, for the purpose of supporting VIHA's COVID-19 Immunization General Inquiries contact centre. The project is anticipated to run the course of 12 months, March 8, 2021 to March 7, 2022, subject to the trajectory of the pandemic. The Virtual Contact Centre will be supported out of TELUS Tier III data centres in Calgary and Toronto, utilizing the TELUS Elements Contact Cloud platform and be provided over TELUS MPLS and internet connections. The project will provide Voice only interaction with the citizens that VIHA supports. TELUS will also provide the Virtual Agents that support this centre, and who will be charged on an hourly basis. All Agents will be located in Canada. Pricing has been simplified to a monthly charge and setup charges. Agent hourly rates are provided as regular hourly rate, overtime rate and temporary hourly rate. All support functions (supervisory functions, workforce management, scheduling, quality management, etc) to support the Agents are covered under the hourly rate. The project will provide a virtual contact centre platform, based on TELUS Elements Contact Cloud service, and will not require physical facilities from VIHA. VIHA will provide TELUS with 30 days' notice for cancellation of any or all services.		

Special Terms:

This project is in support of VIHA and their requirement for COVID19 support centres for Immunization scheduling. Due to the dynamic nature of the COVID19 pandemic, TELUS will work with VIHA to continue the project through the duration of the pandemic to provide this Virtual Contact Centre.

Fees:

Set-Up Fees

Item	QTY	Total Fee
Virtual Contact Centre - Elements	-	\$13,500
Virtual Agent arrangements	-	\$15,000
Laptop Setup (\$200 per agent)	35	\$7,000
Total Set-Up Fees		\$35,500

Monthly Recurring Fees

Item	QTY	Monthly Fee	Total Monthly Fee
Virtual Contact Centre – Concurrent Agent – Voice only	35	\$250 per concurrent agent	\$8,750
Virtual Contact Centre – Manager	5	\$250 per concurrent agent	\$1,250
Total Monthly Fees			\$10,000

Hourly Fees

Item	QTY	Hourly Fee
Virtual Contact Centre Agent, Standard – regular time	35	\$40
Virtual Contact Centre Agent, Standard – overtime & holidays	-	\$44

Professional Service Fees

Item	Hourly Fee
Configuration Changes	\$230
Configuration Changes (overtime)	\$285
Configuration Changes (holiday)	\$350

Authorizing individual (including title) of the GPS Entity:	Guy Weeks, Chief Technology Officer		
Delivery location of any equipment components:	This project will provide a virtual contact centre and virtual agents; no physical location is required. Coverage will be available throughout the Vancouver Island Health Authority operating area.		

This Service Order may be executed in several counterparts and delivered by electronic transmission, each of which when so executed and delivered shall be deemed to be an original. Such counterparts together shall constitute one and the same instrument, notwithstanding that all of the parties are not signatories to the original or the same counterpart.

Agreed to and accepted by

TELUS COMMUNICATIONS INC.

Signature: _____



Name: **Tim Draper**

Title: **Vice President – TELUS Enterprise Solutions**

Date: March 5, 2021

Vancouver Island Health Authority

Signature: _____



Digitally signed
by Guy Weeks
Date: 2021.03.05
09:21:03 -08'00'

Name: Guy Weeks

Title: Chief Technology Officer

Date: March 05, 2021

SCHEDULE I PROJECT PLAN

[COVID-19 VIRTUAL CONTACT CENTRE]

This Project Plan template is jointly developed to facilitate the use of Schedule I and fulfills the requirements of Schedule I.

1. Project Governance

Level 4 – It is anticipated that the majority of decisions will be made and issues resolved using Level 4 governance model explained below.

Project Manager Governance

Title	Role
TELUS Virtual Contact Centre – Agents Shannon Powers	The person with overall day-to-day responsibility for the TELUS activities related to Agents of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	
☐ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director. ☐ Attends all project status and review meetings including Working Committee. ☐ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution. ☐ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.	

Title	Role
TELUS Virtual Contact Centre - Elements Contact Centre platform Don Wetterberg	The person with overall day-to-day responsibility for the TELUS activities of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	

- ❑ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director.
- ❑ Attends all project status and review meetings including Working Committee.
- ❑ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution.
- ❑ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.

Title	Role
Island Health Project Lead Abby Sereda	Manages the development, implementation and evaluation of the project from original concept through to final completion. The person with the overall day-to-day responsibilities for the conduct and success of the project.
Responsibilities	
❑ Determines project scope, defines project deliverables, and develops project charter to align with the direction of the program area. ❑ Develops and maintains a broad range of stakeholder relationships to achieve project objectives and leads consultation sessions. ❑ Works with the TELUS Project Manager on the overall project schedule, identifying milestones and deliverables, resource assignments, risk management plan (including contingency plans), support and communications plan, and implementation requirements or activities. ❑ Plans and conducts project evaluations and post-implementation reviews, documenting findings for future reference. ❑ Manages project to ensure project is delivered on time, within budget, and to the required quality standard (within agreed specifications). ❑ Leads and manages resources and relationships within a wide range of groups (including clients, GPS Entity service delivery units, contractors & sub-contractors).	

Issues unable to be resolved at the Project Management Level will be escalated for resolution to the Project Directors.

Project Director Governance

Title	Role
Project Director Bindy Bains – Island Health Jose Dino - TELUS	Directs the project manager through the development, implementation and evaluation of project from original concept through to final completion. Fully accountable and responsible for the project's success.
Responsibilities	

- ☐ Develops and determines project goals, objectives, and outcomes to align with the direction of the organization.
- ☐ Develops and maintains partnerships with internal and external stakeholders to achieve the projects operational mandate.
- ☐ Establishes and approves changes to business structure and operations to ensure project goals meet the needs of the project.
- ☐ Responsible for making decisions, subject to oversight by the Project Sponsor.
- ☐ Ensures major objectives are being met.
- ☐ Provides direction to Project Manager.

Issues unable to be resolved at the Project Director Level will be escalated for resolution to the Project Sponsors

Project Sponsors Governance

Title	Role
Project Sponsor Guy Weeks - Island Health Malcolm Crow - TELUS	Commissions others to deliver the project and champions the cause through the development, implementation and evaluation of project from original concept through to final completion.
Responsibilities	
☐ Provides a clear vision and strategic direction that aligns with the direction of Government for the overall project. ☐ Builds and fosters partnerships with a diverse range of senior leaders to ensure the project and corporate goals of government are achieved. ☐ Involved from the start of the project, including defining the project in conjunction with the Project Director & Project Manager. ☐ Responsible to negotiate a path through the tricky diplomatic areas of the project. ☐ Makes key organization, business decisions for the project. ☐ Is accountable for the delivery of the planned benefits associated with the project. ☐ Provides project direction and guidance. ☐ Ensures stakeholder's interests are maintained. ☐ Is available to Project Director and Project Manager.	

Issues unable to be resolved will be escalated to Level 3 Governance as outlined in Schedule K. Specifically, these issues will be addressed first by the Operational Management Committee (OMC). If resolution cannot be reached at this Governance Level, the issue will be escalated next to the Strategic Management Committee, followed by the Joint Executive Governance Committee if required.

2. TELUS Responsibilities and Deliverables

Virtual Contact Centre platform

- TELUS will provide a virtual contact centre based on the TELUS Elements Contact Cloud service
- All Service Level Objectives and Service Level Guarantees provided in the TELUS Elements TSMA service schedules will apply within the context of this project
- All virtual contact centre systems, network and data centres are located in Canada

Virtual Contact Centre Agents

- TELUS will provide virtual contact centre agents, all located in Canada. Virtual Agents will provide all call handling, conduct interviewing of callers using an Island Health questionnaire.
- TELUS will be responsible for the training of all virtual contact centre agents on the proper use of the Elements contact centre platform and desktop client.
- TELUS will provide all workforce management and quality assurance tasks to support the Agents.
- TELUS will provide enough agents to meet the concurrent agent count depicted in the Service Order (35 concurrent agents), and to meet the hours of operation of the Island Health COVID19 Immunization contact centre, which is 7am to 7pm, 7 days a week. This allocation of agents follows the guidelines provided by Immunize BC.
- TELUS will provide Service Level Objectives to measure TELUS Agent performance. Normal measurements for performance are Average Speed of Answer (ASA) and/or Average Call Handle Time (ACHT). Given the expected call volumes and call handle times are unknown, TELUS and Island Health agree to assess these two measures after normalization of operations. From there, TELUS and Island Health will agree to appropriate performance measures for the remaining term of the project.
- To ensure appropriate staffing levels to meet the Service Level Objectives, as well as to reflect the appropriate concurrent agent count based on call volumes over time, TELUS, Immunize BC and Island Health will meet on a timely manner to assess staffing levels. It is expected that staffing management will be a collaborative effort with agreement by TELUS, Immunize BC and Island Health through the Governance process.

3. Project Management Reporting

What	Who/Target	Purpose	When/Frequency	Type/Method(s)
Day to day project communication	Island Health & TELUS project team	To review detailed project activities, resolve issues, get decisions quickly.	Daily, and As required	Daily conference calls (initially) Telephone E-Mail
Island Health/TELUS Status meetings	Island Health/TELUS Project Managers & Service Managers and team members as required	Review important information that will impact the Project (e.g. Project Control Workbook and Project Schedule)	Weekly	Conference Call
Project Control Workbook	Island Health/TELUS Project Managers & Service Managers	Distribute to all required stakeholders to keep everyone current	Weekly	E-Mail
Project Plan	Island Health Project Manager	Distribute plan to alert all stakeholders of project scope and to gain buy in	As required until successful transition has occurred	Meeting and updated Island Health Project Plan using Project Plan Change Process as required
Project Schedule	Island Health Project Manager	Distribute schedule to project teams to ensure all team members understand activities and timelines	Review Weekly	Conference Call

4. Project Milestones

On or before each of the dates set out in the table below in the column under the heading "Milestone Deadline", TELUS will complete the corresponding Milestone described in the column under the heading "Milestone". Each Milestone will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the Milestone, or that are reasonably required for the proper performance of the

Milestone. Failure to meet milestones will be addressed through escalation to appropriate level of governance.

	Milestones	Target Completion Date	Responsible
1	Service Order signed	March 4, 2021	Island Health/TELUS
2	Initiation (Kickoff, etc)	March 2, 2021	Island Health/TELUS
3	Planning (Project Management Plan/Schedule Alignment, etc)	Ongoing	Island Health/TELUS
4	Design of Virtual Contact Centre	March 4, 2021	Island Health/TELUS
5	Agent Training and Setup	March 5, 2021	Island Health/TELUS
6	Cutover/Post cut Support	March 8, 2021	Island Health/TELUS
7	Implementation Closure	TBD	Island Health/TELUS
8	Project Closure	March 7, 2022	Island Health/TELUS

Note: This is an interim solution that is in place until such time as Island Health advises it is no longer required under the retraction of the COVID19 pandemic.

5. GPS Dependencies

Each Dependency will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the dependency, or that are reasonably required for the proper performance of the dependency.

No.	GPS Dependencies	Milestone Affected	Completion Date
1.	Island Health will provide a Project Manager to coordinate activities TELUS is dependent on Island Health for.	3	March 2, 2021
2.	Island Health will be responsible to keep all questionnaires, and required documentation up to date in order to support agents in interviewing callers.	5	March 8, 2021
3.	Island Health will provide a scheduling system for agents in order to book callers for COVID19 testing	5	March 4, 2021
Testing			
4.	Island Health will sign off on Elements call-flows following testing	6	March 4, 2021
Training			

No.	GPS Dependencies	Milestone Affected	Completion Date
5.	Island Health will provide documented training material on call questionnaire and protocols to be followed by Virtual Agents	5	March 4, 2021
Cut-Over			
6.	Island Health will provide a prime support person for cutover for the scheduling system	6	March 2, 2021
Closure			
7.	TBD	8	TBD

6. Project Schedule

This documentation will be initiated by December 29, 2020. Due to project timelines, a Gantt chart has not yet been initiated.

7. Project Budget

Set-Up Fees

Item	QTY	Total Fee
Virtual Contact Centre - Elements	-	\$13,500
Virtual Agent arrangements	-	\$15,000
Laptop Setup (\$200 per agent)	35	\$7,000
Total Set-Up Fees		\$35,500

Monthly Recurring Fees

Item	QTY	Monthly Fee	Total Monthly Fee
Virtual Contact Centre – Concurrent Agent – Voice only	35	\$250 per concurrent agent	\$8,750
Virtual Contact Centre – Manager	5	\$250 per concurrent agent	\$1,250
Total Monthly Fees			\$10,000

Hourly Fees

Item	QTY	Hourly Fee
Virtual Contact Centre Agent, regular time	35	\$40

Item	QTY	Hourly Fee
Virtual Contact Centre Agent, overtime & holidays	-	\$44

Professional Service Fees

Item	Hourly Fee
Configuration Changes	\$230
Configuration Changes (overtime)	\$285
Configuration Changes (holiday)	\$350

8. Other Project-Specific Details

None.

SCHEDULE I PROJECT PLAN

[COVID-19 VIRTUAL CONTACT CENTRE]

This Project Plan template is jointly developed to facilitate the use of Schedule I and fulfills the requirements of Schedule I.

1. Project Governance

Level 4 – It is anticipated that the majority of decisions will be made and issues resolved using Level 4 governance model explained below.

Project Manager Governance

Title	Role
TELUS Virtual Contact Centre – Agents Phil Lovell	The person with overall day-to-day responsibility for the TELUS activities related to Agents of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	
☐ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director. ☐ Attends all project status and review meetings including Working Committee. ☐ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution. ☐ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.	

Title	Role
TELUS Virtual Contact Centre - Elements Contact Centre platform Omar Al-Samman	The person with overall day-to-day responsibility for the TELUS activities of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	

- ❑ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director.
- ❑ Attends all project status and review meetings including Working Committee.
- ❑ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution.
- ❑ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.

Title	Role
FHA Project Lead Lisa Emberson	Manages the development, implementation and evaluation of the project from original concept through to final completion. The person with the overall day-to-day responsibilities for the conduct and success of the project.
Responsibilities	
❑ Determines project scope, defines project deliverables, and develops project charter to align with the direction of the program area. ❑ Develops and maintains a broad range of stakeholder relationships to achieve project objectives and leads consultation sessions. ❑ Works with the TELUS Project Manager on the overall project schedule, identifying milestones and deliverables, resource assignments, risk management plan (including contingency plans), support and communications plan, and implementation requirements or activities. ❑ Plans and conducts project evaluations and post-implementation reviews, documenting findings for future reference. ❑ Manages project to ensure project is delivered on time, within budget, and to the required quality standard (within agreed specifications). ❑ Leads and manages resources and relationships within a wide range of groups (including clients, GPS Entity service delivery units, contractors & sub-contractors).	

Issues unable to be resolved at the Project Management Level will be escalated for resolution to the Project Directors.

Project Director Governance

Title	Role
Project Director Ariadna McKenna – FHA Jose Dino - TELUS	Directs the project manager through the development, implementation and evaluation of project from original concept through to final completion. Fully accountable and responsible for the project's success.
Responsibilities	

- ❑ Develops and determines project goals, objectives, and outcomes to align with the direction of the organization.
- ❑ Develops and maintains partnerships with internal and external stakeholders to achieve the projects operational mandate.
- ❑ Establishes and approves changes to business structure and operations to ensure project goals meet the needs of the project.
- ❑ Responsible for making decisions, subject to oversight by the Project Sponsor.
- ❑ Ensures major objectives are being met.
- ❑ Provides direction to Project Manager.

Issues unable to be resolved at the Project Director Level will be escalated for resolution to the Project Sponsors

Project Sponsors Governance

Title	Role
Project Sponsor Christine Mackie - FHA Malcolm Crow - TELUS	Commissions others to deliver the project and champions the cause through the development, implementation and evaluation of project from original concept through to final completion.
Responsibilities	
❑ Provides a clear vision and strategic direction that aligns with the direction of Government for the overall project. ❑ Builds and fosters partnerships with a diverse range of senior leaders to ensure the project and corporate goals of government are achieved. ❑ Involved from the start of the project, including defining the project in conjunction with the Project Director & Project Manager. ❑ Responsible to negotiate a path through the tricky diplomatic areas of the project. ❑ Makes key organization, business decisions for the project. ❑ Is accountable for the delivery of the planned benefits associated with the project. ❑ Provides project direction and guidance. ❑ Ensures stakeholder's interests are maintained. ❑ Is available to Project Director and Project Manager.	

Issues unable to be resolved will be escalated to Level 3 Governance as outlined in Schedule K. Specifically, these issues will be addressed first by the Operational Management Committee (OMC). If resolution cannot be reached at this Governance Level, the issue will be escalated next to the Strategic Management Committee, followed by the Joint Executive Governance Committee if required.

2. TELUS Responsibilities and Deliverables

Virtual Contact Centre platform

- TELUS will provide a virtual contact centre based on the TELUS Elements Contact Cloud service
- All Service Level Objectives and Service Level Guarantees provided in the TELUS Elements TSMA service schedules will apply within the context of this project
- All virtual contact centre systems, network and data centres are located in Canada

Virtual Contact Centre Agents

- TELUS will provide virtual contact centre agents, all located in Canada. Virtual Agents will provide all call handling, conduct interviewing of callers using an FHA questionnaire.
- TELUS will be responsible for the training of all virtual contact centre agents on the proper use of the Elements contact centre platform and desktop client.
- TELUS will provide all workforce management and quality assurance tasks to support the Agents.
- TELUS will provide enough agents to meet the concurrent agent count depicted in the Service Order (28 concurrent agents), and to meet the hours of operation of the FHA COVID19 Immunization (Employee and Public queues) contact centre, which is 7am to 7pm, 7 days a week.
- TELUS will provide Service Level Objectives to measure TELUS Agent performance. Normal measurements for performance are Average Speed of Answer (ASA) and/or Average Call Handle Time (ACHT). Given the expected call volumes and call handle times are unknown, TELUS and FHA agree to assess these two measures after normalization of operations. From there, TELUS and FHA will agree to appropriate performance measures for the remaining term of the project.
- To ensure appropriate staffing levels to meet the Service Level Objectives, as well as to reflect the appropriate concurrent agent count based on call volumes over time, TELUS and FHA will meet twice monthly to assess staffing levels. If concurrent agent count for Virtual Agents is required to be adjusted up or down, FHA will provide TELUS with 3 weeks advanced notice to execute the adjustment. It is expected that staffing management will be a collaborative effort with agreement by TELUS and FHA through the Governance process.

3. Project Management Reporting

What	Who/Target	Purpose	When/Frequency	Type/Method(s)
Day to day project communication	FHA & TELUS project team	To review detailed project activities, resolve issues, get decisions quickly.	Daily, and As required	Daily conference calls (initially) Telephone E-Mail
FHA/TELUS Status meetings	FHA/TELUS Project Managers & Service Managers and team members as required	Review important information that will impact the Project (e.g. Project Control Workbook and Project Schedule)	Weekly	Conference Call
Project Control Workbook	FHA/TELUS Project Managers & Service Managers	Distribute to all required stakeholders to keep everyone current	Weekly	E-Mail
Project Plan	FHA Project Manager	Distribute plan to alert all stakeholders of project scope and to gain buy in	As required until successful transition has occurred	Meeting and updated FHA Project Plan using Project Plan Change Process as required
Project Schedule	FHA Project Manager	Distribute schedule to project teams to ensure all team members understand activities and timelines	Review Weekly	Conference Call

4. Project Milestones

On or before each of the dates set out in the table below in the column under the heading "Milestone Deadline", TELUS will complete the corresponding Milestone described in the column under the heading "Milestone". Each Milestone will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the Milestone, or that are reasonably required for the proper performance of the

Milestone. Failure to meet milestones will be addressed through escalation to appropriate level of governance.

	Milestones	Target Completion Date	Responsible
1	Service Order signed	Feb12, 2021	FHA/TELUS
2	Initiation (Kickoff, etc)	Feb 12, 2021	FHA/TELUS
3	Planning (Project Management Plan/Schedule Alignment, etc)	Ongoing	FHA/TELUS
4	Design of Virtual Contact Centre	Feb 18, 2021	FHA/TELUS
5	Agent Training and Setup	Feb 19, 2021	FHA/TELUS
6	Cutover/Post cut Support	Feb 22, 2021	FHA/TELUS
7	Implementation Closure	TBD	FHA/TELUS
8	Project Closure	Feb 15, 2022	FHA/TELUS

Note: This is an interim solution that is in place until such time as FHA advises it is no longer required under the retraction of the COVID19 pandemic.

5. GPS Dependencies

Each Dependency will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the dependency, or that are reasonably required for the proper performance of the dependency.

No.	GPS Dependencies	Milestone Affected	Completion Date
1.	FHA will provide a Project Manager to coordinate activities TELUS is dependent on FHA for.	3	Complete
2.	FHA will be responsible to keep all questionnaires, and required documentation up to date in order to support agents in interviewing callers.	5	Complete
3.	FHA will provide a scheduling system for agents in order to book callers for COVID19 testing	5	Complete
Testing			
4.	FHA will sign off on Elements call-flows following testing	6	Complete
Training			
5.	FHA will provide documented training material on call questionnaire and protocols to be followed by Virtual Agents	5	Complete
Cut-Over			
6.	FHA will provide a prime support person for cutover for the scheduling system	6	Complete

No.	GPS Dependencies	Milestone Affected	Completion Date
7.			
Closure			
8.			

6. Project Schedule

This documentation will be initiated by December 29, 2020. Due to project timelines, a Gantt chart has not yet been initiated.

7. Project Budget

Set-Up Fees

Item	QTY	Total Fee
Virtual Contact Centre - Elements	-	\$12,800
Virtual Agent arrangements	-	\$15,000
Laptop Setup (\$200 per agent)	28	\$5,600
Total Set-Up Fees		\$33,400

Monthly Recurring Fees

Item	QTY	Monthly Fee	Total Monthly Fee
Virtual Contact Centre – Concurrent Agent – Voice only	28	\$250 per concurrent agent	\$7,000
Virtual Contact Centre – Manager	4	\$250 per concurrent agent	\$1,000
Total Monthly Fees			\$8,000

Hourly Fees

Item	QTY	Hourly Fee
Virtual Contact Centre Agent, regular time	28	\$40
Virtual Contact Centre Agent, overtime & holidays	-	\$44

Professional Service Fees

Item	Hourly Fee
Configuration Changes	\$230
Configuration Changes (overtime)	\$285
Configuration Changes (holiday)	\$350

8. Other Project-Specific Details

None.

TSMA SERVICE ORDER

This Service Order is made under and is subject to the terms and conditions of the Telecommunications Service Master Agreement effective July 29, 2011, as may be amended from time to time, between TELUS Communications Company, Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Citizens' Services, Insurance Corporation of British Columbia, British Columbia Hydro and Power Authority, British Columbia Lottery Corporation, Workers Compensation Board of British Columbia, Provincial Health Services Authority, Northern Health Authority, Interior Health Authority, Fraser Health Authority, Vancouver Island Health Authority, Vancouver Coastal Health Authority and First Nations Health Authority (the "Agreement").

Where words and expressions which are defined in the Agreement are used herein, such words and expressions shall have the meaning ascribed to them in the Agreement unless otherwise specifically provided for herein.

GPS Entity name:	Fraser Health Authority	Service Order number:	20249751
Service Term:	12 month term	Effective Date:	March 6, 2021
Services:	TELUS will provide to Fraser Health Authority (FHA) a Virtual Contact Centre project, for the purpose of supporting FHA's COVID-19 Immunization General Inquiries contact centre. The project is anticipated to run the course of 12 months, March 1, 2021 to February 28, 2022, subject to the trajectory of the pandemic. Fraser Health requires 58 more calls in queue beyond the standard queue size. The standard queue size for 28 concurrent agents is 42 calls (calls waiting plus calls with agents). This increase will allow 100 calls in queue, 28 calls with agents, plus 72 calls waiting to be answered. FHA will provide TELUS with 30 days' notice for cancellation of any or all services.		

Special Terms:	This project is in support of FHA and their requirement for COVID19 support centres for Immunization scheduling. Due to the dynamic nature of the COVID19 pandemic, TELUS will work with FHA to continue the project through the duration of the pandemic to provide this Virtual Contact Centre.														
Fees:	Monthly Recurring Fees <table border="1"> <thead> <tr> <th>Item</th><th>QTY</th><th>Monthly Fee</th><th>Total Monthly Fee</th></tr> </thead> <tbody> <tr> <td>Virtual Contact Centre – Extra Ports (calls in queue)</td><td>58</td><td>\$100 per port</td><td>\$5,800</td></tr> <tr> <td colspan="3">Total Monthly Fees</td><td>\$5,800</td></tr> </tbody> </table>			Item	QTY	Monthly Fee	Total Monthly Fee	Virtual Contact Centre – Extra Ports (calls in queue)	58	\$100 per port	\$5,800	Total Monthly Fees			\$5,800
Item	QTY	Monthly Fee	Total Monthly Fee												
Virtual Contact Centre – Extra Ports (calls in queue)	58	\$100 per port	\$5,800												
Total Monthly Fees			\$5,800												
Authorizing individual (including title) of the GPS Entity:	Christine Mackie														
Delivery location of any equipment components:	This project will provide a virtual contact centre and virtual agents; no physical location is required. Coverage will be available throughout the Fraser Health Authority operating area.														

This Service Order may be executed in several counterparts and delivered by electronic transmission, each of which when so executed and delivered shall be deemed to be an original. Such counterparts together shall constitute one and the same instrument, notwithstanding that all of the parties are not signatories to the original or the same counterpart.

Agreed to and accepted by

TELUS COMMUNICATIONS INC.

Fraser Health Authority

Signature: _____

Signature: _____

Name: **Havi Parker-Sutton**

Name: **Christine Mackie**

Title: **Sales Director – TELUS Enterprise Solutions**

Title: **Director, Clinical Operations (COMM & Hospital), COVID19 Vaccination Program PH**

Date: _____

Date: _____

TSMA SERVICE ORDER

This Service Order is made under and is subject to the terms and conditions of the Telecommunications Service Master Agreement effective July 29, 2011, as may be amended from time to time, between TELUS Communications Company, Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Citizens' Services, Insurance Corporation of British Columbia, British Columbia Hydro and Power Authority, British Columbia Lottery Corporation, Workers Compensation Board of British Columbia, Provincial Health Services Authority, Northern Health Authority, Interior Health Authority, Fraser Health Authority, Vancouver Island Health Authority, Vancouver Coastal Health Authority and First Nations Health Authority (the "Agreement").

Where words and expressions which are defined in the Agreement are used herein, such words and expressions shall have the meaning ascribed to them in the Agreement unless otherwise specifically provided for herein.

GPS Entity name:	Fraser Health Authority	Service Order number:	20249751
Service Term:	12 month term	Effective Date:	March 5, 2021
Services:	TELUS will provide to Fraser Health Authority (FHA) a Virtual Contact Centre project, for the purpose of supporting FHA's COVID-19 Immunization General Inquiries contact centre. The project is anticipated to run the course of 12 months, March 1, 2021 to February 28, 2022, subject to the trajectory of the pandemic. The Virtual Contact Centre will be supported out of TELUS Tier III data centres in Calgary and Toronto, utilizing the TELUS Elements Contact Cloud platform and be provided over TELUS MPLS and internet connections. The project will provide Voice only interaction with the citizens that FHA supports. TELUS will also provide the Virtual Agents that support this centre, and who will be charged on an hourly basis. All Agents will be located in Canada. Pricing has been simplified to a monthly charge and setup charges. Agent hourly rates are provided as regular hourly rate, overtime rate and temporary hourly rate. All support functions (supervisory functions, workforce management, scheduling, quality management, etc) to support the Agents are covered under the hourly rate. The project will provide a virtual contact centre platform, based on TELUS Elements Contact Cloud service, and will not require physical facilities from FHA. FHA will provide TELUS with 30 days' notice for cancellation of any or all services.		

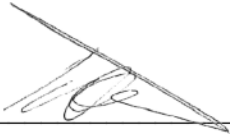
Authorizing individual (including title) of the GPS Entity:	Christine Mackie		
Delivery location of any equipment components:	This project will provide a virtual contact centre and virtual agents; no physical location is required. Coverage will be available throughout the Fraser Health Authority operating area.		

This Service Order may be executed in several counterparts and delivered by electronic transmission, each of which when so executed and delivered shall be deemed to be an original. Such counterparts together shall constitute one and the same instrument, notwithstanding that all of the parties are not signatories to the original or the same counterpart.

Agreed to and accepted by

TELUS COMMUNICATIONS INC.

Signature: _____



Name: **Tim Draper**

Title: **Vice President – TELUS Enterprise Solutions**

Date: February 13, 2021

Fraser Health Authority

Signature: _____



Name: **Christine Mackie**

Title: **Director, Clinical Operations (COMM & Hospital), COVID19 Vaccination Program PH**

Date: February 12, 2021

SCHEDULE I PROJECT PLAN

[COVID-19 VIRTUAL CONTACT CENTRE]

This Project Plan template is jointly developed to facilitate the use of Schedule I and fulfills the requirements of Schedule I.

1. Project Governance

Level 4 – It is anticipated that the majority of decisions will be made and issues resolved using Level 4 governance model explained below.

Project Manager Governance

Title	Role
TELUS POC – Agents Shannon Power	The person with overall day-to-day responsibility for the TELUS activities related to Agents of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	
☐ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director. ☐ Attends all project status and review meetings including Working Committee. ☐ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution. ☐ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.	

Title	Role
TELUS POC - Elements Contact Centre platform Nelson Gonzales	The person with overall day-to-day responsibility for the TELUS activities of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	

- ❑ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director.
- ❑ Attends all project status and review meetings including Working Committee.
- ❑ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution.
- ❑ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.

Title	Role
IHA Project Manager Jan Scheuer	Manages the development, implementation and evaluation of the project from original concept through to final completion. The person with the overall day-to-day responsibilities for the conduct and success of the project.
Responsibilities	
❑ Determines project scope, defines project deliverables, and develops project charter to align with the direction of the program area. ❑ Develops and maintains a broad range of stakeholder relationships to achieve project objectives and leads consultation sessions. ❑ Works with the TELUS Project Manager on the overall project schedule, identifying milestones and deliverables, resource assignments, risk management plan (including contingency plans), support and communications plan, and implementation requirements or activities. ❑ Plans and conducts project evaluations and post-implementation reviews, documenting findings for future reference. ❑ Manages project to ensure project is delivered on time, within budget, and to the required quality standard (within agreed specifications). ❑ Leads and manages resources and relationships within a wide range of groups (including clients, GPS Entity service delivery units, contractors & sub contractors).	

Issues unable to be resolved at the Project Management Level will be escalated for resolution to the Project Directors.

Project Director Governance

Title	Role
Project Director Jose Dino	Directs the project manager through the development, implementation and evaluation of project from original concept through to final completion. Fully accountable and responsible for the project's success.
Responsibilities	

- ❑ Develops and determines project goals, objectives, and outcomes to align with the direction of the organization.
- ❑ Develops and maintains partnerships with internal and external stakeholders to achieve the projects operational mandate.
- ❑ Establishes and approves changes to business structure and operations to ensure project goals meet the needs of the project.
- ❑ Responsible for making decisions, subject to oversight by the Project Sponsor.
- ❑ Ensures major objectives are being met.
- ❑ Provides direction to Project Manager.

Issues unable to be resolved at the Project Director Level will be escalated for resolution to the Project Sponsors

Project Sponsors Governance

Title	Role
Project Sponsor Dustin Huculak - IHA Rob Taylor - TELUS	Commissions others to deliver the project and champions the cause through the development, implementation and evaluation of project from original concept through to final completion.
Responsibilities	
❑ Provides a clear vision and strategic direction that aligns with the direction of Government for the overall project. ❑ Builds and fosters partnerships with a diverse range of senior leaders to ensure the project and corporate goals of government are achieved. ❑ Involved from the start of the project, including defining the project in conjunction with the Project Director & Project Manager. ❑ Responsible to negotiate a path through the tricky diplomatic areas of the project. ❑ Makes key organization, business decisions for the project. ❑ Is accountable for the delivery of the planned benefits associated with the project. ❑ Provides project direction and guidance. ❑ Ensures stakeholder's interests are maintained. ❑ Is available to Project Director and Project Manager.	

Issues unable to be resolved will be escalated to Level 3 Governance as outlined in Schedule K. Specifically, these issues will be addressed first by the Operational Management Committee (OMC). If resolution cannot be reached at this Governance Level, the issue will be escalated next to the Strategic Management Committee, followed by the Joint Executive Governance Committee if required.

2. TELUS Responsibilities and Deliverables

Virtual Contact Centre platform

- TELUS will provide a virtual contact centre based on the TELUS Elements Contact Cloud service, and as described in the attached Statement of Work
- All Service Level Objectives and Service Level Guarantees provided in the TELUS Elements TSMA service schedules will apply within the context of this project
- All virtual contact centre systems, network and data centres are located in Canada

Virtual Contact Centre Agents

- TELUS will provide virtual contact centre agents, all located in Canada. Standard agents will provide all call handling, conduct interviewing of callers using an IHA questionnaire. Advanced agents will provide a high level of knowledge on the use of the questionnaire and the interview process, and be conferenced into calls to provide support to Standard agents.
- TELUS will be responsible for the training of all virtual contact centre agents on the proper use of the contact centre platform and desktop client.
- TELUS will provide all workforce management and quality assurance tasks to support the Agents.
- TELUS will provide Advanced Agents in bookings of four (4) hours.
- TELUS will provide enough agents to meet the concurrent agent count depicted in the Service Order, and to meet the hours of operation of the IHA COVID19 contact centre, which is 8am to 8pm, 7 days a week.
- TELUS will provide Temporary Standard Agents and Temporary Advanced Agents when requested by IHA. Temporary Standard Agents and Temporary Advanced Agents are intended to increase concurrent agent count in times when call volumes increase for a short period of time. Temporary Standard Agents and Temporary Advanced Agents are intended to be in place for no more than a 5 day period; if call volumes are sustained at a higher level than is considered normal, TELUS and IHA Project and Service Managers will discuss a permanent increase in concurrent Standard Agents and/or Advanced Agents, as required.
- TELUS will provide Service Level Objectives to measure TELUS Agent performance. Normal measurements for performance are Average Speed of Answer (ASA) and/or Average Call Handle Time (ACHT). Given the expected call volumes and call handle times are unknown, TELUS and IHA agree to assess these two measures for the first 30 days after start of operation. From there, TELUS and IHA will agree to appropriate performance measures for the remaining term of the project.
- To ensure appropriate staffing levels to meet the Service Level Objectives, as well as to reflect the appropriate concurrent agent count based on call volumes over

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time, TELUS and IHA will meet twice monthly to assess staffing levels. If concurrent agent count for Standard Agents and/or Advanced Agents is required to be adjusted up or down, IHA will provide TELUS with 3 weeks advanced notice to execute the adjustment. It is expected that staffing management will be a collaborative effort with agreement by TELUS and IHA through the Governance process.

3. Project Management Reporting

What	Who/Target	Purpose	When/Frequency	Type/Method(s)
Day to day project communication	IHA & TELUS project team	To review detailed project activities, resolve issues, get decisions quickly.	As required	Telephone E-Mail
IHA/TELUS Status meetings	IHA/TELUS Project Managers & Service Managers and team members as required	Review important information that will impact the Project (e.g. Project Control Workbook and Project Schedule)	Weekly	Conference Call
Project Control Workbook	IHA/TELUS Project Managers & Service Managers	Distribute to all required stakeholders to keep everyone current	Weekly	E-Mail
Project Plan	IHA Project Manager	Distribute plan to alert all stakeholders of project scope and to gain buy in	As required until successful transition has occurred	Meeting and updated IHA Project Plan using Project Plan Change Process as required
Project Schedule	IHA Project Manager	Distribute schedule to project teams to ensure all team members understand activities and timelines	Review Weekly	Conference Call

4. Project Milestones

On or before each of the dates set out in the table below in the column under the heading "Milestone Deadline", TELUS will complete the corresponding Milestone described in the column under the heading "Milestone". Each Milestone will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the Milestone, or that are reasonably required for the proper performance of the Milestone. Failure to meet milestones will be addressed through escalation to appropriate level of governance.

	Milestones	Target Completion Date	Responsible
1	Service Order signed	Oct 13, 2020	IHA/TELUS
2	Initiation (Kickoff, etc)	Complete	IHA/TELUS
3	Planning (Project Management Plan/Schedule Alignment, etc)	Oct 18, 2020	IHA/TELUS
4	Design of Virtual Contact Centre	Oct 13, 2020	IHA/TELUS
5	Agent Training and Setup	Oct 15, 2020	IHA/TELUS
6	Execution	Oct 18, 2020	IHA/TELUS
7	Cutover/Post cut Support	Oct 19, 2020	IHA/TELUS
8	Implementation Closure	Oct 18, 2020	IHA/TELUS
9	Project Closure	Oct 12, 2021	IHA/TELUS

Note: This is an interim solution that is in place until such time as IHA advises it is no longer required under the retraction of the COVID19 pandemic.

5. GPS Dependencies

Each Dependency will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the dependency, or that are reasonably required for the proper performance of the dependency.

No.	GPS Dependencies	Milestone Affected	Completion Date
1.	IHA will provide a Project Manager to coordinate activities TELUS is dependent on IHA for.	3	Complete
2.	IHA will be responsible to keep all questionnaires, and required documentation up to date in order to support agents in interviewing callers.	7	Ongoing
3.	IHA will provide a scheduling system for agents in order to book callers for COVID19 testing	7	Oct 15, 2020
Testing			

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No.	GPS Dependencies	Milestone Affected	Completion Date
4.			
Training			
5.	IHA will provide documented training material on call questionnaire and protocols to be followed by Virtual Agents (Standard and Advanced)	6	Oct 14, 2020
6.	Virtual Contact Centre Administration Training requires an IH Employee acting in Supervisory role	6	Oct 15, 2020
7.			
Cut-Over			
8.	IHA will provide a prime support person for cutover for the scheduling system	8	Oct 19, 2020
9.			
Closure			
10.			

6. Project Schedule

This documentation will be initiated by Oct 14. Due to project timelines, a Gantt chart has not yet been initiated.

7. Project Budget

Set-Up Fees

Item	QTY	Total Fee
Virtual Contact Centre	1	\$12,600
Virtual Agent	1	\$15,000
Laptop Setup (\$200 per agent)	25	\$4,400
Total Set-Up Fees		\$32,000

Monthly Recurring Fees

Item	QTY	Monthly Fee	Total Monthly Fee
Virtual Contact Centre – Concurrent Agent – Voice only	25	\$250 per concurrent agent	\$6,250
Virtual Contact Centre – IH Supervisor	1	\$250 per concurrent agent	\$250
Virtual Contact Centre – Extra Queue Capacity	61	\$100 per port	\$6,100
Total Monthly Fees			\$12,600

Hourly Fees

Item	QTY	Hourly Fee
Standard Agent	22	\$40
Advanced Agent	3	\$100
Temporary Standard Agent	-	\$48
Temporary Advanced Agent	-	\$150

8. Other Project-Specific Details

Please refer to Virtual Contact Centre Statement of Work attached for details on contact centre configuration and call flows.

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SERVICE ORDER

This Service Order is made under and is subject to the terms and conditions of the Telecommunications Service Master Agreement effective July 29, 2011, as may be amended from time to time, between TELUS Communications Company, Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Citizens' Services, Insurance Corporation of British Columbia, British Columbia Hydro and Power Authority, British Columbia Lottery Corporation, Workers Compensation Board of British Columbia, Provincial Health Services Authority, Northern Health Authority, Interior Health Authority, Fraser Health Authority, Vancouver Island Health Authority, Vancouver Coastal Health Authority and First Nations Health Authority (the "Agreement").

Where words and expressions which are defined in the Agreement are used herein, such words and expressions shall have the meaning ascribed to them in the Agreement unless otherwise specifically provided for herein.

GPS Entity name:	Interior Health Authority	Service Order number:	TBD
Service Term:	12 month term	Effective Date:	Oct 13, 2020
Services:	TELUS will provide to Interior Health Authority (IHA) a Virtual Contact Centre project, for the purpose of supporting IHA's COVID-19 Support centre. The project is anticipated to run the course of 12 months, Oct 13, 2020 to Oct 12, 2021, subject to the trajectory of the pandemic. The Virtual Contact Centre will be supported out of TELUS Tier III data centres in Calgary and Toronto and be provided over TELUS MPLS and internet connections. The project will provide Voice only interaction with the citizens that IHA supports. TELUS will also provide the Virtual Agents that support this centre, and who will be charged on an hourly basis. All Agents will be located in Canada. Pricing has been simplified to two monthly charges, two tiers of agent capability and setup charges. Agent hourly rates are provided as regular hourly rate, and Temporary hourly rate. All support functions to support the Agents have been captured under the hourly rate. The project will provide a virtual contact centre platform, based on TELUS Elements Contact Cloud, and will not require physical facilities from IHA.		
Special Terms:	This project is in support of IHA and their requirement for a COVID19 support centre for scheduling. Due to the dynamic nature of the COVID19 pandemic, TELUS will work with IHA to continue the project through the duration of the pandemic to provide this Virtual Contact Centre.		

Fees:**Set-Up Fees**

Item	QTY	Total Fee
Virtual Contact Centre	1	\$12,600
Virtual Agent	1	\$15,000
Laptop Setup (\$200 per agent)	25	\$4,400
Total Set-Up Fees		\$32,000

Monthly Recurring Fees

Item	QTY	Monthly Fee	Total Monthly Fee
Virtual Contact Centre – Concurrent Agent – Voice only	25	\$250 per concurrent agent	\$6,250
Virtual Contact Centre – IH Supervisor	1	\$250 per concurrent agent	\$250
Virtual Contact Centre – Extra Queue Capacity	61	\$100 per port	\$6,100
Total Monthly Fees			\$12,600

Hourly Fees

Item	QTY	Hourly Fee
Standard Agent	22	\$40
Advanced Agent	3	\$100
Temporary Standard Agent	-	\$48
Temporary Advanced Agent	-	\$150

Professional Service Fees

Item	QTY	Hourly Fee
Configuration Changes	-	\$230
Configuration Changes (overtime)	-	\$285
Configuration Changes (holiday)	-	\$350

Authorizing individual (including title) of the GPS Entity:	Dustin Huculak Lead, Information Management/Information Technology - Pandemic Response Interior Health Authority	Phone number:	250-212-0494
Delivery location of any equipment components:	This project will provide a virtual contact centre and virtual agents, and there is no physical location required. Coverage will be available throughout the Interior Health Authority operating area.		

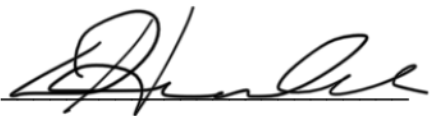
This Service Order may be executed in several counterparts and delivered by electronic transmission, each of which when so executed and delivered shall be deemed to be an original. Such counterparts together shall constitute one and the same instrument, notwithstanding that all of the parties are not signatories to the original or the same counterpart.

Agreed to and accepted by

TELUS COMMUNICATIONS INC.

Interior Health Authority

Signature: Malcolm P. Crow

Signature: 

Name: Malcolm Crow

Name: Dustin Huculak

Title: Western Region VP,
TELUS Enterprise Solutions

Title: Lead, IMIT -
Pandemic Response

Date: _____

Date: October 17, 2020

SERVICE ORDER

This Service Order is made under and is subject to the terms and conditions of the Telecommunications Service Master Agreement effective July 29, 2011, as may be amended from time to time, between TELUS Communications Company, Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Citizens' Services, Insurance Corporation of British Columbia, British Columbia Hydro and Power Authority, British Columbia Lottery Corporation, Workers Compensation Board of British Columbia, Provincial Health Services Authority, Northern Health Authority, Interior Health Authority, Fraser Health Authority, Vancouver Island Health Authority, Vancouver Coastal Health Authority and First Nations Health Authority (the "Agreement").

Where words and expressions which are defined in the Agreement are used herein, such words and expressions shall have the meaning ascribed to them in the Agreement unless otherwise specifically provided for herein.

GPS Entity name:	Interior Health Authority	Service Order number:	20249750																		
Service Term:	Co-terminus with Original Service Order dated October 13, 2020	Effective Date:	March 1, 2021																		
Services:	TELUS will provide to Interior Health Authority (IHA) additional agent capacity to support a new Immunization queue. The project is anticipated to run the course of the remaining period in the original Service Order ending October 12, 2021. TELUS will develop call-flows in Elements to create and support a new Immunization call centre. The project will provide a virtual contact centre platform, based on TELUS Elements Contact Cloud, and will not require physical facilities from IHA.																				
Special Terms:	This project is in support of IHA and their requirement for a COVID19 support centre for scheduling. Due to the dynamic nature of the COVID19 pandemic, TELUS will work with IHA to continue the project through the duration of the pandemic to provide this Virtual Contact Centre.																				
Fees:	<table><tr><th colspan="3">Set-Up Fees</th></tr><tr><th>Item</th><th>QTY</th><th>Total Fee</th></tr><tr><td>Virtual Contact Centre</td><td>1</td><td>To be charged using change order; estimate at \$4,000</td></tr><tr><td>Virtual Agent</td><td>1</td><td>\$3,000</td></tr><tr><td>Laptop Setup (\$200 per agent)</td><td>25</td><td>\$5,000</td></tr><tr><td colspan="2">Total Set-Up Fees</td><td>\$8,000</td></tr></table>			Set-Up Fees			Item	QTY	Total Fee	Virtual Contact Centre	1	To be charged using change order; estimate at \$4,000	Virtual Agent	1	\$3,000	Laptop Setup (\$200 per agent)	25	\$5,000	Total Set-Up Fees		\$8,000
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Laptop Setup (\$200 per agent)	25	\$5,000																			
Total Set-Up Fees		\$8,000																			

	Monthly Recurring Fees		
	Item	QTY	Monthly Fee
	Virtual Contact Centre – Concurrent Agent – Voice only	25	\$250 per concurrent agent
	Virtual Contact Centre – IH Supervisor	3	\$250 per concurrent agent
	Virtual Contact Centre – Extra Queue Capacity	-	\$100 per port
	Total Monthly Fees		\$7,000
	Hourly Fees		
	Item	QTY	Hourly Fee
	Standard Agent	25	\$40
	Standard Agent – Holiday rate	-	\$44
	Professional Service Fees		
	Item	QTY	Hourly Fee
	Configuration Changes	-	\$230
	Configuration Changes (overtime)	-	\$285
	Configuration Changes (holiday)	-	\$350
Authorizing individual (including title) of the GPS Entity:	Dustin Huculak Lead, Information Management/Information Technology - Pandemic Response Interior Health Authority	Phone number:	250-212-0494
Delivery location of any equipment components:	This project will provide a virtual contact centre and virtual agents, and there is no physical location required. Coverage will be available throughout the Interior Health Authority operating area.		

This Service Order may be executed in several counterparts and delivered by electronic transmission, each of which when so executed and delivered shall be deemed to be an original. Such counterparts together shall constitute one and the same instrument, notwithstanding that all of the parties are not signatories to the original or the same counterpart.

Agreed to and accepted by

TELUS COMMUNICATIONS INC.

Signature: _____



Name: Tim Draper

Title: VP - TELUS Enterprise Solutions

Date: February 24, 2021

Interior Health Authority

Signature: _____



Name: Dustin Huculak

Title: Lead - IMIT, Pandemic Response

Date: February 23, 2021

SCHEDULE I PROJECT PLAN

[COVID-19 VIRTUAL CONTACT CENTRE]

This Project Plan template is jointly developed to facilitate the use of Schedule I and fulfills the requirements of Schedule I.

1. Project Governance

Level 4 – It is anticipated that the majority of decisions will be made and issues resolved using Level 4 governance model explained below.

Project Manager Governance

Title	Role
TELUS Virtual Contact Centre – Agents Shannon Power	The person with overall day-to-day responsibility for the TELUS activities related to Agents of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	
☐ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director. ☐ Attends all project status and review meetings including Working Committee. ☐ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution. ☐ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.	

Title	Role
TELUS Virtual Contact Centre - Elements Contact Centre platform Nelson Gonzales	The person with overall day-to-day responsibility for the TELUS activities of the project. This person works in conjunction with the GPS Entity Project Manager or single point of contact (SPOC). Responsible to act as the interface with any subcontractors that are under the responsibility of TELUS.
Responsibilities	

- ❑ Plans project activities and is responsible for all deliverables, project monitoring, and regular status reporting. Identifies requirements for resources to Project Director.
- ❑ Attends all project status and review meetings including Working Committee.
- ❑ Manages all issues, decisions, changes, and problems within their area, and informs GPS Entity Project Manager or SPOC of issues requiring joint resolution.
- ❑ Ensures all project tasks and deliverables conform to standards where they exist, and are appropriate to the project.

Title	Role
NHA Project Manager Dorob Wali Ahmad, Sahar Ebadzadsahraei	Manages the development, implementation and evaluation of the project from original concept through to final completion. The person with the overall day-to-day responsibilities for the conduct and success of the project.
Responsibilities	
❑ Determines project scope, defines project deliverables, and develops project charter to align with the direction of the program area. ❑ Develops and maintains a broad range of stakeholder relationships to achieve project objectives and leads consultation sessions. ❑ Works with the TELUS Project Manager on the overall project schedule, identifying milestones and deliverables, resource assignments, risk management plan (including contingency plans), support and communications plan, and implementation requirements or activities. ❑ Plans and conducts project evaluations and post-implementation reviews, documenting findings for future reference. ❑ Manages project to ensure project is delivered on time, within budget, and to the required quality standard (within agreed specifications). ❑ Leads and manages resources and relationships within a wide range of groups (including clients, GPS Entity service delivery units, contractors & sub-contractors).	

Issues unable to be resolved at the Project Management Level will be escalated for resolution to the Project Directors.

Project Director Governance

Title	Role
Project Director Bjorn Butow – NHA Jose Dino - TELUS	Directs the project manager through the development, implementation and evaluation of project from original concept through to final completion. Fully accountable and responsible for the project's success.
Responsibilities	

- ❑ Develops and determines project goals, objectives, and outcomes to align with the direction of the organization.
- ❑ Develops and maintains partnerships with internal and external stakeholders to achieve the projects operational mandate.
- ❑ Establishes and approves changes to business structure and operations to ensure project goals meet the needs of the project.
- ❑ Responsible for making decisions, subject to oversight by the Project Sponsor.
- ❑ Ensures major objectives are being met.
- ❑ Provides direction to Project Manager.

Issues unable to be resolved at the Project Director Level will be escalated for resolution to the Project Sponsors

Project Sponsors Governance

Title	Role
Project Sponsor Jeff Hunter - NHA Jim Carson - TELUS	Commissions others to deliver the project and champions the cause through the development, implementation and evaluation of project from original concept through to final completion.
Responsibilities	
❑ Provides a clear vision and strategic direction that aligns with the direction of Government for the overall project. ❑ Builds and fosters partnerships with a diverse range of senior leaders to ensure the project and corporate goals of government are achieved. ❑ Involved from the start of the project, including defining the project in conjunction with the Project Director & Project Manager. ❑ Responsible to negotiate a path through the tricky diplomatic areas of the project. ❑ Makes key organization, business decisions for the project. ❑ Is accountable for the delivery of the planned benefits associated with the project. ❑ Provides project direction and guidance. ❑ Ensures stakeholder's interests are maintained. ❑ Is available to Project Director and Project Manager.	

Issues unable to be resolved will be escalated to Level 3 Governance as outlined in Schedule K. Specifically, these issues will be addressed first by the Operational Management Committee (OMC). If resolution cannot be reached at this Governance Level, the issue will be escalated next to the Strategic Management Committee, followed by the Joint Executive Governance Committee if required.

2. TELUS Responsibilities and Deliverables

Virtual Contact Centre platform

- TELUS will provide a virtual contact centre based on the TELUS Elements Contact Cloud service
- All Service Level Objectives and Service Level Guarantees provided in the TELUS Elements TSMA service schedules will apply within the context of this project
- All virtual contact centre systems, network and data centres are located in Canada

Virtual Contact Centre Agents

- TELUS will provide virtual contact centre agents, all located in Canada. Standard agents will provide all call handling, conduct interviewing of callers using an NHA questionnaire.
- TELUS will be responsible for the training of all virtual contact centre agents on the proper use of the Elements contact centre platform and desktop client.
- TELUS will provide all workforce management and quality assurance tasks to support the Agents.
- TELUS will provide enough agents to meet the concurrent agent count depicted in the Service Order, and to meet the hours of operation of the NHA COVID19 Immunization (Employee and Public queues) contact centre, which is 6am to 6pm, 7 days a week.
- TELUS will provide Temporary Standard Agents when requested by NHA. Temporary Standard Agents are intended to increase concurrent agent count in times when call volumes increase for a short period of time. Temporary Standard Agents are intended to be in place for no more than a 5 day period; if call volumes are sustained at a higher level than is considered normal, TELUS and NHA Project and Service Managers will discuss a permanent increase in concurrent Standard Agents, as required.
- TELUS will provide Service Level Objectives to measure TELUS Agent performance. Normal measurements for performance are Average Speed of Answer (ASA) and/or Average Call Handle Time (ACHT). Given the expected call volumes and call handle times are unknown, TELUS and NHA agree to assess these two measures after normalization of operations. From there, TELUS and NHA will agree to appropriate performance measures for the remaining term of the project.
- To ensure appropriate staffing levels to meet the Service Level Objectives, as well as to reflect the appropriate concurrent agent count based on call volumes over time, TELUS and NHA will meet twice monthly to assess staffing levels. If concurrent agent count for Standard Agents is required to be adjusted up or down, NHA will provide TELUS with 3 weeks advanced notice to execute the adjustment. It is expected that staffing management will be a collaborative effort with agreement by TELUS and NHA through the Governance process.

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3. Project Management Reporting

What	Who/Target	Purpose	When/Frequency	Type/Method(s)
Day to day project communication	NHA & TELUS project team	To review detailed project activities, resolve issues, get decisions quickly.	As required	Telephone E-Mail
NHA/TELUS Status meetings	NHA/TELUS Project Managers & Service Managers and team members as required	Review important information that will impact the Project (e.g. Project Control Workbook and Project Schedule)	Weekly	Conference Call
Project Control Workbook	NHA/TELUS Project Managers & Service Managers	Distribute to all required stakeholders to keep everyone current	Weekly	E-Mail
Project Plan	NHA Project Manager	Distribute plan to alert all stakeholders of project scope and to gain buy in	As required until successful transition has occurred	Meeting and updated NHA Project Plan using Project Plan Change Process as required
Project Schedule	NHA Project Manager	Distribute schedule to project teams to ensure all team members understand activities and timelines	Review Weekly	Conference Call

4. Project Milestones

On or before each of the dates set out in the table below in the column under the heading "Milestone Deadline", TELUS will complete the corresponding Milestone described in the column under the heading "Milestone". Each Milestone will include all functions and responsibilities that are inherent, necessary or customarily provided as

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part of the Milestone, or that are reasonably required for the proper performance of the Milestone. Failure to meet milestones will be addressed through escalation to appropriate level of governance.

	Milestones	Target Completion Date	Responsible
1	Service Order signed	Jan 27, 2021	NHA/TELUS
2	Initiation (Kickoff, etc)	Complete	NHA/TELUS
3	Planning (Project Management Plan/Schedule Alignment, etc)	Ongoing	NHA/TELUS
4	Design of Virtual Contact Centre	Complete	NHA/TELUS
5	Agent Training and Setup	Ongoing	NHA/TELUS
6	Cutover/Post cut Support	Dec 29, 2020	NHA/TELUS
7	Implementation Closure	TBD	NHA/TELUS
8	Project Closure	Dec 28, 2022	NHA/TELUS

Note: This is an interim solution that is in place until such time as NHA advises it is no longer required under the retraction of the COVID19 pandemic.

5. GPS Dependencies

Each Dependency will include all functions and responsibilities that are inherent, necessary or customarily provided as part of the dependency, or that are reasonably required for the proper performance of the dependency.

No.	GPS Dependencies	Milestone Affected	Completion Date
1.	NHA will provide a Project Manager to coordinate activities TELUS is dependent on NHA for.	3	Complete
2.	NHA will be responsible to keep all questionnaires, and required documentation up to date in order to support agents in interviewing callers.	5	Complete
3.	NHA will provide a scheduling system for agents in order to book callers for COVID19 testing	5	Complete
Testing			
4.	NHA will sign off on Elements call-flows following testing	6	Complete
Training			
5.	NHA will provide documented training material on call questionnaire and protocols to be followed by Virtual Agents	5	Complete
Cut-Over			
6.	NHA will provide a prime support person for cutover for the scheduling system	6	Complete

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No.	GPS Dependencies	Milestone Affected	Completion Date
7.			
Closure			
8.			

6. Project Schedule

This documentation will be initiated by December 29, 2020. Due to project timelines, a Gantt chart has not yet been initiated.

7. Project Budget

Set-Up Fees

Item	QTY	Total Fee
Virtual Contact Centre	1	\$12,000
Virtual Agent	1	\$15,000
Laptop Setup (\$200 per agent)	20	\$4,000
Total Set-Up Fees		\$31,000

Monthly Recurring Fees

Item	QTY	Monthly Fee	Total Monthly Fee
Virtual Contact Centre – Concurrent Agent (voice only) * maximum concurrent agents may vary	20	\$250 per concurrent agent	\$5,000
Virtual Contact Centre – Extra Queue Capacity	0	\$100 per port	\$0
Total Monthly Fees			\$5,000

Hourly Fees

Item	QTY	Hourly Fee
Virtual Contact Centre Agent, Standard – regular time	20	\$40
Virtual Contact Centre Agent, Standard – overtime & holidays	-	\$44
Virtual Contact Centre Agent, Standard - Temporary Agent	-	\$48

Professional Service Fees

Item	Hourly Fee
Configuration Changes	\$230
Configuration Changes (overtime)	\$285
Configuration Changes (holiday)	\$350

8. Other Project-Specific Details

None.



SERVICE ORDER

TELUS Contract ID# 20249749

This Service Order is made under and is subject to the terms and conditions of the Telecommunications Service Master Agreement effective July 29, 2011, as may be amended from time to time, between TELUS Communications Company, Her Majesty the Queen in Right of the Province of British Columbia, as represented by the Minister of Citizens' Services, Insurance Corporation of British Columbia, British Columbia Hydro and Power Authority, British Columbia Lottery Corporation, Workers Compensation Board of British Columbia, Provincial Health Services Authority, Northern Health Authority, Interior Health Authority, Fraser Health Authority, Vancouver Island Health Authority, Vancouver Coastal Health Authority and First Nations Health Authority (the "Agreement").

Where words and expressions which are defined in the Agreement are used herein, such words and expressions shall have the meaning ascribed to them in the Agreement unless otherwise specifically provided for herein.

GPS Entity name:	Northern Health Authority	Service Order number:	TBD
Service Term:	12 month term	Effective Date:	January 4, 2021
Services:	TELUS will provide to Northern Health Authority (NHA) a Virtual Contact Centre project, for the purpose of supporting NHA's COVID-19 Immunization Scheduling contact centre. The project is anticipated to run the course of 12 months, January 4, 2021 to January 3, 2022, subject to the trajectory of the pandemic. The Virtual Contact Centre will be supported out of TELUS Tier III data centres in Calgary and Toronto and be provided over TELUS MPLS and internet connections. The project will provide Voice only interaction with the citizens that NHA supports. TELUS will also provide the Virtual Agents that support this centre, and who will be charged on an hourly basis. All Agents will be located in Canada. Pricing has been simplified to a monthly charge and setup charges. Agent hourly rates are provided as regular hourly rate, overtime rate and temporary hourly rate. All support functions (supervisory functions, workforce management, scheduling, quality management, etc) to support the Agents have been captured under the hourly rate. The project will provide a virtual contact centre platform, based on TELUS Elements Contact Cloud service, and will not require physical facilities from NHA. NHA will provide TELUS with 30 days' notice for cancellation of any or all services.		

Special Terms:	This project is in support of NHA and their requirement for COVID19 support centres for Immunization scheduling. Due to the dynamic nature of the COVID19 pandemic, TELUS will work with NHA to continue the project through the duration of the pandemic to provide this Virtual Contact Centre.																																																														
Fees:	Set-Up Fees <table><tr><th>Item</th><th>QTY</th><th colspan="2">Total Fee</th></tr><tr><td>Virtual Contact Centre</td><td>1</td><td colspan="2">\$12,000</td></tr><tr><td>Virtual Agent</td><td>1</td><td colspan="2">\$15,000</td></tr><tr><td>Laptop Setup (\$200 per agent)</td><td>20</td><td colspan="2">\$4,000</td></tr><tr><td colspan="2">Total Set-Up Fees</td><td colspan="2">\$31,000</td></tr></table> Monthly Recurring Fees <table><tr><th>Item</th><th>QTY</th><th>Monthly Fee</th><th>Total Monthly Fee</th></tr><tr><td>Virtual Contact Centre – Concurrent Agent (voice only) * maximum concurrent agents may vary</td><td>20</td><td>\$250 per concurrent agent</td><td>\$5,000</td></tr><tr><td>Virtual Contact Centre – Extra Queue Capacity</td><td>0</td><td>\$100 per port</td><td>\$0</td></tr><tr><td colspan="3">Total Monthly Fees</td><td>\$5,000</td></tr></table> Hourly Fees <table><tr><th>Item</th><th>QTY</th><th colspan="2">Hourly Fee</th></tr><tr><td>Virtual Contact Centre Agent, Standard – regular time</td><td>20</td><td colspan="2">\$40</td></tr><tr><td>Virtual Contact Centre Agent, Standard – overtime & holidays</td><td>-</td><td colspan="2">\$44</td></tr><tr><td>Virtual Contact Centre Agent, Standard - Temporary Agent</td><td>-</td><td colspan="2">\$48</td></tr></table> Professional Service Fees <table><tr><th>Item</th><th>Hourly Fee</th></tr><tr><td>Configuration Changes</td><td>\$230</td></tr><tr><td>Configuration Changes (overtime)</td><td>\$285</td></tr><tr><td>Configuration Changes (holiday)</td><td>\$350</td></tr></table>			Item	QTY	Total Fee		Virtual Contact Centre	1	\$12,000		Virtual Agent	1	\$15,000		Laptop Setup (\$200 per agent)	20	\$4,000		Total Set-Up Fees		\$31,000		Item	QTY	Monthly Fee	Total Monthly Fee	Virtual Contact Centre – Concurrent Agent (voice only) * maximum concurrent agents may vary	20	\$250 per concurrent agent	\$5,000	Virtual Contact Centre – Extra Queue Capacity	0	\$100 per port	\$0	Total Monthly Fees			\$5,000	Item	QTY	Hourly Fee		Virtual Contact Centre Agent, Standard – regular time	20	\$40		Virtual Contact Centre Agent, Standard – overtime & holidays	-	\$44		Virtual Contact Centre Agent, Standard - Temporary Agent	-	\$48		Item	Hourly Fee	Configuration Changes	\$230	Configuration Changes (overtime)	\$285	Configuration Changes (holiday)	\$350
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Authorizing individual	Jeff Hunter – Chief Information Officer Northern Health Authority		(250) 612-2254																																																												

(including title) of the GPS Entity:		Phone number:	
Delivery location of any equipment components:	This project will provide a virtual contact centre and virtual agents; no physical location is required. Coverage will be available throughout the Northern Health Authority operating area.		

This Service Order may be executed in several counterparts and delivered by electronic transmission, each of which when so executed and delivered shall be deemed to be an original. Such counterparts together shall constitute one and the same instrument, notwithstanding that all of the parties are not signatories to the original or the same counterpart.

Agreed to and accepted by

TELUS COMMUNICATIONS INC.

Northern Health Authority

Signature: 

Signature: 

Name: Tim Draper

Name: Jeff Hunter

Title: VP TELUS Enterprise Solutions

Title: Chief Information Officer

Date: January 29, 2021

Date: January 28, 2021