

Common or Integrated Program Agreement

Between: **THE MINISTRY OF CITIZENS' SERVICES**, on behalf of Service BC
"Service BC"

And:

THE MINISTRY OF FINANCE, on behalf of the Revenue Division
"Revenue Division"

1. Terms of Reference

- a. This Common or Integrated Program Agreement ("CIPA") confirms the program described herein as a common or integrated program as required by section 12 of the *Freedom of Information and Protection of Privacy Regulation* (FOIPP Regulation).
- b. The terms under which services are provided by Service BC on behalf of Revenue Division may be set out in one or more service agreements or contracts between the parties and nothing in this CIPA is intended to modify the interpretation of any separate service contract or agreement between the parties engaged in this CIPA.
- c. This CIPA may be executed in counterparts and delivered by facsimile transmission or email with a scanned PDF attachment.

2. The part of the services which constitute the CIPA are described in this section.

The following tables list the services provided by Service BC on behalf of the Revenue Division. The tables provide the roles and responsibilities for each organization in relation to those services. The services are grouped into two categories "In-person services" and "Contact Centre services":

In-person services at Service BC Centres throughout British Columbia

Service	Service BC (SBC)	Revenue Division Participating Program (RDPP)
Assist citizens in sending enquires to the appropriate program area.	Forward general inquiries received through its website to the appropriate RDPP e-mail address.	Receive and respond to general enquiries by citizens sent by SBC.
Assist citizens in submitting documents to the appropriate program area.	Assist citizens to send documents to RDPP via fax or e-mail.	Receive and process any documents received from SBC on behalf of citizens.
Assist the citizen with completing, verifying and submitting documentation to the appropriate RDPP area, consistent with RDPP standards.	Receive, verify completeness, date stamp and forward all returns, applications, refunds, clearance forms, coupons, registration, declarations, and/or remittance forms and supporting documentation to the appropriate RDPP.	Apply and process received returns, applications, refunds, clearance forms, registration, declarations and/or remittance forms and supporting documentation to a citizen's account.
Process and accept payments from citizens.	Process transactions through online payment system and accept cash, cheque, debit or money order payments on behalf of the appropriate RDPP through the appropriate information system and issue receipt to citizen.	Clear citizen's account once payment is received and confirmed.
Commissions of Oaths.	Will act as Commissioner of Oath and will sign and stamp statement from citizens for Provincial Sales Tax documents identified in the SBC job aids.	Receive and process any documents received from SBC on behalf of citizens.
Update citizen's account information.	Update citizen's account information in RDPP information systems for specific RDPP as per the SBC job aids.	Provide SBC access to RDPP information systems to enable SBC to update account information.
Release of information to citizens and access to personal information.	Verify the identity of the citizen and at the request of the citizen retrieve personal information through RDPP information systems.	Provide SBC with standardized procedures for identifying and authenticating citizens prior to release of account information, letters or tax certificates.

Contact Centre services provided through phone/e-mail by the Service BC service provider

Service	Service BC (SBC)	Revenue Division Participating Program (RDPP)
Provide assistance via phone and e-mail to citizens.	Answer frequently asked questions, provide program information and support to citizens for Tier 1 queries. Elevate Tier 2 inquiries to RDPP.	Answer frequently asked questions, provide program information and support to citizens for Tier 2 queries. Provide SBC with standardized procedures and policies for Tier 1 queries.
Release of information to citizen and access to information.	Verify the identity of citizens and release requested documents to citizens via mail or e-mail as per the SBC job aids.	Provide SBC with standardized procedures and policies for identifying and authenticating citizens prior to release of account information.
Assist the citizen with completing, verifying and submitting documentation to the appropriate RDPP area, consistent with RDPP standards.	Input citizen information into RDPP information systems. Verify completeness and submit applications, declarations and supporting documentation for specific RDPP as per the SBC job aids.	Apply and process received applications, declarations and supporting documentation to a citizen's account.
Update citizen's account information.	Update citizen's account information in RDPP information systems for specific RDPP as per the SBC job aids.	Provide SBC access to RDPP information systems to enable SBC to update account information.

3. The types of personal information collected, used and disclosed in the course of providing the services constituting the CIPA are as follows:

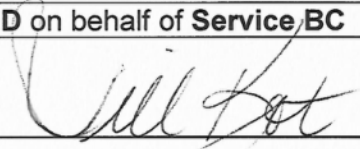
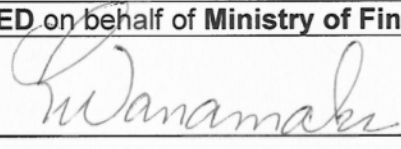
- name;
- address;
- telephone number,
- date of birth,
- client number;
- personal health number (PHN);
- spouse's PHN;
- marital status;
- residency information;
- monthly household income;
- monthly household expenses; and
- Social Insurance Number (SIN).

4. The purposes, key objectives and expected benefits or outcomes of the services constituting the CIPA are as follows:
- a. Revenue Division and Service BC agree that the purpose of the Common Program is to establish a shared, efficient, client-focused approach to the delivery of Revenue Division services.
 - b. A shared approach is required to ensure citizens can access services easily throughout the province.
 - c. The parties agree that the key objectives and benefits of the Common Program are to:
 - i) Provide front-line support for many of the services offered by the RDPP.
 - ii) Provide a single point of service for citizens needing RDPP services.
5. The respective roles and responsibilities of each public body and agency through which, or on whose behalf, the services constituting the CIPA are provided are:

Roles and Responsibilities of SBC	Roles and Responsibilities of RDPP
Provide in-person services for RDPP.	Process transactions received from SBC to the appropriate citizen account.
Provide Contact Centre services for RDPP.	Answer Tier 2 inquiries directed from SBC.

6. The date on which the services constituting the CIPA will start is **January 21, 2019**. No end date is contemplated.

The Parties have executed this CIPA Agreement, in duplicate, as follows:

SIGNED on behalf of Service BC	SIGNED on behalf of Ministry of Finance
Sign: <u></u>	Sign: <u></u>
Jill Kot _____ Print Name	Lori Wanamaker _____ Print Name
Deputy Minister _____ Title	Deputy Minister _____ Title
<u>July 31, 2019</u> Date	<u>JUL 02 2019</u> Date