

INFORMATION TECHNOLOGY & MANAGEMENT CONSULTING PROFESSIONAL SERVICES AGREEMENT



<i>For Administrative Purposes Only</i>	
<p><i>Ministry Contract No.:</i> C15CIO32427 <i>Requisition No.:</i> 32427 <i>Solicitation No.(if applicable):</i> _____ <i>Commodity Code:</i> _____</p> <p><i>Contractor Information</i></p> <p><i>Supplier Name:</i> Deetken Enterprises Inc. <i>Supplier No.:</i> 2084387 <i>Telephone No.:</i> 604 731 4424 <i>E-mail Address:</i> apowell@deetken.com <i>Website:</i> _____</p>	<p><i>Financial Information</i></p> <p><i>Client:</i> 112 <i>Responsibility Centre:</i> 32325 <i>Service Line:</i> 34809 <i>STOB:</i> 6101/6102 <i>Project:</i> 3200000</p> <p><i>Template version:</i> December 1, 2013</p>

TABLE OF CONTENTS

No.	Heading	Page
1.	Definitions	1
	1.1 General.....	1
	1.2 Meaning of “record”	2
2.	Services	2
	2.1 Provision of services	2
	2.2 Term	2
	2.3 Supply of various items.....	2
	2.4 Standard of care.....	2
	2.5 Standards in relation to persons performing Services	2
	2.6 Instructions by Province.....	2
	2.7 Confirmation of non-written instructions.....	2
	2.8 Effectiveness of non-written instructions.....	2
	2.9 Applicable Laws	3
3.	Payment	3
	3.1 Fees and expenses	3
	3.2 Statements of accounts.....	3
	3.3 Withholding of amounts	3
	3.4 Appropriation	3
	3.5 Currency	3
	3.6 Non-resident income tax	3
	3.7 Prohibition against committing money.....	3
	3.8 Refunds of taxes.....	4
4.	Representations and Warranties	4
5.	Privacy, Security and Confidentiality	4
	5.1 Privacy	4
	5.2 Security	4
	5.3 Confidentiality	5
	5.4 Public announcements.....	5
	5.5 Restrictions on promotion.....	5
6.	Material and Intellectual Property	5
	6.1 Access to Material.....	5
	6.2 Ownership and delivery of Material	5
	6.3 Matters respecting intellectual property	5
	6.4 Rights in relation to Incorporated Material	6
	6.5 Right of Province to negotiate license of Produced Material	6
7.	Records and Report	6
	7.1 Work reporting	6
	7.2 Time and expense records.....	6
8.	Audit	6

9.	Indemnity and Insurance	6
	9.1 Indemnity	6
	9.2 Monetary limitations of indemnity	6
	9.3 Exceptions to monetary limitations	7
	9.4 Province to notify Contractor of Loss	7
	9.5 Third-party intellectual property infringement claims	7
	9.6 Insurance	7
	9.7 Workers compensation	7
	9.8 Personal optional protection	7
	9.9 Evidence of coverage	7
10.	Force Majeure	8
	10.1 Definitions relating to force majeure	8
	10.2 Consequence of Event of Force Majeure	8
	10.3 Duties of Affected Party	8
11.	Default and Termination	8
	11.1 Definitions relating to default and termination	8
	11.2 Province’s options on default	9
	11.3 Delay not a waiver	9
	11.4 Province’s right to terminate other than for default	9
	11.5 Payment consequences of termination	9
	11.6 Discharge of liability	9
	11.7 Notice in relation to Events of Default	9
12.	Dispute Resolution	10
	12.1 Dispute resolution process	10
	12.2 Location of arbitration or mediation	10
	12.3 Costs of arbitration or mediation	10
13.	Miscellaneous	10
	13.1 Delivery of notices	10
	13.2 Change of address or fax number	10
	13.3 Assignment	10
	13.4 Subcontracting	11
	13.5 Waiver	11
	13.6 Modifications	11
	13.7 Entire agreement	11
	13.8 Survival of certain provisions	11
	13.9 Schedules	11
	13.10 Independent contractor	11
	13.11 Personnel not to be employees of Province	11
	13.12 Key Personnel	12
	13.13 Pertinent Information	12
	13.14 Conflict of interest	12
	13.15 Time	12
	13.16 Conflicts among provisions	12
	13.17 Agreement not permit nor fetter	12
	13.18 Remainder not affected by invalidity	12
	13.19 Further assurances	12
	13.20 Additional terms	12
	13.21 Governing law	13

14. Interpretation13
15. Execution and Delivery of Agreement13

SCHEDULE A – SERVICES

- Part 1 - Term
- Part 2 - Services
- Part 3 - Related Documentation
- Part 4 - Key Personnel

SCHEDULE B – FEES AND EXPENSES

- Part 1 - Maximum Amount Payable
- Part 2 - Fees
- Part 3 - Expenses
- Part 4 - Statements of Account
- Part 5 - Payments Due

SCHEDULE C – APPROVED SUBCONTRACTOR(S)

SCHEDULE D – INSURANCE

SCHEDULE E – PRIVACY PROTECTION SCHEDULE

SCHEDULE F – ADDITIONAL TERMS

SCHEDULE G – SECURITY SCHEDULE

THIS AGREEMENT is dated for reference the 14th day of October 2014.
BETWEEN:

DEETKEN ENTERPRISES INC. (the "Contractor") with the following specified address and fax number:
501-1755 West Broadway
Vancouver BC V6J 4S5

AND:

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, as represented
by THE MINISTER OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES (the "Province")
with the following specified address and fax number:
PO Box 9412 Stn Prov Govt
Victoria BC V8W 9V1

The Province wishes to retain the Contractor to provide the services specified in Schedule A and, in consideration for the remuneration set out in Schedule B, the Contractor has agreed to provide those services, on the terms and conditions set out in this Agreement.

As a result, the Province and the Contractor agree as follows:

1 DEFINITIONS

General

1.1 In this Agreement, unless the context otherwise requires:

- (a) "Business Day" means a day, other than a Saturday or Sunday, on which Provincial government offices are open for normal business in British Columbia;
- (b) "Incorporated Material" means any material in existence prior to the start of the Term or developed independently of this Agreement, and that is incorporated or embedded in the Produced Material by the Contractor or a Subcontractor;
- (c) "Material" means the Produced Material and the Received Material;
- (d) "Produced Material" means records, software and other material, whether complete or not, that, as a result of this Agreement, are produced or provided by the Contractor or a Subcontractor and includes the Incorporated Material;
- (e) "Received Material" means records, software and other material, whether complete or not, that, as a result of this Agreement, are received by the Contractor or a Subcontractor from the Province or any other person;
- (f) "Services" means the services described in Part 2 of Schedule A;
- (g) "Subcontractor" means a person described in paragraph (a) or (b) of section 13.4; and
- (h) "Term" means the term of the Agreement described in Part 1 of Schedule A subject to that term ending earlier in accordance with this Agreement.

Meaning of "record"

1.2 The definition of "record" in the *Interpretation Act* is incorporated into this Agreement and "records" will bear a corresponding meaning.

2 SERVICES

Provision of services

2.1 The Contractor must provide the Services in accordance with this Agreement.

Term

- 2.2 Regardless of the date of execution or delivery of this Agreement, the Contractor must provide the Services during the Term.

Supply of various items

- 2.3 Unless the parties otherwise agree in writing, the Contractor must supply and pay for all labour, materials, equipment, tools, facilities, approvals and licenses necessary or advisable to perform the Contractor's obligations under this Agreement, including the license under section 6.4.

Standard of care

- 2.4 Unless otherwise specified in this Agreement, the Contractor must perform the Services to a standard of care, skill, and diligence maintained by persons providing, on a commercial basis, services similar to the Services.

Standards in relation to persons performing Services

- 2.5 The Contractor must ensure that all persons employed or retained to perform the Services are qualified and competent to perform them and are properly trained, instructed and supervised.

Instructions by Province

- 2.6 The Province may from time to time give the Contractor reasonable instructions (in writing or otherwise) as to the performance of the Services. The Contractor must comply with those instructions but, unless otherwise specified in this Agreement, the Contractor may determine the manner in which the instructions are carried out.

Confirmation of non-written instructions

- 2.7 If the Province provides an instruction under section 2.6 other than in writing, the Contractor may request that the instruction be confirmed by the Province in writing, which request the Province must comply with as soon as it is reasonably practicable to do so.

Effectiveness of non-written instructions

- 2.8 Requesting written confirmation of an instruction under section 2.7 does not relieve the Contractor from complying with the instruction at the time the instruction was given.

Applicable laws

- 2.9 In the performance of the Contractor's obligations under this Agreement, the Contractor must comply with all applicable laws.

3 PAYMENT

Fees and expenses

- 3.1 If the Contractor complies with this Agreement, then the Province must pay to the Contractor at the times and on the conditions set out in Schedule B:
- (a) the fees described in that Schedule;
 - (b) the expenses, if any, described in that Schedule if they are supported, where applicable, by proper receipts and, in the Province's opinion, are necessarily incurred by the Contractor in providing the Services; and
 - (c) any applicable taxes payable by the Province under law or agreement with the relevant taxation authorities on the fees and expenses described in paragraphs (a) and (b) .

The Province is not obliged to pay to the Contractor more than the “Maximum Amount” specified in Schedule B on account of fees and expenses.

Statements of accounts

- 3.2 In order to obtain payment of any fees and expenses under this Agreement, the Contractor must submit to the Province a written statement of account in a form satisfactory to the Province upon completion of the Services or at other times described in Schedule B.

Withholding of amounts

- 3.3 Without limiting section 9.1, the Province may withhold from any payment due to the Contractor an amount sufficient to indemnify in whole or in part the Province and its employees and agents against any liens or other third-party claims that have arisen or could arise in connection with the provision of the Services. An amount withheld under this section must be promptly paid by the Province to the Contractor upon the basis for withholding the amount having been fully resolved to the satisfaction of the Province.

Appropriation

- 3.4 The Province’s obligation to pay money to the Contractor is subject to the *Financial Administration Act*, which makes that obligation subject to an appropriation being available in the fiscal year of the Province during which payment becomes due.

Currency

- 3.5 Unless otherwise specified in this Agreement, all references to money are to Canadian dollars.

Non-resident income tax

- 3.6 If the Contractor is not a resident in Canada, the Contractor acknowledges that the Province may be required by law to withhold income tax from the fees described in Schedule B and then to remit that tax to the Receiver General of Canada on the Contractor’s behalf.

Prohibition against committing money

- 3.7 Without limiting section 13.10(a), the Contractor must not in relation to performing the Contractor’s obligations under this Agreement commit or purport to commit the Province to pay any money except as may be expressly provided for in this Agreement.

Refunds of taxes

- 3.8 The Contractor must:
- (a) apply for, and use reasonable efforts to obtain, any available refund, credit, rebate or remission of federal, provincial or other tax or duty imposed on the Contractor as a result of this Agreement that the Province has paid or reimbursed to the Contractor or agreed to pay or reimburse to the Contractor under this Agreement; and
 - (b) immediately on receiving, or being credited with, any amount applied for under paragraph (a), remit that amount to the Province.

4 REPRESENTATIONS AND WARRANTIES

- 4.1 As at the date this Agreement is executed and delivered by, or on behalf of, the parties, the Contractor represents and warrants to the Province as follows:
- (a) except to the extent the Contractor has previously disclosed otherwise in writing to the Province,

- (i) all information, statements, documents and reports furnished or submitted by the Contractor to the Province in connection with this Agreement (including as part of any competitive process resulting in this Agreement being entered into) are in all material respects true and correct,
 - (ii) the Contractor has sufficient trained staff, facilities, materials, appropriate equipment and approved subcontractual or other agreements in place and available to enable the Contractor to fully perform the Services and to grant any licenses under this Agreement, and
 - (iii) the Contractor holds all permits, licenses, approvals and statutory authorities issued by any government or government agency that are necessary for the performance of the Contractor's obligations under this Agreement; and
- (b) if the Contractor is not an individual,
- (i) the Contractor has the power and capacity to enter into this Agreement and to observe, perform and comply with the terms of this Agreement and all necessary corporate or other proceedings have been taken and done to authorize the execution and delivery of this Agreement by, or on behalf of, the Contractor, and
 - (ii) this Agreement has been legally and properly executed by, or on behalf of, the Contractor and is legally binding upon and enforceable against the Contractor in accordance with its terms except as enforcement may be limited by bankruptcy, insolvency or other laws affecting the rights of creditors generally and except that equitable remedies may be granted only in the discretion of a court of competent jurisdiction.

5 PRIVACY, SECURITY AND CONFIDENTIALITY

Privacy

5.1 The Contractor must comply with the Privacy Protection Schedule attached as Schedule E.

Security

5.2 The Contractor must:

- (a) make reasonable security arrangements to protect the Material from unauthorized access, collection, use, disclosure, alteration or disposal; and
- (b) comply with the Security Schedule attached as Schedule G.

Confidentiality

5.3 The Contractor must treat as confidential all information in the Material and all other information accessed or obtained by the Contractor or a Subcontractor (whether verbally, electronically or otherwise) as a result of this Agreement, and not permit its disclosure or use without the Province's prior written consent except:

- (a) as required to perform the Contractor's obligations under this Agreement or to comply with applicable laws;
- (b) if it is information that is generally known to the public other than as result of a breach of this Agreement; or
- (c) if it is information in any Incorporated Material.

Public announcements

- 5.4 Any public announcement relating to this Agreement will be arranged by the Province and, if such consultation is reasonably practicable, after consultation with the Contractor.

Restrictions on promotion

- 5.5 The Contractor, must not, without the prior written approval of the Province, refer for promotional purposes to the Province being a customer of the Contractor or the Province having entered into this Agreement.

6 MATERIAL AND INTELLECTUAL PROPERTY

Access to Material

- 6.1 If the Contractor receives a request for access to any of the Material from a person other than the Province, and this Agreement does not require or authorize the Contractor to provide that access, the Contractor must promptly advise the person to make the request to the Province.

Ownership and delivery of Material

- 6.2 The Province exclusively owns all property rights in the Material which are not intellectual property rights. The Contractor must deliver any Material to the Province immediately upon the Province's request.

Matters respecting intellectual property

- 6.3 The Province exclusively owns all intellectual property rights, including copyright, in:
- (a) Received Material that the Contractor receives from the Province; and
 - (b) Produced Material, other than any Incorporated Material.

Upon the Province's request, the Contractor must deliver to the Province documents satisfactory to the Province that irrevocably waive in the Province's favour any moral rights which the Contractor (or employees of the Contractor) or a Subcontractor (or employees of a Subcontractor) may have in the Produced Material and that confirm the vesting in the Province of the copyright in the Produced Material, other than any Incorporated Material.

Rights in relation to Incorporated Material

- 6.4 Upon any Incorporated Material being embedded or incorporated in the Produced Material and to the extent that it remains so embedded or incorporated, the Contractor grants to the Province:
- (a) a non-exclusive, perpetual, irrevocable, royalty-free, worldwide license to exercise, in respect of that Incorporated Material, the rights set out in the *Copyright Act* (Canada), including the right to use, reproduce, modify, publish and distribute that Incorporated Material; and
 - (b) the right to sublicense or assign to third-parties any or all of the rights granted to the Province under section 6.4(a).

Right of Province to negotiate license of Produced Material

- 6.5 After the end of the Term, the Province in its sole discretion, may negotiate with the Contractor to provide the Contractor a license (which may be exclusive or non-exclusive) for the Contractor to use, reproduce, modify or distribute some or all of the Produced Material.

7 RECORDS AND REPORTS

Work reporting

- 7.1 Upon the Province's request, the Contractor must fully inform the Province of all work done by the Contractor or a Subcontractor in connection with providing the Services.

Time and expense records

- 7.2 If Schedule B provides for the Contractor to be paid fees at a daily or hourly rate or for the Contractor to be paid or reimbursed for expenses, the Contractor must maintain time records and books of account, invoices, receipts and vouchers of expenses in support of those payments, in form and content satisfactory to the Province. Unless otherwise specified in this Agreement, the Contractor must retain such documents for a period of not less than seven years after this Agreement ends.

8 AUDIT

- 8.1 In addition to any other rights of inspection the Province may have under statute or otherwise, the Province may at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect and, at the Province's discretion, copy any of the Material and the Contractor must permit, and provide reasonable assistance to, the exercise by the Province of the Province's rights under this section.

9 INDEMNITY AND INSURANCE

Indemnity

- 9.1 The Contractor must indemnify and save harmless the Province and the Province's employees and agents from any loss, claim (including any claim of infringement of third-party intellectual property rights), damage award, action, cause of action, cost or expense that the Province or any of the Province's employees or agents may sustain, incur, suffer or be put to at any time, either before or after this Agreement ends, (each a "Loss") to the extent the Loss is directly or indirectly caused or contributed to by
- (a) any act or omission by the Contractor or by any of the Contractor's agents, employees, officers, directors or Subcontractors in connection with this Agreement; or
 - (b) any representation or warranty of the Contractor being or becoming untrue or incorrect.

Monetary limitations of indemnity

- 9.2 The indemnification by the Contractor pursuant to section 9.1 is limited to:
- (a) \$2,000,000 per Loss; and
 - (b) \$4,000,000 in the aggregate for all Losses.

Exceptions to monetary limitations

- 9.3 The limitations set out in section 9.2 do not apply to a Loss resulting from or relating to any of the following:
- (a) bodily injury or damage to real property or tangible personal property;
 - (b) third-party intellectual property rights; or
 - (c) a breach of section 5.1, 5.2, 5.3 or 6.1 of this Agreement.

Province to notify Contractor of Loss

- 9.4 To claim indemnification for a Loss pursuant to section 9.1, the Province must notify the Contractor in writing of the Loss as soon as reasonably practicable after the Province becomes aware of the Loss

provided that a failure by the Province to provide such notification will not invalidate the claim unless the Contractor is materially prejudiced by that failure.

Third-party intellectual property infringement claims

- 9.5 If the Loss is on the basis of a third-party claim that any element of the Material infringes the intellectual property rights of any person,
- (a) then, without limiting section 9.1, the Contractor must defend the Province against that claim at the Contractor's expense and the Contractor must pay all associated costs, damages and legal fees that a court or arbitrator finally awards or are included in a settlement agreed to by the Contractor; and
 - (b) the Province must cooperate with the Contractor in the defence of the claim and, where appropriate in the discretion of the Province, will allow the Contractor to appoint and instruct counsel and otherwise control the defence and any related settlement negotiations.

Insurance

- 9.6 The Contractor must comply with the Insurance Schedule attached as Schedule D.

Workers compensation

- 9.7 Without limiting the generality of section 2.9, the Contractor must comply with, and must ensure that any Subcontractors comply with, all applicable occupational health and safety laws in relation to the performance of the Contractor's obligations under this Agreement, including the *Workers Compensation Act* in British Columbia or similar laws in other jurisdictions.

Personal optional protection

- 9.8 The Contractor must apply for and maintain personal optional protection insurance (consisting of income replacement and medical care coverage) during the Term at the Contractor's expense if:
- (a) the Contractor is an individual or a partnership of individuals and does not have the benefit of mandatory workers compensation coverage under the *Workers Compensation Act* or similar laws in other jurisdictions; and
 - (b) such personal optional protection insurance is available for the Contractor from WorkSafeBC or other sources.

Evidence of coverage

- 9.9 Within 10 Business Days of being requested to do so by the Province, the Contractor must provide the Province with evidence of the Contractor's compliance with sections 9.7 and 9.8.

10 FORCE MAJEURE

Definitions relating to force majeure

- 10.1 In this section and sections 10.2 and 10.3:
- (a) "Event of Force Majeure" means one of the following events:
 - (i) a natural disaster, fire, flood, storm, epidemic or power failure,
 - (ii) a war (declared and undeclared), insurrection or act of terrorism or piracy,
 - (iii) a strike (including illegal work stoppage or slowdown) or lockout, or
 - (iv) a freight embargoif the event prevents a party from performing the party's obligations in accordance with this Agreement and is beyond the reasonable control of that party; and

- (b) "Affected Party" means a party prevented from performing the party's obligations in accordance with this Agreement by an Event of Force Majeure.

Consequence of Event of Force Majeure

- 10.2 An Affected Party is not liable to the other party for any failure or delay in the performance of the Affected Party's obligations under this Agreement resulting from an Event of Force Majeure and any time periods for the performance of such obligations are automatically extended for the duration of the Event of Force Majeure provided that the Affected Party complies with the requirements of section 10.3.

Duties of Affected Party

- 10.3 An Affected Party must promptly notify the other party in writing upon the occurrence of the Event of Force Majeure and make all reasonable efforts to prevent, control or limit the effect of the Event of Force Majeure so as to resume compliance with the Affected Party's obligations under this Agreement as soon as possible.

11 DEFAULT AND TERMINATION

Definitions relating to default and termination

- 11.1 In this section and sections 11.2 to 11.4:

- (a) "Event of Default" means any of the following:
- (i) an Insolvency Event,
 - (ii) the Contractor fails to perform any of the Contractor's obligations under this Agreement, or
 - (iii) any representation or warranty made by the Contractor in this Agreement is untrue or incorrect; and
- (b) "Insolvency Event" means any of the following:
- (i) an order is made, a resolution is passed or a petition is filed, for the Contractor's liquidation or winding up,
 - (ii) the Contractor commits an act of bankruptcy, makes an assignment for the benefit of the Contractor's creditors or otherwise acknowledges the Contractor's insolvency,
 - (iii) a bankruptcy petition is filed or presented against the Contractor or a proposal under the *Bankruptcy and Insolvency Act* (Canada) is made by the Contractor,
 - (iv) a compromise or arrangement is proposed in respect of the Contractor under the *Companies' Creditors Arrangement Act* (Canada),
 - (v) a receiver or receiver-manager is appointed for any of the Contractor's property, or
 - (vi) the Contractor ceases, in the Province's reasonable opinion, to carry on business as a going concern.

Province's options on default

- 11.2 On the happening of an Event of Default, or at any time thereafter, the Province may, at its option, elect to do any one or more of the following:
- (a) by written notice to the Contractor, require that the Event of Default be remedied within a time period specified in the notice;
 - (b) pursue any remedy or take any other action available to it at law or in equity; or
 - (c) by written notice to the Contractor, terminate this Agreement with immediate effect or on a future date specified in the notice, subject to the expiration of any time period specified under section 11.2(a).

Delay not a waiver

- 11.3 No failure or delay on the part of the Province to exercise its rights in relation to an Event of Default will constitute a waiver by the Province of such rights.

Province's right to terminate other than for default

- 11.4 In addition to the Province's right to terminate this Agreement under section 11.2(c) on the happening of an Event of Default, the Province may terminate this Agreement for any reason by giving at least 10 days' written notice of termination to the Contractor.

Payment consequences of termination

- 11.5 Unless Schedule B otherwise provides, if the Province terminates this Agreement under section 11.4:
- (a) the Province must, within 30 days of such termination, pay to the Contractor any unpaid portion of the fees and expenses described in Schedule B which corresponds with the portion of the Services that was completed to the Province's satisfaction before termination of this Agreement; and
 - (b) the Contractor must, within 30 days of such termination, repay to the Province any paid portion of the fees and expenses described in Schedule B which corresponds with the portion of the Services that the Province has notified the Contractor in writing was not completed to the Province's satisfaction before termination of this Agreement.

Discharge of liability

- 11.6 The payment by the Province of the amount described in section 11.5(a) discharges the Province from all liability to make payments to the Contractor under this Agreement.

Notice in relation to Events of Default

- 11.7 If the Contractor becomes aware that an Event of Default has occurred or anticipates that an Event of Default is likely to occur, the Contractor must promptly notify the Province of the particulars of the Event of Default or anticipated Event of Default. A notice under this section as to the occurrence of an Event of Default must also specify the steps the Contractor proposes to take to address, or prevent recurrence of, the Event of Default. A notice under this section as to an anticipated Event of Default must specify the steps the Contractor proposes to take to prevent the occurrence of the anticipated Event of Default.

12 DISPUTE RESOLUTION

Dispute resolution process

- 12.1 In the event of any dispute between the parties arising out of or in connection with this Agreement, the following dispute resolution process will apply unless the parties otherwise agree in writing:
- (a) the parties must initially attempt to resolve the dispute through collaborative negotiation;
 - (b) if the dispute is not resolved through collaborative negotiation within 15 Business Days of the dispute arising, the parties must then attempt to resolve the dispute through mediation under the rules of the Mediate BC Society; and
 - (c) if the dispute is not resolved through mediation within 30 Business Days of the commencement of mediation, the dispute must be referred to and finally resolved by arbitration under the *Arbitration Act*.

Location of arbitration or mediation

- 12.2 Unless the parties otherwise agree in writing, an arbitration or mediation under section 12.1 will be held in Victoria, British Columbia.

Costs of arbitration or mediation

- 12.3 Unless the parties otherwise agree in writing or, in the case of an arbitration, the arbitrator otherwise orders, the parties must share equally the costs of a arbitration or mediation under section 12.1 other than those costs relating to the production of expert evidence or representation by counsel.

13 MISCELLANEOUS

Delivery of notices

- 13.1 Any notice contemplated by this Agreement, to be effective, must be in writing and delivered as follows:
- (a) by fax to the addressee's fax number specified on the first page of this Agreement, in which case it will be deemed to be received on the day of transmittal unless transmitted after the normal business hours of the addressee or on a day that is not a Business Day, in which cases it will be deemed to be received on the next following Business Day;
 - (b) by hand to the addressee's address specified on the first page of this Agreement, in which case it will be deemed to be received on the day of its delivery; or
 - (c) by prepaid post to the addressee's address specified on the first page of this Agreement, in which case if mailed during any period when normal postal services prevail, it will be deemed to be received on the fifth Business Day after its mailing.

Change of address or fax number

- 13.2 Either party may from time to time give notice to the other party of a substitute address or fax number, which from the date such notice is given will supersede for purposes of section 13.1 any previous address or fax number specified for the party giving the notice.

Assignment

- 13.3 The Contractor must not assign any of the Contractor's rights or obligations under this Agreement without the Province's prior written consent. Upon providing written notice to the Contractor, the Province may assign to any person any of the Province's rights under this Agreement and may assign to any "government corporation", as defined in the *Financial Administration Act*, any of the Province's obligations under this Agreement

Subcontracting

- 13.4. The Contractor must not subcontract any of the Contractor's obligations under this Agreement to any person without the Province's prior written consent, excepting persons listed in the attached Schedule C. No subcontract, whether consented to or not, relieves the Contractor from any obligations under this Agreement. The Contractor must ensure that:
- (a) any person retained by the Contractor to perform obligations under this Agreement; and
 - (b) any person retained by a person described in paragraph (a) to perform those obligations fully complies with this Agreement in performing the subcontracted obligations.

Waiver

- 13.5 A waiver of any term or breach of this Agreement is effective only if it is in writing and signed by, or on behalf of, the waiving party and is not a waiver of any other term or breach.

Modifications

- 13.6 No modification of this Agreement is effective unless it is in writing and signed by, or on behalf of, the parties.

Entire agreement

- 13.7 This Agreement (including any modification of it) constitutes the entire agreement between the parties as to performance of the Services.

Survival of certain provisions

- 13.8 Sections 2.9, 3.1 to 3.4, 3.7, 3.8, 5.1 to 5.5, 6.1 to 6.5, 7.1, 7.2, 8.1, 9.1 to 9.6, 9.9, 10.1 to 10.3, 11.2, 11.3, 11.5, 11.6, 12.1 to 12.3, 13.1, 13.2, 13.8, and 13.10, any accrued but unpaid payment obligations, and any other sections of this Agreement (including schedules) which, by their terms or nature, are intended to survive the completion of the Services or termination of this Agreement, will continue in force indefinitely subject to any applicable limitation period prescribed by law, even after this Agreement ends.

Schedules

- 13.9 The schedules to this Agreement (including any appendices or other documents attached to, or incorporated by reference into, those schedules) are part of this Agreement.

Independent contractor

- 13.10 In relation to the performance of the Contractor's obligations under this Agreement, the Contractor is an independent contractor and not:
- (a) an employee or partner of the Province; or
 - (b) an agent of the Province except as may be expressly provided for in this Agreement.

The Contractor must not act or purport to act contrary to this section.

Personnel not to be employees of Province

- 13.11 The Contractor must not do anything that would result in personnel hired or used by the Contractor or a Subcontractor in relation to providing the Services being considered employees of the Province.

Key Personnel

- 13.12 If one or more individuals are specified as "Key Personnel" of the Contractor in Part 4 of Schedule A, the Contractor must cause those individuals to perform the Services on the Contractor's behalf, unless the Province otherwise approves in writing, which approval must not be unreasonably withheld.

Pertinent information

- 13.13 The Province must make available to the Contractor all information in the Province's possession which the Province considers pertinent to the performance of the Services.

Conflict of interest

- 13.14 The Contractor must not provide any services to any person in circumstances which, in the Province's reasonable opinion, could give rise to a conflict of interest between the Contractor's duties to that person and the Contractor's duties to the Province under this Agreement.

Time

- 13.15 Time is of the essence in this Agreement and, without limitation, will remain of the essence after any modification or extension of this Agreement, whether or not expressly restated in the document effecting the modification or extension.

Conflicts among provisions

13.16 Conflicts among provisions of this Agreement will be resolved as follows:

- (a) a provision in the body of this Agreement will prevail over any conflicting provision in, attached to or incorporated by reference into a schedule, unless that conflicting provision expressly states otherwise; and
- (b) a provision in a schedule will prevail over any conflicting provision in a document attached to, or incorporated by reference into a schedule, unless the schedule expressly states otherwise.

Agreement not permit nor fetter

13.17 This Agreement does not operate as a permit, license, approval or other statutory authority which the Contractor may be required to obtain from the Province or any of its agencies in order to provide the Services. Nothing in this Agreement is to be construed as interfering with, or fettering in any manner, the exercise by the Province or its agencies of any statutory, prerogative, executive or legislative power or duty.

Remainder not affected by invalidity

13.18 If any provision of this Agreement or the application of it to any person or circumstance is invalid or unenforceable to any extent, the remainder of this Agreement and the application of such provision to any other person or circumstance will not be affected or impaired and will be valid and enforceable to the extent permitted by law.

Further assurances

13.19 Each party must perform the acts, execute and deliver the writings, and give the assurances as may be reasonably necessary to give full effect to this Agreement.

Additional terms

13.20 Any additional terms set out in the attached Schedule F apply to this Agreement.

Governing law

13.21 This Agreement is governed by, and is to be interpreted and construed in accordance with, the laws applicable in British Columbia.

14 INTERPRETATION

14.1 In this Agreement:

- (a) "includes" and "including" are not intended to be limiting;
- (b) unless the context otherwise requires, references to sections by number are to sections of this Agreement;
- (c) the Contractor and the Province are referred to as "the parties" and each of them as a "party";
- (d) "attached" means attached to this Agreement when used in relation to a schedule;
- (e) unless otherwise specified, a reference to a statute by name means the statute of British Columbia by that name, as amended or replaced from time to time;
- (f) the headings have been inserted for convenience of reference only and are not intended to describe, enlarge or restrict the scope or meaning of this Agreement or any provision of it;
- (g) "person" includes an individual, partnership, corporation or legal entity of any nature; and
- (h) unless the context otherwise requires, words expressed in the singular include the plural and *vice versa*.

15 EXECUTION AND DELIVERY OF AGREEMENT

15.1 This Agreement may be entered into by a separate copy of this Agreement being executed by, or on behalf of, each party and that executed copy being delivered to the other party by a method provided for in section 13.1 or any other method agreed to by the parties.

The parties have executed this Agreement as follows:

<p>SIGNED on the <u>27</u> day of <u>February</u>, 20<u>14</u> by the Contractor (or, if not an individual, on its behalf by its authorized signatory or signatories):</p> <p><u>[Signature]</u> Signature(s)</p> <p><u>Kevin Powell</u> Print Name(s)</p> <p><u>Contractor</u> Print Title(s)</p>	<p>SIGNED on the <u>5th</u> day of <u>November</u>, 20<u>14</u> on behalf of the Province by its duly authorized representative:</p> <p><u>[Signature]</u> Signature</p> <p><u>G. Ritchie</u> Print Name</p> <p><u>Assistant Deputy</u> Print Title</p> <p><u>manager</u></p>
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Schedule A – Services

PART 1. TERM:

1. Subject to section 2 of this Part 1, the term of this Agreement commences on October 27, 2014 and ends on November 30, 2014.
2. The Province may, at its sole option, renew this Agreement on the same terms and conditions, except this provision, as to renewal for up to one (1) successive one (1) month period (each such month a “Renewal Term”) by giving the Contractor written notice of any such renewal not later than 10 days prior to the end of Initial Term or the then current Renewal Term, as the case may be.

PART 2. SERVICES:

Upon the request of the Strategic Partnerships Office (SPO) the Contractor agrees to provide the following:

- Provide expertise and advice on pricing models and rates for the provision of receivables management services, including call centre services, processing of payments, collection services and IT application support.
- Provide expertise and advice on how service levels should be commensurate to pricing levels, incentives or penalties
- Perform financial modelling to estimate required resource volumes and overhead costs based on service volumes and service levels
- Perform an evaluation of pricing proposals to assess the competitiveness of those proposals and to identify opportunities for the Ministry to negotiate better prices
- Assist the Ministry in negotiating pricing through the use and reference to industry standards and market best practices

Invoices to be submitted to: SPOinvoices@gov.bc.ca

PART 3. RELATED DOCUMENTATION:

Not applicable.

PART 4. KEY PERSONNEL:

1. The Key Personnel of the Contractor are as follows:
 - (a) Andre Powell
 - (b) Malvin Velez

Schedule B – Fees and Expenses

1. MAXIMUM AMOUNT PAYABLE:

Maximum Amount: Despite sections 2 and 3 of this Schedule, \$75,000 is the maximum amount which the Province is obliged to pay to the Contractor for fees and expenses under this Agreement (exclusive of any applicable taxes described in section 3.1(c) of this Agreement).

2. FEES:

Hourly Rate:

1. Andre Powell-\$170.00 per hour for those hours during the Term when the Contractor provides the Services.
2. Malvin Velez-\$150.00 per hour for those hours during the Term when the Contractor provides the Services

Fees: \$73,000.00 for performing the Services during the Term.

3. EXPENSES:

Expenses: Maximum amount payable is \$2,000.00 during the Term.

- (a) travel, accommodation and meal expenses for travel greater than 32 kilometers away from 501-1755 West Broadway, Vancouver, BC on the same basis as the Province pays its Group II employees when they are on travel status; and
- (b) the Contractor's actual long distance telephone, fax, postage and other identifiable communication expenses; and

excluding goods and services tax ("GST") or other applicable tax paid or payable by the Contractor on expenses described in (a) and (b) above to the extent that the Contractor is entitled to claim credits (including GST input tax credits), rebates, refunds or remissions of the tax from the relevant taxation authorities.

4. STATEMENTS OF ACCOUNT:

Statements of Account: In order to obtain payment of any fees and expenses under this Agreement for a period from and including the 1st day of a month to and including the last day of that month (each a "Billing Period"), the Contractor must deliver to the Province on a date after the Billing Period (each a "Billing Date"), a written statement of account in a form satisfactory to the Province containing:

- (a) the Contractor's legal name and address;
- (b) the date of the statement, and the Billing Period to which the statement pertains;
- (c) the Contractor's calculation of all fees claimed for that Billing Period, including:
 - (i) a declaration by the Contractor of all hours worked directly or indirectly during the Billing Period for which the Contract claims fees and a description of the applicable fee rates; and
 - (ii) a brief description of Services performed directly or indirectly by the Contractor during the Billing Period in relation to the declared hours worked.
- (d) a chronological listing, in reasonable detail, of any expenses claimed by the Contractor for the Billing Period with receipts attached, if applicable, and, if the Contractor is claiming reimbursement of any GST or other applicable taxes paid or payable by the Contractor in relation to those expenses, a description of any credits, rebates, refunds or remissions the Contractor is entitled to from the relevant taxation authorities in relation to those taxes;
- (e) the Contractor's calculation of any applicable taxes payable by the Province in relation to the Services for the Billing Period;

- (f) a description of this Agreement;
- (g) a statement number for identification; and
- (h) any other billing information reasonably requested by the Province.

5. PAYMENTS DUE:

Payments Due: Within 30 days of the Province's receipt of the Contractor's written statement of account delivered in accordance with this Schedule, the Province must pay the Contractor the fees and expenses (plus all applicable taxes), claimed in the statement if they are in accordance with this Schedule. Statements of account or contract invoices offering an early payment discount may be paid by the Province as required to obtain the discount.

Schedule C – Approved Subcontractor(s)

Not applicable.

Schedule D – Insurance

1. The Contractor must, without limiting the Contractor's obligation or liabilities and at the Contractor's own expense, purchase and maintain throughout the Term the following insurances with insurers licensed in Canada in forms and amounts acceptable to the Province:
 - (a) Commercial General Liability in an amount not less than \$2,000,000 inclusive per occurrence against bodily injury, personal injury and property damage and including liability assumed under this Agreement and this insurance must:
 - (i) include the Province as an additional insured,
 - (ii) be endorsed to provide the Province with 30 days advance written notice of cancellation or material change, and
 - (iii) include a cross liability clause; and
 - (b) Professional Errors and Omissions Liability insuring the Contractor's liability resulting from errors or omissions in the performance of the Services in an amount per occurrence, and in the aggregate, calculated as follows:
 - (i) not less than \$1,000,000, if the "Maximum Amount" set out in Schedule B is less than \$500,000; and
 - (ii) not less than \$2,000,000, if the "Maximum Amount" set out in Schedule B is \$500,000 or greater.
2. All insurance described in section 1 of this Schedule must:
 - (a) be primary; and
 - (b) not require the sharing of any loss by any insurer of the Province.
3. The Contractor must provide the Province with evidence of all required insurance as follows:
 - (a) within 10 Business Days of commencement of the Services, the Contractor must provide to the Province evidence of all required insurance in the form of a completed Province of British Columbia Certificate of Insurance;
 - (b) if any required insurance policy expires before the end of the Term, the Contractor must provide, within 10 Business Days of the policy's expiration, evidence of a new or renewal policy meeting the requirements of the expired insurance in the form of a completed Province of British Columbia Certificate of Insurance; and
 - (c) despite paragraph (a) or (b) above, if requested by the Province at any time, the Contractor must provide to the Province certified copies of the required insurance policies.
4. Despite section 1(b) of this Schedule, if in the Province's sole discretion, the Province has approved in writing either a fronted self-insurance program or a duly licensed captive insurer as an alternative to the Professional Liability Insurance requirement set out in section 1(b), then the Contractor must maintain throughout the Term that alternative in accordance with the terms of the approval.

Schedule E – Privacy Protection Schedule

Definitions

1. In this Schedule,
 - (a) “**access**” means disclosure by the provision of access;
 - (b) “**Act**” means the *Freedom of Information and Protection of Privacy Act*;
 - (c) “**contact information**” means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of the individual;
 - (d) “**personal information**” means recorded information about an identifiable individual, other than contact information, collected or created by the Contractor as a result of the Agreement or any previous agreement between the Province and the Contractor dealing with the same subject matter as the Agreement but excluding any such information that, if this Schedule did not apply to it, would not be under the “control of a public body” within the meaning of the Act.

Purpose

2. The purpose of this Schedule is to:
 - (a) enable the Province to comply with the Province's statutory obligations under the Act with respect to personal information; and
 - (b) ensure that, as a service provider, the Contractor is aware of and complies with the Contractor's statutory obligations under the Act with respect to personal information.

Collection of personal information

3. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor may only collect or create personal information that is necessary for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
4. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must collect personal information directly from the individual the information is about.
5. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must tell an individual from whom the Contractor collects personal information:
 - (a) the purpose for collecting it;
 - (b) the legal authority for collecting it; and
 - (c) the title, business address and business telephone number of the person designated by the Province to answer questions about the Contractor's collection of personal information.

Accuracy of personal information

6. The Contractor must make every reasonable effort to ensure the accuracy and completeness of any personal information to be used by the Contractor or the Province to make a decision that directly affects the individual the information is about.

Requests for access to personal information

7. If the Contractor receives a request for access to personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province unless the Agreement

expressly requires the Contractor to provide such access and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Correction of personal information

8. Within 5 Business Days of receiving a written direction from the Province to correct or annotate any personal information, the Contractor must annotate or correct the information in accordance with the direction.
9. When issuing a written direction under section 8, the Province must advise the Contractor of the date the correction request to which the direction relates was received by the Province in order that the Contractor may comply with section 10.
10. Within 5 Business Days of correcting or annotating any personal information under section 8, the Contractor must provide the corrected or annotated information to any party to whom, within one year prior to the date the correction request was made to the Province, the Contractor disclosed the information being corrected or annotated.
11. If the Contractor receives a request for correction of personal information from a person other than the Province, the Contractor must promptly advise the person to make the request to the Province and, if the Province has advised the Contractor of the name or title and contact information of an official of the Province to whom such requests are to be made, the Contractor must also promptly provide that official's name or title and contact information to the person making the request.

Protection of personal information

12. The Contractor must protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal, including any expressly set out in the Agreement.

Storage and access to personal information

13. Unless the Province otherwise directs in writing, the Contractor must not store personal information outside Canada or permit access to personal information from outside Canada.

Retention of personal information

14. Unless the Agreement otherwise specifies, the Contractor must retain personal information until directed by the Province in writing to dispose of it or deliver it as specified in the direction.

Use of personal information

15. Unless the Province otherwise directs in writing, the Contractor may only use personal information if that use is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.

Disclosure of personal information

16. Unless the Province otherwise directs in writing, the Contractor may only disclose personal information inside Canada to any person other than the Province if the disclosure is for the performance of the Contractor's obligations, or the exercise of the Contractor's rights, under the Agreement.
17. Unless the Agreement otherwise specifies or the Province otherwise directs in writing, the Contractor must not disclose personal information outside Canada.

Notice of foreign demands for disclosure

18. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.2 of the Act, if in relation to personal information in the custody or under the control of the Contractor, the Contractor:
- (a) receives a foreign demand for disclosure;
 - (b) receives a request to disclose, produce or provide access that the Contractor knows or has reason to suspect is for the purpose of responding to a foreign demand for disclosure; or
 - (c) has reason to suspect that an unauthorized disclosure of personal information has occurred in response to a foreign demand for disclosure

the Contractor must immediately notify the Province and, in so doing, provide the information described in section 30.2(3) of the Act. In this section, the phrases “foreign demand for disclosure” and “unauthorized disclosure of personal information” will bear the same meanings as in section 30.2 of the Act.

Notice of unauthorized disclosure

19. In addition to any obligation the Contractor may have to provide the notification contemplated by section 30.5 of the Act, if the Contractor knows that there has been an unauthorized disclosure of personal information in the custody or under the control of the Contractor, the Contractor must immediately notify the Province. In this section, the phrase “unauthorized disclosure of personal information” will bear the same meaning as in section 30.5 of the Act.

Inspection of personal information

20. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor’s premises to inspect any personal information in the possession of the Contractor or any of the Contractor’s information management policies or practices relevant to the Contractor’s management of personal information or the Contractor’s compliance with this Schedule and the Contractor must permit, and provide reasonable assistance to, any such inspection.

Compliance with the Act and directions

21. The Contractor must in relation to personal information comply with:
- (a) the requirements of the Act applicable to the Contractor as a service provider, including any applicable order of the commissioner under the Act; and
 - (b) any direction given by the Province under this Schedule.
22. The Contractor acknowledges that it is familiar with the requirements of the Act governing personal information that are applicable to it as a service provider.

Notice of non-compliance

23. If for any reason the Contractor does not comply, or anticipates that it will be unable to comply, with a provision in this Schedule in any respect, the Contractor must promptly notify the Province of the particulars of the non-compliance or anticipated non-compliance and what steps it proposes to take to address, or prevent recurrence of, the non-compliance or anticipated non-compliance.

Termination of Agreement

24. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

25. In this Schedule, references to sections by number are to sections of this Schedule unless otherwise specified in this Schedule.
26. Any reference to the "Contractor" in this Schedule includes any subcontractor or agent retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors and agents comply with this Schedule.
27. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.
28. If a provision of the Agreement (including any direction given by the Province under this Schedule) conflicts with a requirement of the Act or an applicable order of the commissioner under the Act, the conflicting provision of the Agreement (or direction) will be inoperative to the extent of the conflict.
29. The Contractor must comply with the provisions of this Schedule despite any conflicting provision of this Agreement or, subject to section 30, the law of any jurisdiction outside Canada.
30. Nothing in this Schedule requires the Contractor to contravene the law of any jurisdiction outside Canada unless such contravention is required to comply with the Act.

Schedule F – Additional Terms

Not applicable.

Schedule G – Security Schedule

Definitions

1. In this Schedule,
 - (a) "Equipment" means any equipment, including interconnected systems or subsystems of equipment, software and networks, used or to be used by the Contractor to provide the Services;
 - (b) "Facilities" means any facilities at which the Contractor provides or is to provide the Services;
 - (c) "Information" means information
 - (i) in the Material, or
 - (ii) accessed, produced or obtained by the Contractor (whether verbally, electronically or otherwise) as a result of the Agreement;
 - (d) "Record" means a "record" as defined in the *Interpretation Act*;
 - (e) "Sensitive Information" means
 - (i) Information that is "personal information" as defined in the *Freedom of Information and Protection of Privacy Act*, or
 - (ii) any other Information specified as "Sensitive Information" in Appendix G6, if attached; and
 - (f) "Services Worker" means an individual involved in providing the Services for or on behalf of the Contractor and, for greater certainty, may include
 - (i) the Contractor or a subcontractor if an individual, or
 - (ii) an employee or volunteer of the Contractor or of a subcontractor.

Schedule contains additional obligations

2. The obligations of the Contractor in this Schedule are in addition to any other obligation in the Agreement or the schedules attached to it relating to security including, without limitation, the obligations of the Contractor in the Privacy Protection Schedule, if attached.

Services Worker confidentiality agreements

3. The Contractor must not permit a Services Worker who is an employee or volunteer of the Contractor to have access to Sensitive Information unless the Services Worker has first entered into a confidentiality agreement with the Contractor to keep Sensitive Information confidential on substantially similar terms as those that apply to the Contractor under the Agreement.

Services Worker security screening

4. The Contractor may only permit a Services Worker who is an employee or a volunteer of the Contractor to have access to Sensitive Information or otherwise be involved in providing the Services if, after having subjected the Services Worker to the personnel security screening requirements set out in Appendix G1 and any additional requirements the Contractor may consider appropriate, the Contractor is satisfied that the Services Worker does not constitute an unreasonable security risk. The Contractor must create, obtain and retain Records documenting the Contractor's compliance with the security screening requirements set out in Appendix G1 in accordance with the provisions of that appendix.

Services Worker activity logging

5. Subject to section 6, the Contractor must create and maintain detailed Records logging the activities of all Service Workers in relation to:
 - (a) their access to Sensitive Information; and
 - (b) other matters specified by the Province in writing for the purposes of this section.

6. The Records described in section 5 must be made and maintained in a manner, and contain information, specified in Appendix G2, if attached.

Facilities and Equipment protection and access control

7. The Contractor must create, maintain and follow a documented process to:
 - (a) protect Facilities and Equipment of the Contractor required by the Contractor to provide the Services from loss, damage or any other occurrence that may result in any of those Facilities and Equipment being unavailable when required to provide the Services; and
 - (b) limit access to Facilities and Equipment of the Contractor
 - (i) being used by the Contractor to provide the Services, or
 - (ii) that may be used by someone to access Information

to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons.

8. If the Province makes available to the Contractor any Facilities or Equipment of the Province for the use of the Contractor in providing the Services, the Contractor must comply with any policies and procedures provided to it by the Province on acceptable use, protection of, and access to, such Facilities or Equipment.

Sensitive Information access control

9. The Contractor must:
 - (a) create, maintain and follow a documented process for limiting access to Sensitive Information to those persons who are authorized to have that access and for the purposes for which they are authorized, which process must include measures to verify the identity of those persons; and
 - (b) comply with the information access control requirements set out in Appendix G3, if attached.

Integrity of Information

10. The Contractor must:
 - (a) create, maintain and follow a documented process for maintaining the integrity of Information while possessed or accessed by the Contractor; and
 - (b) comply with the information integrity requirements set out in Appendix G4, if attached.
11. For the purposes of section 10, maintaining the integrity of Information means that, except to the extent expressly authorized by the Agreement or approved in writing by the Province, the Information has:
 - (a) remained as complete as when it was acquired or accessed by the Contractor; and
 - (b) not been altered in any material respect.

Documentation of changes to processes

12. The Contractor must create and maintain detailed Records logging any changes it makes to the processes described in sections 7, 9 and 10.

Notice of security breaches

13. If Contractor becomes aware that:

- (a) unauthorized access, collection, use, disclosure, alteration or disposal of Information or Records containing Information; or
- (b) unauthorized access to Facilities or Equipment

has occurred or is likely to occur (whether or not related to a failure by the Contractor to comply with this Schedule or the Agreement), the Contractor must immediately notify the Province of the particulars of that occurrence or likely occurrence. If the Contractor provides a notification under this section other than in writing, that notification must be confirmed in writing to the Province as soon as it is reasonably practicable for the Contractor to do so.

Review of security breaches

- 14. If the Province decides to conduct a review of a matter described in section 13 (whether or not the matter came to the attention of the Province as a result of a notification under section 13), the Contractor must, on the request of the Province, participate in the review to the extent that it is reasonably practicable for the Contractor to do so.

Retention of Records

- 15. Unless the Agreement otherwise specifies, the Contractor must retain all Records in the Contractor's possession that contain Information until directed by the Province in writing to dispose of them or deliver them as specified in the direction.

Storage of Records

- 16. Until disposed of or delivered in accordance with section 15, the Contractor must store any Records in the Contractor's possession that contain Information in accordance with the provisions of Appendix G5, if attached.

Audit

- 17. In addition to any other rights of inspection the Province may have under the Agreement or under statute, the Province may, at any reasonable time and on reasonable notice to the Contractor, enter on the Contractor's premises to inspect and, at the Province's discretion, copy:
 - (a) any Records in the possession of the Contractor containing Information; or
 - (b) any of the Contractor's Information management policies or processes (including the processes described in sections 7, 9 and 10 and the logs described in sections 5 and 12) relevant to the Contractor's compliance with this Schedule

and the Contractor must permit, and provide reasonable assistance to, the exercise by the Province of the Province's rights under this section.

Termination of Agreement

- 18. In addition to any other rights of termination which the Province may have under the Agreement or otherwise at law, the Province may, subject to any provisions in the Agreement establishing mandatory cure periods for defaults by the Contractor, terminate the Agreement by giving written notice of such termination to the Contractor, upon any failure of the Contractor to comply with this Schedule in a material respect.

Interpretation

- 19. In this Schedule, unless otherwise specified:

- (a) references to sections are to sections of this Schedule; and
 - (b) references to appendices are to the appendices attached to this Schedule.
20. Any reference to the "Contractor" in this Schedule includes any subcontractor retained by the Contractor to perform obligations under the Agreement and the Contractor must ensure that any such subcontractors comply with this Schedule.
21. The appendices attached to this Schedule are part of this Schedule.
22. If there is a conflict between a provision in an appendix attached to this Schedule and any other provision of this Schedule, the provision in the appendix is inoperative to the extent of the conflict unless the appendix states that it operates despite a conflicting provision of this Schedule.
23. If there is a conflict between:
- (a) a provision of the Agreement, this Schedule or an appendix attached to this Schedule; and
 - (b) a documented process required by this Schedule to be created or maintained by the Contractor
- the provision of the Agreement, Schedule or appendix will prevail to the extent of the conflict.
24. The obligations of the Contractor in this Schedule will survive the termination of the Agreement.

SCHEDULE G – Appendix G1 – Security screening requirements

The personnel security screening requirements set out in this Appendix G1 are for the purpose of assisting the Contractor to determine whether or not a Services Worker constitutes an unreasonable security risk.

Verification of name, date of birth and address

- The Contractor must verify the name, date of birth and current address of a Services Worker by viewing at least one piece of “primary identification” of the Services Worker and at least one piece of “secondary identification” of the Services Worker,* as described in the table following this section. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records. For a Services Worker from another province or jurisdiction, reasonably equivalent identification documents are acceptable.

Primary Identification	Secondary Identification
<p>Issued by ICBC:</p> <ul style="list-style-type: none"> • B.C. driver’s licence or learner’s licence (must have photo) • B.C. Identification (BCID) card <p>Issued by provincial or territorial government:</p> <ul style="list-style-type: none"> • Canadian birth certificate <p>Issued by Government of Canada:</p> <ul style="list-style-type: none"> • Canadian Citizenship Card • Permanent Resident Card • Canadian Record of Landing/Canadian Immigration Identification Record 	<ul style="list-style-type: none"> • School ID card (student card) • Bank card (only if holder’s name is on card) • Credit card (only if holder’s name is on card) • Passport • Foreign birth certificate (a baptismal certificate is not acceptable) • Canadian or U.S. driver’s licence • Naturalization certificate • Canadian Forces identification • Police identification • Foreign Affairs Canada or consular identification • Vehicle registration (only if owner’s signature is shown) • Picture employee ID card • Firearms Acquisition Certificate • Social Insurance Card (only if has signature strip) • B.C. CareCard • Native Status Card • Parole Certificate ID • Correctional Service Conditional Release Card

*It is not necessary that each piece of identification viewed by the Contractor contains the name, date of birth and current address of the Services Worker. It is sufficient that, in combination, the identification viewed contains that information.

Verification of education and professional qualifications

- The Contractor must verify, by reasonable means, any relevant education and professional qualifications of a Services Worker, obtain or create, as applicable, Records of all such verifications, and retain a copy of those Records.

Verification of employment history and reference checks

- The Contractor must verify, by reasonable means, any relevant employment history of a Services Worker, which will generally consist of the Contractor requesting that a Services Worker provide employment references and the Contractor contacting those references. If a Services Worker has no relevant

employment history, the Contractor must seek to verify the character or other relevant personal characteristics of the Services Worker by requesting the Services Worker to provide one or more personal references and contacting those references. The Contractor must obtain or create, as applicable, Records of all such verifications and retain a copy of those Records.

Security interview

4. The Contractor must allow the Province to conduct a security-focused interview with a Services Worker if the Province identifies a reasonable security concern and notifies the Contractor it wishes to do so.

Criminal history check

5. The Contractor must arrange for and retain documented results of a criminal history check on a Services Worker obtained through the Services Worker's local policing agency. Criminal history checks must be repeated as necessary to ensure that at all times the most recent criminal history check on a Services Worker was completed within the previous five years.



Ministry of Technology, Innovation and Citizens' Services

MODIFICATION AGREEMENT NO. 1

BETWEEN

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, as represented by the Minister of Technology, Innovation and Citizens' Services (the "Province", "we", "us", or "our", as applicable)

AND

DEETKEN ENTERPRISES INC., Attn: Andre Powell, 501 – 1755 West Broadway, Vancouver, British Columbia, V6J 4S5 (the "Contractor", "you", or "your", as applicable)

BACKGROUND

- A. The parties entered into an agreement dated October 27, 2014, identified as Ministry Contract No.: C15CIO32427 (the "Agreement").
B. The parties have agreed to modify the Agreement:

AGREEMENT

The parties agree as follows:

- 1. The "Term" of this Agreement currently expires on November 30, 2014, and will now be extended from December 1, 2014 to December 31, 2014 as per the option to renew clause in Schedule A, Part 1, Section 2.
2. This Agreement may be executed by the parties in separate counterparts each of which when so executed and delivered will be an original, and all such counterparts may be delivered by a method provided for in section 13.1 of the Agreement or any other method agreed to by the parties.
3. In all other respects, the Agreement is confirmed.

SIGNED AND DELIVERED on the day of 2014 on behalf of the Province by its duly authorized representative:

[Signature]
(Authorized Representative)
C. J. Ritchie.
(Print Name)

SIGNED AND DELIVERED on the 24 day of Nov. 2014 by or on behalf of the Contractor (or by an authorized signatory of the Contractor if a corporation):

[Signature]
(Contractor or Authorized Signatory)
Andre Powell
(Print Name)

*Fiscal 14/15 Contract C15CIO32427
R/C 32325 SL 34809 STOB 6101/6102
PC 3200000

Table with 3 columns: Description, Amount, Total. Rows: Previous Contract Total (\$ 75,000.00), Amendment Amount (\$ 0.00), New Contract Total (\$ 75,000.00)

TRAVEL EXPENSE CLAIM FOR CONTRACTORS

FORM USAGE

This form is for use by service contractors to claim travel expense. The original claim form and applicable receipts must be attached as back up to the service contract invoice. Refer to the service

DATE OF TRAVEL 2014	PLACES TRAVELLED	PERSONAL VEHICLE USE DISTANCE x KM RATE \$0.50	BUS/TAXI/ AIR/FERRY COSTS	B L D			MEALS	ACCOM. COSTS	MISCELLANEOUS (CAR RENTAL, BUSINESS PHONE, ETC.)		TOTAL DAILY COSTS		
									COST	DESCRIPTION			
M	D	FROM/TO (ENTER CITY NAMES)	KM	\$	\$		\$	\$	\$	GST \$	\$		
Expenses for the period May to October 31st, 2011 (Page 1 of 1)													
Nov	4	Vancouver To Victoria			\$ 284.76				\$ -		\$ 14.24	Helijet	\$ 284.76
									\$ -				\$ -
Nov	4	Vancouver To Victoria			\$ 66.95				\$ -		\$ 3.35	Taxis	\$ 66.95
									\$ -				\$ -
Nov	4	Victoria to Vancouver			\$ 149.51				\$ -		\$ 7.49	Harbour Air	\$ 149.51
									\$ -				\$ -
Nov	19	Vancouver To Victoria			\$ 284.76				\$ -		\$ 14.24	Helijet	\$ 284.76
									\$ -				\$ -
Nov	19	Vancouver To Victoria							\$ 47.00			Full day meals	\$ 47.00
									\$ -				\$ -
Nov	19	Vancouver To Victoria			\$ 36.57				\$ -		\$ 1.83	Taxis	\$ 36.57
									\$ -				\$ -
Nov	19	Vancouver To Victoria							\$ -	\$ 99.99	\$ 4.55	Hotel	\$ 99.99
									\$ -				\$ -
Nov	20	Victoria to Vancouver			\$ 284.76				\$ -		\$ 14.24	Helijet	\$ 284.76
									\$ -				\$ -
Nov	20	Victoria to Vancouver			\$ 21.67				\$ -		\$ 1.08	Taxis	\$ 21.67
									\$ -				\$ -
									\$ -				\$ -

BLD

L

B	Breakfast only	\$11.50	claim if travel starts before 7:00 a.m. or ends after 7:00 a.m.
L	Lunch only	\$13.25	claim if travel starts before 12:00 noon or ends after 12:00 noon.
D	Dinner only	\$22.25	claim if travel starts before 6:00 p.m. or ends after 6:00 p.m.
BL	Breakfast and lunch only	\$24.75	see above
BD	Breakfast and dinner only	\$33.75	see above
LD	Lunch and dinner only	\$35.50	see above
BLD	Full Day	\$47.00	

INVOICE

Deetken Enterprises Inc.
501 – 1755 West Broadway
Vancouver, BC V6J 4S5

To: Ministry of Labour and Citizens' Services
Strategic Partnerships Office
PO Box 9438, Stn Prov Govt
Victoria, BC V8W 9V3

Invoice Date: December 31th, 2014
Invoice #: 1AP-SPO-Revenue
Contract #: C15CIO32427
Vendor #: 2084387 001
Vendor HST#: 833761760RT0001

Services performed from: October 27, 2014 to December 31, 2014.

HPAS - Revenue Services Analysis, services included:

- Analysis of pricing models and rates for the provision of call centre services, processing of payments, collection services and IT application support.
- Analysis and benchmarking to estimate required resource volumes, resources costs as well as overhead and SG&A based on service volumes.
- Evaluation of service provision models that could reduce total Ministry costs.
- Detailed modelling and cost analysis in order to identify savings opportunities for the Ministry.
- Perform an evaluation of pricing proposals to assess the competitiveness of those proposals and to identify opportunities for the Ministry to negotiate better prices.

398 hours @ \$150.00/hour		\$59,700.00
71 hours @ \$170.00/hour		\$12,070.00
	Total	\$71,770.00
GST		\$3,588.50
	GRAND TOTAL	\$75,358.50

André Powell
Managing Director



HOTEL GRAND PACIFIC

463 Belleville Street, Victoria, BC, Canada V8V 1X3 Tel: (250) 386-0450 Guest Fax: (250) 380-4473

Reservations 1-800-663-7550

Member of Preferred Hotels & Resorts Worldwide

Mr Malvin Velez

S. 22

Min of Finance

Room : S. 22
 Arrival Date : 11/19/14
 Invoice No. : 340773
 Folio No. : 340773
 Conf. No. : 4082595
 Cashier No. : S. 22
 Billing Date : 11/20/14
 A/R Number

Date	Description	Debit	Credit
11/19/14	Room Charge	90.00	
11/19/14	Destination Marketing Fee	0.90	
11/19/14	Provincial Room Tax	9.09	
11/19/14	Room GST	4.55	
11/20/14	Mastercard XXXXXXXXXXXXX S. 22 XX/XX		104.54
Room H/GST Total - 4.55		Total	104.54
Other H/GST Total - 0.00			104.54
H/GST # 122212624 PST# 1000-6248		Balance	0.00

I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges. Guests have accepted delivery of The Globe and Mail on a complimentary basis. Guests are not responsible for payment of the newspaper if they decline.



Pereira, Jennifer MTIC:EX

From: MacDonald, Donna FIN:EX
Sent: Thursday, January 8, 2015 3:39 PM
To: Cope, Dan MTIC:EX
Cc: Sterling, Kerri MTIC:EX; Beach, Morgan MTIC:EX; Sherwood, David FIN:EX
Subject: RE: Expenses - Revenue Project (Deetken) - For Approval

This expense invoice is approved Dan.

Thanks very much.

Donna
250 387-1550

From: Cope, Dan MTIC:EX
Sent: Thursday, January 8, 2015 3:23 PM
To: MacDonald, Donna FIN:EX
Cc: Sterling, Kerri MTIC:EX; Beach, Morgan MTIC:EX; Sherwood, David FIN:EX
Subject: FW: Expenses - Revenue Project (Deetken) - For Approval

Afternoon Donna,

Attached are the expenses for the Deetken Contract for approval. Does this expense only invoice look good to pay?

Thanks, Dan

From: SPO Invoices MTIC:EX
Sent: Thursday, January 8, 2015 3:21 PM
To: Cope, Dan MTIC:EX
Subject: FW: Expenses - Revenue Project

From: Andre Powell [<mailto:apowell@deetken.com>]
Sent: Thursday, January 8, 2015 3:03 PM
To: SPO Invoices MTIC:EX
Subject: Expenses - Revenue Project

Hi,
Attached is the expense claim for Malvin Velez for the Revenue Project that has been recently completed.
Thanks

--

André Powell
The Deetken Group
Asset Management | Management Consulting
deetken.com
office: +1 604 731 4424
mobile: S. 22

The information in this email is confidential and may be legally privileged. Access to this email by anyone other than the intended addressee is unauthorized. If you are not the intended recipient of this message, any review, disclosure, copying, distribution, retention, or any action taken or omitted to be taken in reliance on it is prohibited and may be unlawful. If you are not the intended recipient, please reply to or forward a copy of this message to the sender and delete the message, any attachments, and any copies thereof from your system.

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Pereira, Jennifer MTIC:EX

From: MacDonald, Donna FIN:EX
Sent: Wednesday, January 7, 2015 9:40 AM
To: Cope, Dan MTIC:EX
Cc: Sterling, Kerri MTIC:EX; Beach, Morgan MTIC:EX; Sherwood, David FIN:EX
Subject: RE: Revenue Services Invoice for fees (Deetken)

Thanks Dan,

We confirm the accuracy of the work completed. Please proceed with payment and contract close out activities.

Regards,

Donna
250 387-1550

From: Cope, Dan MTIC:EX
Sent: Tuesday, January 6, 2015 1:23 PM
To: MacDonald, Donna FIN:EX
Cc: Sterling, Kerri MTIC:EX; Beach, Morgan MTIC:EX
Subject: FW: Revenue Services Invoice for fees (Deetken)

Afternoon Donna, attached is the first (and last) invoice for the work Deetken has been doing for Revenue. Can you verify its accuracy to the work completed?

Thanks, Dan

Dan Cope
Director, Business Intelligence & Analysis
Ministry of Technology, Innovation and Citizens' Services
W138K - 4000 Seymour



From: SPO Invoices MTIC:EX
Sent: Tuesday, January 6, 2015 1:21 PM
To: Cope, Dan MTIC:EX
Subject: FW: Revenue Services Invoice for fees

From: Andre Powell [<mailto:apowell@deetken.com>]
Sent: Tuesday, January 6, 2015 12:47 PM
To: SPO Invoices MTIC:EX
Subject: Revenue Services Invoice for fees

Hi,
Attached is the invoice for the revenue services project. The project is now complete.

Thanks.

--

André Powell
The Deetken Group
Asset Management | Management Consulting
deetken.com
office: +1 604 731 4424
mobile: S. 22
apowell@deetken.com

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Subject: HeliJet International Inc. - Reservation S. 22 Itinerary

From: HeliJet Reservations (passengerservices@helijet.com)

To: S. 22

Date: Friday, November 14, 2014 10:54 AM



Victoria Harbour: 79 Dallas Road, Victoria BC V8V 1A1
Vancouver Airport: 5911 Airport Road South, Richmond BC V7B 1B5
Vancouver Harbour: 455 Waterfront Road W, Vancouver BC V6B 5E8

Reservations: 1.800.665.4354 | **website:** helijet.com

RESERVATION CONFIRMATION

Passenger

Name	Reservation #	Total Charges	Total Taxes	Total Amount	Total Payments	Balance Due
VELEZ MALVIN	S. 22	569.52	28.48	598.00	598.00	0.00

Itinerary

Leg	Date	From	To	Flight	Status
1	19 Nov 2014	07:00 - VANCOUVER HARBOUR	07:35 - VICTORIA HARBOUR	851	CONFIRMED
2	20 Nov 2014	18:35 - VICTORIA HARBOUR	19:10 - VANCOUVER HARBOUR	730	CONFIRMED

Charges

Date	Passenger	Description	Amount	Taxes	Total
1 14 Nov 2014	VELEZ, MALVIN	PEAKFARE - Full Fare*	284.76	14.24	299.00
2 14 Nov 2014	VELEZ, MALVIN	PEAKFARE - Full Fare*	284.76	14.24	299.00
Total			569.52	28.48	598.00

Payments

Date	Description	Payer	Method	Amount	PO Number	Receipt	Authorization
14 Nov 2014	Master Card	Malvin Velez	MC	598.00		371722	Y:030562:20ba068::Y:NYY

THIS ITINERARY IS YOUR OFFICIAL TRAVEL DOCUMENT. PLEASE READ FULLY.

Carriage is subject to applicable tariffs, conditions of carriage and related regulations which are available at the HeliJet International administration offices. Carriage hereunder is subject to the rules and limitations relating to the liability established by the Warsaw Convention.

Itinerary Status Codes:

C - Confirmed / W- Waitlist / X - Cancelled / S - Standby

Passenger Travel Information:

For detailed Travel Information visit helijet.com or call HeliJet Reservations **1.800.665.4354**

Passenger Check-in:

Passengers are required to check-in at least 20 minutes prior to scheduled flight departure time.

Aircraft Type:

Scheduled flights are operated by 12 passenger Sikorsky S-76 helicopters.

Travel Documentation:

YELLOW CAB CO LTD
1441 CLARK DR V5L3K9
VANCOUVER BC
21158659

iiii PURCHASE iiii

11-19-2014 06:18:02
Acct # S.22 CN
Exp Date ''/'' Card Type MC
Name: MALVIN N VELEZ
A0000000041010 MasterCard

Trace # 480001
N21158659174
Inv. # 1
Auth # 041039 RRN 001831001

Purchase \$18.50
Tip \$2.00
Total \$20.50

(00) APPROVED-THANK YOU

Retain this copy for your records
Customer copy

VANCOUVER TAXI
790 CLARK DR
VANCOUVER BC

CARD ***** S.22
CARD TYPE MASTERCARD
DATE 2014/11/20
TIME 2107 19:41:33
CLERK ID S.22
RECEIPT NUMBER
C85015916-001-178-005-0

PURCHASE
AMOUNT \$20.50
TIP \$2.25
TOTAL

\$22.75

MasterCard
A0000000041010
9F6582D6D0538223
0000008000-E800
65B2A7F0BD0E9A6C

APPROVED

AUTH# 041057 01-027
THANK YOU

CARDHOLDER COPY

IMPORTANT - RETAIN THIS
COPY FOR YOUR RECORDS

BLUEBIRD CABS LTD.
CAB 89
2612 QUADRA ST. 2ND FLOOR
VICTORIA, BC V8T 4E4
250-382-2222

TERM ID: H4342463 BATCH#: 823
SHIFTH: 003

Sale

INV#: 000000002
MCARD SEOH: 823001001002 Chip

Application Label: MasterCard
AID: A0000000041010
TVR:00 00 00 00
TSI:E8 00
*****S.22

Amount: \$ 16.15
Tip: \$ 1.75

Total:CAD\$ 17.90

APPROVED 077656
001/00

19-Nov -14 07:52:57

CUSTOMER COPY
VICTORIA'S FIRST CHOICE
THANK YOU!

Harbour Air Seaplanes

Vancouver (604) 274-1277
Victoria (250) 384-2210
Nanaimo (250) 714-0004

Toll-free 1-800-665-0212
Website: www.harbourair.com
04/11/2014 1:09:06 PM
GST: 84295 5858 RT0001

CUSTOMER COPY

Booking Information:

Malvin Velez
Tuesday, November 4, 2014
1 Passenger(s)

Flight #216
Departs 13:30 PM @ Victoria Harbour
Arrives 14:05 PM @ Vancouver Harbour

Invoice #: 4456073

1.00 Sked 200 : Carbon Offset \$0.50 CDN
1.00 Sked 200 : Fuel Surcharge \$5.00 CDN
1.00 Sked 200 : VHFC Terminal \$9.50 CDN
1.00 Sked 200 : SuperSaver We \$134.51 CDN

Goods and Services Tax \$7.49 GST

Grand Total \$157.00 CDN

Payment Information:

Visa \$157.00 CDN

Date/Time.....: 04/11/2014 1:09:03 PM
Terminal.....: HACYWH14
Action.....: Purchase
Card Type.....: VISA
Card Number.....: **** * s.22 M
Expiration.....: S.22
Amount.....: \$157.00
Authorization.....: 071531
ISOResponseCode...: 00
Response.....: 001 (APPROVED 07153)

CUSTOMER COPY

YELLOW CAB
817 FISGARD STREET V8W1R9
VICTORIA BC
21852400

PURCHASE

11-04-2014 08:41:41
Acct # S.22 C
Exp Date '*/' Card Type VI
Name: MALVIN VELEZ
A000000003101001 VISA CREDIT

Trace # 630003 Operator S.22
FY2185240053

Inv. # 153
Auth # 042706 RRN 001789001

Purchase \$34.45
Tip \$3.45
Total \$37.90

(00) APPROVED-THANK YOU

Retain this copy for your records
Customer copy

VICTORIA TAXI # 27
2925 DOUGLAS ST
VICTORIA BC

Term ID: 05212924

Purchase

XXXXXXXXXXXX S.22

VISA Entry Method: C

Amount: \$ 29.45
Tip: \$ 2.95
Total: \$ 32.40

2014/11/04 13:07:16

Seq #: 0010017210

Appr Code: 015719

Resp Code: 01/027

VISA CREDIT
A000000003101001
75 AB 00 00 04 32 87 9A
00 00 00 80 00
F8 00
F7 2A B9 E8 B0 C8 9A 50

APPROVED
Thank You

Customer Copy

IMPORTANT -
retain this copy for your records

Subject: HeliJet International Inc. - Reservation S. 22 Itinerary

From: HeliJet Reservations (passengerservices@helijet.com)

To: S. 22

Date: Thursday, October 30, 2014 3:49 PM



Victoria Harbour: 79 Dallas Road, Victoria BC V8V 1A1
Vancouver Airport: 5911 Airport Road South, Richmond BC V7B 1B5
Vancouver Harbour: 455 Waterfront Road W, Vancouver BC V6B 5E8

Reservations: 1.800.665.4354 | **website:** helijet.com

RESERVATION CONFIRMATION

Passenger

Name	Reservation #	Total Charges	Total Taxes	Total Amount	Total Payments	Balance Due
VELEZ MALVIN	S. 22	546.66	27.34	574.00	574.00	0.00

Itinerary

Leg	Date	From	To	Flight	Status
1	04 Nov 2014	07:30 - VANCOUVER HARBOUR	08:05 - VICTORIA HARBOUR	703	CONFIRMED
2	04 Nov 2014	13:45 - VICTORIA HARBOUR	14:20 - VANCOUVER HARBOUR	718	CONFIRMED

Charges

Date	Passenger	Description	Amount	Taxes	Total
1 30 Oct 2014	VELEZ, MALVIN	PEAKFARE - Full Fare*	284.76	14.24	299.00
2 30 Oct 2014	VELEZ, MALVIN	FULLFARE - Full Fare	261.90	13.10	275.00
Total			546.66	27.34	574.00

Cancelled & Flew Harbour Air instead

Payments

Date	Description	Payer	Method	Amount	PO Number	Receipt	Authorization
30 Oct 2014	Master Card	Malvin Velez	MC	574.00		370008	Y:077617:209285f::Y:NY

THIS ITINERARY IS YOUR OFFICIAL TRAVEL DOCUMENT. PLEASE READ FULLY.

Carriage is subject to applicable tariffs, conditions of carriage and related regulations which are available at the HeliJet International administration offices. Carriage hereunder is subject to the rules and limitations relating to the liability established by the Warsaw Convention.

Itinerary Status Codes:

C - Confirmed / W- Waitlist / X - Cancelled / S - Standby

Passenger Travel Information:

For detailed Travel Information visit helijet.com or call HeliJet Reservations **1.800.665.4354**

Passenger Check-in:

Passengers are required to check-in at least 20 minutes prior to scheduled flight departure time.

Aircraft Type:

Scheduled flights are operated by 12 passenger Sikorsky S-76 helicopters.

Travel Documentation:

SOW – Deetken

The Deetken Group
501-1755 West Broadway
Vancouver, BC

Phone: 604 731 4424

Email: apowell@deetken.com

List of contractors:

- Andre Powell
- Malvin Velez

MAXIMUM AMOUNT PAYABLE: \$75,000 (\$73,000 fees, \$2,000 expenses)

Hourly Rates

- Andre Powell (\$170/hour)
- Malvin Velez (\$150/hour)

Length of Term: October 27, 2014 - November 30, 2014

Option to Renew: The Province may, at its sole option, renew this Agreement on the same terms and conditions, except this provision, as to renewal for up to one (1) successive one (1) month period (each such month a “Renewal Term”) by giving the Contractor written notice of any such renewal not later than 10 days prior to the end of Initial Term or the then current Renewal Term, as the case may be.

SERVICES:

Upon the request of the Strategic Partnerships Office (SPO) the Contractor agrees to provide the following:

- Provide expertise and advice on pricing models and rates for the provision of receivables management services, including call centre services, processing of payments, collection services and IT application support.
- Provide expertise and advice on how service levels should be commensurate to pricing levels, incentives or penalties
- Perform financial modelling to estimate required resource volumes and overhead costs based on service volumes and service levels
- Perform an evaluation of pricing proposals to assess the competitiveness of those proposals and to identify opportunities for the Ministry to negotiate better prices
- Assist the Ministry in negotiating pricing through the use and reference to industry standards and market best practices

Invoices to be submitted to: SPOinvoices@gov.bc.ca

The Deetken Group
Suite 501 – 1755 W. Broadway
Vancouver BC V6J 4S5
Canada

The Deetken Group

Accounts Payable
Ministry of Citizens' Services
PO Box 9412, Stn Prov Govt
Victoria, BC, V8W 9V1

Invoice # 1214-1 MV-ASDS
Invoice Date January 5, 2015
Contract # C15CIO32427

Amount Due \$1,336.99 CAD

Attention: Accounts Payable

Please find within the expenses for travel over the period of November 4 to 20, 2014. The travel expense form and supporting receipts are also attached.

Client: Ministry of Finance
Project – Revenue Management Services Analysis

Resources, Hours and Fees

Resource	Expense Description	Amount (GST Excluded)	Total
Malvin Velez	Nov 4 and Nov 19/20 Trip to Victoria and related expenses	\$1,275.97	\$1,336.99
		Grand Total	\$1,336.99
		Amount Paid	0
		Amount Due	\$1,336.99

GST#: 883761760 RT0001

Please make all checks payable to Deetken Enterprises Inc.

If you have any questions do not hesitate to contact me.

Regards,



Malvin Velez
Management Consultant
604.417.3119