

To:
British Columbia Ministry of Health Services
 5th Floor, 1483 Douglas St.
 Victoria, BC V8W 3C8
 CANADA

Date: Feb 20, 2013
 Invoice No.: 1237
 Reference: MSA #2005\404

HST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

CRP - Nov - Jan 13 2013

	Total
Communication Response Project - One Time Setup/Planning to Jan 13 2013	
Project Resources	195,524.00
Contact Center Agents	307,182.00
Fixed Set Up Costs	128,784.00
Subtotal:	631,490.00
HS - HST 12%	
HST	75,778.80

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED. IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA	Total Canadian Dollars	707,268.80
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PLEASE REMIT PAYMENT TO THE ADDRESS BELOW:
 ATTN: FINANCE DEPARTMENT

To:

British Columbia Ministry of Health Services
 5th Floor, 1483 Douglas St.
 Victoria, BC V8W 3C8
 CANADA

Date: Mar 11, 2013
 Invoice No.: 1266
 Reference: MSA #2005\404

HST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

	Total
Communications Response Project - Operations Jan 14 - 31 2013	
Contact Center Agents	128,024.96
Project Resources	31,507.06
Equipment	4,284.00
Network Usage	1,663.39
CCA Seats	13,621.19
Infrastructure Costs	36,665.32
Subtotal:	215,765.92
HS - HST 12%	
HST	25,891.92

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED. IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA	Total Canadian Dollars	241,657.84
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 ATTN: FINANCE DEPARTMENT

To:

British Columbia Ministry of Health Services

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

Date: Mar 11, 2013

Invoice No.: 1267

Reference MSA #2005\404

HST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

	Total
Communications Response Project Feb 2013	
Contact Center Agents	17,673.75
Project Resources	23,419.20
Equipment	8,568.00
Network Usage	3,326.78
CCA Seats	27,242.38
Subtotal:	80,230.11
HS - HST 12%	
HST	9,627.61

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED. IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA	Total Canadian Dollars	89,857.72
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PLEASE REMIT PAYMENT TO THE ADDRESS BELOW:
ATTN: FINANCE DEPARTMENT

To:
British Columbia Ministry of Health Services
 5th Floor, 1483 Douglas St.
 Victoria, BC V8W 3C8
 CANADA

Date: Apr 22, 2013
 Invoice No.: 1317
 Reference: MSA #2005\404

GST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

Communications Response Project - March 2013

	Total
Contact Center Agents	14,498.00
Project Resources	4,661.35
Service Delivery Charges	4,439.00
Subtotal:	23,598.35
G - GST 5%	
GST	1,179.92

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED. IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA	Total Canadian Dollars	24,778.27
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PLEASE REMIT PAYMENT TO THE ADDRESS BELOW:
 ATTN: FINANCE DEPARTMENT

To:

British Columbia Ministry of Health Services
5th Floor, 1483 Douglas St.
Victoria, BC V8W 3C8
CANADA

Date: May 31, 2013
Invoice No.: 1346
Reference: MSA #2005\404

GST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

Communications Response Project - April 2013

	Total
Project/Contact Center Resources	1,666.72
Service Delivery	3,705.00
Subtotal:	5,371.72
G - GST 5%	
GST	268.59

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED.

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

Total Canadian Dollars

5,640.31

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

To:
British Columbia Ministry of Health Services
 5th Floor, 1483 Douglas St.
 Victoria, BC V8W 3C8
 CANADA

Date: Jun 17, 2013
 Invoice No.: 1353
 Reference MSA #2005\404

GST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

Communications Response Project - May 2013

	Total
Project/Contact Center Resources	1,202.34
Service Delivery	3,705.00
Subtotal:	4,907.34
G - GST 5%	
GST	245.37

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED. IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA	Total Canadian Dollars	5,152.71
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PLEASE REMIT PAYMENT TO THE ADDRESS BELOW:
 ATTN: FINANCE DEPARTMENT

To:
British Columbia Ministry of Health Services
5th Floor, 1483 Douglas St.
Victoria, BC V8W 3C8
CANADA

Date: Jul 24, 2013
Invoice No.: 1398
Reference: MSA #2005\404

GST # 847056348 RT0001

Services Provided to British Columbia Ministry of Health Services

Communications Response Plan (CRP) - June 2013

	Total
Service Delivery Charges	3,705.00
Project/Contact Center Resources	918.09
Subtotal:	4,623.09
G - GST 5%	
GST	231.15

YOUR PROMPT PAYMENT OF THIS INVOICE WILL BE APPRECIATED. IF YOU HAVE ANY QUESTIONS PLEASE EMAIL FINANCE@MAXIMUSBC.CA	Total Canadian Dollars	4,854.24
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PLEASE REMIT PAYMENT TO THE ADDRESS BELOW:
ATTN: FINANCE DEPARTMENT

Response to HTH-2013-00169 -- Health data breach call centre.

Health Data Breach Call Centre - Costs - March 1, 2012 to June 30, 2013										
Cost Item	March 2012 - October 2012	November 2012 - January 13, 2013	January 14 - 31, 2013	Feb 2013	March 2013	April 2013	May 2013	June 2013	Total to June 30, 2013	Notes
Project Resources	\$ -	\$ 195,524.00	\$ 31,507.06	\$ 23,419.20	\$ 4,661.35	\$ 1,666.72	\$ 1,202.34	\$ 918.09	\$ 258,898.76	
Contact Centre Agents	\$ -	\$ 307,182.00	\$ 128,024.96	\$ 17,673.75	\$ 14,498.00	\$ -	\$ -	\$ -	\$ 467,378.71	
Service Delivery Charges	\$ -	\$ -	\$ 19,568.58	\$ 39,137.16	\$ 4,439.00	\$ 3,705.00	\$ 3,705.00	\$ 3,705.00	\$ 74,259.74	1
Facilities	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
Infrastructure	\$ -	\$ -	\$ 36,665.32	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 36,665.32	2
Set-up costs	\$ -	\$ 128,784.00			\$ -	\$ -	\$ -	\$ -	\$ 128,784.00	3
	\$ -									
Tax	\$ -	\$ 75,778.80	\$ 25,891.92	\$ 9,627.61	\$ 1,179.92	\$ 268.59	\$ 245.37	\$ 231.15	\$ 113,223.36	
Total Invoiced	\$ -	\$ 707,268.80	\$ 241,657.84	\$ 89,857.72	\$ 24,778.27	\$ 5,640.31	\$ 5,152.71	\$ 4,854.24	\$ 1,079,209.89	
Notes:										
1. Includes: Toll Free Number(s), long distance charges, Call Centre Anywhere fees and data archiving										
2. Includes: desktops, software and telephone for incremental staff										
3. Includes: planning, recruitment, call centre infrastructure and network setup, and mail-out/notification letter costs										

Source of data: Invoices received by the Ministry of Health

Health Data Breach Call Centre - Weekly Call Statistics - Calls Answered															
Month	January			February			March						Subtotal		
date range	14 - 18	21 - 25	28 - 31	1	4 - 8	12 - 15	18 - 22	25 - 28	1	4 - 8	11 - 15	18 - 22	25 - 28	Jan - Mar	
TOTAL Calls	27	607	205	23	105	45	31	16	5	10	10	15	7	1,106	
Month	April		Apr/May			May		June				Subtotal		TOTAL	
date range	2 - 5	8 - 12	15 - 19	22 - 26	29 - 3	6 - 10	13 - 17	21 - 24	27 - 31	3 - 7	10 - 14	17 - 21	24 - 28	Apr-June	
TOTAL Calls	3	3	7	2	4	4	1	1	2	1	1	1	-	30	1,136
Notes:															
1. The call centre commenced operations on January 14, 2013. Number of calls includes both calls from recipients of notification letters, and from the general public.															