

# Schedule 7 – Completion Criteria

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## 1. Technical Completion of the Facility Project

### 1.1 General

- (a) In order to achieve Technical Completion, the Operator must have satisfied its Technical Completion Plan and all of the Technical Completion Criteria set out in section 1.2 as they relate to the Project to the reasonable satisfaction of the Independent Verifier.
- (b) The achievement of Technical Completion is certified by the Independent Verifier in accordance with this document. The Operator must provide all evidence proving that it has achieved Technical Completion in a Technical Completion Report and provide this to the Client Representative and Independent Verifier for review.
- (c) All design and construction work for all aspects of the Project (inclusive of all external works) must be completed prior to Technical Completion with all testing necessary for the occupation of the asset solution for the Site, Facility, Associated Commercial Facilities and Car Park for the Project required under this document having been successfully completed.

### 1.2 Technical Completion Criteria

The Technical Completion Criteria means all of the following:

- (a) the Operator holds all Project Insurances which the Operator is obliged to have effected or maintained as at Technical Completion on the terms required under this document;
- (b) the Operator has successfully completed the Technical Completion Tests, any tests as nominated in its Technical Completion Plan and any Additional Technical Completion Tests required to be successfully completed prior to Technical Completion, unless otherwise agreed in writing by the Operator or Independent Verifier;
- (c) the Project has been completed in accordance with the Design Parameters and any other applicable requirement of any Project Document and it is Fit for Intended Purposes;
- (d) except for any Technical Completion Outstanding Items, the Project is free from all Defects;
- (e) all fixed FF&E, all fixed IM&T (including all associated accessories / attachments) have been located, installed and commissioned and / or certified at the Project (if applicable), in accordance with the Project Documents and the State's and other relevant requirements;
- (f) the Operator has provided to the State and the Independent Verifier a copy of any Authority approvals and permit(s) issued for the Project (which must be without conditions) including: Building Code certificates of occupancy etc.;
- (g) the Operator has provided to the State and the Independent Verifier copies of all authorisations required for the occupation of the asset solution for the Project;
- (h) the Operator has submitted to the State the Technical Completion Report which complies with the Project Documents, the Technical Completion Plan, requirements of Authorities and these Technical Completion Criteria;
- (i) the Operator has submitted to the State the Technical Completion Report that evidences that it has achieved the requirements of its Technical Completion Plan and otherwise in accordance with these Technical Completion Criteria;
- (j) the Operator has submitted to the State the Operating Term documentation at the times set out in and otherwise in accordance with the Project Documents;

- (k) the Operator has submitted to the State all asset solution Project documentation within its Technical Completion Report contemplated by the Project and must ensure that such documentation complies with the requirements of the Project Documents;
- (l) the Operator has complied with all of its obligations in respect of Technical Completion;
- (m) all construction machinery, equipment and materials have been removed from the Site save where required for the purposes of rectifying the Technical Completion Outstanding Items or undertaking other works as approved by the State;
- (n) a final clean of the asset solution for the Project as to ensure that it is clean and tidy and free from all construction waste, rubbish, dust, debris and equipment and materials has been completed by the Operator to the reasonable satisfaction of the Independent Verifier and in a manner that meets the Quality Standards and other requirements of this document, this includes a comprehensive clean of all assets to a first class standard. The clean must include:
  - (i) final cleaning of the Site, Facility, Associated Commercial Facilities and the Car Park consisting of cleaning each surface of unit of work to normal 'clean' condition expected for a first class building cleaning and maintenance programme;
  - (ii) removal of labels which are not required as permanent labels;
  - (iii) clean transparent materials, including mirrors and window/door glass, to a polished condition, removing substances which are noticeable as vision-obscuring materials
  - (iv) replace broken glass and damaged transparent materials;
  - (v) clean exposed exterior and interior hard surfaces finished, to a dirt free condition, free of dust, stains, finger marks, films and similar noticeable distracting substances, and except as otherwise indicated, avoid disturbance of natural weathering of exterior surfaces;
  - (vi) restore reflective surfaces to original reflective condition;
  - (vii) wipe clean the surface of mechanical and electrical equipment, including lift and similar equipment; remove excess lubrication and other substances;
  - (viii) remove debris and surface dust from limited access spaces;
  - (ix) pressure wash clean concrete floors and remove all dust and stains;
  - (x) vacuum clean carpet and similar soft surfaces and shampoo if required;
  - (xi) clean plumbing fixtures to a sanitary and polished condition, free of stains including those resulting from water exposure;
  - (xii) clean light fixtures and lamps so as to function with full efficiency. Wipe down and ensure that at handover all fittings are clean of dust;
  - (xiii) if permanent lighting fixtures have been used for construction purposes replace globes with new;
  - (xiv) seal all vinyl surfaces as per manufacturers recommendations;
  - (xv) clean Site, including planted sections and footpaths, of litter and foreign substances; pressure wash paved areas to a clean condition; remove stains, petro-chemical spills and other foreign deposits;

- (xvi) wipe down thoroughly all surfaces including workspaces, walls, workstations, filing cabinets and other loose items and all fittings and fixtures to ensure that the project is clear of dust and other particles;
  - (xvii) clean inside all joinery as well as external surfaces;
  - (xviii) clean all wall surfaces and touch up paint as required;
  - (xix) clean Site and all site access and site connections (including all paths, roads and paving) by a minimum of pressure washing and mechanical street sweeping;
  - (xx) remove and clean away mud, building debris from footpaths, gutters, drains, walls etc.;
  - (xxi) mow lawns and ensure that the external landscape is appropriately mulched and finished and free of debris, rubbish and aesthetically intrusive protection; and
  - (xxii) clean all fire hose reel cupboards, distribution boards and plant spaces.
- (o) in relation to the Project, a clinical clean / hospital clean has been programmed to occur and that the clinical cleaning activity schedule is identified and addresses the requirement that another final clean and clinical clean must occur prior to Operational Readiness;
  - (p) the Operator has submitted all documents (including the Transition Strategy, Patient Transfer Plan, Staff Migration Plan and Operational Readiness Plan, Final Completion Plan) and other information required by this document and the Project Documents to be supplied to the Independent Verifier and / or the Client Representative at a time before Technical Completion, and such documentation is in a form and includes details approved by the Independent Verifier (such approval not to be unreasonably withheld or delayed);
  - (q) the Operator has confirmed that all warranties relating to:
    - (i) the Project; and
    - (ii) fixed FF&E and all fixed IM&T,
 have been obtained and are otherwise in place, including for the period between Technical Completion and Operational Readiness;
  - (r) the Operator has provided copies to the Independent Verifier and Client Representative of all certificates and permits required from Authorities and / or independent testing agencies in relation to the asset solution for the Project;
  - (s) without limiting paragraph (a), the asset solution for the Project is such that the Operator will not be prevented from obtaining any authorisations necessary and which the Operator is not required by any Project Document to obtain, to enable the Operator to provide the Services;
  - (t) in relation to the asset solution only, the Operator has completed for the Project Works a running period of 40 consecutive days, 24 hours a day, under full operational conditions, meeting all the output requirements of the Services;
  - (u) the Operator has liaised with and otherwise undertaken coordination of the State in the preparation by the Operator of the plan for undertaking all activities during the period of Transition and Operational Readiness;
  - (v) the Operator has completed to the satisfaction of the Independent Verifier all Technical Completion Tests as defined in section 1.3 as they relate to the Project Works;
  - (w) the Operator has provided a report to the Independent Verifier that demonstrates that the Facility has been delivered in accordance with the Construction Documentation Report

and that any deviations or variations from the Construction Documentation Report have been approved by the Clients Representative where such an action is required under the Project Deed;

- (x) the Operator has done all things which it is required to do prior to Technical Completion (as applicable) under the Design Parameters; and
- (y) the Operator has otherwise done everything which it is required to do under any Project Document to achieve Technical Completion.

### **1.3 Minimum Technical Completion Tests**

- (a) The Operator must outline the details of all Technical Completion Tests in its Technical Completion Plan and must provide comprehensive detail of how the Operator will provide the Client Representative and Independent Verifier with adequate quality of information and resources as to assess Technical Completion.
- (b) Subject to paragraph (c), the overriding obligation of the Operator in respect of the Technical Completion Tests is that they must demonstrate that all the requirements of the output specifications of the Project have been met and that the Project Works (including Site and Car Park) are Fit for Intended Purposes.
- (c) Without limiting the Operator's overriding obligation set out in paragraph (b) but subject to paragraph (d), the Operator must:
  - (i) provide evidence of compliance with the Construction Documentation Report;
  - (ii) provide certificates of currency for all Project Insurances which it is required to have in place at Technical Completion pursuant to any Project Document;
  - (iii) conduct the Technical Completion Tests in relation to the asset solution identified in these Technical Completion Criteria;
  - (iv) conduct such other tests necessary to demonstrate that the Design Parameters have been met;
  - (v) provide sufficient notice to the State and the Independent Verifier prior to conducting any Technical Completion Tests to ensure the Client Representative and the Independent Verifier may attend the conduct of any Technical Completion Tests;
  - (vi) comply with all reasonable directions of the Independent Verifier in relation to the conduct of the Technical Completion Tests;
  - (vii) record and otherwise document all Technical Completion Tests performed by the Operator in the Technical Completion Report and provide the Technical Completion Report to the Independent Verifier and the State in accordance with the Technical Completion Test Plan and these Technical Completion Criteria. Technical Completion Test records are to include checklists to be used in any ongoing repeat testing;
  - (viii) ensure that where relevant, operational / functional validation of fixed FF&E and all fixed IM&T and / or systems has been undertaken. Individual supplier commissioning tests at the time of installation are not sufficient. The Operator must demonstrate that the entire system (if involving multiple suppliers) functions as it is intended to and that the Hospital Users and the State are satisfied with the information received to operate the system (including commissioning test results, training, servicing requirements);

- (ix) supply or otherwise provide all instruments and appliances necessary to conduct the Technical Completion Tests for the asset solution;
  - (x) ensure all test instruments have been checked and calibrated for accuracy by the manufacturer;
  - (xi) ensure each of the test instruments have an accompanying current certificate of validity from a National Association of Testing Authorities Registered Laboratory;
  - (xii) only use test instruments if they have been designed for the specific task for which they are used;
  - (xiii) provide a copy of the calibration showing the degree of accuracy of each of the testing instruments to the Independent Verifier if requested by the State or the Independent Verifier;
  - (xiv) if a Technical Completion Test fails, immediately inform the Independent Verifier and the Operator and carry out rectification works to enable retesting to occur as soon as possible;
  - (xv) successfully complete any Additional Technical Completion Tests notified to it by the Independent Verifier; and
  - (xvi) comply with all other reasonable directions of the Operator or the Independent Verifier in relation to the conduct of the Technical Completion Tests.
- (d) The Technical Completion Tests shall not include such tests that are not reasonably practicable to undertake prior to the asset solution being fully operational. Those tests will form part of the Operational Readiness Tests.

## 2. Technical Completion Tests – Minimum Requirements

Without limiting any other part of any Project Document or any Technical Completion Criteria, the Technical Completion Tests must include the tests set out below:

- (a) Structural Testing;
- (b) Façade & Roof Water Penetration Testing;
- (c) Civil testing;
- (d) Mechanical services testing;
- (e) Building Management System (**BMS**);
- (f) Electrical Services;
- (g) Communications Services;
- (h) fixed IM&T;
- (i) fixed FF&E;
- (j) Security;
- (k) Hydraulics;
- (l) Fire Protection;
- (m) Vertical Transportation;
- (n) Pneumatic Tube System;

- (o) Fire and Life Safety;
- (p) Traffic;
- (q) Acoustics and Vibration;
- (r) Audio Visual and Telemedicine;
- (s) Environmental Sustainable Design;
- (t) Main Data Centre (if off-site testing, certification and evidence of connectivity must be provided not later than 2 months prior to Operational Readiness);
- (u) Landscape Systems (including bushfire protection measures);
- (v) Integrated Testing;
- (w) Emergency Services interface testing; and
- (x) Major Medical Equipment.

### 3. Technical Completion Tests – Minimum Requirements indicative expectations

#### 3.1 Structural testing and certification

The Operator must provide certification that the structural design complies with the requirements of the Building Code.

#### 3.2 Civil testing

- (a) Compliance specifications

The Operator must, as a minimum, comply with the Quality Standards including the following compliance specifications for stormwater drainage:

- (i) the National Code of Construction (NCC) / Building Code;
- (ii) ADS/NZS 3500.3 (Plumbing and Drainage – Stormwater Drainage);
- (iii) the environmental Authority guidelines; and
- (iv) all Authority requirements and all applicable Laws and requirements for stormwater quantity, discharge rate and quality.

- (b) Completion testing activities

The Operator must, as a minimum, carry out the flushing all pipes, cleaning all pits and testing all water control and quality devices.

- (c) Certification

- (i) A certificate of compliance under the Building Code must be obtained by the Operator for all elements of civil testing from an independent design consultant.
- (ii) Proof must be provided that the design and construction of all civil works meets the Quality Standards complies with all applicable Laws and that it satisfies the Design Parameters in terms of design life, flexibility and sustainability and the project objectives in delivery of the Services over the Term and the Operator's rights and obligations up to the end of the Private Patient Portion Term.

#### 3.3 Mechanical services testing

- (a) Test requirements

The following testing must be carried out as a minimum by the Operator:

- (i) air balancing of all air handling systems;
  - (ii) water balancing of all water circulation systems;
  - (iii) acceptance testing of all FF&E and IM&T which is necessary for the performance of the Services;
  - (iv) fire and life safety system testing and other essential safety measures testing;
  - (v) integration testing of systems such as fire mode operation; and
  - (vi) manufacturers installed testing of FF&E and IM&T which is necessary for the performance of the Services and the supply services (by the Operator).
- (b) Testing personnel
- (i) design and installation certification in accordance with the Building Code;
  - (ii) All testing must be undertaken by experienced commissioning representatives of the installation company, including any Subcontractors which carried out such installation;
  - (iii) all testing must be conducted under the supervision of an accredited representative of the manufacturer or supplier of the particular item of FF&E and IM&T which is necessary for the performance of the Services and the supply services (by the Operator); and
  - (iv) Commissioning personnel must (as pertinent to the particular discipline):
    - (A) be correctly National Environmental Balancing Bureau (**NEBB**) certified (air, hydronics, sound);
    - (B) be licensed electrical (biomedical) inspectors;
    - (C) be green star accredited for the purposes of benchmarking systems in accordance with the requirements of the Design Parameters; and
    - (D) have valid experience in the particular field applicable.

### **3.4 Electrical Services**

As a minimum testing performed by the Operator must include:

- (a) design and installation certification;
- (b) general lighting operation and control function including dimming;
- (c) emergency exit lighting and monitoring;
- (d) earthing tests; and
- (e) lightning protection testing.

### **3.5 Communications Services**

Testing activities to be carried out by the Operator must include, as a minimum, the following communication and messaging systems:

- (a) testing of mobile phone and pager coverage;
- (b) testing of nurse call and paging systems;
- (c) compatibility and connectivity of NBH communications systems with emergency services (including fire, police, ambulance); and

- (d) Emergency Warning & Intercommunications System (**EWIS**) / public address system:
  - (i) testing of system functionality and response to emergency code alerts – refer to emergency response and fire protection testing section;
  - (ii) testing of the functionality of all public address components; and
  - (iii) testing of the functionality of isolated overhead paging and appropriate zoning.

### **3.6 Security**

- (a) The Security Systems testing and commissioning must, as a minimum, include the following components:
  - (i) access control system (**ACS**); and
  - (ii) closed circuit television (**CCTV**).
- (b) The Operator must ensure that all security systems, equipment and interfaces must be fully functioning, configured correctly and interface correctly with all other systems specified.
- (c) The Operator must ensure that all security works must be designed, installed and maintained by personnel accredited by the relevant manufacturer of each component type. Relevant documentation substantiating this requirement must be provided by the Operator in respect of each relevant staff member.

### **3.7 Hydraulics**

The following minimum hydraulic services testing must be completed by the Operator as a minimum:

- (a) testing of minimum and maximum pressures and flows and faucets associated with domestic hot water and domestic cold water;
- (b) testing of domestic hot water temperatures; and
- (c) pressure testing of domestic cold water, domestic hot water and non-potable water systems.

### **3.8 Fire Protection**

The following minimum fire protection services activities must be completed by the Operator as a minimum:

- (a) verification of fire protection and life safety systems including integrated testing with the electrical and mechanical systems;
- (b) sprinkler system including fire pump tests and pipework pressure testing;
- (c) hydrant and hose reel system including fire pump tests and pipework pressure testing;
- (d) fire detection and alarm system testing;
- (e) occupant warning system testing; and
- (f) verification of water supply.

### **3.9 Fire and Life Safety**

- (a) The Operator must obtain from a registered fire safety engineer and the relevant building surveyor, a statement that the asset solution:
  - (i) complies with all applicable Laws; and
  - (ii) with all relevant Authorities and Accreditation Requirements.



- (b) Statements of compliance shall be completed by the fire safety engineer and relevant building surveyor traffic.
- (c) The Operator must demonstrate that it has provided service vehicle facilities suitable for the delivery of the Services.

## 4. Operational Readiness – Acceptance Criteria

### 4.1 General

- (a) The achievement of Operational Readiness is certified by the Independent Verifier in accordance with the Project Documents.
- (b) The Operational Readiness Tests expressly identified in the Operational Readiness Criteria must be performed to the satisfaction of the Independent Verifier. The Operator must provide this in the form of an Operational Readiness Report so as to provide evidence that it has achieved all elements as required by the Operational Readiness Plan and the Operational Readiness Criteria.

### 4.2 Operational Readiness Criteria for the Project

The Operational Readiness Criteria for the Project requires completion of the following:

- (a) the Independent Verifier has issued a certificate under this document certifying that Technical Completion has been achieved;
- (b) the Operator has obtained and will be able to maintain a Hospital Licence for the Facility from the Licensing Authority and provided evidence of the Hospital Licence to the Client Representative and the Independent Verifier;
- (c) the Operator has provided evidence to the Independent Verifier that all offers that are going to be made to staff that have chosen to migrate to the Operator have been made;
- (d) the Key Personnel specified in Schedule 3 have been employed;
- (e) the Operator has demonstrated to the Independent Verifier that all contract management systems and formats required by the State to manage any Project Document and Services between the State and the Operator have been implemented, are functional and a rigorous scenario testing regime completed that proves Operational Readiness to the satisfaction of the Independent Verifier (which shall not be unreasonably withheld);
- (f) the Operator has confirmed that all emergency service interfaces (ambulance) have been established and are ready to go live, are functional and a rigorous scenario testing regime completed that proves Operational Readiness;
- (g) the Operator has confirmed that all NSLHD interfaces and other service provider interfaces (including any NSLHD community health and the Mona Vale Urgent Care Centre) have been established and are ready to go live, are functional and a rigorous scenario testing regime completed that proves Operational Readiness;
- (h) the Operator has confirmed (through witness testing as a minimum) with the Independent Verifier that the Disaster Management interfaces have been established and are ready to go live, are functional and a rigorous scenario testing regime completed that proves Operational Readiness;
- (i) the Operator has demonstrated to the Independent Verifier that the Project Works are Fit for Intended Purposes and comply with the Project Documents;
- (j) the Operator has provided the Operational Readiness Report for acceptance of the Project Works to the Independent Verifier in accordance with this document;

- (k) the Operator has provided written confirmation to the Independent Verifier that:
  - (A) all Technical Completion Outstanding Items required to be completed prior to Operational Readiness have been completed;
  - (B) all FF&E and IM&T has been purchased, located, installed and commissioned for the Project in accordance with the Project Documents and has received certification and all Authorisations required for operational use from the relevant party and to the satisfaction of the Independent Verifier(acting reasonably);
  - (C) all items of FF&E are easily identifiable with a unique, durable and wash-proof barcode sticker or similar tagging device, supplied and installed by the Operator at the time of installation;
- (l) the Independent Verifier and Client Representative must have received the Operational Readiness Report;
- (m) the Operator has delivered the Project including all Consumables necessary for the provision of Services by the Operator;
- (n) the Operator has coordinated and participated in all Operational Readiness scenario exercises identified by the State to ensure that all interfaces with the State, NSLHD and emergency services have been suitably implemented;
- (o) all external transport linkages have been established and are ready to go operational (bus companies, taxis etc.), the car parking solution and any Car Park is complete and ready for operation;
- (p) induction training has been carried out by the Operator for employees of the State and Emergency Services who are required to interface with the Operator in respect of the provision of the Services;
- (q) the Operator has completed training and simulation exercises including the following emergency procedures or incidents (as the case may be):
  - (i) fire drills;
  - (ii) event of gas chemical spill;
  - (iii) event of power failure; and
  - (iv) evacuation procedures;
- (r) the Operator has provided a complete dilapidation survey to the satisfaction of the Independent Verifier confirming all issues for rectification have been resolved;
- (s) the Operator has updated all Operating Term documentation and all as built drawings, operations manuals, maintenance manuals, product information etc. in relation to the Project Works including architectural as built, progress photographs, photographic records of as built installation etc., as applicable. These documents must accord with the Project Documents and be housed in an electronic warehouse which the State must have full and absolute rights or access during Term and post Term;
- (t) the Operator has completed a final clean and clinical clean of the Facility to the reasonable satisfaction of the Independent Verifier, in accordance with the Operational Readiness Plan, and in satisfaction of the Operational Readiness Tests;
- (u) all requirements required to satisfy Technical Completion have been satisfied by the Operator and remain satisfied as the date on which Operational Readiness is to occur;

- (v) the Operator has otherwise done everything which it is required to do under any Project Document to achieve Operational Readiness;
- (w) the Operator has provided all drawings and surveys required to be provided to the Client Representative in accordance with clause 32.3 of this document;
- (x) the Operating Term Bond has been issued to the State in accordance with clause 12.4(a) of this document;
- (y) the Subdivision Plan has been registered at LPI in accordance with the Operational Readiness Criteria;
- (z) the Operator has collated, certified and approved and received certification from the State regarding all as built drawings, operations manuals, maintenance manuals, product information etc. in relation to the asset solution including architectural as built, progress photographs, photographic records of as built installation. These documents must accord with the Project Documents and be housed in an electronic warehouse which the State must have full and absolute rights or access during Term and post Term; and
- (aa) the Operator has provided to the State and the State has certified all documentation in respect of FF&E and IM&T including commissioning documentation, including in respect of any FF&E and IM&T procured pursuant to a State Change Proposal. Connectivity and commissioning of any off-site IM&T data storage and systems must be provided.

### **4.3 Final Clean and Clinical Clean**

- (a) The Operator must perform a final clean of the Project Works, Site and Car Park to ensure they are clean, tidy and free from all construction waste, rubbish, dust, debris, equipment and materials to the reasonable satisfaction of the Independent Verifier and in a manner that meets the Quality Standards and other requirements of any Project Document, as a condition precedent to achieving Operational Readiness.
- (b) The clinical clean of the Facility must be undertaken prior to commencement of Transfer Completion and occupation of the Facility by Patients and must be to the satisfaction of the Licencing Authority. An Operational Readiness Report must be provided to the Independent Verifier for acceptance prior to Operational Readiness.
- (c) Details of the clinical clean (including each area to be cleaned) must be set out in the Operational Readiness Plan. The clinical clean must be undertaken in accordance with the Quality Standards, Good Operating Practice, KPIs and the Project Documents.

### **4.4 Operational Readiness Tests**

- (a) The Operator must set out the details of each Operational Readiness Test in the Operational Readiness Plan and provide an Operational Readiness Report that demonstrates unequivocally that each test has been achieved.
- (b) The Operational Readiness Tests shall not include such tests that are not reasonably practicable to undertake prior to the Facility being fully operational.

## **5. Minimum Operational Readiness Tests**

Without limiting any other part of any Project Document or any Operational Readiness Criteria, the Operator must, as a minimum, undertake the following tests which form part of the Operational Readiness Tests and pass those tests to the satisfaction of the Independent Verifier.

### **5.1 Switchboard**

The Operator must:

- (a) demonstrate that competence training in respect of telephony has occurred; and
- (b) mimic a normal day in the life of a telephonist to demonstrate the competency of staff in the use of the systems to manage:
  - (i) incoming calls;
  - (ii) transfers;
  - (iii) call diversions fixed phones mobile devices;
  - (iv) console functionality;
  - (v) code calls;
  - (vi) different code calls, and group messaging calls;
  - (vii) overhead paging all zones;
  - (viii) selected zones overhead paging;
  - (ix) multiple zones overhead paging;
  - (x) mock test announcements; and
  - (xi) messaging group tests.

## **5.2 Mental Health & Emergency Department**

The Operator must undertake:

- (a) stress testing of doors wall fixture ceiling fixture floor coverings, windows etc.;
- (b) mobile duress testing including scenarios;
- (c) demonstrate the competency of staff in the use of the security system for:
  - (i) man down location and accuracy; and
  - (ii) duress location and accuracy;
- (d) all alarms' accuracy and end to end timing of duress call; and
- (e) timing of response staff and security.

## **5.3 Patient monitoring system**

The Operator must:

- (a) demonstrate complete installation of the patient monitoring system including all relevant brackets, modules, accessories, etc. distributed at point of use or as otherwise required by the State;
- (b) demonstrate competency of staff in the use of the system, including device allocation, alarms management etc.;
- (c) provide verification of patient monitoring functionality and messaging including a range of scenarios as agreed with the State;
- (d) provide verification of relocated monitoring equipment compatibility;
- (e) provide verification of correct parameter settings and configuration;
- (f) undertake integration testing of patient monitoring and emergency management response; and

- (g) demonstrate the integration of the patient monitoring system with all central and telemetry stations, nurse call and paging system.

#### **5.4 Nurse call / Communications**

The Operator must demonstrate the competency of staff in the use of the system to:

- (a) run through a typical day on a ward;
- (b) run through the nurse call system and verify functionality operation;
- (c) demonstrate a shift change including bed allocation;
- (d) demonstrate hand over of devices;
- (e) demonstrate messaging;
- (f) demonstrate the correct message is received by the correct device; and
- (g) demonstrate messaging from patient monitoring.

#### **5.5 Audio Visual**

The Operator must:

- (a) demonstrate the competency of staff in the use of the systems;
- (b) demonstrate the competency of staff to set up the systems;
- (c) run through a typical set up;
- (d) verify the integration with medical equipment in theatres and other specialised audio visual areas; and
- (e) successfully pass tests of digital and IM&T Systems and linkages when actually in use and business continuity in the event of system malfunction.

#### **5.6 CSSD**

The Operator must:

- (a) demonstrate complete installation of the Central Sterile Supply Department (**CSSD**) equipment / systems and associated accessories, including but not limited to: batch washers, scope washers, case cart washers, sterilisers, ultrasonic cleaners, instrument tracking system, packing tables, height adjustable sinks, case carts and lifters, etc.;
- (b) demonstrate competency of staff in the use of the CSSD equipment / systems;
- (c) undertake instrument tracking system testing including instrument marking functionality;
- (d) undertake full operational readiness testing of the washers and sterilisation process;
- (e) undertake mock runs;
- (f) undertake systems checks;
- (g) undertake interface tests and confirmation of operation including between instrument tracking system and the CSSD equipment as well as between the instrument tracking system and other local IM&T systems such as the theatre patient management system; and
- (h) demonstrate alarming and messaging.

#### **5.7 Reverse Osmosis**

The Operator must:

- (a) demonstrate the competency of staff in the use of the system;

- (b) undertake dialysis machine bacterial testing (following sterile clean);
- (c) undertake dialysis machine water loop testing;
- (d) undertake dialysis machine heat sterilizer testing;
- (e) undertake dialysis machine electric loads earth leakage testing; and
- (f) undertake bacterial testing of joint connections.

## **5.8 Clinical Support Services**

The Operator must:

- (a) demonstrate to the satisfaction of the Independent Verifier comprehensive testing of all specialist equipment located in the Clinical Support Services areas such as pharmacy and pathology areas (including cytotoxic, laminar, fume and pass-through cabinets and blood gas analysers, imaging equipment);
- (b) undertake full readiness testing and operational validation of these equipment; and
- (c) provide relevant documentation to support the need to meet the Accreditation Requirements.

## **5.9 Non Clinical Support Services**

The Operator must:

- (a) demonstrate to the satisfaction of the Independent Verifier the flows of food, linen, supplies and waste;
- (b) demonstrate to the satisfaction of the Independent Verifier the integration of systems that manage these flows; and
- (c) run scenarios to demonstrate compliance and process.

## **5.10 Fire and Life Safety**

The Operator must demonstrate to the satisfaction of the Independent Verifier that all fire and life safety elements have been satisfied.

## **5.11 Car parking Solution**

The Operator must demonstrate to the satisfaction of the Independent Verifier that it has provided the Car Park, car parking areas and designated car parking spaces in accordance with the Design Parameters (Schedule 6) and its Car Park Plan (as set out in Schedule 7 to the Car Park Management Deed and Schedule 41 to this document), including:

- (a) the minimum number of parking spaces to be provided;
- (b) pricing compliance with the Project Documents;
- (c) the dimensions of car spaces, access aisles and manoeuvring areas;
- (d) ramp grades, including changes of grade;
- (e) headroom;
- (f) lighting;
- (g) mechanical ventilation systems;
- (h) security & CCTV and interfaces to BMS and security control room;
- (i) fire protection systems;
- (j) signage; and

- (k) boom gates and car park management system.

## 5.12 Integrated Testing

The Operational Readiness Tests must include, as a minimum, testing which spans across all services disciplines and other disciplines, as required, to obtain satisfactory operation of an overall system such as essential services systems; fire mode operation tests and stair pressurisation including reset after fire mode operation; IM&T etc.

## 5.13 Helipad Testing

- (a) The Operational Readiness Tests must include, as a minimum, testing of all aspects of the helipad to demonstrate that it is ready for operation including:
  - (i) inspection by the helipad design consultant to confirm that all the installation meets the requirement of the specification;
  - (ii) Operational Readiness Tests of the helipad operation including scenario tests of normal operation and incident response including testing of integrated response systems including fire suppression systems;
  - (iii) operational testing of the helipad light system to demonstrate that the helipad lighting system operates correctly; and
  - (iv) Ambulance NSW inspections and acceptance testing including testing of helicopter landing and take-off scenarios.

## 5.14 Other Testing

The Operational Readiness Tests must include, as a minimum, the following tests:

- (a) demonstration that ambulance matrix connection and testing has occurred and been successfully completed;
- (b) confirmation of Emergency Department readiness including egress and access and triaging system and management of differing Patient needs including category 1 triage;
- (c) demonstrate that security systems and staffing and management of all potential security issues including with Patients are in place;
- (d) evidence that interface systems with NSW Police local command are in place;
- (e) evidence that interface systems with NSW Ambulance command are in place;
- (f) evidence that interface systems with Fire and Rescue NSW command are in place;
- (g) access and flow of Patients around the hospital Site and between departments;
- (h) demonstrate that the processes for managing urgent supplies and delivery access including blood, transplant organs, urgent histology when a Patient is in theatre are in place; and
- (i) evacuation processes have been tested including patient evacuation for Patients who are unable to help themselves.

# 6. Transfer Completion – Acceptance Criteria

## 6.1 General

- (a) The achievement of Transfer Completion is certified by the Independent Verifier in accordance with the Project Documents.
- (b) The Transfer Completion Criteria must be performed to the satisfaction of the Independent Verifier. The Operator must provide this in the form of a Transition Report which

evidences that it has achieved all elements of this phase including the Transfer Completion Criteria, Transition Strategy and Patient Transfer Plan.

## **6.2 Transfer Completion Criteria**

The Transfer Completion Criteria for the Operator's Activities include all of the following:

- (a) the Independent Verifier has issued a notice under this document certifying that the Operational Readiness Criteria have been satisfied;
- (b) all patients to be transferred from the Existing Hospitals have been transferred in accordance with the Patient Transfer Plan and to the satisfaction and as verified by the Independent Verifier (acting reasonably);
- (c) the Operator has provided a Transition Report to the Independent Verifier evidencing that all requirements under the Patient Transfer Plan have been fulfilled, and that all Transfer Completion Criteria have been satisfied;

## **7. Final Completion – Acceptance Criteria**

### **7.1 General**

- (a) The achievement of Final Completion is certified by the Independent Verifier in accordance with this document.
- (b) The Final Completion Criteria must be performed to the satisfaction of the Independent Verifier. The Operator must provide to the Independent Verifier a Transition Report which evidences that it has achieved all elements of the Final Completion Criteria and the Final Completion Plan as a precondition to Final Completion occurring.

### **7.2 Final Completion Criteria**

The Final Completion Criteria include each of the following:

- (a) the Independent Verifier has issued a notice under this document certifying that Transfer Completion has been achieved;
- (b) the Operator has provided a Final Completion Report that demonstrates that all requirements under the Final Completion Plan have been satisfied (including finalisation of Migrating Employees); and
- (c) the Patient Transfer Payment, Migration Payment, Private Opportunity Payment and Accrued Liabilities Payment (each as defined in the Payment Schedule) costs have been calculated, reconciled and agreed with the Independent Verifier. The Operator must provide all administrative resources to achieve this including any actuarial assessment of final entitlements and costs.