

APPENDIX 4E

INTERFACE SERVICES

1. DEFINITIONS

In this Appendix, in addition to the definitions set out in Schedule 1 of the Agreement:

“Integrated Equipment” has the meaning set out in Section 2.4 of this Appendix;

“KVH Project Agreement” means the Project Agreement for the Kelowna and Vernon Hospitals Project dated August 20, 2008; and

“KVH Project Co” means Infusion Health KVH General Partnership (or any assignee or other replacement entity) appointed by the Authority pursuant to the KVH Project Agreement; and

“Rolling Stock Equipment” means equipment that may be moved to one or more locations at KGH from time to time and that is designated by the Authority as “Rolling Stock Equipment”;

2. INTERFACE SERVICES

2.1 General Requirements

- (a) Project Co will perform the Interface Services in compliance with this Appendix and all other requirements of this Agreement.
- (b) Project Co will continuously perform the Interface Services throughout the Operating Period, and is responsible for such Services 24-hours per day 365(6) days per year.
- (c) There may be services or tasks to be performed that are not expressly described in this Agreement, but in performing the Services in this Appendix, Project Co will perform all such tasks as are required by Good Industry Practice.
- (d) This Appendix includes a table that references Performance Indicators applicable to the Interface Services. The Performance Indicators include all provisions of the relevant section of this Appendix referenced in the table and all other Services required or reasonably inferred to be required to perform the relevant Performance Indicator. The Performance Indicators identified will not limit the scope of the Interface Services to be performed.
- (e) Without limiting the requirements of the Agreement, including the other provisions or this Appendix, Project Co will:
 - (1) provide high quality, efficient and flexible Interface Services at all times;
 - (2) provide sufficient number of qualified, trained and competent personnel (which in all cases includes employees or other personnel of Project Co, the Service Providers and Sub-Contractors) with the skills necessary to perform the Services;
 - (3) meet all requirements of applicable Law, Building Code, applicable collective agreement(s) and Authority Policies. Where there are conflicts between Project Co policies and the Authority Policies, Authority Policies will prevail;
 - (4) research and develop new service delivery methods and apprise the Authority of their benefits;

- (5) manage matters and marshal resources as required to participate in emergency responses and to provide a high level of customer care;
- (6) cooperate with and assist the Authority in the interface and coordination of the other services identified to be delivered by the Authority and/or its contractors other than Project Co and the Service Providers and Sub-Contractors;
- (7) exercise competent supervision of the Services at all times; and
- (8) provide all quality assurance and quality monitoring.

2.2 Scope of Service

For convenience of reference the Interface Services are separated into the following elements, as further described in Sections 2.4 to 2.11 of this Appendix:

- (a) First Response Maintenance for Integrated Equipment;
- (b) Changes across the KGH Campus;
- (c) Interface Relationships;
- (d) Loading Dock;
- (e) Emergency Preparedness;
- (f) Medical Gases; and
- (g) Quality Monitoring.

2.3 KGH Campus Wide Services

Project Co acknowledges that services will be provided across the KGH Campus by the KVH Project Co. KGH Campus wide services include snow removal, groundskeeping, rolling stock including beds, carts, stretchers, mobile patient lifts, wheelchairs, housekeeping equipment, food services equipment, laundry equipment and pneumatic tube canisters.

2.4 First Response Maintenance for Integrated Equipment

Equipment that is identified as requiring an interface between Project Co and the KVH Project Co includes the following integrated equipment and systems (the “**Integrated Equipment**”):

- (a) Panic Duress;
- (b) Electrical Feed;
- (c) Clock System;
- (d) Nurse Call;
- (e) Fire Alarms;
- (f) Paging;
- (g) Pneumatic Tube System;

- (h) Phone System;
- (i) Security systems and monitoring;
- (j) Vocera;
- (k) Telemetry System; and
- (l) Real Time Locating System (RTLS).

Project Co will respond to Demand Requisitions in respect of all Integrated Equipment. If the Integrated Equipment which is the subject of the Demand Requisition is not Integrated Equipment to be maintained by Project Co, Project Co will determine whether the problem relates to the Integrated Equipment itself or to an element of the Integrated Equipment to be maintained by Project Co. If:

- (m) the problem relates to an element of the Integrated Equipment to be maintained by Project Co, Project Co will rectify the problem in accordance with Appendix 4D [Plant Services]; or
- (n) the problem does not relate to an element of the Integrated Equipment to be maintained by Project Co, Project Co will no later than the first response period give notice of the problem to the KVH Project Co together with a summary of the results of the investigation into the problem conducted by Project Co.

2.5 Rolling Stock Equipment

Project Co acknowledges that the Authority or the KVH Project Co may from time to time locate, relocate, maintain and replace Rolling Stock Equipment, and Project Co will provide the Authority and the KVH Project Co with reasonable cooperation and assistance in relation to the Rolling Stock Equipment.

2.6 Changes across the KGH Campus

There may be Change under this Agreement or changes that occur elsewhere to the KGH Campus or Changes under the KVH Project Agreement that will require the cooperation and coordination of Project Co and the KVH Project Co. In these situations a lead contractor will be appointed to oversee the Change under this Agreement and under the KVH Project Agreement.

2.7 Interface Relationships

Project Co:

- (a) acknowledges that there is an interface between the Services and other services delivered at the Site and within the Facility by the Authority or Authority Persons or the KVH Project Co;
- (b) will co-operate with the Authority, Authority Persons and the KVH Project Co and will act reasonably in the preparation, implementation, coordination and communication of service plans, scheduled work and shutdowns which address the coordination and integration of such services at the Site and the Facility. Project Co will acting reasonably conform with timelines provided by the Authority to resolve any issues that may arise;
- (c) will report through to the helpdesk for the KVH Project Co any matters that reasonably require notification to the KVH Project Co in respect of KGH; and

- (d) will, to the extent relevant to the Facility and to the extent consistent with Project Co's obligations under this Agreement:
 - (1) provide the Services in a manner consistent with those provided by the KVH Project Co for the KGH Campus;
 - (2) follow standard operating procedures that have been created for the KGH Campus; and
 - (3) to the extent allowed by the relevant software, provide standard reports required pursuant to this Agreement in a format consistent with the standard reports prepared by KVH Project Co for the KGH Campus.

For clarity, to the extent of an inconsistency between the requirements and obligations of Project Co under this Agreement and those of KVH Project Co under the KVH Project Agreement, the requirements and obligations of Project Co under this Agreement will prevail.

2.8 Loading Dock

Project Co will:

- (a) co-operate with the Authority in co-ordinating the receipt and delivery of Project Co's goods required to perform the Services at the main loading dock facility located on the KGH Campus and conform with Authority timelines for removal of items from the loading dock;
- (b) be responsible for transporting all such goods (whether procured by Project Co or by the Authority) from the loading dock to the Facility; and
- (c) develop a process for tracking receipt and pick up of goods from the main loading dock.

2.9 Emergency Preparedness

For emergency situations that are contained to the Facility, Project Co will be responsible to the extent set out in Appendix 4D [Plant Services]. For emergency situations that cross the KGH Campus, the KVH Project Co will take the lead (and the Authority will require the KVH Project Co to take such lead) and be supported by Project Co.

2.10 Medical Gases

Project Co will perform all maintenance required to maintain a continuous flow of medical gases in the Facility, including:

- (a) monitoring and controlling the centralized duplex bottle manifold medical gas supply system;
- (b) responding to all alarms related to the centralized duplex manifold medical gas supply system and the medical gas bottle storage room;
- (c) metering and trending the consumption of medical gases in the Facility;
- (d) monitoring the available inventory of bottled medical gases and notifying the Med gas company if replacement inventory is required; and
- (e) swapping out empty medical gas bottles as necessary.

2.11 Quality Monitoring

Project Co will develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Interface Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out annually.

3. PERFORMANCE INDICATORS

Note: In the following table, a Performance Indicator applies, and a Service Failure occurs, either:

- (a) Per Event (PE), meaning that the Performance Indicator applies, and a Service Failure occurs, for each separate occurrence within the applicable reporting period indicated in the “Frequency Reported” column, for an aggregate total of Service Failures for that period and a corresponding Deduction for each of the Service Failures (calculated pursuant to Schedule 8 [Payments]); or
- (b) Per Period (PP), meaning that the Performance Indicator applies, and a Service Failure occurs, only once for each applicable reporting period, with a corresponding Deduction for the Service Failure (calculated pursuant to Schedule 8 [Payments]).

If not clearly indicated to the contrary in the “Performance Indicator” column, the Performance Indicator applies on a PE basis.

A Service Failure that is on a PE basis may also be the subject of a Service Failure on a PP basis, and will be taken into account for both.

PI NO.	Appendix Reference (unless otherwise indicated)	PERFORMANCE INDICATOR (Note: Refer to the note above the table for the meaning of PE and PP. If not clearly indicated to the contrary, the reference is PE.)	INFORMATION SOURCE	FREQUENCY REPORTED	SERVICE FAILURE LEVEL (Note: Refer to Schedule 8 (Payments) for Service Failure Level applicable to Response Time)
				PR = Per Request PO =Per Occurrence D =Daily W =Weekly MO = Monthly Q = Quarterly S = Semi-Annually (i.e every 6 months) A = Annually R = Randomly, At Any Moment in Time	L = Low Service Failure M = Medium Service Failure H = High Service Failure
4E1	2.4(m)	Project Co gives notice to KVH Project Co of problems no later than the first rectification period	Help Desk Records	MO	H
4E2	This Appendix	Interface relations resolved within the timelines outlined by the Authority	Help Desk Records Performance Monitoring Report	MO	L

4E3	2.8	Project Co will comply with loading dock in accordance with Appendix 4E and meet Authority timelines for removal from loading dock	Help Desk Records	MO	L
4E4	2.11	Quality monitoring will comply with Appendix 4E	Staff Survey	A	L