

AGREEMENT No. [•]/[•]

EXHIBIT B – SERVICES SPECIFICATIONS

INTERNATIONAL PUBLIC TENDER No. 001/2026

STATE OF MINAS GERAIS

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1. INTRODUCTION

- 1.1.** This EXHIBIT aims to specify the scope and minimum requirements for the provision of the SERVICES that make up the object of the AGREEMENT and that must be provided throughout the CONCESSION TERM and in all EDUCATIONAL UNITS (UEs) covered by it.
- 1.2.** The CONCESSIONAIRE shall observe the minimum guidelines for the provision of SERVICES as defined in this EXHIBIT.
- 1.3.** Unless expressly provided otherwise in this EXHIBIT, terms in capital letters and not otherwise defined shall have the same meanings attributed to them in the AGREEMENT, in accordance with EXHIBIT I of the TENDER NOTICE - GLOSSARY, and the provisions defined in the AGREEMENT regarding the interpretation of the defined terms shall also apply.

2. GENERAL CONDITIONS OF SERVICE PROVISION

2.1. OPERATION REGIME

- 2.1.1.** The EDUCATIONAL UNITS will be operated with the primary objective of meeting the needs of students who attend elementary school, high school, including vocational education, in addition to education for young people and adults - EJA, of the Public Education Network of Minas Gerais, in accordance with the rules and regulations in force and applicable.
 - 2.1.1.1.** EXHIBIT D – LIST OF UNITS AND DESCRIPTIVE MEMORANDUM describes the EDUCATIONAL UNITS that serve the Public Education Network of Minas Gerais and are part of the scope of the AGREEMENT.
- 2.1.2.** Compliance with the minimum annual workload, distributed over at least 200 (two hundred) school days, will be ensured, in accordance with the provisions of article 24, item I, of Federal Law No. 9,394/1996 (Law of Guidelines and Bases of National Education).
- 2.1.3.** The EDUCATIONAL UNITS will operate on weekdays during school days, from Monday to Friday, except as provided for in clause 2.1.4 of this Exhibit,

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in the shifts indicated as shown in the table below:

Sublot 1 – North Region				
ID	INEP Code	Educational Unit	Municipality	Shift
1	31079863	EE BENÍCIO PRATES	Coração De Jesus	Morning Afternoon Night
2	31079944	EE CORONEL LUÍS PIRES DE MINAS	Coração De Jesus	Morning Afternoon
3	31239241	EE SÃO JOSÉ	Coração De Jesus	Morning Afternoon Night
4	31246280	EE MARIA ROSA NUNES	Januária	Morning Afternoon
5	31246280	EE MARIA ROSA NUNES (Anexo)	São Francisco	Morning Afternoon
6	31062642	EE MONSENHOR FLORISVAL MONTALVÃO	Januária	Morning Afternoon Night
7	31062472	EE OLEGÁRIO MACIEL	Januária	Integral Night
8	31240222	EE BRASILIANO BRAZ	São Francisco	Integral Night
9	31063096	EE DONA ALICE MENDONÇA	São Francisco	Integral Night
10	31079383	EE ZINHA MEIRA	Bocaiúva	Integral Morning Afternoon Night
11	31079448	EE PROFESSOR GASTÃO VALLE	Bocaiúva	Integral Morning Afternoon Night
12	31082678	EE GUIMARÃES ROSA	Lontra	Integral Morning Afternoon Night
13	31080900	EE PROFESSORA MARIA MACHADO	Mirabela	Morning Afternoon Night
14	31081418	EE AUGUSTA VALLE	Montes Claros	Morning Afternoon Night
15	31081396	EE DOUTOR CARLOS ALBUQUERQUE	Montes Claros	Morning Afternoon Night
16	31081311	EE BENJAMIN VERSIANI DOS ANJOS	Montes Claros	Integral Morning Afternoon Night
17	31081485	EE DELFINO MAGALHÃES	Montes Claros	Integral Morning Afternoon
18	31205664	EE LEVI DURÃES PERES	Montes Claros	Morning Afternoon Night
19	31081540	EE PROFESSORA DILMA QUADROS	Montes Claros	Morning Afternoon
20	31081434	EE MARIA DA CONCEIÇÃO RODRIGUES AVELAR	Montes Claros	Integral Morning Afternoon Night
21	31081809	EE PROFESSORA DULCE SARMENTO	Montes Claros	Integral Afternoon Night
22	31081591	EE ELOY PEREIRA	Montes Claros	Integral Morning Afternoon
23	31081761	EE ANTÔNIO CANELA	Montes Claros	Integral Morning Afternoon Night
24	31081507	EE PROFESSOR HAMILTON LOPES	Montes Claros	Morning Afternoon
25	31081264	EE PROFESSOR PLÍNIO RIBEIRO	Montes Claros	Morning Afternoon
26	31081795	EE PROFESSOR ALCIDES DE CARVALHO	Montes Claros	Morning Afternoon

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Sublot 1 – North Region				
ID	INEP Code	Educational Unit	Municipality	Shift
27	31081400	EE ARMÊNIO VELOSO	Montes Claros	Integral Afternoon
28	31080918	EE FRANCISCO ANDRADE	Patis	Integral Morning Afternoon Night
29	31082732	EE MENDES DE OLIVEIRA	São João Do Paraíso	Morning Afternoon Night
30	31063452	EE MARIA BATISTA CAVALCANTI	Ubaí	Morning Afternoon Night
31	31079600	EE SANTANA	Brasília De Minas	Morning Afternoon Night
32	31080349	EE TIBURTINO PENA	Francisco Sá	Integral Morning Night
33	31062308	EE PROFESSOR JOSEFINO BARBOSA	Itacarambi	Morning Afternoon Night
34	31062995	EE ANTÔNIO ORTIGA	Juvenília	Integral Morning Afternoon Night

Sublot 2 - RMBH				
ID	INEP Code	Educational Unit	Municipality	Shift
35	31007838	EE NASCIMENTO NUNES LEAL	Betim	Integral Night
36	31010251	EE SANTO ANTÔNIO	Rio Acima	Morning Afternoon Night
37	31008966	EE SANTA QUITÉRIA	Esmeraldas	Morning Afternoon Night
38	31009181	EE JUSCELINO KUBITSCHEK DE OLIVEIRA	Ibirité	Morning Afternoon Night
39	31034436	EE JOAQUIM CORREA	Juatuba	Morning Afternoon Night
40	31009890	EE JOSÉ BONIFÁCIO NOGUEIRA	Ribeirão Das Neves	Morning Afternoon Night
41	31008338	EE JOSÉ BRANDÃO	Caeté	Integral Morning Night
42	31002071	EE ISABEL DA SILVA POLCK	Belo Horizonte	Morning Afternoon
43	31001694	EE PADRE MATIAS	Belo Horizonte	Morning Afternoon Night
44	31000841	EE DOUTOR AURINO MORAIS	Belo Horizonte	Integral Morning Afternoon Night
45	31001783	EE AUGUSTO DE LIMA	Belo Horizonte	Integral Morning Afternoon Night
46	31000493	EE DEPUTADO ILACIR PEREIRA LIMA	Belo Horizonte	Morning Afternoon Night
47	31000825	EE ANA DE CARVALHO SILVEIRA	Belo Horizonte	Integral
48	31000159	EE MANUEL CASASANTA	Belo Horizonte	Morning Afternoon Night
49	31001805	EE FLÁVIO DOS SANTOS	Belo Horizonte	Morning Afternoon Night
50	31001201	EE SILVIANO BRANDÃO	Belo Horizonte	Integral Afternoon Night
51	31000795	EE MINISTRO ALFREDO VILHENA VALLADÃO	Belo Horizonte	Integral Night

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Sublot 2 - RMBH				
ID	INEP Code	Educational Unit	Municipality	Shift
52	31002488	EE DONATO WERNECK DE FREITAS	Belo Horizonte	Integral Morning Night
53	31000302	EE PRESIDENTE DUTRA	Belo Horizonte	Integral Night
54	31342459	EE PROFESSORA ALAÍDE LISBOA DE OLIVEIRA	Belo Horizonte	Integral Night
55	31001686	EE WALT DISNEY	Belo Horizonte	Integral Night
56	31001317	EE CORAÇÃO EUCARÍSTICO	Belo Horizonte	Integral Night
57	31000639	EE MAURÍCIO MURGEL	Belo Horizonte	Morning Afternoon Night
58	31001791	EE DESEMBARGADOR RODRIGUES CAMPOS	Belo Horizonte	Morning Afternoon Night
59	31000868	EE PROFESSOR CLÁUDIO BRANDÃO	Belo Horizonte	Morning Afternoon Night
60	31002500	EE MARIA LUIZA MIRANDA BASTOS	Belo Horizonte	Integral Night
61	31000582	EE PROFESSOR ALISSON PEREIRA GUIMARAES	Belo Horizonte	Morning Afternoon Night
62	31001333	EE LAURA DAS CHAGAS FERREIRA	Belo Horizonte	Integral Morning Afternoon Night
63	31001074	EE CELSO MACHADO	Belo Horizonte	Integral Morning Afternoon Night
64	31007706	EE ODILON BEHRENS	Barão De Cocais	Morning Afternoon Night
65	31007951	EE SENADOR TEOTONIO VILELA	Betim	Integral
66	31212601	EE PROFESSOR OSVALDO FRANCO	Betim	Integral Night
67	31007927	EE NOSSA SENHORA DO CARMO	Betim	Morning Afternoon Night
68	31008028	EE DO BAIRRO SÃO CAETANO	Betim	Morning Afternoon Night
69	31212598	EE ANTÔNIO AUGUSTO RIBEIRO	Betim	Morning Afternoon Night
70	31007994	EE CECÍLIA MEIRELES	Betim	Morning Afternoon Night
71	31007854	EE AMÉLIA SANTANA BARBOSA	Betim	Morning Afternoon
72	31007901	EE JUSCELINO KUBITSCHEK DE OLIVEIRA	Betim	Morning Afternoon Night
73	31008192	EE PAULO NETO ALKIMIM	Brumadinho	Integral Morning Afternoon Night
74	31008141	EE PAULINA ALUOTTO FERREIRA	Brumadinho	Integral Night
75	31351075	EE ABELARDO DUARTE PASSOS	Brumadinho	Morning Afternoon Night
76	31008737	EE FRANCISCO FIRMO DE MATOS	Contagem	Morning Afternoon Night
77	31008753	EE HELENA GUERRA	Contagem	Morning Afternoon
78	31009211	EE PROFESSORA MARIA DE MAGALHÃES PINTO	Igarapé	Morning Afternoon Night
79	31009407	EE NILO MAURÍCIO TRINDADE FIGUEIREDO	Lagoa Santa	Morning Afternoon Night

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Sublot 2 - RMBH				
ID	INEP Code	Educational Unit	Municipality	Shift
80	31239381	EE HENRIQUE DE SOUZA FILHO HENFIL	Ribeirão Das Neves	Morning Afternoon Night
81	31010430	EE MARIA FLORIPES NASCIMENTO ALVES	Sabará	Integral
82	31010421	EE GENERAL CARNEIRO	Sabará	Morning Afternoon Night
83	31010511	EE RODRIGO DE CASTRO MOREIRA PENA	Santa Bárbara	Morning Afternoon Night
84	31010731	EE LEONINA MOURTHE DE ARAUJO	Santa Luzia	Morning Afternoon Night
85	31010596	EE GERALDO TEIXEIRA DA COSTA	Santa Luzia	Morning Afternoon Night
86	31010952	EE PREFEITO ARISTEU EDUARDO MOREIRA	Taquaruçu De Minas	Morning Night
87	31011053	EE DEPUTADO RENATO AZEREDO	Vespasiano	Morning Afternoon Night
88	31009679	EE IMACULADA CONCEIÇÃO	Pedro Leopoldo	Morning Afternoon Night
89	31009539	EE AUGUSTO DE LIMA	Nova Lima	Integral Morning Afternoon Night
90	31010456	EE JOSÉ LUIZ GONZAGA FERREIRA	Sabará	Morning Afternoon Night
91	31001261	EE PROFESSOR LEOPOLDO DE MIRANDA	Belo Horizonte	Morning Afternoon
92	31007811	EE CONSELHEIRO AFONSO PENA	Betim	Morning Afternoon Night
93	31007862	EE JOÃO PAULO I	Betim	Integral
94	31010812	EE RENY DE SOUZA LIMA	Santa Luzia	Morning Afternoon Night
95	31010618	EE JOSÉ MARIA BICALHO	Santa Luzia	Morning Afternoon Night

2.1.4. The periods of weekends, holidays, school recess and school holidays are:

- i) Saturdays, Sundays and holidays: on these days, as a rule, the EDUCATIONAL UNIT will remain closed, and its eventual opening for scheduled events (example: tests, extracurricular activities, festive events, election) will depend on the agenda of the respective EDUCATIONAL UNIT;
- ii) School recess: fixed in the school calendar prepared by the State Department of Education of Minas Gerais for the respective school year, occurring, as a rule, in the 2nd half of July and the last week of December. During the school recess period, the EU generally remains with only secretariat and administrative areas, except in the event of exceptional openings to compensate for periods of closure caused by

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external factors (e.g., pandemics, strikes, etc.); and

- iii) School vacations: fixed in the school calendar prepared by the Minas Gerais State Department of Education for the respective school year, occurring, as a rule, throughout the month of January. During the school vacation period, the EDUCATIONAL UNIT will remain open only in the secretariat and administrative areas, except in the event of exceptional openings to compensate for periods of closure caused by external factors (example: pandemics, strikes, etc.).

2.1.5. The opening hours on Saturdays, Sundays and holidays for scheduled events may be adjusted, as requested by the Minas Gerais State Department of Education.

2.1.6. The Minas Gerais State Department of Education may request the opening and full operation of each of the EDUCATIONAL UNITS in a total of up to 04 (four) Saturdays, Sundays and/or holidays per year, and the CONCESSIONAIRE is responsible for the provision of all pertinent SERVICES, detailed in this EXHIBIT, as well as all costs involved. In addition, the Minas Gerais State Department of Education may request the opening of the external areas of each EDUCATIONAL UNIT in a total of up to 15 (fifteen) Saturdays and 05 (five) Sundays and/or holidays, per year, per EDUCATIONAL UNIT, and the CONCESSIONAIRE is responsible for providing the SERVICES of concierge, cleaning of external areas and surveillance, as well as all the costs involved.

2.1.6.1. For the purposes of the provisions of item 2.1.6, the GRANTING AUTHORITY shall inform the CONCESSIONAIRE, at least 10 (ten) days in advance of the date planned for use, of the need to use the EDUCATIONAL UNIT on Saturday, Sunday and/or holiday, for the purposes of its planning and mobilization of personnel.

2.1.6.2. If the GRANTING AUTHORITY requires the use of the EDUCATIONAL UNIT on Saturdays, Sundays and/or holidays on days additional to the ceiling stipulated in item 2.1.6, shall notify the CONCESSIONAIRE, at least 20 (twenty) days in advance of the date planned for use.

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- 2.1.6.3.** The use of the sum of additional days per year, considering this ceiling for each EDUCATIONAL UNIT, will be evaluated at each ORDINARY REVIEW cycle, and any days not consumed in the year may be used within each ORDINARY REVIEW period.
- 2.1.6.4.** If the use of the additional days per year, considering this ceiling for each EDUCATIONAL UNIT, is greater than 24 (twenty-four) Saturdays, Sundays and/or holidays within the period of each ORDINARY REVIEW cycle, any right to recomposition of the economic and financial rebalancing shall be claimed exclusively within the scope of the respective ORDINARY REVIEW, provided that the impact on the CONCESSIONAIRE's costs is proven.
- 2.1.6.5.** If the use of the additional days per year, per EDUCATIONAL UNIT, is less than 24 (twenty-four) Saturdays, Sundays and/or holidays within the period of each ORDINARY REVIEW cycle, the unused balance may be consumed in the current ORDINARY REVIEW period.
- 2.1.7.** During school recess, vacations and school strikes, the CONCESSIONAIRE may operate with a reduced structure of the Help *Desk*, Cleaning, Maintenance, Gardening, Information Technology, Utilities, Access Control and Reception SERVICES. In cases of strikes, compensation for the non-provision of SERVICES may occur on scheduled days of full operation, including Saturdays and Sundays, in order to reach the minimum teaching hours of the period, ensuring compensatory neutrality.
- 2.1.7.1.** In accordance with the guidance of the GRANTING AUTHORITY, the CONCESSIONAIRE will adjust the times for the provision of the SERVICES to the schedule established for the periods of school recess and school vacations, ensuring the availability of the necessary personnel for the proper functioning of the EU during these periods.
- 2.1.8.** Subject to the provisions of the AGREEMENT applicable to the CONCESSIONAIRE's obligations, all SERVICES and activities described in this EXHIBIT may be provided directly or through subcontracting, subject to the provisions of article 25 of Federal Law No. 8,987/95.

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2.1.9. In order to ensure the adequate provision of the SERVICES, the Minas Gerais State Department of Education may request the CONCESSIONAIRE to adjust the schedule and schedule of personnel for the periods of weekends, holidays, school vacations and school recess, subject to the provisions of the sub-clause that deals with the obligations of the GRANTING AUTHORITY, provided for in the AGREEMENT, with regard to the programming of the EDUCATIONAL UNITS, to achieve the provisions of item 2.1.2, relating to the minimum number of school days, if, for a supervening reason, they are not completed on the days of the week originally planned.

2.1.10. The quality of the SERVICES must be periodically monitored by the INDEPENDENT VERIFIER, in order to identify any loss of quality or greater exposure to risks. The performance of the INDEPENDENT VERIFIER is regulated in EXHIBITES E - PERFORMANCE INDICATORS and G - INDEPENDENT VERIFIER GUIDELINES.

2.1.11. For audits or verifications, the CONCESSIONAIRE shall facilitate and provide access to information, systems and documentation, as well as have everything duly updated and organized to facilitate the access and work of the GRANTING AUTHORITY's representatives.

2.2. PLACE OF SERVICE PROVISION

2.2.1. The SERVICES will be provided in the EDUCATIONAL UNITS indicated in the table below:

Sublot 1 – North Region					
ID	INEP Code	Educational Unit	Municipality	Address	Zip Code
1	31079863	EE BENÍCIO PRATES	Coração De Jesus	Getúlio Vargas Square, 1061	39340000
2	31079944	EE CORONEL LUÍS PIRES DE MINAS	Coração De Jesus	Teófilo Pires Avenue, 1	39344000
3	31239241	EE SÃO JOSÉ	Coração De Jesus	Xiri Farm	39341000
4	31246280	EE MARIA ROSA NUNES	Januária	Barra do Tamboril Settlement, N/N	39488000
5	31246280	EE MARIA ROSA NUNES (Anexo)	São Francisco	Fazenda Santo Antônio	-
6	31062642	EE MONSENHOR FLORISVAL MONTALVÃO	Januária	Lindolfo Carlos Ferreira Street, N/N	39483000

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Sublot 1 – North Region					
ID	INEP Code	Educational Unit	Municipality	Address	Zip Code
7	31062472	EE OLEGÁRIO MACIEL	Januária	Coronel Cassiano Avenue, 440	39480000
8	31240222	EE BRASILIANO BRAZ	São Francisco	Presidente Juscelino Avenue, 1319	39300000
9	31063096	EE DONA ALICE MENDONÇA	São Francisco	José Aguiar Street, 969	39300000
10	31079383	EE ZINHA MEIRA	Bocaiúva	Presidente Kubitschek Street, 615	39390000
11	31079448	EE PROFESSOR GASTÃO VALLE	Bocaiúva	Professor Maria Odília Street, 261	39390000
12	31082678	EE GUIMARÃES ROSA	Lontra	Montes Claros Avenue, 445	39437000
13	31080900	EE PROFESSORA MARIA MACHADO	Mirabela	João Veloso de Aquino Square, No.	39373000
14	31081418	EE AUGUSTA VALLE	Montes Claros	Zita Rego Gonçalves Street, 285	39404630
15	31081396	EE DOUTOR CARLOS ALBUQUERQUE	Montes Claros	Flamengo Street, 351	39403069
16	31081311	EE BENJAMIN VERSIANI DOS ANJOS	Montes Claros	Bio Lopes Avenue, 733	39400220
17	31081485	EE DELFINO MAGALHÃES	Montes Claros	Neco Delfino Street, 627	39402181
18	31205664	EE LEVI DURÃES PERES	Montes Claros	Coronel Luiz Maia Avenue, 1355	39401486
19	31081540	EE PROFESSORA DILMA QUADROS	Montes Claros	Divino Espírito Santo Street, 290	39404347
20	31081434	EE MARIA DA CONCEIÇÃO RODRIGUES AVELAR	Montes Claros	Antônio Moreno Street, 285	39401271
21	31081809	EE PROFESSORA DULCE SARMENTO	Montes Claros	Cula Mangabeira Avenue, 1008	39401001
22	31081591	EE ELOY PEREIRA	Montes Claros	Dr. João Luiz de Almeida Avenue, 60	39400466
23	31081761	EE ANTÔNIO CANELA	Montes Claros	Nossa Senhora de Fátima Avenue, 2239	39403238
24	31081507	EE PROFESSOR HAMILTON LOPES	Montes Claros	Quita Pereira Street, 331	39400185
25	31081264	EE PROFESSOR PLÍNIO RIBEIRO	Montes Claros	Mestra Fininha Avenue, 1225	39403222
26	31081795	EE PROFESSOR ALCIDES DE CARVALHO	Montes Claros	Juarez Nunes Avenue, N/N	39401057
27	31081400	EE ARMÊNIO VELOSO	Montes Claros	Wolfranio Street, 192	39401672
28	31080918	EE FRANCISCO ANDRADE	Patis	Sebastião F. Rocha Street, 170	39378000
29	31082732	EE MENDES DE OLIVEIRA	São João Do Paraíso	Antônio Capuchinho Street, 339	39540000
30	31063452	EE MARIA BATISTA CAVALCANTI	Ubaí	Vale do São Francisco Avenue, 250	39320000
31	31079600	EE SANTANA	Brasília De Minas	Icaraí Street, 285	39330000
32	31080349	EE TIBURTINO PENA	Francisco Sá	Lauro Oliveira Street, 790	39580000
33	31062308	EE PROFESSOR JOSEFINO BARBOSA	Itacarambi	Coronel Almeida Avenue, 92	39470000

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Sublot 1 – North Region					
ID	INEP Code	Educational Unit	Municipality	Address	Zip Code
34	31062995	EE ANTÔNIO ORTIGA	Juvenília	Antônio Ferreira de Alkimim Street, 230	39467000

Sublot 2 - RMBH					
ID	INEP Code	Educational Unit	Municipality	Address	Zip Code
35	31007838	EE NASCIMENTO NUNES LEAL	Betim	Das Mercês Street, 77	32623254
36	31010251	EE SANTO ANTÔNIO	Rio Acima	Governador Israel Pinheiro Avenue, N/N	34300000
37	31008966	EE SANTA QUITÉRIA	Esmeraldas	Senador Melo Viana Street, 826	32800098
38	31009181	EE JUSCELINO KUBITSCHKE DE OLIVEIRA	Ibirité	Marechal Hermes Avenue, 900	32420080
39	31034436	EE JOAQUIM CORREA	Juatuba	Professor Maria das Dores Saliba Avenue, 110	35675000
40	31009890	EE JOSÉ BONIFÁCIO NOGUEIRA	Ribeirão Das Neves	José Bonifácio Nogueira Street, 181	33805490
41	31008338	EE JOSÉ BRANDÃO	Caeté	Carlos Cruz Avenue, 141	34800000
42	31002071	EE ISABEL DA SILVA POLCK	Belo Horizonte	Nelson Lemos de Carvalho Street, 198	31160590
43	31001694	EE PADRE MATIAS	Belo Horizonte	Celia Costa Street, 31	30870150
44	31000841	EE DOUTOR AURINO MORAIS	Belo Horizonte	Domício Gabriel de Vasconcelos Street, 230	30664480
45	31001783	EE AUGUSTO DE LIMA	Belo Horizonte	Contorno Avenue, 4947	30110031
46	31000493	EE DEPUTADO ILACIR PEREIRA LIMA	Belo Horizonte	Conde de Santa Marinha Street, 707	31130080
47	31000825	EE ANA DE CARVALHO SILVEIRA	Belo Horizonte	Dom Leme Avenue, 235	31140560
48	31000159	EE MANUEL CASASANTA	Belo Horizonte	Guilhermino Estevão Nascimento Street, 150	30570740
49	31001805	EE FLÁVIO DOS SANTOS	Belo Horizonte	Jacuí Street, 1131	31110050
50	31001201	EE SILVIANO BRANDÃO	Belo Horizonte	Itapecerica Street, 685	31210030
51	31000795	EE MINISTRO ALFREDO VILHENA VALLADÃO	Belo Horizonte	Sonia Moraes Angel Street, 111	30662300
52	31002488	EE DONATO WERNECK DE FREITAS	Belo Horizonte	Alcides de Souza Street, 112	31810350
53	31000302	EE PRESIDENTE DUTRA	Belo Horizonte	Sete 2 Street, No.	31035536
54	31342459	EE PROFESSORA ALAÍDE LISBOA DE OLIVEIRA	Belo Horizonte	Fósforo Street, 198	30290035
55	31001686	EE WALT DISNEY	Belo Horizonte	Raul de Brito Street, 9	31050070

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ID	INEP Code	Educational Unit	Municipality	Address	Zip Code
56	31001317	EE CORAÇÃO EUCARÍSTICO	Belo Horizonte	Arcos Street, 410	30285100
57	31000639	EE MAURÍCIO MURGEL	Belo Horizonte	Amazonas Avenue, 5154	30421056
58	31001791	EE DESEMBARGADOR RODRIGUES CAMPOS	Belo Horizonte	Sinfrônio Brochado Avenue, 355	30640000
59	31000868	EE PROFESSOR CLÁUDIO BRANDÃO	Belo Horizonte	Senador Levindo Coelho Avenue, 250	30662290
60	31002500	EE MARIA LUIZA MIRANDA BASTOS	Belo Horizonte	São José do Jacuri Street, 60	31720370
61	31000582	EE PROFESSOR ALISSON PEREIRA GUIMARAES	Belo Horizonte	Dos Economistas Street, 612	30840330
62	31001333	EE LAURA DAS CHAGAS FERREIRA	Belo Horizonte	Sacramento Street, 54	30220420
63	31001074	EE CELSO MACHADO	Belo Horizonte	Dona Luiza Street, 491	30620090
64	31007706	EE ODILON BEHRENS	Barão De Cocais	Monsenhor Horta Street, 57	35970000
65	31007951	EE SENADOR TEOTONIO VILELA	Betim	Belo Horizonte Avenue, 475	32681505
66	31212601	EE PROFESSOR OSVALDO FRANCO	Betim	Vereador João Vidal Square, 30	32670634
67	31007927	EE NOSSA SENHORA DO CARMO	Betim	Artur Trindade Street, 525	32672315
68	31008028	EE DO BAIRRO SÃO CAETANO	Betim	São Caetano Avenue, 300	32677800
69	31212598	EE ANTÔNIO AUGUSTO RIBEIRO	Betim	Raimundo Marçal de Melo Street, 450	32667562
70	31007994	EE CECÍLIA MEIRELES	Betim	Carajá Street, 44	32676444
71	31007854	EE AMÉLIA SANTANA BARBOSA	Betim	Viriato Alexandrino de Melo Street, 240	32603252
72	31007901	EE JUSCELINO KUBITSCHKE DE OLIVEIRA	Betim	Cícero Rabelo de Vasconcelos Street, 410	32671730
73	31008192	EE PAULO NETO ALKIMIM	Brumadinho	Coronel Alberto Cambraia Street, 170	35460000
74	31008141	EE PAULINA ALUOTTO FERREIRA	Brumadinho	Inhotim Avenue, 95	35460000
75	31351075	EE ABELARDO DUARTE PASSOS	Brumadinho	Três Street, 350	35460000
76	31008737	EE FRANCISCO FIRMO DE MATOS	Contagem	João César de Oliveira Avenue, 760	32310000
77	31008753	EE HELENA GUERRA	Contagem	Madre Margherita Fontanarosa Street, 271	32315180
78	31009211	EE PROFESSORA MARIA DE MAGALHÃES PINTO	Igarapé	Alvina Amaral Street, 77	32900000
79	31009407	EE NILO MAURÍCIO TRINDADE FIGUEIREDO	Lagoa Santa	Dr. Antônio de Abreu Junior Avenue, 381	33239088
80	31239381	EE HENRIQUE DE SOUZA FILHO HENFIL	Ribeirão Das Neves	Dezessete Street, 0	33825340
81	31010430	EE MARIA FLORIPES NASCIMENTO ALVES	Sabará	Hybris Street, 270	34710080
82	31010421	EE GENERAL CARNEIRO	Sabará	Rio Grande do Sul Street, 439	34585260

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ID	INEP Code	Educational Unit	Municipality	Address	Zip Code
83	31010511	EE RODRIGO DE CASTRO MOREIRA PENA	Santa Bárbara	Lírio Street, 65	35960000
84	31010731	EE LEONINA MOURTHE DE ARAUJO	Santa Luzia	Paraná Street, 500	33125200
85	31010596	EE GERALDO TEIXEIRA DA COSTA	Santa Luzia	Benedito Freire da Paz Street, 213	33035230
86	31010952	EE PREFEITO ARISTEU EDUARDO MOREIRA	Taquaraçu De Minas	Coronel José de Melo Square, 172	33980000
87	31011053	EE DEPUTADO RENATO AZEREDO	Vespasiano	W Street, 69	33203048
88	31009679	EE IMACULADA CONCEIÇÃO	Pedro Leopoldo	Amando Filho Street, 80	33250099
89	31009539	EE AUGUSTO DE LIMA	Nova Lima	Lauro de Magalhães Santeiro Street, 185	34003220
90	31010456	EE JOSÉ LUIZ GONZAGA FERREIRA	Sabará	Pedro Alcântara F. Pinto Street, N/N	34516418
91	31001261	EE PROFESSOR LEOPOLDO DE MIRANDA	Belo Horizonte	Barão de Macaúbas Street, 449	30350090
92	31007811	EE CONSELHEIRO AFONSO PENA	Betim	Rio de Janeiro Street, 47	32600304
93	31007862	EE JOÃO PAULO I	Betim	Dr. Leão Antônio da Silva Street, 600	32603206
94	31010812	EE RENY DE SOUZA LIMA	Santa Luzia	Estefânia Sales Sotero Street, N/N	33140180
95	31010618	EE JOSÉ MARIA BICALHO	Santa Luzia	Três Avenue, N/N	33045490

2.2.2. The Help Desk may operate centrally, i.e. outside the EU premises.

2.3. START OF THE EXECUTION OF THE SERVICES

2.3.1. The start of operation of the SERVICES object of the AGREEMENT must comply with the provisions of the AGREEMENT, EXHIBIT E - PERFORMANCE INDICATORS, the MACRO IMPLEMENTATION SCHEDULE and the WORKS IMPLEMENTATION PLAN of each EDUCATIONAL UNIT.

2.3.2. In the EDUCATIONAL UNITS listed in item 2.2.1, the start of the operation will occur until the 5th business day following the issuance of the NOTICE TO PROCEED of each EDUCATIONAL UNIT, or within a period agreed between the PARTIES;

2.3.3. The NOTICE TO PROCEED of each EDUCATIONAL UNIT will be issued within a maximum of 15 (fifteen) days after the conclusion of the CONSTRUCTION PHASE in accordance with the provisions of EXHIBIT A –

SCHEDULE OF RESPONSIBILITIES FOR WORKS;

2.3.4. During the first ASSESSMENT QUARTER, the PERFORMANCE INDICATORS of the EDUCATIONAL UNITS will be measured, regardless of how many EDUCATIONAL UNITS have already been put into operation, respecting the minimum period of 3 (three) months counted from the issuance of the SERVICE ORDER, but the respective discounts will not be applied on the amount of the MAXIMUM MONTHLY AVAILABILITY PAYMENT in the subsequent PAYMENT QUARTER, so that during the first 6 (six) months from the beginning of the operation of the 1st (first) EDUCATIONAL UNIT delivered by the CONCESSIONAIRE, the amount of the EFFECTIVE MONTHLY AVAILABILITY PAYMENT paid corresponds to the amount of the MAXIMUM MONTHLY AVAILABILITY PAYMENT for all EDUCATIONAL UNITS able to operate, according to EXHIBIT E – PERFORMANCE INDICATORS.

2.3.5. The provisions of EXHIBIT A – SCHEDULE OF RESPONSIBILITIES FOR WORKS must comply with the procedures related to the following acts: i) the closure of the CONSTRUCTION PHASE of the EDUCATIONAL UNITS; ii) the issuance of the PROVISIONAL ACCEPTANCE and; iii) the issuance of the NOTICE TO PROCEED, subsequently.

3. SCOPE OF SERVICES

3.1. BUILDING MAINTENANCE SERVICES

3.1.1. The CONCESSIONAIRE will provide a safe and comfortable environment for the entire EDUCATIONAL COMMUNITY through the provision of Building Management and Maintenance Service.

3.1.2. The CONCESSIONAIRE must ensure the watertightness, lighting performance, acoustic performance, ventilation performance, air circulation, thermal comfort in the pedagogical environments, functionality, accessibility, tactile and anthropodynamic comfort, as well as the structural and firefighting safety of each UE, gauging the existing systems and equipment and carrying out frequent measurements in the environments, in order to ensure that the standards of the current standards are met.

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3.1.3. The CONCESSIONAIRE shall prepare and make available at the end of the first month of operations the Standard Operating Procedures (POP) for maintenance, in accordance with the minimum rules established by the SEE-MG and in the form of item 7 of this EXHIBIT, containing the list of all equipment and facilities provided by it for the performance of the SERVICES and the respective corrective, preventive and predictive maintenance plans.

3.1.4. Activities within this scope include inspection, building maintenance and equipment maintenance SERVICES, which include the following activities:

- i) Repairs of masonry, floors, doors, windows, frames, stairs and their accessories, pavements, drainage systems, gutters, flashings and cesspools;
- ii) Repairs of concrete and metal structures, roofs, slabs, precast;
- iii) Repairs to roofs and roofs;
- iv) Paint repairs on structures, columns, fairings, masonry, doors, windows, floors and railings;
- v) Maintenance of the electrical network, including transformers, cabins, generators, panels, lighting, lightning protection system (SPDA);
- vi) Maintenance of hydraulic network, including plumbing, metals/crockery, water tanks, pumps, distribution network;
- vii) Maintenance of toilet seats, soap dishes, towel racks and paper bins;
- viii) Maintenance of accessibility accessories, such as: grab bars, emergency alarm;
- ix) Maintenance of sewer networks, junction boxes and grease traps;
- x) Maintenance of air conditioning and refrigeration systems, including air conditioning equipment, drinking fountains, refrigerators, chambers;
- xi) Lock repairs and locksmith service;

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- xii) Glass replacement;
- xiii) Repairs to signaling systems, totems and lights;
- xiv) Façade cleaning and repairs;
- xv) Repairs of paved roads, curbs and sidewalks;
- xvi) Water quality control;
- xvii) Indoor air quality control in air-conditioned environments;
- xviii) Maintenance of elevators, platforms and cargo elevators;
- xix) Maintenance of electronic equipment, including televisions, password panels, among others;
- xx) Carpentry repairs;
- xxi) Repairs and maintenance of waterproofing systems;
- xxii) Locksmith repairs.

3.1.5. The CONCESSIONAIRE must define the best way to distribute the service teams of the building maintenance service, tools, maintenance equipment and materials, which may be fixed and dedicated teams in the EDUCATIONAL UNITS and/or mobile teams and, in this case, with centralized management, warehouse and workshop bases, usually by region.

3.1.5.1. The quality of the execution of the SERVICES will be evaluated through the PERFORMANCE INDICATORS of the project, according to EXHIBIT E – PERFORMANCE INDICATORS, regardless of the adopted maintenance management format.

3.1.6. The CONCESSIONAIRE shall be responsible for the replacement and/or repairs of any and all parts and/or materials necessary for the operation of the equipment and installations in accordance with the performance standards to be established in EXHIBIT E – PERFORMANCE INDICATORS, but limited to those installed, maintained and under the responsibility of the CONCESSIONAIRE, and shall not extend to other equipment and

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installations under the responsibility of the GRANTING AUTHORITY.

3.1.7. The CONCESSIONAIRE shall submit to the GRANTING AUTHORITY a Strategy for Classification of maintenance calls by level of criticality and the respective maximum service deadlines for each category.

3.1.7.1. The GRANTING AUTHORITY shall evaluate the Strategy for Classification of maintenance calls within a maximum of 15 (fifteen) days, and return with approval and/or determination of adjustments, and the lack of manifestation shall be considered tacit acceptance of its content.

3.1.7.2. If adjustments have been requested by the GRANTING AUTHORITY, the CONCESSIONAIRE must provide them within 15 (fifteen) days. From the delivery of the Strategy for the Classification of maintenance calls, adjusted, the GRANTING AUTHORITY must approve it within 5 (five) days.

3.1.7.3. Scheduled stops communicated at least 2 (two) days in advance will not be counted for the measurement of the PERFORMANCE INDICATORS.

3.1.8. In the execution of maintenance SERVICES, the recommendations of the manufacturers and the current standards must be respected in order to maintain the guarantee of use of buildings, facilities, infrastructures and equipment and operational safety

3.1.8.1. The CONCESSIONAIRE must comply with ABNT NBR 5674 (Building Maintenance – Requirements for the maintenance management system), other related regulations and any updates or standards that may replace it.

3.2. FURNITURE MAINTENANCE SERVICES

3.2.1. The CONCESSIONAIRE will provide administrative furniture and school furniture according to the specifications detailed in EXHIBIT C – FURNITURE AND EQUIPMENT SPECIFICATIONS.

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3.2.2. The CONCESSIONAIRE shall perform corrective maintenance SERVICES in joinery, metalwork, blinds and/or upholstery, in order to reestablish the proper conditions of use of the furniture that may be damaged.

3.2.2.1. In the event that it is impossible to repair the furniture item, the CONCESSIONAIRE shall provide for the replacement by a similar item, respecting the technical specifications and quantification detailed in EXHIBITES C – FURNITURE AND EQUIPMENT SPECIFICATIONS AND EXHIBIT A – SCHEDULE OF RESPONSIBILITIES FOR WORKS.

3.2.3. The CONCESSIONAIRE may size and have a contingency stock of furniture items to ensure the full operation of the EDUCATIONAL UNITS.

3.2.3.1. The inventory sizing may consider the probability of damage to the item and the criticality for carrying out school activities.

3.2.3.2. For the acquisition of furniture items (equipment), the PROCEL seal – National Program for the Conservation of Electric Energy and INMETRO seal – National Institute of Metrology, Standardization and Industrial Quality must be required, whenever relevant.

3.3. CLEANING AND MAINTENANCE SERVICES

3.3.1. The objective of providing the cleaning and conservation service is to ensure the provision of a healthy, clean and organized environment, which is compatible with the educational function of the EDUCATIONAL UNIT, as well as to allow all those who access the places to use them in a safe and hygienic manner.

3.3.1.1. The CONCESSIONAIRE shall ensure that the classrooms, bathrooms and other environments regularly used by the members of the SCHOOL COMMUNITY are clean before the beginning of the pedagogical activities. It should be noted that the methodology provided for this service considers a review of the classrooms between shifts and a more detailed cleaning according to the schedule of vacating the spaces.

3.3.1.2. The cleaning service carried out during the opening hours of the

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schools may not compromise the regular performance of the PEDAGOGICAL SERVICES.

3.3.1.3. The Cleaning SERVICES must be carried out on surfaces such as floors, walls, ceilings, doors and screens, windows, school and administrative furniture, sanitary equipment and facilities, observing the Cleaning Operational Plan and cleaning schedule that make up the Cleaning Plan presented by the CONCESSIONAIRE for approval by the GRANTING AUTHORITY.

3.3.1.4. The CONCESSIONAIRE must have sufficient labor and ensure the supply of products, materials, utensils and equipment in adequate quantities necessary for the execution of the Cleaning SERVICES.

3.3.2. The Cleaning Service includes the following activities to be duly contemplated in the Cleaning Plan:

- i) Carry out cleaning routines;
- ii) Keep all environments clean and sanitized;
- iii) Provide materials, equipment and cleaning and sanitizing products suitable for each type of surface in specific places; and
- iv) Perform regular cleaning and inspections of toilets and changing rooms, including:
 - a) Toilets must have an uninterrupted supply of water, liquid soap, paper towel for hand drying, trash cans suitable for use in toilets and toilet paper;
 - b) Permanent maintenance of hygiene conditions with the removal of waste from the baskets, cleaning of the floor and toilets with disinfectant household sanitizer, keeping them in adequate hygiene conditions during the entire period of service of the EDUCATIONAL UNITS, especially after class breaks;
 - c) Janitorial and cleaning of sanitary facilities, their appliances, sanitary metals and other components, maintaining their good state of

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conservation, clean and deodorized and providing guidance on the correct use in case of any act that characterizes misuse;

- d) Regularly check the environments in order to maintain the supply of materials and supplies;
- e) Notify the maintenance team and the person responsible for the cleaning team of any need for repair or non-functioning of the appliances and equipment in the toilets and changing rooms;
- v) Perform cleaning of internal areas, including:
 - a) Clean and sanitize building environments, floors, stairs, handrails, floors, glass and furniture, removing dirt, dust, stains and deposited material;
 - b) Use materials, equipment and cleaning and sanitizing products suitable for each type of surface, equipment and utensils, following current regulations;
 - c) Use materials in appropriate quantities for each type of cleaning, avoiding shortage, waste or excess;
 - d) Regularly check the environments, in order to maintain the supply of toilet paper, soap, paper to dry hands and other supplies considered necessary and indicated in the Cleaning Plan, approved by the GRANTING AUTHORITY;
 - e) Ensure hygiene conditions, removing and changing garbage bags from trash cans;
 - f) Notify the maintenance team and the cleaning team representative of any need for repair or failure to function properly of the appliances and equipment.
- vi) Perform cleaning of outdoor areas, including:
 - a) Clean external areas and places, floors, stairs, handrails, glass and furniture, removing dirt, dust, stains and deposited material;

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- b) Use materials, equipment and cleaning and sanitizing products suitable for each type of surface, equipment and utensils, following current regulations;
- c) Use materials in appropriate quantities for each type of cleaning, avoiding shortage, waste or excess;
- d) Provide material for common use and supplies such as paper towels, alcohol gel and appropriate trash cans for waste segregation. Regularly check the environments in order to maintain the supply of materials and supplies;
- e) Ensure hygiene conditions, removing and changing garbage bags from trash cans;
- f) Carry out the segregation, packaging and internal transport of waste, promoting the correct disposal of waste at the collection site;
- g) Promote, together with the GRANTING AUTHORITY, a policy of selective segregation and recycling of materials;
- h) Equip the final waste collection shelters with *containers* suitable for each waste according to the specific legislation in force and keep them in adequate conditions of use;
- i) Notify the maintenance team and the person responsible for the cleaning team of any need for repair or non-proper functioning of the appliances and equipment.

3.3.2.1 The scope of work includes cleaning, conservation of environments and disinfection of fixed surfaces, in order to promote the removal of visible dirt; removal, reduction or destruction of pathogenic microorganisms; control of the spread of biological, chemical contamination, etc., through the application of chemical, mechanical or thermal energies, in a given period, on the surfaces of the various areas

3.3.3. The periodicity of cleaning must be done according to the cleaning plan to be prepared by the CONCESSIONAIRE and approved by the GRANTING AUTHORITY, or according to the need and criticality of each area, aligning

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such parameters with each EDUCATIONAL UNIT.

3.3.4. The CONCESSIONAIRE shall provide consumables (household sanitizers, disposable materials such as paper towels, toilet paper, liquid soap, waste bags, among others, cleaning material (cleaning carts, cloths, brooms, squeegees, containers for various wastes, among others) and equipment (dust extraction machines, polishing machines, steam machines and other related equipment) and utensils necessary for the perfect execution of the cleaning SERVICES.

3.3.5. The person in charge of the cleaning team will be in charge of opening a call for the maintenance team, which will attend the EDUCATIONAL UNIT to carry out the necessary repairs.

3.3.6. To carry out cleaning and conservation activities, the team hired by the concessionaire must:

- i) Perform the services in accordance with current legislation and applicable standards of appropriate procedures, including the relevant municipal legislation;
- ii) Carry, when necessary, a license or permit to carry out activities of transport and handling of controlled chemicals for commercial purposes, issued by a competent body;
- iii) Carry, when necessary, a license or permit for the application of household sanitizers, issued by a competent body;
- iv) Respect the legislation in force and strictly observe the environmentally recommended practices and techniques when applying household sanitizers and using controlled chemicals;
- v) Ensure that cleaning professionals have adequate Personal Protective Equipment, including, at least, gloves, shoes and masks, under the terms of NR 6 – Personal Protective Equipment.

3.4. PEST CONTROL SERVICE

3.4.1. The Vector and Pest Control Service includes the following activities

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included in the Pest Control Plan:

- i) Control of vectors and urban pests, fumigation, disinsectization and deratization, and cleaning of water tanks in the EDUCATIONAL UNITS, including the supply of inputs, materials, utensils and qualified labor, to be carried out periodically in the internal facilities, to prevent diseases, triggering of allergic processes, contamination and avoid infestations;
- ii) Disinsectization, deratization should be at least quarterly, with reinforcement applications whenever necessary;
- iii) The cleaning of water reservoirs must be at least every six months, strictly observing the environmentally recommended practices and techniques, using specific products, registered and/or notified to the National Health Surveillance Agency (ANVISA);
- iv) Maintain documentation and record of the performance of the SERVICES described above;
- v) Prepare planning that contains maintenance and preventive and corrective monitoring for pest control;
- vi) Use only certified and safe products for use in schools, which should be applied, following technical recommendations and legislation; and
- vii) Adopt preventive measures to curb the permanence of pigeons in school environments, such as: use of screens and closing of openings through which birds can enter, in addition to the constant cleaning of ceilings, gutters or other places that have feces, remains of nests, eggs and feathers of birds

3.4.2. The CONCESSIONAIRE shall submit to the approval of the GRANTING AUTHORITY, within the scope of the Pest Control Plan, a schedule with the forecast of dates and times of the applications necessary for the integrated control of pests in the EDUCATIONAL UNITS.

3.4.3. The integrated control of vectors and pests should preferably occur outside the opening hours of the EDUCATIONAL UNITS, with the use of products and

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forms of application suitable for places of care for children.

- 3.4.4.** The CONCESSIONAIRE will not use any toxic material unless there is demonstrable evidence that the use of such materials will provide a greater overall benefit to the health and well-being of the members of the SCHOOL COMMUNITY than the non-use. The use of such toxic materials must be previously authorized by the GRANTING AUTHORITY.
- 3.4.5.** The CONCESSIONAIRE shall ensure that all pest removal products are used and stored in accordance with the instructions of their manufacturers and in accordance with current health, safety and applicable law standards. Under no circumstances should products used for pest removal be left unattended or in the presence of members of the SCHOOL COMMUNITY.
- 3.4.6.** The CONCESSIONAIRE shall describe in the Standard Operating Procedure (POP) all dilution procedures or other manipulations authorized for sanitizing products, application technique, use and maintenance of equipment, transportation, final disposal and other technical or operational procedures, as well as information on what to do in the event of an accident, chemical spillage, health, biosafety and occupational health, without prejudice to current legislation.

3.5. GARDENING SERVICES

- 3.5.1.** The Gardening Service encompasses the maintenance and conservation of the entire green area of the EDUCATIONAL UNITS, including lawns, gardens, trees and flower boxes, observing the provisions of the Project, provided for in EXHIBIT A – SCHEDULE OF RESPONSIBILITIES FOR WORKS, prohibiting the planting of weeds and/or poisonous species.
- 3.5.1.1.** The Gardening Service will ensure that the landscaping of the EDUCATIONAL UNITS meets the necessary safety standards for the entire SCHOOL COMMUNITY.
- 3.5.1.2.** The CONCESSIONAIRE shall prepare and submit to the GRANTING AUTHORITY by the end of the first month of operation, an annual plan for the maintenance and conservation of gardens and soils,

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with the due supervision of a qualified professional.

3.5.2. To carry out the Gardening Service, the following activities are foreseen to be duly contemplated in the Garden and Soil Maintenance Plan:

- i) Perform the maintenance of the lawns, gardens, trees and flower boxes of the EDUCATIONAL UNITS, indicated in the Landscaping Project and Garden and Soil Maintenance Plan, with the proper supervision of a qualified professional;
- ii) Cleaning of the entire area, including sweeping, removal of leaves, branches, weeds, moss, silt, foreign bodies, weeds and any other type of dirt or debris;
- iii) Watering plants, pots, trees;
- iv) Carry out weeding, pruning, fertilization, planting of plants, flowers and trees, replacing and/or renewing the species;
- v) It is up to the concessionaire to opt for alternative systems for the use of water resources, such as reused water, in gardening activities;
- vi) Perform pest treatment on plants, trees, flowerbeds and gardens;
- vii) Use uniform, individual and collective protective equipment, specific for gardening and chemical handling SERVICES; and
- viii) Follow the applicable laws and standards, as well as rules for the preservation of the environment, when carrying out activities with controlled chemicals in the areas of the EDUCATIONAL UNITS, whether in terms of quality, quantity or destination.

3.6. INFORMATION TECHNOLOGY SUPPORT SERVICES

3.6.1. The CONCESSIONAIRE shall be responsible for the Information Technology Services, from the implementation of computer equipment and technical support in the EDUCATIONAL UNITS, including the installation of technology equipment, its support, maintenance and replacement, when applicable, not being, however, responsible for maintenance and/or

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replacement of any software or hardware that has not been supplied or installed by the CONCESSIONAIRE.

3.6.2. The equipment, accessories and other information technology supplies that will be provided by the CONCESSIONAIRE are indicated in EXHIBIT C – FURNITURE AND EQUIPMENT SPECIFICATIONS.

3.6.3. The CONCESSIONAIRE shall be responsible for the execution of the following categories of Information Technology SERVICES to be duly contemplated in the Information Technology SERVICES Management Plan:

- i) Supply of equipment, materials and systems;
- ii) Reprography;
- iii) Technical support.

3.6.4. For the monitoring of the SERVICES in the EDUCATIONAL UNITS, the CONCESSIONAIRE must have an online management system, which must include, among other functions:

- i) Help Desk system to serve the Management of the EDUCATIONAL UNITS with functionalities for recording requests for SERVICES (opening, consultation and closing of requests, control of deadlines and hours of service and execution of the SERVICES), records of occurrences and failures, complaints and suggestions about the SERVICES, equipment, materials for common use and employee service;
- ii) SERVICE Order Control System (opening, consultation and closing of SERVICE Orders, control of deadlines and hours of service and execution of Service Orders);
- iii) Reports, consultations and indicators for monitoring SERVICES and maintenance;
- iv) Application of a satisfaction survey by the INDEPENDENT VERIFIER as described in EXHIBIT G – INDEPENDENT VERIFIER GUIDELINES with the different EU audiences;

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- v) Management Panel with the control of calls, Service Orders and PERFORMANCE INDICATORS measured to monitor the performance of the CONCESSIONAIRE; and
- vi) Provision of information on the operation of the SERVICES, rules, schedules and procedures, especially those related to the opening, consultation and closing of service requests, complaints and suggestions. The information must be available for access via cell phone, tablet or computer.

3.6.5. For the performance of the Information Technology Service, provision of infrastructure and supply of equipment and materials, the following activities are provided for by the CONCESSIONAIRE and duly contemplated in the Information Technology SERVICES Management Plan:

- i) Provide local network access to the wired internet in every EDUCATIONAL UNIT, maintaining it in accordance with the parameters established in CENEC Resolution¹ No. 2 of February 22, 2024 (or in a normative act that may replace it), in all EDUCATIONAL UNITS;
- ii) Provide access through a *wireless* network to provide access to the local network for notebooks, tablets and other mobile computing equipment of internal users;
- iii) Ensure access through *wireless* network in all covered pedagogical spaces and in the administration of the EDUCATIONAL UNITS;
- iv) Perform maintenance and provide technical support for all IT infrastructure and equipment;
- v) Perform maintenance and provide technical support of telecommunications equipment, such as branch centers, telephones and televisions;
- vi) Perform maintenance and provide technical assistance to the local data network infrastructure;

¹ National Connected Schools Strategy Executive Committee

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- vii) Provide No *Break* equipment capable of keeping the operation running for at least 2 hours (two hours), in cases of power outage;
- viii) Perform maintenance and provide technical support to all technology elements related to reprographic equipment (printers, image and document scanning equipment); and
- ix) Carry out the renovation of the technological park and/or the replacement of equipment according to the useful life of the asset and whenever the need for performance improvement or obsolescence of the equipment is verified.

3.6.6. The No Break *equipment* must meet all the computer equipment of the administrative areas (Secretariat, Board, Teachers' Room and Pedagogical Coordination), including the following equipment: laptops, desktop + keyboard + mouse, monitor, printers, routers, *switches* and server rack, observing the provisions of EXHIBIT C - FURNITURE AND EQUIPMENT SPECIFICATIONS.

3.6.7. The No Break *equipment* must meet the air conditioning system of the Server Room.

3.6.8. Information technology support must be available at a time compatible with the operation of the EDUCATIONAL UNITS and offer first-level support and service (resolution of simple questions online) and second-level (resolution of more complex issues, not solved by the first level, also online). As a last resort, offer support and service in the field (resolution with a specialist and face-to-face).

3.6.9. The CONCESSIONAIRE will indicate in the Information Technology SERVICES Management Plan the number of printers, their strategic allocations, paying attention to the quick service of both administrative SERVICES and strictly educational SERVICES, and integration with computer systems, in addition to preventive and corrective maintenance.

3.6.10. The CONCESSIONAIRE will be responsible for the implementation of *hardware* and *software*, access control and permissions, in addition to the maintenance and replacement of paper, inks and other supplies necessary

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for the regular operation of the printers.

- 3.6.11.** The Information Technology SERVICES Management Plan shall provide for the mandatory installation of telephone points in administrative and support areas of each EDUCATIONAL UNIT, except for the possibility of maintaining a single call center for members of the SCHOOL COMMUNITY to obtain general information. In case of opting for the single call center, it is necessary to install extensions that allow the transfer of calls to each workstation of the EDUCATIONAL UNIT.
- 3.6.12.** The Information Technology SERVICES Management Plan must indicate the number of jobs that will need Information and Communication Technology equipment and detail all the infrastructure necessary for its operation.
- 3.6.13.** As responsible for the personal data of the members of the SCHOOL COMMUNITY, the CONCESSIONAIRE shall prepare a Personal Data Protection Plan for approval by the GRANTING AUTHORITY and implementation in the CONCESSION, observing the provisions of Federal Law No. 13,709/2018.
- 3.6.14.** The personal data of the members of the SCHOOL COMMUNITY will be kept by the CONCESSIONAIRE in an interoperable and structured format, available to the holder of personal data upon request on the website made available, and the holder of personal data will have the guarantees of:
- i) Facilitated and free consultation on the form and duration of the processing of your personal data, as well as on its integrity;
 - ii) Accuracy, clarity, relevance and updating of personal data, according to the need and for the fulfillment of the purpose of its processing, being possible to request the correction of incomplete, inaccurate or outdated data, as well as the request for anonymization, blocking or elimination of unnecessary, excessive or processed data in non-compliance with the object of this AGREEMENT and with Federal Law No. 13,709/2018; and
 - iii) Obtain clear, precise and easily accessible information on the processing of your personal data and the respective processing

agents, observing commercial and industrial secrets.

3.6.15. The CONCESSIONAIRE's employees who work with the processing of personal data must sign confidentiality, secrecy and use terms.

3.6.16. The costs for the implementation of wired and *wireless* internet networks, as well as the maintenance and operation of the SERVICES, including the payment of the bills of internet and telephone SERVICES operators, shall be the responsibility of the CONCESSIONAIRE, subject to the provisions of the AGREEMENT.

3.7. OPERATION AND MAINTENANCE SERVICES FOR CFTV, ELECTRONIC SECURITY SYSTEMS AND FIRE SYSTEMS

3.7.1. The CONCESSIONAIRE shall implement Closed Circuit Television (CFTV), alarms, motion sensors and access control systems, with the objective of capturing, transmitting and displaying images and recordings that will assist the entire management of the surveillance of the EDUCATIONAL UNITS.

3.7.1.1. It is up to the GRANTING AUTHORITY to receive these images from each EU and to give the correct treatment for their remote monitoring and use.

3.7.1.2. The CONCESSIONAIRE will not be responsible for the implementation of an uninterrupted image monitoring center and expansion of the fiber optic network, to allow the transmission of the images generated to this eventual monitoring center, and this decision and respective investments will be made by the GRANTING AUTHORITY.

3.7.1.3. It is the responsibility of the CONCESSIONAIRE to carry out the integration of the equipment and systems installed in the schools with the monitoring systems of the GRANTING AUTHORITY.

3.7.2. The CFTV system must allow the storage of images for a minimum period of 30 (thirty) days and must operate 24 (twenty-four) hours a day, 7 (seven) days a week, maintaining the level of quality in the storage, of at least 18 frames per second, with Full HD resolution, observing the rules on

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technological currency established in the AGREEMENT.

3.7.3. Electronic monitoring must respect the anonymization of user data and the provisions of Federal Law No. 13,709/18. The CFTV system must also:

- i) Have a record of occurrences, allowing the visualization and generation of reports;
- ii) Be supported by UPS;
- iii) Have security mechanisms against tampering with recorded images;
- iv) Infrared filter switching mechanism for use in low light environment;
- v) Own cameras with autofocus adjustment.

3.7.4. Each EU must receive the installation of a CFTV system composed of video cameras, video monitors, electronic equipment, software and other technical devices that allow the adequate monitoring of people and environments and the visualization of events in the monitored locations.

3.7.4.1. The location, arrangement and quantity of cameras installed must be in such a way as to allow the visualization of the environments, in order to monitor them with quality and timeliness.

3.7.4.2. For the sizing of the CFTV system (number of cameras), it will be mandatory to install at least 2 cameras per access point (entrance and/or exit of the EDUCATIONAL UNIT) and the use of a dome camera for perimeter monitoring.

3.7.4.3. For other areas, the concessionaire must size the type, quantity and position of the cameras according to the area to be monitored, the level of vulnerability of the area, the flow of people, accumulation or grouping of people, the level of risk of occurrences of illegal acts (thefts, assaults, drug trafficking, sexual acts in an inappropriate place, among others), level of natural and artificial lighting of the point/area to be monitored.

3.7.4.4. It is the responsibility of the CONCESSIONAIRE to periodically

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maintain all items related to the CFTV system, keeping all cameras in good conditions of cleanliness and visibility, as well as all electronic devices and monitors responsible for carrying out the activity.

3.7.5. Each EDUCATIONAL UNIT must receive the installation of a monitored alarm system, composed of a set of sensors and connected to a call center.

3.7.5.1. This system must be activated by the director of the EDUCATIONAL UNIT or representative appointed by him whenever all activities are closed and the school closed.

3.7.5.2. The monitoring center must call the administrative responsible for the EU within a maximum of 5 (five) minutes after any interurrence with the system and proceed with the proper claim service, if so instructed.

3.7.6. For fire and panic prevention and fighting systems, the building must be renovated or designed observing guidelines that aim to reduce the risk of fire occurrence, reduce the risk of generalized inflammation of the environment, possibility of extinguishing the fire in the environment of origin, before generalized inflammation occurs, hinder the spread of flames to other environments, possibility of users escaping, among other constructive aspects.

3.7.7. The fire and panic prevention and fighting system consists of emergency exits, detection and alarm system, emergency lighting system and fire fighting equipment (fire extinguishers, sprinklers, hoses, hydrants, among others).

3.7.7.1. The prevention of the occurrence of fires must be guaranteed, through a protection system against lightning strikes, protection against the risk of ignition in electrical installations, and protection against the risk of leaks in gas installations.

3.7.7.2. The escape routes and emergency exits of school buildings must comply with the provisions of ABNT NBR 9077 (Emergency exits in buildings), and applicable technical instructions from the Fire Department.

3.7.7.3. Emergency signaling must be implemented under the terms of

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ABNT NBR 16820 (Emergency signaling systems — Design, requirements and test methods) and applicable technical instructions of the Fire Department.

3.7.7.4. A fire and emergency brigade must be implemented, under the terms of ABNT NBR 14276 (Fire and Emergency Brigade - Requirements and Procedures) and Technical Instruction 12, published by the Military Fire Department of Minas Gerais.

3.7.8. It is the responsibility of the CONCESSIONAIRE to carry out the overhaul, testing, recharging, repairs and exchanges of the components of the fire fighting system, especially extinguishers out of date, hydrants and emergency lights. It is also necessary to install, when necessary, visual signage for emergency exits.

3.7.9. The CONCESSIONAIRE must carry out the review, repair, exchange and installation, where necessary, of the components of the lightning protection system (SPDA) that are worn out or malfunctioning. It is also the responsibility of the concessionaire to perform repairs and tightness tests in the Gas Plants and hydrant systems.

3.8. UTILITIES MANAGEMENT SERVICES

3.8.1. The UTILITIES SERVICES comprise the management and zeal for the efficient consumption of the following categories of utilities: electricity, water supply and sewage and gas.

3.8.2. For the performance of the water supply and sanitary sewage service, the following activities are foreseen to be duly contemplated in the Utilities Use Plan:

- i) Ensure the adequate supply service of the water system throughout the EU area, ensuring that the necessary preventive and corrective maintenance is carried out;
- ii) Manage and encourage efficient use of water resources;
- iii) Request the approval of the GRANTING AUTHORITY in relation to

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the implementation of new systems and equipment that present significant improvement in operation and consumption;

- iv) To monitor the quality of water and sewage, through the preparation of technical reports, whose frequency of issuance will be defined by mutual agreement between the PARTIES at the time of the preparation of the Utility Plan or its review, in accordance with the technical standards in force;
- v) Ensure the operation and maintenance of the sewerage system in the EU; and
- vi) Seek to implement sustainable solutions, including water reuse.

3.8.3. For the performance of the electricity service, the following activities are foreseen to be duly contemplated in the Utility Plan:

- i) Ensure the connection of electricity from the public system to the EU, including requesting the electricity distributor for any reinforcement in the surrounding energy network that may be necessary for the installation;
- ii) Ensure the continuous supply of electricity throughout the EU, except for measures that are the responsibility of the electricity distribution concessionaire;
- iii) Ensure the operation of the EU electricity system;
- iv) Perform preventive and corrective maintenance of electrical installations and systems (repair or replacement of substations, transformers, measurement and distribution booths, boards and panels in general, lightning rods, grounding, power cables, lamps and lampposts); and
- v) Manage and promote the efficient consumption of electricity. It is the responsibility of the CONCESSIONAIRE to carry out studies to evaluate the possibility and convenience of implementing a clean energy generation system, at the expense of the

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3.8.4. For the performance of the gas supply service, the following activities are foreseen to be duly contemplated in the Utility Plan:

- i) Continuous supply of gas throughout the EU, except for arrangements for which the gas supplier is responsible;
- ii) Maintenance of space for the shelter of gas cylinders/cylinders, if necessary, following current requirements and standards;
- iii) Preventive and corrective maintenance of the facilities; and
- iv) Follow the specifications of EU construction and renovation projects.

3.8.5. In cases where the EDUCATIONAL UNIT is supplied by a gas cylinder, it will be up to the CONCESSIONAIRE to acquire and manage inventory control, in order to avoid interruption and supply of gas.

3.8.6. It is the obligation of the CONCESSIONAIRE, during the entire CONCESSION TERM, to bear all the costs of electricity, water and sewage and gas levied on the CONCESSION AREA, in accordance with the provisions of the AGREEMENT.

3.8.7. In cases of interruptions, delays, inconsistencies, intermittences or failure in the supply of electricity that impairs the regular functioning of the educational unit, the CONCESSIONAIRE shall contact the public service distribution company to seek information on the estimated time for reestablishment of the supply of electricity. In case of an estimated return exceeding the maximum period of 2 (two) hours, the CONCESSIONAIRE will immediately contact the GRANTING AUTHORITY to inform the situation of the service in the educational unit and jointly make the appropriate operational decisions until the regularization of the service provision.

3.9. INTERNAL TRANSPORT AND MANAGEMENT OF SOLID WASTE

3.9.1. The Internal Transportation and Solid Waste Management SERVICES are premised on Law No. 12,305 of 2010, which establishes the National Solid Waste Policy (PNRS), which establishes guidelines for the integrated management and management of solid waste, including hazardous waste,

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and defines the responsibilities of the EDUCATIONAL UNIT, the GRANTING AUTHORITY and the applicable economic instruments.

3.9.2. The CONCESSIONAIRE will be responsible for the collection, segregation, storage and internal transportation of waste generated on the premises of the EDUCATIONAL UNITS, arising from their regular use, events and administrative and operational activities.

3.9.3. The CONCESSIONAIRE shall adopt good practices in relation to the management of solid waste, such as non-generation, reduction, reuse, selective collection, and due justification is mandatory in case of disposal of recyclable waste outside the practice of selective collection. The CONCESSIONAIRE must empty the trash cans of the EDUCATIONAL UNITS, before they exhaust their capacity.

3.9.4. The SERVICES of external collection and disposal of waste produced by the EDUCATIONAL UNITS shall be provided by the GRANTING AUTHORITY of the municipality where the EU is located, which will be responsible for hiring and paying specialized companies, collection and final disposal, and the CONCESSIONAIRE shall only be responsible for monitoring this waste disposal flow.

3.10. SUPPLY AND CONSERVATION SERVICES OF KITCHEN UTENSILS

3.10.1. The GRANTING AUTHORITY will be responsible for the preparation of menus, acquisition of foodstuffs, preparation, cooking and distribution of food that will be served in the EDUCATIONAL UNITS.

3.10.2. The CONCESSIONAIRE will only be responsible for installing the kitchen and the spaces for meals, in addition to making available, conserving and maintaining or replacing disposables, accessories and kitchen utensils in all EDUCATIONAL UNITS.

3.10.2.1. The CONCESSIONAIRE may size and have contingency stock of kitchen utensils to ensure replacement in case of breakdown, breakage or unscheduled stop of the utensil.

3.10.2.2. The CONCESSIONAIRE shall, whenever necessary, renew the

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kitchen utensils in order to keep them updated and operational.

3.10.2.3. The CONCESSIONAIRE will be responsible for ensuring the availability of said utensils:

Minimum Quantity	Utensil
1	Industrial electric juicer 400W 60Hz stainless steel bivolt
2	3.5l 1200w 220v liquidator
2	Electric Convection Oven with Steam
2	Industrial Stainless Steel Mixer 220V 290W
4	Electric Toaster 110v
1	Professional Planetary Mixer 6 liters 1000w bivolt
1	Professional Electric Coffee Maker w/ Sterilizer, 2 Teapots, with Thermostat
2	Kit with 3 Industrial frying pans - 3 sizes
2	Industrial Pressure Cooker 35 liters
2	Casserole 9.5 liters
2	Stockpot 12 liters
2	Industrial cookware set 5, 7 and 8 liters
4	Sieve set - various sizes
2	Kit with 4 baking trays - various sizes
4	Glass vase, 3 liters with lid
8	Polypropylene spoon kit (100 units)
8	Set of polypropylene mugs (100 units)
8	Polypropylene plate set (100 units)
5	Polypropylene Tigela
4	Polypropylene cutting board, smooth
3	Skimmer
2	Can Opener
2	Pasta colander 5 liters
3	Dish drainer
2	Whisk
2	Vegetable grater
2	Mug
2	Cauldron spoon
4	Shell
4	Cutting knife
2	Bread knife
3	Bottle brush
2	Set of 5 bowls - various sizes
10	Trash can with lid (100 liters)
1	Trash bag (100 liters) (100 units)
2	Silicone glove box (100 units)
1	Paper Towel Box (2000 Sheets)

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Minimum Quantity	Utensil
2	PVC Film Coil 40cm x 800m
2	Refil filter for purifier
4	Gallon of filtered water - 20 liters
16	Pack of dish towels (12 units)
2	Cook's apron kit - 10 units
2	Kit with 10 caps

3.11. ACCESS CONTROL AND RECEPTION SERVICES

3.11.1. The Access Control and Reception Service must be made available by the CONCESSIONAIRE in each EDUCATIONAL UNIT, with the objective of ensuring the control of the access of people to the school, through the allocation of professional(s) for concierge and professional(s) for reception, during the opening hours of each SCHOOL UNIT, during the school year, being possible, in a complementary way, the installation of electronic systems in the accesses. The CONCESSIONAIRE's responsibility for the access control service in the EDUCATIONAL UNITS shall be immediately suspended in cases where the guidelines on the improper use of force or resistance, described in the Access and Reception Control Plan mentioned in item 7.3.7 of this document, are not complied with.

3.11.1.1. The concierge and reception service will be available during the opening hours of each EDUCATIONAL UNIT, during the school year.

3.11.1.2. On Saturdays, Sundays and holidays, the access control and reception service will only operate upon prior request from the GRANTING AUTHORITY, 10 (ten) days before the scheduled date, operating between 8 and 18 hours.

3.11.1.3. During the periods of teaching vacations or school recess, the CONCESSIONAIRE will adjust the hours of provision of the Access Control and Reception SERVICES to the schedules agreed with the GRANTING AUTHORITY, ensuring the availability of personnel necessary for the proper functioning of the EDUCATIONAL UNIT.

3.11.2. The CONCESSIONAIRE shall prepare and make available to the

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GRANTING AUTHORITY the safety and emergency plan.

3.11.3. The concierge service covers the following activities:

- i) Control the access of people to the facilities and dependencies of the EDUCATIONAL UNIT;
- ii) Inspect the entry and exit of materials, in the various ordinances, by checking the invoices;
- iii) Control the entry and exit of vehicles, professionals and visitors, during the operation of the EDUCATIONAL UNIT;
- iv) Record and control daily occurrences related to access control issues;
- v) Act in order to prevent occurrences and mitigate risks and vulnerabilities of facilities and dependencies;
- vi) Keep the telephone number of the Police Station of the respective region and of the Military Fire Department posted at the station, in a visible place;
- vii) Collaborate in cases of emergency, fire or panic with guidance for the abandonment of the facilities, aiming at maintaining safety conditions;
- viii) Communicate the movement of suspicious individuals in the vicinity of the EDUCATIONAL UNIT to the local manager and the GRANTING AUTHORITY;
- ix) Prevent, by all means accessible to its employees, the entry of unidentified persons and, in case of use of violence or serious threat that cannot be resisted by the ordinary means accessible, immediately call the public security organs and report it to the GRANTING AUTHORITY;
- x) Inspect and guide the internal traffic of professionals, visitors or people, as well as the parking of vehicles, noting any irregularities and communicating them to the GRANTING AUTHORITY;
- xi) The CONCESSIONAIRE will not be responsible for the entry of

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dangerous or illicit objects or substances into the premises of the schools, unless practiced by its employees, collaborators or contractors;

xii) The CONCESSIONAIRE will not be responsible for ensuring the physical integrity of the members of the SCHOOL COMMUNITY, except in cases where the occurrence results from action or omission practiced by its employees, collaborators or contractors;

xiii) The CONCESSIONAIRE will not be responsible for the Property Security of the EDUCATIONAL UNITS, except in cases of acts that threaten the safety of the EDUCATIONAL UNITS and the SCHOOL COMMUNITY arising from the actions of its employees, collaborators or contractors.

xiv) The CONCESSIONAIRE shall review and make the necessary changes to the security protocol in force at the signing of this AGREEMENT, together with the GRANTING AUTHORITY, and implement it in the access control and reception service.

3.11.4. The reception services aim to serve the public at the counter/counter of the school offices.

3.12. WIRELESS INTERNET PROVISION SERVICES

3.12.1. The CONCESSIONAIRE will provide and maintain the external connection of the EDUCATIONAL UNITS with high-speed broadband Internet and the wireless data network infrastructure for all environments of the EDUCATIONAL UNITS, providing switches, routers, Access Points (AP), repeaters and other accessory equipment.

3.12.2. Wireless networks are part of the scope of the CONCESSION and must meet, at least, the following conditions/specifications:

i) This structure will have a complementary function to the wired network to supply access to the local network for notebooks and other mobile computing equipment, for internal users;

ii) Access through the wireless network must be made available in all

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covered areas of the buildings of the EDUCATIONAL UNITS and on all their floors;

- iii) Full coverage of these areas must be ensured with a minimum signal strength of 80% at any point.

3.12.3. Regarding the Internet capacity to be contracted, the minimum connectivity parameters defined by the Executive Committee of the National Strategy for Connected Schools - CENEC (Ministry of Education), through CENEC RESOLUTION No. 2, of February 22, 2024, will be used as a reference.

4. OBLIGATIONS OF THE CONCESSIONAIRE

4.1. GENERAL OBLIGATIONS AND RESPONSIBILITIES OF THE CONCESSIONAIRE

4.1.1. Without prejudice to the other provisions of the AGREEMENT, its EXHIBITES and APPLICABLE LAW, for the purposes of the provisions of this Exhibit, the following are the obligations and responsibilities of the CONCESSIONAIRE:

- i) Adopt internationally recognized practices and standards for the correct functioning of the EDUCATIONAL UNITS;
- ii) Perform the SERVICES properly, in accordance with the minimum requirements and guiding principles set forth in this EXHIBIT;
- iii) Submit the OPERATION PLAN to the evaluation of the GRANTING AUTHORITY, observing the provisions on the deadlines and approval procedure disciplined in this EXHIBIT;
- iv) Structure, by means of an POP Manual (Standard Operating Procedure), all the SERVICES provided under the AGREEMENT;
- v) Annually review the POP MANUAL with the necessary changes due to occurrences aiming at preventive actions to reduce occurrences.
- vi) Consult and obtain express authorization from the GRANTING

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AUTHORITY to make changes in the form of provision of the SERVICES that imply variation to the procedures indicated and approved in the POP MANUAL;

- vii) Develop an internal program in order to be certified for ISO 9.001 (Quality Management Systems) and ISO 14.001 (Environmental Management Systems) or another that may replace it;
- viii) Appoint a representative of the CONCESSIONAIRE to compose the INSTITUTIONAL GOVERNANCE COMMITTEE;
- ix) Prepare its own code of conduct, submitting it to the evaluation of the GRANTING AUTHORITY;
- x) Ensure that, at the end of the CONCESSION TERM, the equipment has at least a REMAINING USEFUL LIFE of 5 (five) years and is in perfect conditions of use, in order to allow the correct continuation of the operation of the EDUCATIONAL UNIT.
- xi) To contribute, throughout the CONCESSION, to the allocation of the EDUCATIONAL UNITS to their vocation as spaces aimed at the promotion of comprehensive, democratic, emancipatory, humanizing education with social quality, articulating with the GRANTING AUTHORITY for the promotion of education, culture, sports, leisure, recreation and technologies, and fostering the development of the human being in its entirety as a person, citizen and subject of his/her history, without prejudice to the other material obligations provided for in the AGREEMENT; and
- xii) Whenever possible, make use of actions that foster sustainability, social participation and inclusion, and respect for minorities and vulnerable social groups, seeking with these actions to generate positive externalities that transcend the perimeter of the EDUCATIONAL UNITS, without prejudice to the other material obligations provided for in the AGREEMENT.

4.2. OBLIGATIONS RELATED TO EMPLOYEES

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4.2.1. Without prejudice to the other provisions of the AGREEMENT, its EXHIBITES and APPLICABLE LAW, the obligations and responsibilities of the CONCESSIONAIRE related to its employees are:

- i) Provide regularly trained and qualified labor to perform the activities under its responsibility, aiming to act with excellence;
- ii) Develop protocols, standards and rules of action and posture to be followed by its employees;
- iii) To present to the GRANTING AUTHORITY, when requested, for positions that require specific academic training and registration in the Class Council, the supporting documentation, as well as to keep it updated throughout the CONCESSION TERM;
- iv) Provide a team of professionals in the necessary quantity and consistent with the perfect fulfillment of the SERVICES;
- v) Provide for the immediate relocation of a professional in the event of any absence that may compromise the provision of the SERVICES;
- vi) Ensure the filling of the jobs necessary for the execution of the SERVICES regardless of vacations and other absences provided for in the current legislation;
- vii) Have a training and permanent qualification program for the personnel allocated to the EDUCATIONAL UNITS, aiming at periodic training on the purpose of the EDUCATIONAL UNITS, the rights of the members of the SCHOOL COMMUNITY and other related information;
- viii) Perform psychological assessment tests, in order to analyze whether the professional has the appropriate profile to perform the SERVICES, work with the public, students and their legal guardians in the selection process of their professionals;
- ix) Carry out annual refresher courses specific to each SERVICE and mandatory for the respective personnel, when applicable;

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- x) Ensure the participation of its personnel in training or qualification on the functioning of the EDUCATIONAL UNITS or on their specific functions, to be provided by the GRANTING AUTHORITY, when requested;
- xi) Provision of uniforms, badges and other complements appropriate to the development of the provision of SERVICES by its employees, observing the requirements below:
 - a. All uniforms and identification badges used by the personnel responsible for providing the SERVICES, as well as the functional identity used by the employees must be previously approved by the GRANTING AUTHORITY;
 - b. Keep its personnel duly identified, through uniforms and badges with recent photography, including the CONCESSIONAIRE's logo, mention of "Management through PPP" and reference to "Provision of Non-Pedagogical Support SERVICES";
 - c. Provide uniforms to all its staff, according to the functions of each one, ensuring that they are always clean and in good condition;
- xii) Supervise personal hygiene and the cleanliness of its personnel's uniforms on a daily basis;
- xiii) Observe, in the hiring of personnel, the labor legislation in force, notably the specific laws on labor, social security, tax, and fiscal charges, as well as the agreements, conventions and collective bargaining agreements of each professional category;
- xiv) Strictly comply with the standards of Safety Engineering and Occupational Medicine, in accordance with current legislation, and always aiming at the prevention of accidents at work;
- xv) Provide its personnel with the individual and collective protective equipment (EPIs e EPCs) necessary for the performance of their activities, as well as present to the GRANTING AUTHORITY, whenever requested, the proof of delivery of this equipment to its

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personnel;

xvi) Communicate to the administration of the respective EU any removal and any irregularity, substitution or inclusion of a member of the CONCESSIONAIRE's team;

xvii) Instruct its staff in good safety practices;

xviii) Insure your personnel against the risk of work accidents;

xix) To appoint and release collaborators to compose the fire brigade of each EDUCATIONAL UNIT;

xx) Develop protocols for action in emergencies (evacuations, fire starts, etc.);

xxi) Assume all responsibilities and take the necessary measures to care for its injured personnel or those with sudden illness.

4.3. OBLIGATIONS AND RESPONSIBILITIES RELATING TO THE MANAGEMENT OF THE SERVICES

4.3.1. Without prejudice to the other provisions of the AGREEMENT, its EXHIBITES and APPLICABLE LAW, the obligations and responsibilities of the CONCESSIONAIRE related to the management of the SERVICES are:

i) To implement, in an appropriate manner, the planning, execution and permanent management of the SERVICES;

ii) Implement a Call Management System capable of receiving and recording occurrences, monitoring calls for failures, incidents, non-conformities and service requests;

iii) Implement an Ombudsman System capable of receiving and registering complaints, suggestions and compliments from parents and guardians of students in the EDUCATIONAL UNITS;

iv) Accept and facilitate the inspection work of the GRANTING AUTHORITY and the INDEPENDENT VERIFIER, providing all the

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requested information, as well as obeying the recommendations that do not conflict with the agreement;

- v) Keep the technical qualification and licenses updated with the responsible bodies; and
- vi) Submit to the security standards of the GRANTING AUTHORITY, especially regarding access to its premises.

4.4. OBLIGATIONS AND RESPONSIBILITIES RELATING TO THE PERFORMANCE OF SERVICES AND THE SUPPLY OF EQUIPMENT

4.4.1. Without prejudice to the other provisions of the AGREEMENT, its EXHIBITES, and APPLICABLE LAW, the following are the obligations and responsibilities of the CONCESSIONAIRE related to the performance of the SERVICES and the supply of equipment:

- i) Provide the SERVICES and equipment in the form, quality and quantity necessary for the proper progress of the SERVICES in the EDUCATIONAL UNITS;
- ii) Maintain all equipment and utensils necessary for the execution of the SERVICES, in perfect conditions of use;
- iii) Acquire all the consumables and spare parts that you use in the execution of the SERVICES;
- iv) Identify all equipment owned by it, with label and asset number, so that they can be listed, accounted for and not be confused with similar equipment owned by the GRANTING AUTHORITY, observing the provisions related to the maintenance of INVENTORY contained in EXHIBIT C – FURNITURE AND EQUIPMENT SPECIFICATIONS;
- v) Keep clean and preserved all internal and external spaces of use, including trash cans;

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- vi) Ensure the usability, performance and the original functional and quality characteristics of all equipment and systems of the EDUCATIONAL UNITS, throughout the CONCESSION period, making the replacements and reinvestments that become necessary for this; and
- vii) Submit all equipment and facilities provided by the CONCESSIONAIRE for the performance of the SERVICES to corrective, predictive and preventive maintenance, in accordance with the stipulations of the Detailed Maintenance Plan, contained in the POP MANUAL for Maintenance and Conservation, and whenever necessary.

5. OBLIGATIONS OF THE GRANTING AUTHORITY

5.1. GENERAL OBLIGATIONS AND RESPONSIBILITIES OF THE GRANTING AUTHORITY

5.1.1. Without prejudice to the other provisions of the AGREEMENT, its EXHIBITES and APPLICABLE LAW, the following are obligations and responsibilities of the GRANTING AUTHORITY:

- i) Evaluate and approve the OPERATION PLAN, observing the provisions on deadlines and procedure disciplined in this EXHIBIT;
- ii) Be responsible for the provision of PEDAGOGICAL SERVICES, providing the work routine in accordance with the position and function of its agents;
- iii) Be responsible for strikes or absences of its employees that impact the regular provision of SERVICES;
- iv) To exercise the supervision of the SERVICES by specially designated representatives;
- v) Formally communicate any lack, deficiency or non-conformities in the execution of the SERVICES, as soon as identified, for correction by the CONCESSIONAIRE;

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- vi) Open an incident for a request for repair or replacement of infrastructure, equipment or any request/complaint for SERVICES through the Help Desk system, in order to register any and all requests;
- vii) Carry out complaints/requests and registration of occurrences through the Help Desk system, in order to register any and all requests;
- viii) Appoint a representative of the GRANTING AUTHORITY to compose the INSTITUTIONAL GOVERNANCE COMMITTEE.

6. GOVERNANCE MODEL

6.1. INTRODUCTION

6.1.1. The Governance Model of the CONCESSION AGREEMENT presupposes the monitoring and control of the works and SERVICES, from the ORDER OF THE START OF THE AGREEMENT to the end of the CONCESSION TERM.

6.1.2. For the Governance Structure, the following shall be instituted:

- i) Project Management Office; and
- ii) INSTITUTIONAL GOVERNANCE COMMITTEE.

6.2. GUIDELINES

6.2.1. The Governance Model aims to guide the efforts of the MANAGERS OF THE EDUCATIONAL UNITS, managers of the GRANTING AUTHORITY AGREEMENT and the managers of the CONCESSIONAIRE, in order to ensure synergy between the execution of the SERVICES under the responsibility of the CONCESSIONAIRE and the PEDAGOGICAL SERVICES under the responsibility of the GRANTING AUTHORITY.

6.2.2. The objectives of Governance are:

- i) Allow interaction between the CONCESSIONAIRE, the GRANTING

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AUTHORITY and the INDEPENDENT VERIFIER;

- ii) Be guided by the proactivity and responsiveness of the CONCESSIONAIRE in relation to calls, responding to them within the established deadlines;
- iii) Promote integration between SERVICES and PEDAGOGICAL SERVICES; and
- iv) To promote continuous improvement in the provision of SERVICES.

6.3. PROJECT MANAGEMENT OFFICE

- 6.3.1.** The CONCESSIONAIRE shall provide a temporary structure of PMO – Project Management Office, aiming at the correct planning, control and monitoring of all activities provided for in the IMPLEMENTATION SCHEDULE of the EDUCATIONAL UNITS, disciplined in Clause 2 of EXHIBIT A – SCHEDULE OF RESPONSIBILITIES FOR WORKS.
- 6.3.2.** The PMO - Project Management Office must be installed at the headquarters of the SPECIAL PURPOSE ENTITY (SPE), with a team formed by at least one manager, one analyst and one Administrative Assistant.
- 6.3.3.** The PMO must be installed after the issuance of the AGREEMENT START ORDER and remain in operation until the end of the first month of operation of the last EDUCATIONAL UNIT to receive the NOTICE TO PROCEED by the CONCESSIONAIRE, according to the IMPLEMENTATION SCHEDULE provided for in EXHIBIT A – SCHEDULE OF RESPONSIBILITIES FOR WORKS.
- 6.3.4.** The Project Management Office should monitor all works and support in the transition phase to operation.
- 6.3.5.** To ensure that project management is executed following the standard of excellence in the market in project management, the use of the PMI (Project Management Institute) methodology, described in the Project Management Knowledge Guide (Guia PMBOK®) in its most recent version, will be required.
- 6.3.6.** The CONCESSIONAIRE's Project Management Office will be responsible

for submitting to the GRANTING AUTHORITY the CONSTRUCTION EXECUTION REPORT, Furniture and Equipment Specification Book, Furniture and Equipment Acceptance Book and OPERATION PLAN, in addition to the preparation and execution of the STAKEHOLDERS ENGAGEMENT PLAN.

6.4. INSTITUTIONAL GOVERNANCE COMMITTEE:

6.4.1. The INSTITUTIONAL GOVERNANCE COMMITTEE will be established within the deadline for the implementation of the CONDITIONS OF EFFECTIVENESS of the AGREEMENT and will remain in operation until the end of the CONCESSION TERM.

6.4.2. The INSTITUTIONAL GOVERNANCE COMMITTEE will have the following main duties:

- i) Monitor the execution of the entire AGREEMENT, from the issuance of the AGREEMENT START ORDER to the end of the CONCESSION TERM;
- ii) Monitor the preparation of the ASSESSMENT REPORT of the INDEPENDENT VERIFIER for the purpose of determining the EFFECTIVE MONTHLY PUBLIC CONSIDERATION;
- iii) To contribute to the final definition of the methods, models, standards and operational protocols related to the interrelationship between the SERVICES granted and the PEDAGOGICAL SERVICES, prepared by the CONCESSIONAIRE;
- iv) To implement the other committees and approve their internal regulations, as well as any extinctions or changes to the respective internal regulations;
- v) Identify failures in the provision of SERVICES or in the operation of the EDUCATIONAL UNITS;
- vi) Monitor the implementation of improvement actions;

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- vii) Contribute to the definition of implementation plans prepared by the CONCESSIONAIRE and manage the impacts of interventions that are necessary for the provision of SERVICES and maintenance and conservation of the EDUCATIONAL UNITS;
- viii) Contribute to the definition of communication and training plans for its users;
- ix) Contribute to the definition of a contingency plan for foreseeable events, among other managerial actions;
- x) Evaluate new standards and procedures and structure changes.

6.4.3. The members of the INSTITUTIONAL GOVERNANCE COMMITTEE shall be appointed by the GRANTING AUTHORITY, through the SEE-MG, and by the CONCESSIONAIRE, and the PARTIES shall be notified in writing, provided that:

- i) The INSTITUTIONAL GOVERNANCE COMMITTEE shall be composed of:
 - a. For SUBLOT 1, composed of 04 (four) members, of which 02 (two) are appointed by the GRANTING AUTHORITY and 02 (two) are appointed by the CONCESSIONAIRE;
 - b. For SUBLOT 2, composed of 06 (six) members, of which 03 (three) are appointed by the GRANTING AUTHORITY and 03 (three) are appointed by the CONCESSIONAIRE;
 - c. For the GLOBAL LOT, composed of 06 (six) members, of which 03 (three) are appointed by the GRANTING AUTHORITY and 03 (three) are appointed by the CONCESSIONAIRE;
- ii) Until the issuance of the FINAL ACCEPTANCE of the last EDUCATIONAL UNIT, 01 (one) of the members appointed by the CONCESSIONAIRE will be the Project Manager of the Project Office – PMO; and

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- iii) During the period of operation of the EDUCATIONAL UNITS, 01 (one) of the members appointed by the CONCESSIONAIRE will be the AGREEMENT Manager.
- iv) The INSTITUTIONAL GOVERNANCE COMMITTEE shall receive from the PMO, on a monthly basis, a position report on the progress of the works, legalizations, inspections and approvals, provisional or definitive, in the manner disciplined in EXHIBIT A – SCHEDULE OF RESPONSIBILITIES FOR WORKS.
- v) The INSTITUTIONAL GOVERNANCE COMMITTEE shall meet regularly every two months or in a special call requested by one of its members and approved by the representative of the GRANTING AUTHORITY.

6.5. OPERATIONS SUPERVISOR

6.5.1. It is the responsibility of the Operations Supervisor to manage the Facilities Assistants, who must fundamentally manage and monitor the provision of SERVICES in the EDUCATIONAL UNITS, through the allocation of mobile professionals from the CONCESSIONAIRE. The Facilities Assistant must follow a pre-defined and approved schedule of face-to-face visits to the EDUCATIONAL UNITS under his responsibility, and will serve as a communication link between the Director of the EDUCATIONAL UNIT and those responsible for the SERVICES performed by the CONCESSIONAIRE.

6.5.2. It is incumbent upon the CONCESSIONAIRE to determine the number of Facilities Assistants that must make up its team of employees, and must respect a relative number of 1 (one) Facilities Assistant for a maximum of 2 (two) SCHOOL UNITS.

6.5.3. The following attributions are provided for Facilities Supervision:

- i) Coordinate and guide those responsible for the SERVICES teams;
- ii) Monitor and ensure the service and execution of the SERVICES;
- iii) Monitor the review and execution of the Preventive Maintenance

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Plan, inventories and other contingency plans under the responsibility of the CONCESSIONAIRE;

- iv) Monitor and ensure the operation of the system of calls to meet requests for SERVICES, information, complaints and suggestions;
- v) Carry out the dialogue between the Director of the EDUCATIONAL UNIT and those responsible for the SERVICES teams;
- vi) Monitor and monitor the performance of the SERVICES in the EDUCATIONAL UNIT; submitting a report to the CONCESSIONAIRE and the GRANTING AUTHORITY on a monthly basis or when requested;
- vii) Perform time control of the human resources under their responsibility;
- viii) Ensure the access of the GRANTING AUTHORITY to all the premises of the EDUCATIONAL UNIT under its responsibility, whenever requested; and
- ix) Open the call record in the *Help Desk* of occurrences and needs for SERVICES in the EDUCATIONAL UNITS, when necessary.

7. GUIDELINES FOR THE PREPARATION OF THE OPERATION AND SERVICE PLAN

7.1. OPERATION PLAN

7.1.1. The OPERATION PLAN, prepared by the CONCESSIONAIRE, in compliance with the guidelines established in this EXHIBIT, aims to define the actions, parameters and schedules to be adopted for the correct operation of the SERVICES by the CONCESSIONAIRE.

7.1.2. The OPERATION PLAN is composed of SERVICE Provision Plans and specific plans, described in item 7.3 of this EXHIBIT.

7.1.3. The OPERATION PLAN must consider the EU TYPOLOGIES, as described in EXHIBIT A – SCHEDULE OF RESPONSIBILITIES FOR WORKS.

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7.1.4. The OPERATION PLAN shall detail the provision of the following services:

- i) Building Maintenance Services;
- ii) Furniture Maintenance Services;
- iii) Cleaning and Conservation Services;
- iv) Pest Control Service;
- v) Gardening Services;
- vi) Information Technology Support Services;
- vii) Operation and Maintenance Services for CFTV, Electronic Security and Fire Systems;
- viii) Utilities Management Services;
- ix) Internal Transportation and Solid Waste Management Services;
- x) Supply and Conservation Services of Kitchen Utensils;
- xi) Access Control and Reception Services;
- xii) Wireless Internet Provision Services.

7.2. DELIVERY OF THE OPERATION PLAN

7.2.1. The OPERATION PLAN shall be delivered by the CONCESSIONAIRE to the GRANTING AUTHORITY and to the INDEPENDENT VERIFIER within 45 (forty-five) days from the date of issuance of the AGREEMENT INITIATION ORDER, and shall be updated up to 45 (forty-five) days prior to the issuance of a new NOTICE TO PROCEED.

7.2.2. Once the OPERATION PLAN is presented, the INDEPENDENT VERIFIER must manifest itself within a maximum period of 10 (ten) days, in the manner established in the AGREEMENT and its EXHIBITES, in order to make notes and suggestions that it deems pertinent to the best way of organizing and providing the SERVICES that will be subject to performance evaluation.

7.2.3. After the analysis and manifestation of the INDEPENDENT VERIFIER, the OPERATION PLAN shall be forwarded directly to the GRANTING AUTHORITY, which shall have a period of 10 (ten) days for acceptance and/or determination of adjustments, and the non-objection to the OPERATION PLAN that complies with the guidelines of this EXHIBIT and the AGREEMENT shall be considered tacit acceptance of its content.

7.2.4. The CONCESSIONAIRE shall provide the necessary changes before the date of issuance of each NOTICE TO PROCEED by the GRANTING AUTHORITY.

7.3. SERVICE PROVISION PLANS

7.3.1. For each of the SERVICES, the CONCESSIONAIRE shall prepare a SERVICE Provision Plan, which shall be analyzed and subsequently approved by the GRANTING AUTHORITY, within the deadlines and with the minimum content provided for in the sub-clauses 7.2 and 7.3.7 of this EXHIBIT.

7.3.2. The CONCESSIONAIRE shall make the changes that may be requested by the GRANTING AUTHORITY or are justifiably necessary, submitting any disputes to the dispute resolution mechanisms provided for in the AGREEMENT.

7.3.3. The plans must be updated, when necessary, observing the mandatory annual update and, whenever necessary, submitting them for approval by the INSTITUTIONAL GOVERNANCE COMMITTEE.

7.3.4. The CONCESSIONAIRE shall prepare a standard model of the SERVICE Provision Plan, which may be adjusted to the specific needs of each EU.

7.3.5. The Plans indicated in the following table shall be presented by the CONCESSIONAIRE under the terms set forth in item 8.1.2, without prejudice to the eventual submission of other plans, manuals and applicable documents, within the deadlines to be defined between the PARTIES

7.3.6. The plans referred to in clause 7.3.7 they must have a level of detail compatible with ISO 9.001 (Quality Management Systems) and ISO 14.001

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(Environmental Management Systems) or another that may replace it.

7.3.7. Listed below are the plans, manuals and other planning and control documents whose preparation by the CONCESSIONAIRE are mandatory, without prejudice to the preparation of others, if the CONCESSIONAIRE deems it necessary:

Plans to be carried out	Documents and Reports generated
Service Management and Monitoring Plan	Standard Operating Procedures of all non-pedagogical services
	Manual with documents and general information about the operation of the EDUCATIONAL UNIT
	Communication flow and document submission
	Training and Qualification Plan for Professionals
	Performance report
	Manual with parameter setting and performance
	Continuous improvement plan for processes, workflows and services
Maintenance Plan	Preventive Maintenance Plan – PMP
	Building Maintenance Plan
	Air Conditioning System Maintenance Plan
	Elevator Maintenance Plan (if applicable)
	Exhaust Fan Maintenance Plan
	Plant and Equipment Inspection Plan
	Standard Maintenance Operating Procedures
	Maintenance schedule
	Maintenance Service Report
	Environment Operation and Maintenance Manual
	Controls of certificates, warranties, manufacturer's manuals
	Control of equipment expiration date, maintenance and others
Furniture Plan	Standard Operating Procedures
	Maintenance schedule
	Controls of certificates, warranties, manufacturer's manuals
	Plant and Equipment Inspection Plan
Cleaning Plan	Plan of cleaning activities, with daily, weekly, monthly, quarterly, semi-annual and annual frequencies, when there is one
	Cleaning schedule
Gardening Plan	Gardening Plan
	Operating Procedures Garden Maintenance Standards
	Garden and soil maintenance schedule
Pest Control Plan	Pest Control Services Schedule
	Safety and pest control manual
	Certificate, Attestation, and Assurance Controls
Information Technology Services Management Plan	Maintenance Plan for Information Technology equipment;
	Operating Procedures Information Technology and Help Desk Services Standards
	Data Protection Plan

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Plans to be carried out	Documents and Reports generated
	Technology Services Maintenance Schedule
	Reference catalog of technology equipment
	Guidance manual for the use of technology equipment
Security Systems Plan	Certificate, Attestation, and Assurance Controls
	Standard Operating Procedures
	Maintenance schedule
	Maintenance Plan for the Fire and Panic Prevention and Fighting System
	Training and Qualification Plan
Utility Plan	Monthly electricity consumption report
	Monthly Water Consumption Report
	Energy efficiency and/or reuse of reused water report, if applicable
	Utilities Contingency Plan
	Sanitary Sewage Plan for the treatment of septic tanks, if applicable
Waste Management Plan	Waste Management Plan
Kitchen utensils conservation plan	Certificate, Attestation, and Assurance Controls
	Standard Operating Procedures
	Maintenance schedule
Access Control and Reception Plan	Standard Operating Procedures
	Training and Qualification Plan
Communication Plan	Communication Plan
	Responsibility matrix
	Schedule for delivery of materials and information
Training and Qualification Plan	Training and Qualification Plan
	Qualification Training Schedule
	Control of mandatory training and expiration dates

7.3.8. The SERVICE Provision Plans that imply stops and activities that may impact the operation or generate risk for the EDUCATIONAL UNIT must present all the information necessary for the correct decision-making of the GRANTING AUTHORITY.

7.3.9. In case of need for changes or inclusion of SERVICES in the portfolio of SERVICES defined in the AGREEMENT, the CONCESSIONAIRE shall request in writing, with due justification, the GRANTING AUTHORITY, which may or may not authorize the modification.

7.3.10. For audits or verifications, the CONCESSIONAIRE shall facilitate and provide access to information, systems and documentation, as well as have everything duly updated and organized to facilitate the access and work of the GRANTING AUTHORITY's representatives.

7.3.11. The CONCESSIONAIRE shall maintain the documentation, certifications and authorizations required for the correct functioning of each EDUCATIONAL UNIT, duly updated with the competent bodies and duly made available, in case of inspection, by the regulatory body (examples: License for Location and Operation, Habitation, Fire Department Inspection Certificate, Sanitary Surveillance), during the entire term of the AGREEMENT;

7.4. GUIDELINES FOR MAINTENANCE PLANS

7.4.1. The CONCESSIONAIRE shall prepare and submit the maintenance plan to the GRANTING AUTHORITY for its approval before starting the effective start of the work.

7.4.2. The Maintenance Plan must contain, at least:

- i) Description of the methodology of Predictive, Preventive and Corrective Maintenance;
- ii) Description of the safety procedures to be adopted in order to preserve equipment, facilities, operators and users;
- iii) Maintenance routines of the systems and their equipment, according to technical standards, the specifications of the manufacturers and the particularities of the building;
- iv) Forms, spreadsheets, monitoring and control reports of activities and the respective descriptions of completion;
- v) Procedure for surveying and registering assets and environments;
- vi) Administrative procedures aimed at determining consumption rates, measuring useful life, consumption history and recidivism rate;
- vii) Schedule of preventive maintenance routines;
- viii) Standard Operating Procedures (POP), including the dimensioning of human and material resources to carry out the activities.

7.4.3. As the work plans (maintenance, cleaning, gardening, among others), in general, depend on the assets/equipment to be conserved, their basic and

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executive projects, the materials used in the facilities, the dimensions of the properties and, mainly, the person responsible for maintenance, the maintenance plans must be effectively prepared by the Concessionaire that wins the bidding process, after the development of the projects.

7.4.4. In order to guide future proponents, the following sub-items present, as a reference, brief descriptions of maintenance plans related to the main facilities of the EDUCATIONAL UNIT.

7.4.5. Maintenance of Electrical, Hydraulic and Other Installations:

7.4.5.1. Annual maintenance services in the network of conduits and cable trays:

- i) Inspect the exposed pipes (conduits, cable trays, gutters, among others) cleaning, retightening/reinforcing the connections/junctions (boxes, gloves, bushings, among others) and the fastening elements (clamps, rebar, claws, etc.);
- ii) Check for the presence of water or excessive humidity inside the conduits/boxes, drying them, using appropriate equipment;
- iii) Eliminate corrosion foci in exposed pipes and/or boxes with appropriate treatments (sanding, application of anti-corrosion products, painting, among others);
- iv) Verify the continuity of the grounding of metal conduits/cable trays, promoting, when necessary, the connections for their equipotentialization with the earth.

7.4.5.2. Annual maintenance services on wiring and electrical connections:

- i) Inspect the general condition of the conductors;
- ii) Measure the voltages and currents of the circuits under load with a portable instrument and verify that they are compatible with the nominal capacities of the conductors.

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7.4.5.3. Monthly maintenance services on the lighting system and sockets:

- i) Check the operation of all components of the lighting system and sockets, including automatic control devices (photocell, timer, minuteria, among others);
- ii) Check for the existence of accumulation of extensions or divisions ("T") at the same outlet point;
- iii) General cleaning of the luminaire body (reflector, diffuser, fins, compartments, among others) and its components (sockets, bases and terminals), with the use of neutral soap and appropriate solution for electrical contacts (spray);
- iv) Clean the lamps.

7.4.5.4. Monthly maintenance services on the emergency lighting system:

- i) Check the operation of emergency lighting and make the necessary corrections;
- ii) Test the operation by self-testing the equipment or simulating a power outage, presenting a report on their operation.

7.4.5.5. Annual maintenance services in the Lightning Protection System – SPDA and Grounding:

- i) Check if the set, base, mast, captor and other items are in an adequate position in the building;
- ii) Check the general condition of the connections and insulators, proceeding to cleaning and retightening;
- iii) Verify/test the continuity/integrity of the interconnection and descent conductors, checking if they have the minimum recommended gauges, eliminating improper connections and/or contacts, verifying that the connections and the earth are in perfect condition;
- iv) Check inspection boxes, cleaning them;

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- v) Check the conditions of the protection pipe and insulation of the downstream cable close to the ground, verifying its fixation and/or need for replacement;
- vi) Issue a report of compliance with the standards indicating the need for updates or corrections;
- vii) Check the rod of the lightning rods;
- viii) Check the clamps of the drop cables;
- ix) Check the exothermic welds of the mesh and lightning rods;
- x) Check insulators of the drop cables;
- xi) Check the drop cables;
- xii) Check the conduits of the downstream cables;
- xiii) Check the grounding cables;
- xiv) Inspect and measure grounding mesh (ABNT standards).

7.4.5.6. Annual maintenance services on the electrical panel and control system:

- i) Carry out the planned activities;
- ii) Check the voltages between phases and between phases and neutral at the input and output of the electrical panel and write down the values measured by circuit;
- iii) Check the currents of the input phases in the electrical panel and write down the measured values per circuit;
- iv) Perform proper load balancing, when necessary;
- v) Perform thermography.

7.4.5.7. Annual thermography services in electrical systems:

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7.4.5.7.1. The CONCESSIONAIRE shall perform thermography services in 100% of the electrical panels, cubicles, light panels, power and command panels, transformers, busway, including the preparation of inspection scripts according to maintenance plans, referring to the electrical infrastructure of the system and shall measure, inspect and analyze the results, providing managerial, analysis and inspection reports in digital media to the GRANTING AUTHORITY, in the database below:

- i) List of equipment inspected by groups;
- ii) Identify equipment according to maintenance software, location and inspection conditions;
- iii) Trends and anomalies by priority type and by equipment;
- iv) Records of temperatures, faults, priorities and recommendations;
- v) Thermographic photos and real photos of the fault points;
- vi) Identify emergencies and treat them urgently according to definitions.

7.4.5.8. Monthly maintenance services on MV and LV panels:

- i) Check the lock(s) and door(s) of the panel;
- ii) Arrange the cables in the gutters, via nylon lashing strap, if necessary;
- iii) Perform internal and external cleaning of the panel with the use of white cloth, alcohol or general purpose cleaner, as well as cleaning the conduits connected to it;
- iv) Clean the panel shaft;
- v) Perform visual inspection to identify loose, loose cables or burned or oxidized terminals, correct if deviation is identified;
- vi) Perform general cleaning of the electrical panel;

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- vii) Clean the elements and eliminate corrosion points;
- viii) Regulate the protection, operation and control elements according to the reference conditions;
- ix) Check the voltages between phases and between phases and neutral at the input and output of the electrical panel and write down the values measured by circuit;
- x) Check the currents of the input phases in the electrical panel and write down the measured values;
- xi) Check for dirt, damage and corrosion;
- xii) Check fuse conditions in general;
- xiii) Check wiring, busbars and grounding system;
- xiv) Check the operation of visual and audible alarms, when any;
- xv) Check the elements for electromechanical operation and fixing;
- xvi) Perform the retightening of connections, cleaning and lubrication;
- xvii) Check grounding and write down the value obtained;
- xviii) Check the conditions of insulation, wires and cables;
- xix) Check conduits and conduits;
- xx) Check abnormal heating points;
- xxi) Check for live, energized parts exposed.

7.4.5.9. Annual services in MV and LV panels:

- i) Carry out the planned activities monthly;
- ii) Check the voltages between phases and between phases and neutral at the input and output of the electrical panel and write down the values measured by circuit;

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- iii) Check the currents of the input phases in the electrical panel and write down the measured values per circuit;
- iv) Perform proper load balancing, when necessary;
- v) Perform thermography.

7.4.5.10. Monthly maintenance services on water inlet trestles:

- i) Check the operation of the water meter and record the reading;
- ii) Inspect connections and connections, observing the existence of leaks and oxidation;
- iii) Verify the operation of the general register, examining (open and closed position) the sealing conditions;
- iv) Check the condition of the water meter box, performing internal and external cleaning, lubrication and retightening of the hinges and lid closures, corrections of corrosion foci and paint touch-ups;
- v) Verify the occurrence of rape and/or clandestine connections;
- vi) Verify the occurrence of losses in the hydraulic system, by verifying the operation of the water meter with closing of the valves and internal registers.

7.4.5.11. Monthly water reservoir maintenance services:

- i) Check the levels of the various reservoirs;
- ii) Check the level controllers of the reservoirs;
- iii) Check and lubricate the valves and valves of the barrels and check the tightness of the flanges;
- iv) Check for waste and/or polluting substances;
- v) Verify that the technical fire reserve is being maintained, recording the observed level;

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- vi) Check if the valves are in their proper "open" or "closed" positions;
- vii) Check that the valves, registers and portholes are clean, unobstructed and rust-free;
- viii) Check for leaks and water infiltrations through the walls of the reservoir;
- ix) Check if the structure of the elevated tanks needs repairs;
- x) Check that the portholes are properly closed.

7.4.5.12. Semiannual maintenance services in water reservoirs:

- i) Perform water potability analysis, performed by a specialized laboratory, presenting a report along with the technical report on water quality;
- ii) Perform water potability analysis at a consumer point presented by Engineering, performed by a specialized laboratory, presenting a report along with the technical report on water quality;
- iii) Examine the conditions of the trapdoor access to the reservoir, proceeding, if necessary, to improvements in the sealing, the elimination of rust and general painting;
- iv) Inspect the level gauge, float tap, overflow, automatic pump operating system, foot and check valve registers;
- v) Inspect the ventilation of the environment and access openings;
- vi) Check the water level to identify possible leaks;
- vii) Carry out general cleaning of the reservoir with appropriate chemicals and carry out bacteriological disinfection;
- viii) Evaluate the physical state of the internal and external pipes to the reservoir for oxidation and infiltration;
- ix) Evaluate the physical state of the exposed concrete reservoir

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externally and correct if necessary;

- x) Assess the physical condition of the waterproofing and correct if necessary.

7.4.5.13. Monthly maintenance services on pipes and connections:

- i) Check the operation of pipes and connections and make the necessary corrections;
- ii) Check for clogs, leaks or other defects;
- iii) Check the operation and tightness of the registers, check valves;
- iv) Check the adjustment of urinal and toilet valves, the wear and tear of the flush valve repairs;
- v) Test the operation of automatic taps (with operation by sensors or pressure), making flow adjustments;
- vi) Inspect connections and connections, observing the existence of leaks and oxidation;
- vii) Verify the state of conservation and fixation of the apparent pipes, inhibiting deterioration processes with appropriate treatment;
- viii) Check the state of conservation of the metals, retightening and/or placing the missing finishing parts (handles, ticks, among others);
- ix) Check the couplings and sealing rings;
- x) Check the conditions and fixation of the apparent flexible pipes;
- xi) Check the painting of the apparent pipes, making the necessary touches;
- xii) Check all registers and valves;
- xiii) Check the state of conservation for corrosion and oxidation, inhibiting deterioration processes with appropriate treatment and painting;

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xiv) Check the tightness of the mesh and accessories.

7.4.5.14. Monthly sewage network maintenance services:

- i) Check the return of odors in the pipes and identify the causes;
- ii) Check for leaks, clogs and other defects in the pipe, correcting if necessary;
- iii) Clean the siphons of sinks and washbasins;
- iv) Clean drains and siphoned boxes;
- v) Check the vent pipe outlets;
- vi) Verify the state of conservation and fixation of the apparent pipes, inhibiting deterioration processes with appropriate treatment and painting;
- vii) Check the watertightness and fixation of the manhole windows;
- viii) Verify the state of conservation and unblocking of the primary sewage network, including its junction boxes until the interconnection with the public network;
- ix) Perform maintenance and semiannual cleaning of the septic tank and anaerobic filter system of the EDUCATIONAL UNITS that cannot connect directly to the sewage collection network.

7.4.5.15. Monthly maintenance services in the rainwater collection system:

- i) Verify the operation of rainwater collection and make the necessary corrections;
- ii) Inspect, clean and repair gutters, conductors and drains;
- iii) Clean rainwater collection drains;
- iv) Check for leaks in the joints of pipes/flashings/gutters;
- v) Clean the manholes;

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vi) Clean grates and manholes.

7.4.5.16. Monthly maintenance services on hydraulic pumps:

- i) Check the adjustment and actuation of the actuation devices (float switches, pressure switches, etc.);
- ii) Check the operation of the pumps (main and reserve) – sewage and cold water and rainwater;
- iii) Inspect the internal passages of the engine ventilation openings;
- iv) Check the dripping through the gaskets, avoiding excessive regime;
- v) Inspect check valves;
- vi) Inspect the operation of the lower and upper buoys;
- vii) Inspect the heating of the pumps;
- viii) Inspect the terminals in the electrical panels;
- ix) Perform cleaning and conservation of the electrical control panels and measurements of the current and voltage of the phases;
- x) Perform maneuvers on the pumps and the water network;
- xi) Check level controllers in the lower and upper boxes;
- xii) Check engine bearing temperatures;
- xiii) Check for abnormal noise and vibrations;
- xiv) Inspect hydraulic pipes and connections;
- xv) Check the coupling sleeves;
- xvi) Check the alignment of the pump shaft;
- xvii) Lubricate the pump bearings.

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7.4.5.17. Annual maintenance services on hydraulic pumps:

- i) Test the inversion to the backup pump or vice versa, when applicable, for alternating periods of one week;
- ii) Check the status of the couplings.

7.4.5.18. Monthly grease trap maintenance and inspection services

- i) Check the general state of conservation of the inspection/passage boxes and grease, clean the external and internal inspection boxes of the building and grease traps.

7.4.5.19. Monthly maintenance services for crockery and metals:

- i) Check and clean all aerators installed at the points of consumption (water saving device for taps / showers / showers), presenting the inspection report;
- ii) Check the condition of conservation, fixing, sealing of washbasins, toilets and toilet covers, urinals and tanks;
- iii) Check the condition of conservation, fixing, sealing of taps, mixers, siphons and valves.

8. GUIDELINES FOR THE START OF OPERATION

8.1.1. The CONCESSIONAIRE shall present the Training and Qualification Plan of the professionals who will work in the execution of the SERVICES under the conditions established in sub-item 7.3 of this EXHIBIT.

8.1.2. The plan must contain the training prior to the operation and a continuing training program throughout the CONCESSION. Training should contain, at least:

- i) Technical training for the exercise of the function, aiming at acting with excellence;
- ii) Protocols, norms and rules of action and posture to be followed;

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- iii) Specific rules of the EDUCATIONAL UNIT;
- iv) Workflows and work procedures - "Standard Operating Procedures" of all non-pedagogical SERVICES;
- v) Hours and places of work;
- vi) Correct use of EPI, EPC and Uniforms;
- vii) Cleaning and personal hygiene procedures;
- viii) Customer and user service;
- ix) Measurement System and Indicators that evaluate the SERVICES;
- x) Reporting structure and reporting line;
- xi) Opening, registration and closing of Calls and Service Orders;
- xii) Controls and records inherent to the Employee's role;
- xiii) Occupational Health and Safety Standards, in accordance with current legislation, and always aiming at the prevention of accidents at work; and
- xiv) Protocols for acting in emergencies (evacuations, fire start).