

AGREEMENT N° [•]

**EXHIBIT E – PERFORMANCE INDICATORS**

**INTERNATIONAL PUBLIC TENDER No. 001/2026**

**STATE OF MINAS GERAIS**

PROCESS NO. 1260.01.0235354/2025-76  
INTERNATIONAL PUBLIC TENDER No. 001/2026  
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**1. GENERAL GUIDELINES**

**1.1. INTRODUCTION**

1.1.1. The SERVICES to be performed by the CONCESSIONAIRE will be evaluated through the PERFORMANCE INDICATORS with the measurement, calculation and application of the SCHOOL PERFORMANCE SCORE (NDE), pursuant to this EXHIBIT.

1.1.2. The NDE will be composed of the TECHNICAL QUALITY INDEX (IQT), the AVAILABILITY INDEX (IDD) and the SATISFACTION DEGREE INDEX (IGS).

1.1.3. The NDE will be calculated in accordance with item 3, entitled "CHAPTER III – PERFORMANCE INDICATORS" included in this EXHIBIT E – PERFORMANCE INDICATORS.

1.1.4. The scores (values) obtained in the IQT, IDD and IGS will be located in a range from "1" (one) to "5" (five), with "1" (one) representing the worst possible evaluation for the service and "5" (five) representing the best possible evaluation of the service.

1.1.4.1. As the NDE depends on the IQT, IDD and IGS (see item 3 of this EXHIBIT E), it will necessarily fall within the range from "1" (one) to "5" (five), where "1" (one) represents the worst possible assessment of the service and "5" (five) represents the best possible assessment of the service. One way to interpret these scores can be found in the descriptions provided in the table below:

<b>Score</b>	<b>Description</b>
5	Good performance
4	Average to good performance
3	Average performance
2	Poor to average performance
1	Poor performance

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1.1.5. The NDE will serve to objectively measure the extent to which the SERVICES comply with the quality levels required of the CONCESSIONAIRE, acting as a component for calculating the EFFECTIVE MONTHLY AVAILABILITY PAYMENT due to the CONCESSIONAIRE, as defined in EXHIBIT F – PAYMENT MECHANISM, and in conjunction with the provisions of this EXHIBIT E – PERFORMANCE INDICATORS.

**1.2. GENERAL CONSIDERATIONS**

1.2.1. The CONCESSIONAIRE shall assist the INDEPENDENT VERIFIER and SEE-MG in the performance evaluation process by providing all the necessary information and access to the help desk and control systems used in the execution of the SERVICES.

1.2.2. The PERFORMANCE INDICATORS may be revised during the CONCESSION TERM, in accordance with Clause 31.7 of the AGREEMENT, while maintaining the economic and financial balance.

1.2.3. Scheduled interruptions, i.e., those communicated and agreed upon at least 45 (forty-five) calendar days in advance, in addition to FORTUITOUS EVENTS or FORCE MAJEURE, will not be accounted in the evaluation of the PERFORMANCE INDICATORS and therefore will not impact the CONCESSIONAIRE's NDE. The same applies to interruptions caused by events characterized as risks allocated to the GRANTING AUTHORITY, under the terms of the AGREEMENT.

1.2.4. The start of the SERVICES will take place after the completion of the works in the EDUCATIONAL UNIT, that is, after the completion of the RENOVATION PHASE and the signing of the NOTICE TO PROCEED of each EDUCATIONAL UNIT.

1.2.5. The IQT and IDD are technical indices assessed by the INDEPENDENT VERIFIER, as described in item 3, entitled "CHAPTER III –

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PERFORMANCE INDICATORS".

- 1.2.6. The IGS is an index obtained through a satisfaction survey, carried out by the INDEPENDENT VERIFIER with teachers, employees, civil servants and public agents of the GRANTING AUTHORITY, as well as students (from Elementary, High School and EJA), assigned in the respective EDUCATIONAL UNITS as recipients of the SERVICES provided by the CONCESSIONAIRE, resulting in the qualitative performance assessment.

### **1.3. EVALUATION PROCEDURE**

- 1.3.1. The NDE will be calculated based on the assessment and weighting of the IQT, IDD and IGS, according to the calculation model presented in item 3, entitled "CHAPTER III – PERFORMANCE INDICATORS" of this EXHIBIT E – PERFORMANCE INDICATORS.
- 1.3.2. All calculations carried out for the purpose of obtaining the NDE must consider 2 (two) decimal places and the rounding rules established in ABNT NBR 5891. Therefore, this standard (ABNT NBR 5891) must be used in the measurement of the NDE and all the elements that compose it. As described in this EXHIBIT E – PERFORMANCE INDICATORS, the components of the NDE are indices, Sub-indices, and performance indicators.

### **1.4. MEASUREMENT PERIOD AND DEADLINES**

- 1.4.1. The INDICES – IQT, IDD and IGS – will be measured and assessed by the INDEPENDENT VERIFIER on a sampling basis among the EDUCATIONAL UNITS, on a quarterly basis. This means that 4 (four) annual calculations will be conducted for the IQT, IDD and IGS. Number "1" (one) in the 1st (first) quarter, number "2" (two) in the 2nd (second) quarter, number "3" (three) in the 3rd (third) quarter and number "4" (four) in the 4th (fourth) quarter.
- 1.4.1.1. The values determined for an ASSESSMENT QUARTER will be

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considered for the determination of the amount due as EFFECTIVE MONTHLY AVAILABILITY PAYMENT in the subsequent PAYMENT QUARTER, except for the initial period in which there will be no incidence of discounts resulting from the performance measurement (as described in item 1.5 below).

1.4.2. The INDEPENDENT VERIFIER must define a sample of EDUCATIONAL UNITS that allows the evaluation, through on-site verification and/or systems-based checks (such as helpdesk systems, etc.), of all the SERVICES provided by the CONCESSIONAIRE.

1.4.2.1. The sample for the ASSESSMENT QUARTER, will correspond to at least 1/4 (one quarter) of all the EDUCATIONAL UNITS in OPERATION, in order to comply with the provisions of sub-item 1.4.2.4. For the INDEPENDENT VERIFIER to select the EDUCATIONAL UNITS, the NOTICE TO PROCEED for each unit must have been issued at least 3 (three) months prior.

1.4.2.2. The sampling must consider the proportionality of EUs by TYPOLOGY relative to the number of EUs by TYPOLOGY IN OPERATION. For the GLOBAL LOT of EUs, the sampling must also observe geographical proportionality.

1.4.2.3. Sampling will preferably be performed by drawing lots, without prejudice to the INDEPENDENT VERIFIER including additional EUs in OPERATION when deemed necessary.

1.4.2.4. In each period of 12 (twelve) months, counted from the beginning of the first ASSESSMENT QUARTER of the CONCESSION, all EDUCATIONAL UNITS IN OPERATION must have been included in the sample in at least one ASSESSMENT QUARTER.

1.4.3. The INDEPENDENT VERIFIER may conduct more than one visit to the same EDUCATIONAL UNIT in OPERATION within the same ASSESSMENT QUARTER, should a complementary or confirmatory visit

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be deemed necessary.

- 1.4.4. The INDEPENDENT VERIFIER shall prepare the ASSESSMENT REPORT during the ASSESSMENT QUARTER and shall make it available to the PARTIES by the 5th (fifth) day of the month following the ASSESSMENT QUARTER OF THE PERFORMANCE INDICATORS. The ASSESSMENT REPORT shall include the measurements and the estimated calculation of the EFFECTIVE MONTHLY AVAILABILITY PAYMENT.
- 1.4.5. The INDEPENDENT VERIFIER does not replace nor remove the exercise of the supervisory powers of the GRANTING AUTHORITY within the scope of the CONCESSION, which may carry out inspections, surveys and any other measures it deems necessary to verify compliance with the AGREEMENT.

**1.5. EVALUATION PROCEDURE DURING THE INITIAL PERIOD OF OPERATION**

- 1.5.1. The operation and measurement of the PERFORMANCE INDICATORS will begin on the date defined by the GRANTING AUTHORITY in the NOTICE TO PROCEED for each EDUCATIONAL UNIT.
- 1.5.2. The NOTICE TO PROCEED for each EU will be issued after the completion of the RENOVATION PHASE in accordance with EXHIBIT A – SCHEDULE OF RESPONSIBILITIES FOR WORKS.
- 1.5.3. During the first ASSESSMENT QUARTER, the PERFORMANCE INDICATORS of the EDUCATIONAL UNITS will be assessed regardless of how many EDUCATIONAL UNITS have already commenced operation, provided that at least 3 (three) months have elapsed since the issuance of the NOTICE TO PROCEED. However, the corresponding deductions from the amount of the MAXIMUM MONTHLY AVAILABILITY PAYMENT shall not be applied in the subsequent PAYMENT QUARTER, so that during the first six (6) months from the start of operation of the 1st (first)

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EDUCATIONAL UNIT delivered by the CONCESSIONAIRE, the amount of the EFFECTIVE MONTHLY AVAILABILITY PAYMENT shall correspond to the amount of the MAXIMUM MONTHLY AVAILABILITY PAYMENT for all EDUCATIONAL UNITS eligible to operate.

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

## **2. INSPECTION AND PERFORMANCE REPORT**

- 2.1. The INDEPENDENT VERIFIER shall prepare the ASSESSMENT REPORT during the ASSESSMENT QUARTER, based on the "checklists" and satisfaction surveys. The "checklists" must be prepared in accordance with the guidelines defined in item 4 – GUIDELINES FOR *CHECKLIST* OF VERIFICATION of this EXHIBIT. The satisfaction surveys shall be prepared in accordance with the guidelines defined in item 5 – guidelines on the survey for IGS calculation- of this EXHIBIT.
- 2.2. The checks shall take place without prior scheduling and on dates determined at the discretion of the INDEPENDENT VERIFIER.
- 2.3. The CONCESSIONAIRE will not be notified in advance of the visit of the INDEPENDENT VERIFIER.
- 2.4. The ASSESSMENT REPORT shall contain:
- 2.4.1. Complete information regarding the calculation of the NDE and the PERFORMANCE INDICATORS that compose it: IQT, IDD and IGS.
- 2.4.2. Information on all elements assessed for the calculation the NDE, including sources of information, date and person responsible for the assessment, and other information relevant to the measurements performed.

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2.4.3. The amount of EFFECTIVE MONTHLY AVAILABILITY PAYMENT to be paid by the GRANTING AUTHORITY to the CONCESSIONAIRE in the PAYMENT QUARTER.

2.5. The CONCESSIONAIRE is allowed, in all cases, to accompany the on-site inspections.

2.6. The format of the ASSESSMENT REPORT must be proposed by the INDEPENDENT VERIFIER and submitted to the GRANTING AUTHORITY no later than 30 (thirty) days before the issuance of the NOTICE TO PROCEED for the first EDUCATIONAL UNIT. Once the proposed format of the ASSESSMENT REPORT is submitted, the GRANTING AUTHORITY shall have a maximum period of 15 (fifteen) days to approve it and/or request adjustments.

2.6.1. If adjustments are requested, the INDEPENDENT VERIFIER must provide the changes within 15 (fifteen) days for a new review by the GRANTING AUTHORITY.

2.6.2. Upon receipt of the revised format of the ASSESSMENT REPORT with the required adjustments, the GRANTING AUTHORITY shall have up to 15 (fifteen) days to issue its final approval.

### 3. PERFORMANCE INDICATORS

#### **3.1. PERFORMANCE GRADE OF EDUCATIONAL UNITS – NDE**

3.1.1. The NDE shall be calculated based on the assessment and weighting of three indices – IQT, IDD, IGS – in accordance with the terms of this EXHIBIT. Each of the 3 (three) indices will be obtained through the assessment of their respective sub-indices and component indicators, as illustrated in the figure below:

Figure 3.1.1: NDE Calculation Structure

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<b>IQT - TECHNICAL QUALITY INDEX</b> (weight = 60%)	SQM - Maintenance Quality Subindex (weight = 30%)	I1 - Indicator of preventive maintenance in accordance	30%
		I2 - On-time maintenance indicator	30%
		I3 - Thermal comfort indicator	25%
		I4 - Furniture maintenance indicator	15%
	SQOS - Quality of Other Services Subindex (weight = 70%)	I5 - Cleaning and conservation quality indicator	25%
		I6 - Pest Control Quality Indicator	15%
		I7 - Gardening quality indicator	15%
		I8 - Access control and reception service quality indicator	25%
		I9 - IT Technical Support Quality Indicator	20%
<b>IDD - AVAILABILITY INDEX</b> (weight = 30%)	SDU - Utilities Availability Subindex (weight = 50%)	I10 - Water and sewage availability indicator	35%
		I11 - Electricity Availability Indicator	35%
		I12 - Gas availability indicator	30%
	SDOS - Availability of Other Services Subindex (weight = 50%)	I13 - Indicator of availability of security systems (CFTV, fire)	50%
		I14 - Wireless Internet Availability Indicator	50%
<b>IGS - SATISFACTION DEGREE INDEX</b> (weight = 10%)	IGS - Satisfaction Degree Index with Services (weight = 10%)	I15 - Helpdesk satisfaction indicator	10%
		I16 - Maintenance satisfaction indicator	20%
		I17 - Indicator of satisfaction with cleanliness and conservation	20%
		I18 - Pest control satisfaction indicator	10%
		I19 - Access Control Satisfaction Indicator	10%
		I20 - Reception satisfaction indicator	10%
		I21 - IT Support Satisfaction Indicator	20%

3.1.2. As shown in "Figure 3.1.1.", the IQT shall have a weight of 60.00% (sixty percent) in the composition of the NDE, the IDD shall have a weight of

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30.00% (thirty percent) and the IGS shall have a weight of 10.00% (ten percent). Accordingly, the NDE shall be calculated using the following formula:

$$\text{NDE} = (0.60 \times \text{IQT}) + (0.30 \times \text{IDD}) + (0.10 \times \text{IGS})$$

Where (as mentioned above):

- IQT = TECHNICAL QUALITY INDEX.
- IDD = AVAILABILITY INDEX.
- IGS = SATISFACTION DEGREE INDEX.

3.1.3. The IQT and the IDD are technical indices assessed by the INDEPENDENT VERIFIER, as described in items 3.3 and 3.4 of this EXHIBIT.

3.1.4. The IGS is an index obtained from a satisfaction survey carried out by the INDEPENDENT VERIFIER, to be conducted with teachers, employees, civil servants and public agents of the GRANTING AUTHORITY, as well as students (from Elementary, High School and EJA), assigned to the respective EDUCATIONAL UNITS as recipients of the SERVICES provided by the CONCESSIONAIRE, resulting in a qualitative performance assessment. This index is described in item 3.4 of this EXHIBIT.

### **3.2. TECHNICAL QUALITY INDEX – IQT**

3.2.1. The IQT shall be composed of quality sub-indices according to the following formula:

$$\text{IQT} = (0.30 \times \text{SQM}) + (0.70 \times \text{SQOS})$$

Where:

- SQM = MAINTENANCE QUALITY SUB-INDEX.
- SQOS = OTHER SERVICES QUALITY SUB-INDEX.

### **3.2.2. MAINTENANCE QUALITY SUB-INDEX – SQM**

3.2.2.1. The SQM shall reflect the quality of the maintenance services provided at the EDUCATIONAL UNITS.

3.2.2.2. The SQM, which corresponds to a technical quality sub-index, shall be quantitatively determined based on data related to the quality of maintenance services for all EDUCATIONAL UNITS included in the sample of the ASSESSMENT QUARTER.

3.2.2.3. The SQM shall be measured through on-site inspections (in loco) of the EDUCATIONAL UNITS included in the sample of the ASSESSMENT QUARTER. Whenever indicated (in item 3.2.2.6.), the on-site inspections must be carried out using the checklists provided in the item 4 of this EXHIBIT.

3.2.2.4. In addition to the on-site visits (in loco), the SQM may also be supplemented with information regarding the EDUCATIONAL UNITS included in the sample of the ASSESSMENT QUARTER obtained through consultation of the maintenance service work-order system and the help desk system, in order to verify the requests, complaints and/or reports related to: "Building Maintenance" and "Equipment Maintenance".

3.2.2.5. Initially, the SQM<sub>j</sub> value will be calculated – for each EDUCATIONAL UNIT *j* in the sample – based on the following formula:

$$SQM_j = (I_{1j} \times P_1 + I_{2j} \times P_2 + I_{3j} \times P_3 + I_{4j} \times P_4)$$

Where:

- SQM<sub>j</sub> = SQM of the EDUCATIONAL UNIT *j*.
- I<sub>1j</sub> = Score of the preventive maintenance compliance indicator for EDUCATIONAL UNIT *j*.
- P<sub>1</sub> = I<sub>1</sub> Weight.
- I<sub>2j</sub> = Score of the maintenance completed-on-time indicator for EDUCATIONAL UNIT *j*.

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- P2 = I2 Weight.
- I3j = Score of the thermal comfort indicator for EDUCATIONAL UNIT *j*;
- P3 = I3 Weight.
- I4j = Score of the furniture maintenance indicator for EDUCATIONAL UNIT *j*.
- P4 = I4 Weight.

3.2.2.6. The description and composition of the SQMj can be seen in the table below:

Subscript	Indicator	Weight	Rational	Measurement Method	Score
SQMj = School Maintenance Quality Subindex <i>j</i>	(I1j) = Preventive maintenance compliance indicator for EDUCATIONA L UNIT <i>j</i>	P1 = 30.00%	Proportion of preventive maintenance carried out in accordance with Standard Operating Procedure (POP)	On-site <i>visits</i> (to verify the maintenance performed) and consultation of <i>the</i> Help Desk system records (to identify the maintenance performed)	5 (I1j > 85.00%); 4 (I1j > 80.00%); 3 (I1j > 75.00%); 2 (I1j > 70.00%); 1 (I1j ≤ 65.00%).
	(I2j) = On-time maintenance completion indicator for EDUCATIONA L UNIT <i>j</i>	P2 = 30.00%	Proportion of maintenance solved within the period established in the agreement between the Concessionaire and the Granting Authority, according to clause 3.1.7 of EXHIBIT B - Services Specifications	On-site <i>visits</i> (to verify the maintenance performed) and consultation of the Help Desk system records (to identify the maintenance performed)	5 (I2j > 85.00%); 4 (I2j > 80.00%); 3 (I2j > 75.00%); 2 (I2j > 70.00%); 1 (I2j ≤ 65.00%).
	(I3j) = Thermal comfort	P3 = 25.00%	[Total Rooms with	On-site <i>visits</i> (to check the	5 (I3j > 85.00%); 4 (I3j > 80.00%);

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	indicator for EDUCATIONAL UNIT <i>j</i>		Temperature Within the Thermal Comfort Range] <sup>1</sup> / [Total Climate-Controlled Rooms]	temperature of the environments)	3 (I3j > 75.00%); 2 (I3j > 70.00%); 1 (I3j ≤ 65.00%).
	(I4j) = Furniture maintenance indicator for EDUCATIONAL UNIT <i>j</i>	P4 = 15.00%	[Total Furniture Items Damaged / [Total Furniture Items Checked]	On-site <i>visits</i> (to check furniture maintenance)	5 (I4j > 85.00%); 4 (I4j > 80.00%); 3 (I4j > 75.00%); 2 (I4j > 70.00%); 1 (I4j ≤ 65.00%).

3.2.2.7. Finally, the SQM value shall be obtained using the following formula:

$$SQM = [\text{Sum of } SQM_j \text{ of the sample's EDUCATIONAL UNITS}] / [\text{Number of sample's EDUCATIONAL UNITS}]$$

**3.2.3. OTHER SERVICES QUALITY SUB-INDEX – SQOS**

3.2.3.1. The SQOS shall reflect the quality of services provided by the CONCESSIONAIRE in the EDUCATIONAL UNITS that are not included in the SQM (described in item "3.2.2").

3.2.3.2. The SQOS, which corresponds to a technical quality sub-index, shall be quantitatively assessed - in the EDUCATIONAL UNITS selected as part of the sample for the ASSESSMENT QUARTER – based on data related to the quality of services provided by the CONCESSIONAIRE that are not included in the SQM.

3.2.3.3. Specifically, the SQOS shall quantitatively assess the quality of the following services provided by the CONCESSIONAIRE in the

<sup>1</sup> The guidelines of NR 17 are recommended. Additionally, the final thermal comfort range must be provided in accordance with NBR 15220 (Thermal Performance of Buildings).

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EDUCATIONAL UNITS included in the sample: "Cleaning and Conservation", "Pest Control", "Gardening", "Access Control and Reception" and "IT Technical Support".

3.2.3.4. The SQOS shall be measured through on-site inspections (in loco) of the EDUCATIONAL UNITS in the sample for the ASSESSMENT QUARTER. Whenever indicated (in the item "3.2.3.7."), the on-site inspections must be carried out based on the checklists described in item 4 of this EXHIBIT.

3.2.3.5. In addition to the on-site visits (in loco), the calculation of the SQOS may be supplemented with information - from the EDUCATIONAL UNITS in the sample for the ASSESSMENT QUARTER - obtained through consultation of the help desk system to verify services requests, complaints and/or reports related to the services included in the index.

3.2.3.6. Initially, the SQOS<sub>j</sub> value will be calculated – for each EDUCATIONAL UNIT *j* in the sample – based on the following formula:

$$SQOS_j = (I5_j \times P5 + I6_j \times P6 + I7_j \times P7 + I8_j \times P8 + I9_j \times P9)$$

Where:

- SQOS<sub>j</sub> = SQOS of the EDUCATIONAL UNIT *j*.
- I5<sub>j</sub> = Score of the cleaning and conservation service quality indicator for the EDUCATIONAL UNIT *j*.
- P5 = I5 Weight.
- I6<sub>j</sub> = Score of the pest control service quality indicator for EDUCATIONAL UNIT *j*.
- P6 = I6 Weight.
- I7<sub>j</sub> = Score of the gardening service quality indicator for EDUCATIONAL UNIT *j*.
- P7 = I7 Weight.
- I8<sub>j</sub> = Score of the access control and reception service quality indicator for EDUCATIONAL UNIT *j*.

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- P8 = 18 Weight.
- I9j = Score of the IT support service quality indicator for EDUCATIONAL UNIT *j*.
- P9 = 19 Weight.

3.2.3.7. The description and composition of SQOS<sub>j</sub> can be seen in the table below:

Subscript	Indicator	Weight	Rational	Measurement Method	Score
SQOS <sub>j</sub> = Quality of other services of the EDUCATION AL UNIT <i>j</i> Subindex	(I5j) = Cleaning and conservation service quality indicator for EDUCATIONAL UNIT <i>j</i>	P5 = 25.00%	Proportion of checklist items that did not fail	On-site <i>visits</i> and consultations to the systems (to check the checklist)	5 (I5j > 85.00%); 4 (I5j > 80.00%); 3 (I5j > 75.00%); 2 (I5j > 70.00%); 1 (I5j ≤ 65.00%).
	(I6j) = Pest control service quality indicators for EDUCATIONAL UNIT <i>j</i>	P6 = 15.00%	Proportion of checklist items in which no failure was found	On-site <i>visits</i> and consultations to the systems (to check the checklist)	5 (I6j > 85.00%); 4 (I6j > 80.00%); 3 (I6j > 75.00%); 2 (I6j > 70.00%); 1 (I6j ≤ 65.00%).
	(I7j) = Gardening service quality indicator for EDUCATIONAL UNIT <i>j</i>	P7 = 15.00%	Proportion of checklist items that did not fail	On-site <i>visits</i> and consultations to the systems (to check the checklist)	5 (I7j > 85.00%); 4 (I7j > 80.00%); 3 (I7j > 75.00%); 2 (I7j > 70.00%); 1 (I7j ≤ 65.00%).
	(I8j) = Access control and reception service quality indicator for EDUCATIONAL UNIT <i>j</i>	P8 = 25.00%	Proportion of checklist items that did not fail	On-site <i>visits</i> and consultations to the systems (to check the <i>checklist</i> )	5 (I8j > 85.00%); 4 (I8j > 80.00%); 3 (I8j > 75.00%); 2 (I8j > 70.00%); 1 (I8j ≤ 65.00%).

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	(I9j) = IT technical support service quality indicator for EDUCATIONAL UNIT j	P9 = 20.00%	Proportion of checklist items that did not fail	On-site <i>visits</i> and consultations to the systems (to verify the reported calls and the solutions implemented)	5 (I9j > 85.00%); 4 (I9j > 80.00%); 3 (I9j > 75.00%); 2 (I9j > 70.00%); 1 (I9j ≤ 65.00%).

3.2.3.8. The SQOS value will be obtained from the following formula:

$$SQOS = [\text{Sum of } SQOS_j \text{ of the sample's EDUCATIONAL UNITS}] / [\text{Number of sample's EDUCATIONAL UNITS}]$$

### 3.3. AVAILABILITY INDEX – IDD

3.3.1. The IDD shall be composed of AVAILABILITY SUBINDEXES according to the following formula:

$$IDD = (0.50 \times SDU) + (0.50 \times SDOS)$$

Where:

- SDU = UTILITY AVAILABILITY SUBINDEX.
- SDOS = AVAILABILITY OF OTHER SERVICES SUB-INDEX.

### 3.3.2. UTILITIES AVAILABILITY SUBINDEX – SDU

3.3.2.1. The SDU is a sub-index that measures the availability of utilities in the EDUCATIONAL UNITS, for the execution of their activities. For the purpose of calculating the SDU, only unavailability issues attributable to the CONCESSIONAIRE shall be considered.

3.3.2.2. The SDU shall be measured through on-site inspections of the EDUCATIONAL UNITS included in the sample of the ASSESSMENT QUARTER sample.

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3.3.2.3. In addition to on-site visits, the SDU may be supplemented with information obtained through consultation of the help desk system in order to verify service requests, complaints and/or reports concerning the availability of utilities in the EDUCATIONAL UNITS included in the ASSESSMENT QUARTER sample.

3.3.2.4. The INDEPENDENT VERIFIER shall confirm the accuracy and reasonableness of records related to utilities unavailability (with particular attention to those recorded via Help Desk).

3.3.2.5. The SDU value shall be calculated using the following formula:

$$SDU_j = (I10_j \times P10 + I11_j \times P11 + I12_j \times P12)$$

Where:

- I10j = Score of the water and sewage availability indicator.
- P10 = I10 Weight;
- I11j = Score of the electricity availability indicator.
- P11 = I11 Weight;
- I12j = Score of the gas availability indicator.
- P12 = Weight of I12.

3.3.2.6. The description and composition of the SDU can be seen in the table below:

Subscript	Indicator	Weight	Rational	Measurement Method	Score
SDU = Utility Availability Subindex	(I10) = Water and sewage availability indicator	P10 = 35.00%	Number of EDUCATIONAL UNITS with water and sewage availability issues	On-site <i>visits</i> (to detect/confirm problems) and system consultations (to know the reported problems)	5 (I10 = 0.00); 4 (I10 = 1.00); 3 (I10 = 2.00); 2 (I10 = 3.00); 1 (I10 ≥ 4.00).
	(I11) = Electricity Availability Indicator	P11 = 35.00%	Number of EDUCATIONAL UNITS with electricity	On-site <i>visits</i> (to detect/confirm problems) and system	5 (I11 = 0.00); 4 (I11 = 1.00); 3 (I11 = 2.00); 2 (I11 = 3.00);

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			availability problem	consultations (to know the reported problems)	1 (I11 ≥ 4.00).
	(I12) = Gas availability indicator	P12 = 30.00%	Number of EDUCATIONAL UNITS with gas availability problem	On-site <i>visits</i> (to detect/confirm problems) and system consultations (to know the reported problems)	5 (I12 = 0.00); 4 (I12 = 1.00); 3 (I12 = 2.00); 2 (I12 = 3.00); 1 (I12 ≥ 4.00).

**3.3.3. AVAILABILITY OF OTHER SERVICES SUB-INDEX – SDOS**

3.3.3.1. The AVAILABILITY OF OTHER SERVICES SUB-INDEX (SDOS) shall reflect whether the critical environments of the EDUCATIONAL UNITS are available for day-to-day activities.

3.3.3.2. The SDOS shall be measured through on-site inspections of the EDUCATIONAL UNITS included in the ASSESSMENT QUARTER sample.

3.3.3.3. In on-site visits, the SDOS may be supplemented with information obtained through consultation of the help desk system to verify service requests, complaints and/or reports concerning the availability of security systems (CFTV and fire panel) and wireless internet in the EDUCATIONAL UNITS included in the ASSESSMENT QUARTER sample.

3.3.3.4. The INDEPENDENT VERIFIER shall confirm the truthfulness and reasonableness of records relating to the unavailability of security systems and wireless internet. Particular attention shall be paid to records made via the Help Desk.

3.3.3.5. The SDOS value shall be calculated using the following formula:

$$SDOS_j = (I13_j \times P13 + I14_j \times P14)$$

Where:

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- I13j = Score of the security systems availability indicator (CFTV and fire painel).
- P13 = I13 weight.
- I14j = Score of the wireless internet availability indicator.
- P14 = I14 weight.

3.3.3.6. The description and composition of SDOS can be seen in the table below:

<b>Subscript</b>	<b>Indicator</b>	<b>Weight</b>	<b>Rational</b>	<b>Measurement Method</b>	<b>Score</b>
SDOS = Availability of other services sub-index	(I13) = Security systems availability indicator (CFTV and fire panel	P13 = 50.00%	Number of EDUCATIONA L UNITS with problem availability of security systems	On-site <i>visits</i> (to detect/confirm problems) and system consultations (to know the reported issues)	5 (I13 = 0.00); 4 (I13 = 1.00); 3 (I13 = 2.00); 2 (I13 = 3.00); 1 (I13 ≥ 4.00).
SDOS = Availability of other services sub-index	(I14) = Wireless Internet Availability Indicator	P14 = 50.00%	Number of EDUCATIONA L UNITS with wireless internet availability problem	On-site <i>visits</i> (to detect/confirm problems) and system consultations (to know the reported issues)	5 (I14 = 0.00); 4 (I14 = 1.00); 3 (I14 = 2.00); 2 (I14 = 3.00); 1 (I14 ≥ 4.00).

### **3.4. SATISFACTION DEGREE INDEX – IGS**

3.4.1. The IGS shall be directly composed of the assessment of each selected service.

3.4.2. The IGS shall reflect the satisfaction of the servers, professionals or agents, as well as students (Elementary, High School and EJA), of the EDUCATIONAL UNITS - representatives of the GRANTING AUTHORITY - with the administrative services provided by the CONCESSIONAIRE.

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- 3.4.3. The IGS shall be measured through satisfaction surveys, which must be applied to a representative sample of servers, employees or agents, as well as students (Elementary, High School and EJA), of the EDUCATIONAL UNITS included in the ASSESSMENT QUARTER<sup>2</sup>.
- 3.4.4. For the purpose of calculating IGS, the satisfaction surveys must be applied by the INDEPENDENT VERIFIER. The CONCESSIONAIRE is entitled, in any case, to accompany such satisfaction surveys.
- 3.4.5. The questionnaires for the satisfaction surveys, for the purpose of calculation the IGS, must be prepared so as to make it clear to the respondents – employees, servers or agents, as well as students (Elementary, Secondary and EJA), of the EDUCATIONAL UNITS – that the assessment concerns the performance of the CONCESSIONAIRE. Accordingly, respondents' scores should consider those aspects of the performance of the EDUCATIONAL UNITS that fall within the scope of the CONCESSIONAIRE's activities.
- 3.4.6. Initially, the IGS<sub>k</sub> value will be calculated – for each individual *k*, belonging to the representative sample of employees, servers or agents, as well as students (Elementary, High School and EJA), of the EDUCATIONAL UNITS included in the ASSESSMENT QUARTER – shall be calculated using the following formula:

$$\text{IGSk} = (i15k \times p15 + i16k \times p16 + i17k \times p17 + i18k \times p18 + i19k \times p19 + i20k \times p20 + i21k \times p21)$$

Where:

- IGS<sub>k</sub> = IGS, referring to the employee, server or agent *k*.
- I15<sub>k</sub> = Score assigned by employee, server or agent and student (Elementary, Secondary and EJA) *k* to the service satisfaction indicator.

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<sup>2</sup> It is not necessary to calculate an SSS for each EDUCATIONAL UNIT contemplated in the ASSESSMENT QUARTER. However, if there is interest, it is possible to calculate an SSS for each EDUCATIONAL UNIT. To do so, it would be enough to use a representative sample of employees, servers or agents and students (Elementary, Secondary and EJA) of each EDUCATIONAL UNIT. In this case, the total SSA could be obtained from the mean between EUs.

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- P15 = I15 Weight.
- I16k = Score assigned by employee, server or agent and student (Elementary, Secondary and EJA) *k* to the maintenance service satisfaction indicator.
- P16 = I16 Weight.
- I17k = Score assigned by employee, server or agent and student (Elementary, High School and EJA) *k*, to the cleaning and conservation service satisfaction indicator.
- P17 = I17 Weight.
- I18k = Score assigned by employee, server or agent and student (Elementary, Secondary and EJA) *k* to the pest control service satisfaction indicator.
- P18 = I18 Weight.
- I19k = Score assigned by employee, server or agent and student (Elementary, High School and EJA) *k* to the access control service satisfaction indicator.
- P19 = I19 Weight.
- I20k = Score assigned by employee, server or agent and student (Elementary, High School and EJA) *k* to the reception service satisfaction indicator.
- P20 = I20 Weight.
- I21k = Score assigned by employee, server or agent and student (Elementary, High School and EJA) *k* to the IT technical support satisfaction indicator.
- P21 = I21 Weight.

3.4.7. The INDEPENDENT VERIFIER may adopt more than one question for each indicator that makes up the IGS. If this occurs, the score of the indicator in question shall be the average of the related question.

3.4.7.1. In the calculation of the IGS, the INDEPENDENT VERIFIER may use different questionnaires for students in order to avoid addressing topics about which they have little or no knowledge.

3.4.8. The description and composition of the IGS<sub>k</sub> can be seen in the table below:

Table of Contents	Indicator	Weight	Rational	Measurement Method	Score
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<p>IGS<sub>k</sub> = Satisfaction Index, referring to the employee, server or agent and student (Elementary, High School and EJA) <i>k</i></p>	<p>(I15k) = Indicator of satisfaction with CONCESSIONAIRE 's customer service, based on the survey conducted to employees, servers, agents and students (Elementary II and EJA) <i>k</i></p>	<p>P15 = 10.00%</p>	<p>Score, which the employee, server or agent and student (Elementary, Secondary and EJA) <i>k</i>, assigned to the indicator of satisfaction with the service</p>	<p>Satisfaction survey applied to employees, servers or agents and students (Elementary, High School and EJA) of the EDUCATIONAL UNITS</p>	<p>5 (I15k = good); 4 (I15k = regular); 3 (I15k = bad); 2 (I15k = very bad); 1 (I15k = terrible).</p>
	<p>(I16k) = Indicator of satisfaction with the maintenance service, referring to the employee, server or agent and student (Elementary, High School and EJA) <i>k</i></p>	<p>P16 = 20.00%</p>	<p>Score, which the employee, server or agent and student (Elementary, High School and EJA) <i>k</i>, assigned to the maintenance satisfaction indicator</p>	<p>Satisfaction survey applied to employees, servers or agents and students (Elementary, High School and EJA) of the EDUCATIONAL UNITS</p>	<p>5 (I16k = good); 4 (I16k = regular); 3 (I16k = bad); 2 (I16k = very bad); 1 (I16k = terrible).</p>
	<p>(I17k) = Indicator of satisfaction with the cleaning and conservation service, referring to the employee, server or agent and student (Elementary, Secondary and EJA) <i>k</i></p>	<p>P17 = 20.00%</p>	<p>Score, which the employee, server or agent and student (Elementary, High School and EJA) <i>k</i>, assigned to the indicator of satisfaction with cleaning and conservation</p>	<p>Satisfaction survey applied to employees, servers or agents and students (Elementary, High School and EJA) of the EDUCATIONAL UNITS</p>	<p>5 (I17k = good); 4 (I17k = regular); 3 (I17k = bad); 2 (I17k = very bad); 1 (I17k = terrible).</p>

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	(I18k) = Indicator of satisfaction with the pest control service, referring to the employee, server or agent and student (Elementary, Secondary and EJA) <i>k</i>	P18 = 10.00%	Score, which the employee, server or agent and student (Elementary, High School and EJA) <i>k</i> , assigned to the pest control satisfaction indicator	Satisfaction survey applied to employees, servers or agents and students (Elementary, High School and EJA) of the EDUCATIONAL UNITS	5 (I18k = good); 4 (I18k = regular); 3 (I18k = bad); 2 (I18k = very bad); 1 (I18k = terrible).
	(I19k) = Indicator of satisfaction with the access control service, referring to the employee, server or agent and student (Elementary, High School and EJA) <i>k</i>	P19 = 10.00%	Score, which the employee, server or agent and student (Elementary, High School and EJA) <i>k</i> , assigned to the access control satisfaction indicator	Satisfaction survey applied to employees, servers or agents and students (Elementary, High School and EJA) of the EDUCATIONAL UNITS	5 (I19k = good); 4 (I19k = regular); 3 (I19k = bad); 2 (I19k = very bad); 1 (I19k = terrible).
	(I20k) = Indicator of satisfaction with the reception service, referring to the employee, server or agent and student (Elementary, High School and EJA) <i>k</i>	P20 = 10.00%	Score, which the employee, server or agent and student (Elementary, High School and EJA) <i>k</i> , assigned to the indicator of satisfaction with reception	Satisfaction survey applied to employees, servers or agents and students (Elementary, High School and EJA) of the EDUCATIONAL UNITS	5 (I20k = good); 4 (I20k = regular); 3 (I20k = bad); 2 (I20k = very bad); 1 (I20k = terrible).

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	(I21k) = Indicator of satisfaction with the IT technical support service, referring to the employee, server or agent and student (Elementary, High School and EJA) k	P21 = 20.00%	Score, which the employee, server or agent and student (Elementary, High School and EJA) k, assigned to the IT support satisfaction indicator	Satisfaction survey applied to employees, servers or agents and students (Elementary, High School and EJA) of the EDUCATIONAL UNITS	5 (I21k = good); 4 (I21k = regular); 3 (I21k = bad); 2 (I21k = very bad); 1 (I21k = terrible).
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3.4.8.1. Finally, the IGS value shall be obtained from the following formula:

$$\text{IGS} = \frac{\text{Sum of IGS}_k \text{ of employees, servers or agents and students (Elementary, High School and EJA) included in the survey}}{\text{Number of employees, servers or agents and students (Elementary, High School and EJA) included in the survey}}$$

#### **4. GUIDELINES FOR THE VERIFICATION CHECKLIST**

##### **4.1. GENERAL GUIDELINES**

4.1.1. This item defines the guidelines for the preparation of the "checklists", which will be used by the INDEPENDENT VERIFIER, to assess the EUs included in the sample of the ASSESSMENT QUARTER.

4.1.2. The checklists, to be prepared by the INDEPENDENT VERIFIER, must be capable of measuring CONCESSIONAIRE's performance objectively. In this regard, it is important to note that the checklists provided herein are of a propositional nature and therefore are intended only to indicate some of the topics that should appear in the versions that will actually be used by the INDEPENDENT VERIFIER.

4.1.3. The INDEPENDENT VERIFIER shall submit the proposed checklists for approval by the CONCESSIONAIRE and the GRANTING AUTHORITY no later than 30 (thirty) days prior to the expected date of issuance of the

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NOTICE TO PROCEED for the first EDUCATIONAL UNIT. Once the checklists are submitted, the GRANTING AUTHORITY and the CONCESSIONAIRE shall have up to 15 (fifteen) days to approve them and/or request adjustments. If adjustments are requested, the INDEPENDENT VERIFIER shall implement the changes within 5 (five) days for a new review by the GRANTING AUTHORITY.

- 4.1.4. The INDEPENDENT VERIFIER may propose changes to the checklists that, over time, prove to be necessary, subject to the approval procedure by the PARTIES provided in item 4.1.3.
- 4.1.5. Or checklist it must allow the evaluations to fit into the scores, according to the tables – of the INDEXES, SUB-INDICES and INDICATORS – that appear in the item 3 (entitled "CHAPTER III – PERFORMANCE INDICATORS") of this EXHIBIT.
- 4.1.6. The checklist items shall be verified on site (in loco) by the INDEPENDENT VERIFIER and, when necessary to complement the evaluations, through access to the Help Desk systems and other control and management systems of the CONCESSIONAIRE.
- 4.1.7. The INDEPENDENT VERIFIER may use queries and reports from the CONCESSIONAIRE's systems to complement its performance analyses, both for the EDUCATIONAL UNITS that are part of the sampling and for the other EDUCATIONAL UNITS to be monitored by remote means.

## **4.2. GUIDELINES FOR MAINTENANCE CHECKLISTS**

- 4.2.1. The Maintenance Service comprises Building Maintenance and Equipment/Furniture Maintenance for the environments of the EDUCATIONAL UNITS.
- 4.2.2. The guidelines discussed herein are relevant for the preparation of checklists pertaining to the "Maintenance Quality Indicator".

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4.2.3. During on-site evaluations (in loco) the INDEPENDENT VERIFIER must monitor all environments of the EDUCATIONAL UNITS included in the sample for the ASSESSMENT QUARTER.

4.2.3.1. In each environment, only the checklist items that are pertinent shall be analyzed. For example, the presence of a blackboard must be verified in classrooms, but not in kitchens.

4.2.4. The Maintenance checklists (for the "Maintenance Quality Indicator") shall cover items such as:

#	Verifiable Items	Note
01	Cracks, infiltrations or other types of damage to the floors, walls or ceilings of the evaluated environments.	
02	Damaged stairs and handrails.	
03	Paintwork with flaws, wear, peeling or poor quality.	
04	Broken, cracked, scratched glass and/or windows, etc. Absence of glass and/or windows.	
05	Gutters with debris buildup.	
06	Doors in poor condition and without necessary locks and/or latches.	
07	Leaks and flooding.	
08	Exposed rusts.	
09	Broken furniture.	
10	Presence of chairs, desks, individual tables, educator's table, blackboard, projector and mural board in the classrooms.	
11	Existence of cabinets, files, drawers, chairs and meeting tables in the administrative areas.	
12	Presence of benches in the living areas.	
14	Air Conditioning System is not operating properly.	
15	Firefighting equipment is not available in the required quantity, quality and within the expiration dates.	

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16	Are alarms and fire detection equipment operating properly?	
17	Are internal and emergency stairways and escape routes (corridors and hall) obstructed?	
18	Fire door nonexistent or opening in the direction opposite to the flow?	
19	Lightning protection system nonexistent?	
20	Lightning protection system with grounding noncompliant with the applicable standard?	
21	Is the fire department certificate (AVCB) valid?	If not met, grades will be 1.
22	Water tank has not been cleaned for more than 6 (six) months.	
23	Grease trap full or overflowing	
24	The lighting system is not operating correctly.	
25	Damaged or unusable toilets in the changing rooms and toilets.	
26	Spouts, faucets, sinks, showers and pipes leaking or not operating properly.	
27	Drinking fountains not operating properly, rusty, with uncleaned filter, or unusable.	

**4.3. GUIDELINES FOR THE ACCESS CONTROL AND RECEPTION CHECKLIST**

4.3.1. The Access Control and Reception Services aims at monitoring and controlling access.

4.3.2. The Access Control and Reception checklist should cover items such as:

#	Verifiable Items	Note
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01	Does the help desk system record occurrences related to the concierge service?	
02	Are there complaints and/or reports in the help desk system regarding access by unauthorized persons?	
03	Are there complaints and/or reports in the help desk system regarding unauthorized departure of students?	
04	Have there been any complaints regarding the removal or entry of goods without authorization or proper registration?	
05	Are Access Control and Reception personnel present during operating hours?	
06	Are Access Control and Reception personnel trained to properly perform their duties?	
07	Are Access Control and Reception personnel properly uniformed, with an identification badge and the equipment necessary to perform their duties?	
08	Are there complaints and/or reports in the help desk system regarding inappropriate behavior by Access Control and Reception personnel when dealing with students, parents or staff?	

**4.4. GUIDELINES FOR THE CLEANING AND MAINTENANCE CHECKLIST**

4.4.1. The Cleaning and Conservation Service includes all internal and external areas of the EDUCATIONAL UNITS.

4.4.2. The Cleaning checklist should cover items such as:

#	Verifiable Items	Note
01	Cleaning of floors, doors, windows, walls, ceilings, glass panes, cabinets, furniture, equipment, blinds, curtains, lighting fixtures, mats, handrails, devices, drinking fountains, sanitary facilities, and trash bins.	
02	Clean environments, free from dirt, debris and odors.	

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03	Missing trash bins and/or trash bins are full.	
04	Availability of supplies in the internal and external areas, as required for each location (examples: toilet paper, paper towel, liquid soap, selective collection bins, appropriate bins for restrooms and laboratories).	
05	Clogged and/or dirty drains.	
06	Floors are dry and/or properly signposted in case of cleaning/slippery floor.	
07	Use of cleaning and sanitizing products in compliance with National Health Surveillance Agency (ANVISA) standards.	
08	Furniture, equipment, and utensils are organized and positioned as required by the GRANTING AUTHORITY if removed or relocated for cleaning.	
09	Personnel are in adequate numbers, duly uniformed, with ID badge and personal protective equipment (PPE) necessary for performing their duties.	
10	Waste and selective collection are carried out in accordance with the required standards; waste and garbage disposal follows the required standards.	

**4.5. GUIDELINES FOR THE PEST CONTROL CHECKLIST**

4.5.1. The Pest Control Service includes all internal and external areas of the EDUCATIONAL UNITS.

4.5.2. The Pest Control checklist should cover items such as:

#	Verifiable Items	Note
01	Presence of cockroaches, rodents, venomous animals and/or other pests.	
02	Certificates and proof of fumigation, insect control, and rodent control are within the validity period and cover all	If not met, grade will be

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	internal and external areas of the EDUCATIONAL UNIT.	1.
03	Vector and pest control are efficient and effective.	
04	The chemicals used ensure the safety of the EDUCATIONAL environment and prevent contamination or intoxication.	
05	The preventive and corrective maintenance plan for vector and pest control is followed.	

**4.6. GUIDELINES FOR THE GARDENING SERVICES CHECKLIST**

4.6.1. The Gardening Service includes all internal and external areas of the EDUCATIONAL UNITS.

4.6.2. The Gardening checklist should cover items such as:

#	Verifiable Items	Note
01	Lawn mowing, pruning of shrubs, cleaning of flowerbeds, fertilization, pest control.	
02	General appearance, shaping of ornamental plants, and repair of plant damage.	
03	Use of appropriate equipment, conservation of equipment and storage.	
04	Correct use of EPI, signage	
05	Correct use of chemical products, minimization of pesticides, correct disposal of waste.	
06	Adherence to schedules.	

**4.7. INFORMATION AND COMMUNICATION TECHNOLOGY SUPPORT CHECKLIST GUIDELINES (TIC)**

4.7.1. The Information and Communication Technology (TIC) Support Service comprises the correct functioning of equipment, materials and reprography.

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4.7.2. During on-site evaluations (in loco), the INDEPENDENT VERIFIER must monitor all internal environments – which have TIC infrastructure and/or WI-FI internet access – of the EDUCATIONAL UNITS belonging to the sample of the ASSESSMENT QUARTER. In each environment, only the items on the checklist that are pertinent should be analyzed. For example, the presence of keyboards should be checked in computer labs, but not in kitchens.

4.7.3. The TIC Support checklist should cover items such as:

#	Verifiable Items	Note
01	Wi-Fi internet signal strength is less than 80%.	
02	Wi-Fi or wired internet connection speed lower than the minimum standards provided for in EXHIBIT B – SERVICES SPECIFICATIONS (CENEC Resolution number 2, of February 22, 2024, or later).	
03	Degraded cabling or connection failures.	
04	Disablement or malfunctions in routers, data racks or other telecommunications equipment.	
05	Absence of peripheral or auxiliary electronic equipment, such as mice, keyboards and others.	
06	Electronic equipment with malfunction, presenting slowness or limitation of functions.	
07	Old or outdated electronic equipment in relation to the minimum requirements required in EXHIBIT B - SERVICES SPECIFICATIONS and respective APPENDICES.	
08	Evaluate whether the computer materials and equipment are properly available and functioning, observing the provisions of EXHIBIT C – FURNITURE AND EQUIPMENT SPECIFICATIONS.	

## **5. GUIDELINES ON THE SURVEY FOR IGS CALCULATION**

- 5.1. The IGS aims to measure the qualitative perception that employees, servers or agents and students (Elementary, Secondary and EJA) of the EDUCATIONAL UNITS belonging to the sample of the ASSESSMENT QUARTER have of the SERVICES offered by the CONCESSIONAIRE. It will be measured through satisfaction surveys conducted by the INDEPENDENT VERIFIER based on current best practices regarding data preparation, conduction, analysis and tabulation.
- 5.2. The satisfaction survey questionnaire, the definition of the sample of professionals, servers or agents and students (Elementary, Secondary and EJA) to be interviewed and other operational aspects for carrying out the survey, constitute the Survey Planning, which must be prepared jointly by the INDEPENDENT VERIFIER and the CONCESSIONAIRE and be presented to the GRANTING AUTHORITY within a maximum period of 30 (thirty) days before the issuance of the NOTICE TO PROCEED of the first EDUCATIONAL UNIT .
- 5.2.1. Once the Research Planning is presented, the GRANTING AUTHORITY will have a maximum period of 15 (fifteen) days to approve and/or determine adjustments.
- 5.2.2. In case of determination of adjustments, the INDEPENDENT VERIFIER, together with the CONCESSIONAIRE, shall provide the changes within 5 (five) days for a new evaluation by the GRANTING AUTHORITY.
- 5.3. The INDEPENDENT VERIFIER and the CONCESSIONAIRE may propose changes in the Research Planning that, over time, seem necessary. However, the new Research Planning can only be adopted with the approval of the GRANTING AUTHORITY.
- 5.4. The GRANTING AUTHORITY may propose changes in the Research Planning that, over time, it deems necessary. The INDEPENDENT VERIFIER will have up to 30 (thirty) days to submit to the GRANTING AUTHORITY the

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new Research Planning, already incorporating the proposed changes.

5.4.1. Once the new Research Planning is presented, the GRANTING AUTHORITY will have up to 15 (fifteen) days to approve it. After approval, the new Planning can then be used by the INDEPENDENT VERIFIER.

5.5. The following factors are considered essential and indispensable aspects of research:

5.5.1. Maintenance Services:

- Adequacy of the state of conservation of the internal environments of the EDUCATIONAL UNIT.
- Timeliness of the fulfillment of maintenance requests.

5.5.2. Access Control and Reception Services:

- Compliance with the property security guidelines of the EDUCATIONAL UNIT,
- Access control personnel and receptionists present at the designated times.

5.5.3. Cleaning Services:

- Cleaning and hygiene of the environment.
- Existence and adequacy of materials for personal use and supplies in places of common use (example: toilet paper, paper towels, liquid soap, alcohol gel, trash cans).

5.5.4. Pest Control Service:

- Compliance with the schedule of visits.
- Correct handling of chemical products.

5.5.5. Gardening Service

- Compliance with the schedule of visits.
- Correct handling of chemical products.

5.5.6. Information and Communication Technology (TIC) Services:

- Level of availability and adequate speed of access to the world wide web.

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- Availability and functionality of computer equipment.
- Agility, timeliness, kindness and courtesy of the technical support service.

5.5.7. Customer Service:

- Agility, timeliness, kindness and courtesy of the CONCESSIONAIRE's professionals when dealing with the school's public (teachers, students, etc.).