

**INTERNATIONAL COMPETITION N° 001/SVMA/2018**

CONCESSION FOR THE PROVISION OF THE MANAGEMENT, OPERATION AND MAINTENANCE SERVICES OF THE PARKS *IBIRAPUERA, JACINTHO ALBERTO, EUCALIPTOS, TENENTE BRIGADEIRO FARIA LIMA, LAJEADO* AND *JARDIM FELICIDADE*, AS WELL AS THE EXECUTION OF WORKS AND ENGINEERING SERVICES.

**DRAFT CONTRACT**

**ANNEX III – SET OF SPECIFICATIONS OF THE CONCESSIONAIRE**

**APPENDIX I – PROVISION OF CONCESSION INFORMATION**

## **PROVISION OF CONCESSION INFORMATION**

- 1.1. This document aims to present the guidelines for the rendering of accounts of the CONCESSIONAIRE, according to the provisions in ANNEX III - SET OF SPECIFICATIONS OF THE CONCESSIONAIRE.
- 1.2. The CONCESSIONAIRE will issue, quarterly and annually, an operation and management report to the GRANTING AUTHORITY that proves the execution of the charges provided for in the SET OF SPECIFICATIONS OF THE CONCESSIONAIRE.
- 1.3. The quarterly operations and management reports shall be prepared specifically for the GRANTING AUTHORITY and shall contain all the data and information available in their structure, addressing at least:
  - i. Activities carried out in accordance with the plans set forth in SET OF SPECIFICATIONS OF THE CONCESSIONAIRE;
  - ii. Result of the analysis of compliance of the services rendered in comparison to the OPERATIONAL PLANS agreed with the GRANTING AUTHORITY;
  - iii. List of USER complaints containing: USER ID, brief description, date and measures taken in relation to them;
  - iv. Abstract of findings of occurrences containing: brief description, date, measures taken and response time to each one of them;
  - v. List of events carried out containing: brief description, date, photographic record, estimated and effective public and impacts generated and mitigating actions;
  - vi. Abstract of occurrences related to NON-GRANTED EQUIPMENT, subcontractors and other performers activities in the PARKS; and
  - vii. Minutes of meetings and referrals with the Management Councils.
- 1.4. The quarterly reports must be delivered to the GRANTING AUTHORITY within fifteen (15) days as of the end of each quarter.
- 1.5. The quarterly reports will be used to verify compliance with expected charges, including for performance measurement purposes.

- 1.6. The GRANTING AUTHORITY may, at its discretion, carry out inspections in all areas and equipment subject to the CONCESSION in order to carry out an analysis of conformity between the submitted report and the actual situation of the PARKS.
- 1.7. The GRANTING AUTHORITY shall issue a report attesting the level of conformity between the report submitted by the CONCESSIONAIRE and the information collected *in loco*, including the photographic registration of the inspections, justifying the performance of the CONCESSIONAIRE at levels (i) little satisfactory (ii) satisfactory and (ii) very satisfactory.
- 1.8. The reports, both issued by the GRANTING AUTHORITY and by the CONCESSIONAIRE, shall be subject to independent verification by the support agent for monitoring inspection previously designated.
- 1.9. The annual report should be prepared with a view to a comprehensive communication of any operation of the PARKS in the period. Taking into account the information contained in the quarterly report, the annual report should also contain at least:
  - i. Executive summary;
  - ii. Abstract of actions and campaigns implemented, such as social and community development;
  - iii. Abstract of implemented improvements;
  - iv. Results of profile surveys and satisfaction and count of users and their historical evolution; and
  - v. Expected actions and expectations for the following year.
- 1.10. The report shall be delivered to the GRANTING AUTHORITY until ninety (90) days as of the end of the fiscal year to which it refers.
- 1.11. The annual report may only be produced for all PARKS and must be made available, after the proper approval of the GRANTING AUTHORITY, on the platform of communication with the user, created for the CONCESSION, in the terms of the SET OF SPECIFICATIONS OF THE CONCESSIONAIRE.
- 1.12. The annual report should be prepared in a format that follows the good practices of publicly-held companies.