

## APPENDIX I

### OPERATIONAL SERVICE LEVELS

## **APPENDIX I**

### **LEVELS OF OPERATIONAL SERVICES**

INTERNATIONAL TENDER No 01/2019

**CONCESSION TO PROVIDE PUBLIC SERVICES FOR OPERATION, MAINTENANCE AND MAKING OF INVESTMENTS REQUIRED FOR EXPLOITATION OF THE HIGHWAY SYSTEM CALLED THE PIRACICABA-PANORAMA LOT**

## INTRODUCTION

1.1. This APPENDIX provides the optimal service levels to be met by the CONCESSIONAIRE. The service levels indicated here have their tolerance range regulated in ANNEX 3 and 11.

1.1.1. For unmatched service levels in APPENDIX C, the requirements and gradations of operability have also been described, where applicable. If gradations are not acceptable from a service level point of view, they are expressly stated in ANNEX 11 to the CONTRACT.

1.2. The CONCESSIONAIRE will be subject to penalties for non-compliance with the service levels in the exact terms set forth in ANNEX 11 to the CONTRACT, therefore, it is emphasized that the Concessionaire shall size and manage its resources, at its own risk, in order to meet the levels of services and obligations set forth in the CONTRACT.

1.3. For the purposes provided for in this CONTRACT, it is defined:

1.3.1. Operability of an equipment or system. Ability to function properly, fully and simultaneously meeting all the functional requirements set out in ANNEX 5, 6 and 7 to the CONTRACT and the rules established by the applicable and applicable technical specifications.

1.3.2. Equipment or system down or not operational. One that does not meet all established operational requirements.

1.3.3. Operating equipment. One that meets all established operational requirements.

1.3.4. Equipment outage. In the event of equipment malfunction due to scheduled maintenance and / or certification procedures previously communicated to ARTESP, the procedures, deadlines and other conditions formally established by ARTESP and GRANTING AUTHORITY shall be met.

1.3.5. When equipment or system with critical, complex and systemic failures with relevant impact to the operation is detected, the CONCESSIONAIRE shall, within a maximum of 2 (two) hours, inform ARTESP.

## 1. OPERATIONAL LEVELS OF SERVICE

SCOPE	SERVICE LEVEL
<b>SAL Station</b>	<ul style="list-style-type: none"> <li>Items to be provided under CONTRACT and which are entirely free, operating for 24 (24) hours per day, including weekends and holidays, throughout the CONCESSION period.</li> </ul>
<b>Winch Service</b>	<ul style="list-style-type: none"> <li>Time of arrival at the place of service: within 30 (thirty) minutes.</li> </ul>
<b>APH (Prehospital Care) Service</b>	<ul style="list-style-type: none"> <li>Time of arrival at the place of service: within 10 (ten) minutes.</li> </ul>
<b>Traffic Inspection Service</b>	<ul style="list-style-type: none"> <li>Average circulation time (defined as the amount of time required for each mobile unit to pass the same point as its sub-segment) which, at night (between 18:00 and 6:00), may not exceed 90 (ninety) minutes under normal operating conditions. In case of adverse weather conditions, it must also circulate during the daytime, not exceeding 90 (ninety) minutes.</li> <li>During the daytime (between 6:00 and 18:00), the Traffic Inspection Service will be performed through the CCTV Traffic Monitoring System, observing the other service levels of this APPENDIX.</li> </ul>

	<ul style="list-style-type: none"> <li>It will not be counted in the average circulation time, the times when the Traffic Inspection Service vehicles are attending any occurrence in the ROAD SYSTEM. If more than one event is detected that demands the traffic inspection vehicle in the same sub-section, the CCO shall trigger another vehicle to attend to the occurrence.</li> <li>Up to five percent (5%) of sampling events with circulation times greater than ninety (90) minutes will be allowed under normal operating conditions.</li> <li>Until such time as the CCTV Traffic Monitoring System and intelligent video analysis (IVA) functionality are in place and fully meeting all the requirements set out in ANNEX 5, the CONCESSIONAIRE shall perform on the corresponding road segment, the Traffic Inspection Service by mobile units, whose circulation, under normal operating conditions, does not exceed ninety (90) minutes.</li> </ul>
<b>Mechanical Relief Service</b>	<ul style="list-style-type: none"> <li>Time of arrival at the place of service: within 30 (thirty) minutes.</li> </ul>
<b>Animal Seizure Service in the Highway Domain</b>	<ul style="list-style-type: none"> <li>Time of arrival at the place of service: up to 60 (sixty) minutes.</li> </ul>
<b>Fire Fighting Service</b>	<ul style="list-style-type: none"> <li>Arrival time at the place of service: within 60 (sixty) minutes.</li> </ul>
<b>Tolling system</b>	<ul style="list-style-type: none"> <li>The system must be 100% (100%) operational. For this, the CONCESSIONAIRE must have equipment or vital parts of the reserve systems for immediate replacement. There must also be a technical team on duty 24 (twenty four) hours to proceed with the immediate replacement or repair of equipment with problems.</li> <li>In the case of automatic lanes, when stopping the vehicle for any reason, the service time may not exceed 10 (ten) seconds.</li> </ul>
<b>Weighing system</b>	<ul style="list-style-type: none"> <li>Weighing time, counted between the positioning of the vehicle on the scale platform and its exit, in cases where the vehicle meets the relevant regulations, must not exceed 36 (thirty six) seconds.</li> <li>Travel time at the weighing station, counted between the vehicle's access to the checkpoint and its departure, for vehicles that comply with the relevant regulations, must not exceed 2 (two) minutes.</li> <li>In the mobile weighing subsystem, 100% of the vehicles subject to inspection by law shall be checked under normal operating conditions.</li> </ul>
<b>Control system of Fixed Speed</b>	<ul style="list-style-type: none"> <li>It must operate every day of the week, including Saturdays, Sundays and holidays, 24 (twenty four) hours a day. When this period is not observed by the CONCESSIONAIRE, the daily downtime will be recorded for the purpose of calculating the monthly downtime. In the event of equipment failure due to failures, maintenance and / or</li> </ul>

	<p>certification procedures, the procedures, deadlines and other conditions formally established by ARTESP and GRANTING POWER shall be met.</p> <ul style="list-style-type: none"> <li>• The fixed speed control point shall not have a sum of downtime greater than 8 (eight) hours during a one month period.</li> <li>• To maintain Monthly Index of Use of infringement records above the minimum limit required by the GRANTING POWER.</li> <li>• Monthly, for each speed control equipment, will be calculated by the GRANTING POWER, the rate of use of records, based on the total number of records processed in the month and the number of records discarded. The CONCESSIONAIRE shall maintain the level of the utilization rate according to the standards defined by the GRANTING POWER and ARTESP technical specifications.</li> </ul>
<b>Control system of Static Speed</b>	<ul style="list-style-type: none"> <li>• The static speed meter shall not have a sum of downtimes greater than 8 (eight) hours over a period of one month.</li> <li>• To maintain Monthly Index of Use of infringement records above the minimum limit required by the GRANTING POW</li> <li>• Static" speed meters shall be operated every day of the week, including Saturdays, Sundays and holidays, for a minimum effective operating period of 8 (eight) hours per day, with continuous supervision of CONCESSIONAIRE's employees. When this period is not observed by the CONCESSIONAIRE, the daily downtime will be recorded for the purpose of calculating the monthly downtime. In the event of equipment failure due to failures, maintenance and / or certification procedures, the procedures, deadlines and other conditions formally established by ARTESP and GRANTING POWER shall be met.</li> <li>• Monthly, for each equipment, will be calculated by the GRANTING POWER the rate of use of records, based on the total number of records processed in the month and the number of records discarded. The CONCESSIONAIRE shall maintain the level of the utilization rate according to the standards defined by the GRANTING POWER and ARTESP technical specifications.</li> </ul>
<b>Radio system</b>	<ul style="list-style-type: none"> <li>• Operability of the Radio System (Fixed, Mobile, and Portable Station must be 97% (ninety-seven percent) per equipment over a one-month period.</li> <li>• Operability of the Radio Station (Repeater Stations) shall be ninety-seven percent (97%) per season over a one-month period.</li> </ul>
<b>Data Transmission System</b>	<ul style="list-style-type: none"> <li>• Operability of the Data Transmission System shall be 100% (one hundred percent).</li> </ul>
<b>CCO (Chief Communications Officer)</b>	<ul style="list-style-type: none"> <li>• CCO operability must be 100% (one hundred percent).</li> <li>• CCO shall operate 24 hours a day, every day of the week, including weekends and holidays.</li> </ul>
<b>Communication System with</b>	<ul style="list-style-type: none"> <li>• Operability Ratio (availability) of 90% or more (ninety percent).</li> <li>• Operational Rate of 90% (ninety percent) of deployed callbox equipment.</li> </ul>

<b>User Type Emergency Box (Call Box)</b>	
<b>User Communication System via Wireless Data Network</b>	<ul style="list-style-type: none"><li>• It must operate 24 hours a day, every day of the week, including holidays and weekends, throughout the ROAD SYSTEM (100% coverage) and operability (availability) must remain at 100% (one hundred per cent). percent).</li></ul>
<b>Fixed Type Variable Message Board (PMVs) System</b>	<ul style="list-style-type: none"><li>• System uptime must be equal to or greater than 97% (monthly).</li><li>• PMVs shall remain connected 24 (twenty four) hours a day, including weekends and holidays, providing permanent messages, without prejudice to Appendix C.</li></ul>
<b>Mobile Type Variable Message Board (PMVs) System</b>	<ul style="list-style-type: none"><li>• Operability must be 100% (one hundred percent).</li></ul>
<b>Traffic Sensing System</b>	<ul style="list-style-type: none"><li>• System Operability must be ninety-seven percent (97%) or greater (monthly).</li><li>• SAT equipment shall not remain inoperative for a continuous period longer than ninety-six (96) hours.</li></ul>
<b>CCTV Traffic Monitoring System</b>	<ul style="list-style-type: none"><li>• System Health shall be ninety-seven percent (97%) or greater (monthly), individually for each equipment.</li><li>• CCTV equipment shall not remain inoperative for a continuous period longer than ninety-six (96) hours.</li></ul>
<b>Inspection Control System</b>	<ul style="list-style-type: none"><li>• All equipment / subsystems that make up the Surveillance Control System must have 99.5% (ninety-nine integers and five tenths percent) of operation.</li></ul>