



**U-20 WOMEN'S
WORLD CUP
COSTA RICA 2022**

Request for proposals (RFP)

International Tender LOC-PR-005-2022

**A company that provides comprehensive
ticketing operation services for U-2 Women's
World Cup Costa Rica 2022 events**

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1. Preamble

The FIFA U-20 Women's World Cup Costa Rica 2022™ (hereinafter “the event” “the Cup” or “the Tournament”), will be organized by the International Football Federation (FIFA, hereinafter) between 10 and August 28, 2022, and will have Costa Rica as the host country.

The responsibility for organizing the Cup falls on the Costa Rican Football Federation (FEDEFUTBOL or “Federation”, hereinafter) which has designated the Local Organization Committee (Local Organization Committee, “COL-CR” or “LOC”, hereinafter). as executor. This group will be called, from now on: “The Organization”.

One of the main success factors of La Copa will be to have an adequate system that provides the tickets for all the games of the championship and that operates the system under terms of quality and customer service and is in charge of the automated sale of the tickets. Said service needs to be contracted to a third party, once the greatest number of options have been valued, for which an international tender will be carried out.

2. Contract Object

The purpose of the contract is to acquire the comprehensive services of a company that executes the ticketing strategy and concept that has been defined by FIFA and the Organization for the events of the FIFA U-20 Women's World Cup Costa Rica 2022™, including the development of an online platform (web) for the sale of tickets to all World Cup games, the electronic production of tickets, sale and delivery of tickets and access control at the Nacional and Alejandro Morera Soto stadiums, from August 10 to 28, 2022.

3. Required services

A comprehensive solution is required that includes the sale of electronic tickets, access control, and a real-time information system of reports for decision-making during the FIFA U-20 Women's World Cup Costa Rica 2022™ (Section 5.2 RFP describes the technical requirements for each item):

3.1 Digital platform via the web that allows the sale of electronic tickets for all the matches of the FIFA U-20 Women's World Cup Costa Rica 2022™ in a friendly and efficient way for all users of the service.

3.2 Efficient customer service solution including a physical office for problem-solving in each of the stages.

3.4 Access control system for people with a ticket, for each of the venues of the FIFA U-20 Women's World Cup Costa Rica 2022™, and for all the events for which tickets have been sold.

3.5 A real-time information system on ticket sales and access for LOC-CR decision-making.

4. Obligations of the awarded provider services

The company that is awarded must comply with the following obligations:

4.1 Deliver every one of the services described in point 3 of this poster with the specified technical requirements.

4.2 Provide all the necessary flexibility to The Organization to respond satisfactorily to possible modifications of the contractual object that arise both before and during the event, in a collaborative manner.

4.3 Understand, implement and reinforce all the measures and recommendations provided by the national authorities, as well as by FIFA and the Organization, regarding security measures, public health, occupational safety, prevention, and Covid-19 protocols for staff that works for the contractor company as well as in eventual adjustments that must be made regarding the capacity and rules for access control.

4.4 Whoever is awarded may not assign to a third party the responsibility and coordination for the execution of the activities, nor the fulfillment of obligations derived from the award of this tender. The contractor will only be allowed to make subcontracts necessary for the delivery of a high-quality service.

4.5 Sign the corresponding contract, at the time required by the contracting Organization, once the contract has been awarded, after submitting the corresponding performance guarantee.

4.6 Prepare and submit for the approval of the person in charge of the contract, a work schedule on the deliverables.

5. Contract conditions

5.1 General

5.1.1 The bidders must constitute themselves as formal suppliers of the Organization: Each bidder must be duly registered in the registry of suppliers of the Costa Rican Soccer Federation, which may be done during the period of receipt of proposals (they must complete the Form of Supplier Registration and the Declaration of Conflict of Interest attached as Annexes 4 and 5 of this document) or before signing the corresponding service contract.

5.1.2 Compliance guarantee: before the formalization of the contract, the awarded supplier must render in favor of the organization a compliance guarantee that supports the correct execution of the contract for an amount of \$20.000.

5.1.3 The Organization appoints the LOC-CR Ticketing Manager as technical and administrative supervisor (contract administrator and supervisor): his obligation will be to grant the order to start

the execution of the contract; ensure that the supplier complies with what is established in this poster, and/or in the changes that are approved and that become part of the scope of the project. Likewise, it will be the main link between the Contractor and the Organization. The contractor must guarantee the contract administrator and supervisor, at all times, access to the information necessary to verify compliance and the quality of the contracted services and/or products, as well as to carry out planning and decision-making to prevent and/or correct possible deviations in its scope. The selected bidder will have the obligation to offer all the necessary facilities to supervise the contract, its deliverables, and fulfillment of objectives.

5.1.4 The bidder understands and agrees that services may be required during special hours: weekends, holidays, and at night and/or rotating hours to complete the required activities, both at the level of platform operation of ticket sales as in the other complementary services to contract.

5.1.5 The organization will offer the possibility for bidders to subcontract services: for this purpose, the proposal must indicate which of the services offered will be provided under this modality, also indicating the name of the company to which it is intended to subcontract. If THE ORGANIZATION deems it necessary, the Bidder must provide the direct contact information of the company to validate it. Neither the operation of the ticketing platform nor the control of access to the stadiums may be transferred.

5.1.6. The Bidder will be responsible for any cost of insurance: of its equipment, tools, systems, transportation, personnel, and/or any other element necessary to execute/deliver the contracted services. The Organization will not cover any cost of replacement, repair, loss, theft, damage, deterioration, cleaning, or any other incident that occurs with its material resources, nor does it assume any type of responsibility for damage to third party property, including those of the tournament locations (stadiums, hotels, offices, etc.) for actions attributable to the contractor. Nor will it assume any responsibility for the person hired and/or subcontracted by the Bidder and its associates.

5.1.7 The Bidder accepts with the very act of submitting its proposal, the conditions stipulated in this document. In addition, it expresses its total agreement to the penalty measures that will be detailed later, which will apply in case of incurring any of the assumptions of non-compliance established in this document.

5.1.8 Confidentiality

- The bidders will have access to information, trademarks, and intellectual property in general of the Organization and of FIFA, for which they are committed not to disclose the information to which they have access, before, during and after the execution of the contract, to persons or organizations other than those involved in the tournament, under penalty of being sued for damages, in case of non-compliance.
- The bidding companies will use the information provided in this document and its annexes exclusively to present their quotes and eventually carry out the contracted service, for which they are

obliged to indemnify the Organization for any damage and/or harm that this suffers because of disclosure of confidential or unauthorized information.

- The Contractor that is awarded will be obliged to return all the information of the Organization that was used or provided as input for the fulfillment of the terms of the project, at the end of the contract.
- Between the parties, Organization-Contractor, a confidentiality clause will be established in the contract. However, for purposes of submitting proposals, all the information contained in this document is confidential and private. The use or reproduction of any information of the Organization for purposes other than those specified in this document is prohibited

5.2 Technical requirements

For each of the services described in section three of RFP, the offeror must take into account the following specifications:

5.2.1 Digital platform via the web that allows the sale of tickets for all the matches of the Championship

5.2.1.1 Requirements of the digital platform via the web:

5.2.1.1.1 The platform must have its website, or it may be hosted on the offeror's pre-existing site, provided that an exclusive section is provided for the purchase of the tickets referred to in this RFP, and the image, logos, and all the graphic lines of the page or section have to be according with the image and style of the FIFA U-20 Women's World Cup Costa Rica 2022™. In addition, the provider must ensure its compatibility with the FIFA website. The web portal must be Spanish and English languages.

5.2.1.1.2 A web platform that can be used on both computers and mobile devices is required, be responsive (compatible with the Android, IOS and Huawei operating system browser) The platform must be compatible with any browser.

5.2.1.1.3 The bidder must indicate, at least, the following information regarding the proposed system:

- a) Security elements and support that it to protect its databases, as well as the security conditions for its online payment system.
- b) Where are your servers located and what redundancy elements offered.
- c) A report of at least the last 12 months of the performance record (uptime/downtime) of your platform.
- d) Portal URL must be protected (must run on https://)

5.2.1.1.4 It must adapt to the Ticketing Concept that FIFA and COL CR defined for the World Cup. (Annex 1) A headband must be used with the names and logos of the official sponsors as indicated to the contractor by THE ORGANIZATION on the page or section of the web that provides the ticket selling. It will be prohibited for the service provider to place its brand on the page and logos or brands of third parties not authorized by FIFA may not be incorporated.

5.2.1.1.5 The platform must allow the selection of seats according to the locations defined by the LOC-CR for each of the host stadiums, according to what is displayed on the maps of each stadium (Annex 2)

5.2.1.1.6 The platform software must allow for, at least, the following facilities when selecting the tickets to be purchased by the spectator:

- Possibility of selecting the best available seat and specific categories of seats such as types of prices and sections or locations (location), among others.
- Allow the placement of free tickets or courtesies (immediate blocking of seats intended for guests, at the time COL-CR requests it.)
- Indication of the seats that, for technical, visibility, or any other reason, are not available for purchase.
- Selection of seats for people who require some special consideration due to accessibility issues, disability status, or similar.
- Allow pre-sales, following the requirements of the LOC-CR
- Offer the buyer the possibility of staying on “wait” if the system is processing other purchase requests, so that buyer can generate tickets at the time the system indicates, according to the user's requirements (seat category, price, best seat available, among others).

5.2.1.1.7 The platform must allow the periodic generation of reports and the service provider must ensure the existence of a security mechanism for access information by LOC-CR to carry out the required verifications and controls, without any restriction.

5.2.1.1.8 The platform offered by the contractor must have the technology and infrastructure that allows robustness, capacity to withstand high demand, adequate management capacity, and information loading, protection, and security for the data of all users. The platform must offer a sufficient redundancy mechanism that will be evaluated according to the magnitude and nature of the events in which it has already provided services satisfactorily.

5.2.1.2 Minimum ticket characteristics

5.2.1.2.1 Only the generation of electronic tickets (not printed) will be required and each one must show at least the following information:

- Title of the competition;
- Match information;
- The game number, date of the game(s), and kick-off time;
- The face value of the ticket;
- Name of the stadium;
- Ticket category (each category must have a separate color code);
- Entrance reference to the corresponding stadium both on the exterior and interior doors;
- Seat details (eg block name/number, row number, seat number, etc.)
- Indication of the moment in which the stadium doors will open for the entrance of spectators before kick-off;
- Competition logo "appearance" aligned with tournament branding guidelines;
- Band or headband of logos with the logos of commercial affiliates of FIFA duly verified and confirmed in advance with THE ORGANIZATION;
- Synopsis of the terms and conditions of ticket issuance;
- Secure ticket reading mechanism, following the bidder's proposal, which allows verifying at the access control point that it is a valid, original and unique ticket.
- Any other security feature that is necessary at the request of THE ORGANIZATION and FIFA.

5.2.1.2.2 The bidding company must provide the technical mechanism (links and programming) so that the tickets can be printed in the stadiums after the entry has been registered and only in case the spectators want to have the ticket as a souvenir, ensuring efficient measures to avoid duplicates. The offering company must indicate in its proposal the detailed plan that it will implement to ensure no tickets duplications.

It will not be the responsibility of the contracting company to provide the paper and printing machines for these purposes, but to ensure that the software allows the option of printing only in the stadiums.

5.2.1.2 *Sale and delivery of tickets to the public*

5.2.1.2.1 The sale of electronic tickets will only be allowed through the contractor's online platform. Consequently, printed tickets will not be allowed at the stadium access points.

5.2.1.2.2 The sale of tickets will be made concerning the information in Annex 2: "Venues, Games Calendar and tickets" and therefore the proposal that is presented will obey said information; without prejudice to the modifications that FIFA or the Organization may require, for which the offeror understands and accepts that flexibility is required on his part.

5.2.1.2.3 Ticket sales must adjust, where necessary, to the local payment systems in Costa Rica and take into account that, unless otherwise indicated by the Organization, at the request of FIFA, Visa will be the official and exclusive payment service for the Event and the only one that will be promoted. Other credit/debit cards can be accepted, but they are not promoted and their brand is not allowed on the page or section of the page of the provider of this service to contract. Visa will be the first credit card in the default payment function. If Visa waives its exclusivity rights, all payment methods will be accepted: debit, credit, wallet, bank transfer.

5.2.1.2.4 Sales phases: The contractor must take into account that the tickets will go on sale in 2 phases whose exact dates must be confirmed by FIFA and THE ORGANIZATION.

- **Visa pre-sale:** This process will consist of three weeks of sales, during which time only online sales with Visa will be accepted as the only means of payment.

- **Sale to the General Public:** the second phase will be available for all means of payment and points of sale.

Any modification related to these phases of the sale will be communicated by The Organization to the contractor.

5.1.2.3.5 The bidder must ensure in his proposal the sale of specific packages from locations selected by the interested spectator for various games. In the proposal, you must specify these packages.

5.1.2.3.6 The bidder must consider the possibility of selling tickets for groups such as school or college groups, university students, soccer schools, sports clubs, among others.

5.1.2.3.7 The sale of tickets must assure the spectators the possibility of buying tickets in colones and dollars

5.1.2.3.8 The ticket sales system will ensure the protection of user data, at least in terms of:

- Backup in a single database for the contracted service that will not be shared or sold to third parties
- Incorporation of a data protection clause in the platform, functionality of acceptance or exclusion of data use indicating the purposes for which the information will be required, as well as the express acceptance of the terms and conditions for the use of the platform.
- Secure delivery of the tickets to the buyer, at least in two different ways: email, QR code, free mobile app.

5.1.2.3.9 Once the purchase of the ticket has been made, the ticket must be sent to the purchaser automatically and immediately (as soon as the person has finished the purchase process), by means of the solution offered by the provider: email, applications or others that are efficient and secure.

5.2.2 Efficient customer service solution

5.2.2.1 The proposed customer service system must include, at least: a call center that provides user support 24/7 during the pre-sale, sale, and post-sale, that can provide information and immediate solution. Also, it must provide an online customer service solution.

5.2.2.2 The customer service system that is offered must allow the attention of queries and concurrent complaints in large volumes, both on the platform and for the solution of operational problems of the sale and delivery.

5.2.2.3 The customer service system will ensure that the sale and delivery of courtesy tickets are orderly, efficient, and controlled.

5.2.2.4 The bidder must provide for all the matches a person in charge of customer service in each venue.

Sistema de control de acceso de personas que adquirieron tiquetes

5.2.3 Access Control System

5.2.3.1 The provider of the service to be contracted must ensure that the access control system is completely electronic. The proposal must describe the devices to be used, specify the time it takes to read each of the tickets, and describe the technological solution it offers for reading tickets. from the user's cell phone. The proposal should indicate the bandwidth required by access control devices (supported with technical information, not just an estimate).

5.2.3.2 The service provider must indicate the type of access control that it recommends using (manual or turnstile) but in the economic proposal it must provide the costs of both scenarios.

5.2.3.3 The use of bar code reading devices is not allowed as an access control system.

5.2.3.4 The access control system should be an online system that provides and receives information in real time. Also, should be able to work offline in case there is a problem with connectivity. The bidder must indicate its contingency plan in case connectivity fails and provide said solution detailing the mechanisms/devices to be used for that purpose, including the corresponding costs in the economic offer.

5.2.3.5 The access control system must allow the simultaneous feeding of the information system in real-time (to which THE ORGANIZATION will always have access) as well as the updating of tickets available on the online sales platform, working comprehensive and accurate to: ensure availability of real data on the number of people in the stadiums and enable last-minute ticket sales at both venues.

5.2.3.6 The access control system must be provided in both venues of the Cup: National Stadium and Morera Soto Stadium and for all events, taking into account that some of the matches could be played simultaneously.

5.2.3.7 The solution proposal for the access control system must be justified with a risk assessment that considers the most common incidents that may occur in terms of verifying the originality of the ticket presented and the user's security, providing the greatest facility for this and assuring The Organization that these identified risks are duly managed in the service proposal offered.

5.2.3.8 The bidder must provide the necessary personnel that will work in coordination with The Organization in the execution of the ticket access control proposal.

5.2.3.9 The bidder must include in the proposal specific actions against the resale of tickets and be willing to make adjustments to improve and/or modify the proposal, for the benefit of the security of the event.

5.2.4. *A real-time information system on ticket sales and access for LOC-CR decision-making.*

5.2.4. Sales Reports: Sales reports must be produced in real-time by the Service Provider from the start of the presale phase until the end of the tournament.

5.2.4.2 The information system must always show:

- Total ticket sales and breakdown by category
- Total tickets available vs sales for each day
- Chronological sales per day
- Sale of packages or individual parties
- Sales divided by sales channel
- Sales by type of payment

- Reports on line of entry to the stadium of the matches played. This information should be at the VOC in real time.
- Tickets scanned more than once at each game.
- General breakdown of sales for the entire tournament

5.2.4.3 Sales may also be monitored in real-time and in backend access by the Ticket Manager and Ticket Coordinator. Variable information must be available, such as sale by category, sale by package/single item, sales by location, sale by channel, and payment type

5.2.5 Other requirements:

5.2.5.1 The company must designate the following personnel: Project leader: a person who will be the point of contact between the contractor company and The Organization, with management and decision-making capacity, problem-solving, and knowledge of all the services required in hiring. The project leader must have an advanced command of the English language (oral) and have an academic or technical certification that supports him.

5.2.5.2 The bidding company must have positive recommendations from previous clients in the last 5 years. Said letters of recommendation must expressly indicate that the service was received to satisfaction and specify what is established in section 7.2.11

6. Instructions for bidding

With the presentation of the proposal, the bidders understand and accept each one of the aspects contemplated as the object of the contract, obligations, and other conditions established in every one of the sections of this poster. It will offer according to the following provisions:

6.1 Date, time, and place of delivery of the bids and opening: The proposals must be delivered only electronically, with a digital signature, only to the following email address: licitaciones@mundial2022.cr. The closing date for the receipt of bids will be 10 business days from the day following the publication of this poster. Maximum delivery time: 5:00 p.m.

6.2 The act of opening proposals will be carried out by the Person in Charge of Procurement of the COL-CR, on the day and time of closing of the period for receiving proposals, without the participation of the offerors, but a record will be drawn up stating the offers received and will be placed on the web page on which the contest was published.

6.3 The proposal must be presented in pdf files identified with their respective names: Proposal, Economic tender proposal, Legal Documents, and Annexes (indicating separately a name for each

annex that allows them to be easily identified). The offeror understands and accepts that the legal documents must comply with all the formalities required in this RFP and that their physical presentation may be required if the contract is awarded.

6.4 The documentation of each file must be ordered and numbered. The proposal must be presented without erasures or alterations that may cause doubts about the content veracity, with the following minimum information: name and address of the offering company, legal identity card and name, identity card, address of the legal representative; email to receive notifications and a contact telephone number, acceptance of the conditions and terms of the cartel and economic offer.

Failure to comply with the form of delivery of the proposal will be grounds for rejecting the proposal at the time of delivery.

6.5 The proposal must be signed by the legal representative of the company and the legal status, power of attorney, or formal legal document that accredits the representation will be provided. It will not be allowed to bid under the consortium modality.

6.6 Economic proposal: The Bidder must submit its economic offer indicating the cost corresponding to the generation of each ticket, breaking down the cost structure used. The only service that will be quoted separately will be that of access and control in the stadiums, in which case it will also indicate the cost structure used to set the price. To make the economic proposal, you will use the format in Annex 3 of this RFP. This document may not be altered or modified in any way, but it will only complete the requested data in a precise and timely manner. If the bidder make additional clarifications or explanations, must do it in a separate document, labeled "Explanatory document of the economic proposal"

It must be offered in US dollars (USD) and exempt from taxes, in accordance with Law No. 10,085 "Tax Exemption for the organization, realization, and promotion of the FIFA U-20 Women's World Cup Costa Rica 2022".

6.7 The term of validity of the proposal must be a minimum of forty-five (45) calendar days, from the date of delivery and must be stated in this way in the proposal.

7. Legal documents to be provided with the proposal

The following documents must be provided by the bidder

7.1 Up-to-date legal status of the bidding company and a simple copy of the identity card of the company's legal representative or power of attorney to act on behalf of a foreign company, in case it does not have a branch in Costa Rica.

7.2 Representative of the bidding company affidavit stating:

7.2.1 The bidding company is registered as an active employer before the Caja Costarricense del Seguro Social and is up to date with its obligations.

7.2.2 The bidding company is registered as a taxpayer with the Tributación Directa and it is up to date with all national tax obligations.

7.2.3 The bidding company is up to date in the payment of all other types of national taxes.

7.2.4 That in case of being awarded in the contracting of the services, it will comply with all the obligations described in these specifications and outlined in the service contract signed between the parties.

7.2.5 no conflict of interest may compromise the integrity of the contractor's actions concerning the contracting party and that may unduly influence them, which may be economic, political, personal (sentimental, by affinity or consanguinity up to the third degree), and that your offer will not derive any advantage to a third party.

7.2.6 The Company meets all the admissibility requirements demanded in the RFP.

7.2.7 About the company service experience, the representative must declare (affidavit required):

- The date from which you provide services in the market.
- List of events for which the ticket sales system has been offered in the last five years, detailing for each one: type of system used, name of the event (indicate whether or not it is a sporting event), date and place in who offered the service, number of tickets sold and company for which the service was provided.
- Specify whether or not the service included in each of these events: the access control system and the real-time information system on ticket sales.
- If the company have experience in the use of access systems that allow the reading of tickets from mobile devices

7.2.8 In the case of a foreign company, the affidavit must only comply with the provisions of points 7.2.4, 7.2.5, and 7.2.6, but must also state that: it undertakes to comply with labor and civil regulations of Costa Rica during the execution of this contract and that in case of being awarded, it will proceed to apostille the legal documentation provided so that it is valid in Costa Rica, before signing the contract.

7.2.9 Civil Liability Policy: The company must provide a copy of the civil liability policy that allows it to cover at least the following damages:

- a) Improper use of third-party data and intellectual property of FIFA and The Organization.

b) Damages due to the malfunction of the sales platform and tickets to users and the image of The Organization.

c) Damage to the physical plant of the stadiums in the operation of the access and ticket control system

d) A copy of the current policy must be provided with the proposal, clearly indicating the insured amount.

The existence of the policy does not exclude any legal measure that the organization and/or the owner of the damaged equipment or property may take.

7.2.10. Documentation of the person leading the project: copy certified by a notary public of the identity card and the academic titles that support it; as well as the curriculum vitae and documents that validate the advanced English language.

7.2.11 Letters of recommendation from clients to whom you provided services in the last 5 years.

Letters must specify, at least:

a. Detail of the services provided by the bidder: type of platform, if the access control service was included and if there were periodic reports or if they were given in real-time on the sales made

b. Date on which the service was provided and the name of the event, as well as the place where it took place.

c. Recommendation of the service provided with specific mention regarding the customer service provided and on-site problem solving

8. Requests for clarification of the RFP

Interested parties may make requests for clarification to the cartel, which will be processed as follows:

8.1 Any request for clarification on this document must be made in writing, to the following email: licitaciones@mundial2022.cr indicating the name and procedure number.

8.2 Requests for clarification will be received from the very moment of publication of the poster, and within the first five business days following publication. Any request submitted late will be rejected and no response will be provided. Nor may requests for clarification be made verbally or by telephone with the Person in Charge of the Contract or any other member of the COL CR.

8.3 The organization reserves the right to make modifications and/or clarifications to the conditions or specifications of the project, when deemed necessary, within the same period indicated for clarifications, in which case they will be published on the FEDEFUTBOL website.

9. Admission of proposals

9.1 The admissibility stage refers to the initial evaluation that the Organization will carry out to determine if the proposals of the companies meet the minimum essential requirements to continue in the contest. If they do not comply, they will be discarded and will not be considered for the evaluation phase.

9.2 Only those evaluation requirements whose clarification refers to historical facts that cannot be modified and as long as they do not imply the generation of an undue advantage for the other bidders will be rectifiable.

9.3 Criteria for admissibility of bids

For the proposal to be accepted, it is necessary:

9.3.1 That the company is duly registered in the National Registry of Costa Rica, or a foreign legal person duly registered before the competent authority of their country with legal documentation that proves it.

9.3.2 Have at least 5 years of proven experience in the complete ticket/ticket sales operation for massive events (this requirement will be evaluated with the affidavit provided).

10. Formal correction of proposals

10.1 The Organization may request the Offeror, at any time, the clarification of formal aspects of the presentation of additional documents that are necessary for the evaluation of the proposals, which must be provided by the offeror within the established period. The non-delivery of the requested clarifications will be interpreted by the Organization as a declaration of non-interest on the part of the bidder and, therefore, his offer will be excluded from the contest from that moment.

10.2 The Organization reserves the right to verify if the information provided by the bidder is accurate. The proposal will be rejected when it presents an unacceptable price according to market prices related to the actual course of business, by the purpose of the contract.

11. Qualification of tender proposals

11.1 Once it is determined that the bidders and/or the bids meet the admissibility conditions, the requested legal documentation, and the technical requirements demanded in the specifications, they will be submitted to the evaluation methodology established for this RFP, using an allocation of a score for each of the evaluation factors shown in the following table:

Criteria	Value	Description
Price per ticket	60%	Price $\frac{\text{Offered price} \times 60\%}{\text{Offer price for evaluation}}$
<p>Best proposed technical solution:</p> <p>This item will evaluate the best solution in the critical efficiency points required and the affidavit requested in point 4.2.7 and the letters of recommendation will be taken as a reference together.</p> <p>Will be evaluated:</p> <ul style="list-style-type: none"> -Capacity in selling tickets online for massive events -Recommended customer service -Speed of ticket reading of the offered access control system -Experience in the use of ticket reading platforms on mobile phones 	20%	<p>1. Online ticket sales capacity: 5%</p> <ul style="list-style-type: none"> -Company with the highest number of tickets sold: 5% -Second company with the highest number of tickets sold 3% -Other 0% <p>2. Recommended Customer Service 5%</p> <ul style="list-style-type: none"> -Three recommendations: 5% -Two recommendations: 3% -One recommendation: 1% -No recommendation 0% <p>3. Ticket reading speed: 5%</p> <p>The highest speed offered: 5%</p> <p>Second best speed offered: 3%</p> <p>The others: 0%</p> <p>4. Experience in the use of the platform scanning tickets in mobile phones 5%</p> <p>Yes: 5%</p> <p>Not: 0%</p>
<p>Total years of experience</p> <p>This item will qualify the years in the market of the offeror so that a higher score will be awarded to the providers that have more experience in the market. It must be verifiable using the affidavit requested in point 4.2.7</p>	15%	<p>Between 5-10 years (5 %)</p> <p>Between 11-15 years (10%)</p> <p>More than 15 years (15%)</p>
<p>Experiencia en la operación de tiquetería en eventos deportivos</p>	5%	<p>From 1-5 events (1 %)</p> <p>From 6-10 events (3 %)</p> <p>More than 10 events (5%)</p>

100%

Criteria	Value	Description
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12. Award of the tender

12.1 The organization will have a period of five days from the time the proposals have been corrected to carry out the analysis of the proposals, which may be shorter, in which case the execution schedule will be adjusted once awarded.

12.2 The proposals will be analyzed jointly by the LOC Administration and Finance Manager, the person in charge of Purchasing, the LOC-CR Ticketing Manager, the LOC IT Manager, and the FIFA counterpart.

12.3 If deemed necessary, the organization could extend the deadline for the award. If this happens, you must previously request the extension of the validity of the proposals.

13. Compliance tender guarantee and contract signature

3.1 The bidder must deliver a Performance Bond by the provisions of the specific conditions of this document. The guarantee will be liquidated after a written discharge hearing to the interested party, in case the supplier does not comply promptly with the scope of the awarded service.

13.2 The Guarantee may be made by depositing a guarantee bond from insurance institutions or banking entities, term deposit certificates, certified checks, or the like drawn on behalf of the Costa Rican Football Federation as beneficiary, and the original document must be delivered, which will be returned once the project has been delivered and completed according to the requirements.

13.3 This Guarantee must be delivered no later than 3 business days after the award is formally communicated, as a requirement for the formalization of the contract, and must remain in force for the entire contractual term.

14. Method and form of payment

14.1 The amount awarded will be paid to the contractor in the following form, prior approval of the person in charge of the contract, who will verify that the deliverables to which each one is subject have been fulfilled to satisfaction:

14.1.1 A first payment corresponding to 10% of the total amount to be paid, upon presentation of the approved work schedule

14.1.2 The second payment of 20% at the start of the first match of the Cup

14.1.3 A third and final payment for the remaining 70% against the final settlement of the tickets sold.

14.2 All payments will be made upon presentation of the electronic invoice, by the laws and regulations in force in Costa Rica.

14.3 All invoices will be rendered free of value-added tax according to Law No. 10085, Tax Exemption Law for the Organization, Realization, and Promotion of the FIFA U-20 Women's World Cup Costa Rica 2022.

14.4 All invoices must make direct reference to the signed contract order number.

14.5 All payments will be made by electronic transfer in the United States currency (United States dollar).

14.6 All invoices must be sent to the email facturaelectronica@mundial2022.cr for due processing.

15. Contract execution

15.1 The Contractor will begin the execution of the contract from the day after receiving the start order from the Organization. To issue the start instruction for this contract, execute and supervise its delivery on time and with high-quality standards, the COL-CR Ticketing Manager is appointed as manager in charge of the contract.

15.2 The contractor understands and accepts that the LOC CR, for reasons of force majeure -including but not limited to health emergencies or similar that may arise-, fortuitous event, or due to the express and unexpected modification of the dates of the World Cup by FIFA, may suspend performance of the service contract or change the terms of performance. If any of these assumptions were to occur, the parties may sign an addendum with the new terms of the contract, either in terms of deliverables or new dates. If there is no agreement, the contract will be terminated early. The modifications or eventual suspensions will not imply any responsibility on the part of the Organization, nor will it grant the Contractor the right to compensation.

15.3 In duly justified cases, the Organization may authorize the extension of the total delivery period foreseen for the contracting when there are delays in the delivery of the service caused by itself or due to force majeure.

15.4 For the extension of the total term of execution or the suspension of the contract, a formal and reasoned communication will be made to the contractor at least five days in advance of the suspension or extension.

15.5 The cancellation of the event by FIFA or its indefinite suspension, for the reasons described in paragraph b) may lead to the early termination of the contract, without liability to the parties. The contractor will receive the fees corresponding to the work already executed and by the schedule in force on the date of notification of the cancellation of the event, provided that the services have been received satisfactorily. In such cases, the Organization will formally notify the contractor about the cancellation of the event or the indefinite suspension for the preparation of the respective liquidation and settlement.

16. Penalties for breaches of the contract

The organization will apply the following penalties to the Contractor, in the following cases:

16.1 Delay in delivery

16.1.1 The date of delivery of the main service will be considered to be the day on which the Organization requires the web platform for ticket sales (pre-sale) to function properly, having carried out the respective tests and adjustments.

16.1.2 If non-compliance occurs due to delays in the period indicated in the schedule according to the previous item, the contractor will be reduced by 1% of the amount awarded, for each business day of delay due to a penal clause, being unnecessary for the organization to prove the existence of damages.

16.1.3 The amount corresponding to the penalty clause will be automatically taken from the outstanding balance to be paid, starting on the business day following the deadline for the deliverable, up to 25% of the awarded amount.

16.2 Other defects in the execution: The following will be considered breaches that prove the imposition of a fine:

16.2.1 Non-operation of the platform (system crash and/or continuous saturation) for some time greater than one hour on the same day, with at least 10 verified reports of service deficiency by users. In this case, the fine will be 1.5% for each day in which the malfunction occurred for the indicated period, which may be continuous or in periods that add up to one hour.

16.2.1 Generation of double tickets for the same location and/or late issuance of courtesy or VIP tickets that generate at least 5 complaints from service users. In this case, a fine of 2.5% of the next payment to be made to the contractor will be applied.

16.2.3 Continued failure on delivering tickets purchased by users (selected system: email, mobile applications, others) during a period of 72 hours until match time when it became real-time. For the application of this fine, it will be necessary that at least 10 users have filed a complaint and that no effective response has been given to their management within a maximum period of 48 hours.

16.2.4 Poor access control: malfunction of the scanner or of the mechanism selected to control access in the stadiums, for each game that causes complaints from users and that are not resolved immediately. This assumption will imply a fine of 10% in the next payment to be made.

16.2.5 For the collection of these fines, before each payment, a report will be provided to the contractor informing him of the breakdown of the items to be reduced and he will be given the opportunity, for three days, to make the discharge. If the reduction is relevant, it will be taken automatically from the pending payment.

16.3 Regarding the penalties described, it must be taken into account that:

16.3.1 In no case will it be necessary for the organization to constitute the awardee in default and only the formalities established in this section will be observed.

16.3.2 If it is necessary to apply one or several of these fines, the respective deduction will be made from the invoice pending payment. The Contractor agrees that such deduction is made.

16.3.3 Penalties will not be applicable, only, if the failure of the bidder is due to reasons of a fortuitous event, force majeure, or direct responsibility of the Organization.

16.3.4 If due to force majeure, outside the supplier, or attributable to the Organization, the former cannot deliver the service, product, or agreed deliverable, it may request the contracting organization an extension within one (1) business day following the knowledge of the fact that causes the extension request and before the expiration of the delivery period.

16.3.5 Exemptions from penalties will be applicable only if the contractor communicates the situation promptly, with the respective proof documentation that is sufficient and clear.

16.3.6 If the performance guarantee is executed and the amount is insufficient to compensate for the damages caused by the breach, the missing amount of the pending payment balances may be applied. In any case, the execution of the guarantees does not exclude the legal collection of the damages caused by the breach, of the bidder or the contractor, if these were greater than the amounts collected
