 -CONMEBOL-	<b>CONMEBOL</b>	
"BID FOR ACCOMMODATION MANAGEMENT SERVICES FOR CONMEBOL COPA AMERICA 2024"	Rev: 1	Date: 09/28/2023

## Annex A: Service Specifications

### 1. ACCOMMODATION SERVICES

The selected agency will be required to research, deliver options, contract hotels and manage contracted services based on specific guidelines for each target client during the tournament and related events.

#### 1.1. CONMEBOL COPA AMERICA 2024 TOURNAMENT.

- There will be a need to book hotels and related accommodation services for 13 cities across the United States.
- The estimated number of rooms to be booked is 1.500 which equates to approximately 20.000 room nights.

Overview by Customer Types:

##### 1.1.1. PARTICIPATING MEMBER ASSOCIATION (PMA'S):


- Client: 16 participating teams.
- Operational cities: 13 cities.
- Hotel category: standard to superior.
- Required services: 45 rooms per team in each city, including singles and doubles, private catering space, and meeting rooms.
- Coordination of all contracted services with the hotel.

##### 1.1.2. REFEREES.

- Client: around 120 members.
- Operational cities: 13 cities.
- Hotel category: Standard. Booking one HQ hotel in a city to be determined, as well as rooms in operational hotels.
- Required services: Booking 60 to 120 rooms for the HQ, including both single and double accommodation, and reserving 5 rooms in each host city's operational hotel. This also includes food and beverage services and meeting room arrangements.
- Coordination of all contracted services with the hotel.

##### 1.1.3. STAFF/OPERATIONS

- Client: Approximately 170 individuals.
- Operational cities: 13 cities.
- Hotel category: Standard. Booking one HQ hotel in a city to be determined, along with one hotel for each host city.
- Required services: Approximately 100 rooms at the HQ, and 35 to 55 rooms per hotel in each host city, along with food and beverage services and meeting rooms.
- Coordination of all contracted services with the hotel.

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#### 1.1.4. VIP/VVIP

- Client: Presidents of Confederations and Member Associations, commissions, directors, special guests.
- Operational cities: 13 cities.
- Hotel category: Superior to premium.
- Required services: Approximately 80 rooms at the HQ, and 20 to 40 rooms per hotel in each host city, along with food and beverage services and meeting rooms.
- Coordination of all contracted services with the hotel.

### 1.2. DRAW/TEAM WORKSHOP

The following are required for this event:

- Support of the core team for the presentation of the selected hotels to the participating teams.
- Assistance during the inspection visits by the teams after the draw.

## 2. OPERATIONAL STAFFING PLAN

The agency must have a dedicated team for the CONMEBOL Copa America 2024 tournament.

This accommodation team will work closely with the CONMEBOL Travel department, which will be responsible for setting guidelines and overseeing operational procedures.

The core team should be composed as follows:


### 2.1. CORE TEAM.

This team must be available to research and present hotel options at the time of agency selection. Throughout the tournament, it should be located with the CONMEBOL travel team headquarters.

- One (1) general Project leader:  
Leader responsible for overseeing all accommodation activities and operations during the tournament, as well as strategically planning to efficiently address all needs in accordance with CONMEBOL requirements.  
Must have experience in managing similar projects.
- Three (3) \* PMA's hotel coordinator:
  - 1 person for the East Zone
  - 1 person for the West Zone
  - 1 person for the Central Zone.

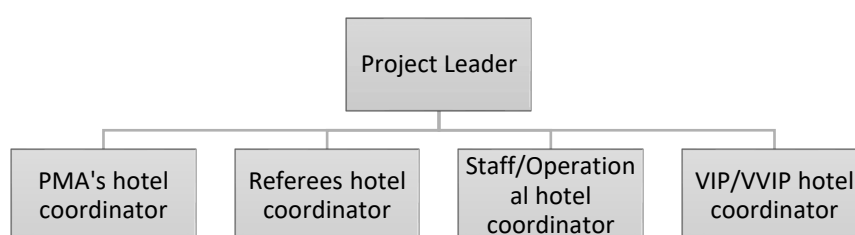
Coordinators responsible for managing accommodation services for the sixteen participating team delegations.

Must have experience with demanding groups.

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- One (1) Referees hotel coordinator:  
Coordinator responsible for managing accommodation services for the dedicated referee team of the tournament.
- One (1) Staff/Operational hotel coordinator.  
Responsible for managing accommodation services for the staff and operational team.
- One (1) VVIP/VIP hotel coordinator.  
Responsible for managing the accommodation services for the VIP/VVIP groups. Must possess knowledge and experience in high-end services.

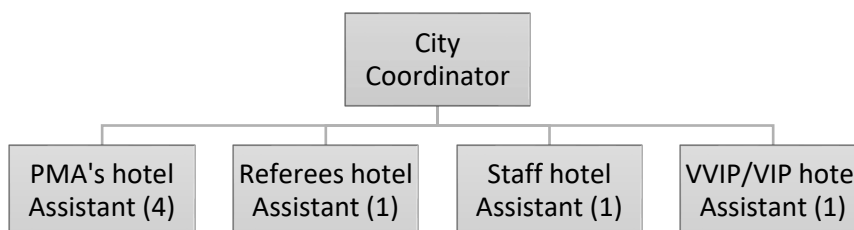
### CORE TEAM ORGANIZATIONAL CHART




### 2.2. DEDICATED TEAMS IN HOST CITIES.

- One (1) City Coordinator for each host city.  
Responsible for the overall coordination of accommodation needs in each city and the focal point addressing any situation that may occur in the host city.
- One (1) \* assistant for each hotel contracted hotel in every host city.  
Responsible for providing on-site support at each hotel including rooming list management and updates as needed, room inspection prior check in, assistance during check-in and check-out, meal schedule coordination, management of contracted meeting spaces, and any other services contracted with the hotel.  
Assistance at each hotel must be available 24/7, and shifts should be organized as needed.

### HOST CITIES TEAMS ORGANIZATIONAL CHART



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### 2.3. TEAM PROFILE AND RESPONSABILITIES.

The dedicated accommodation team should accomplish the following:

- Industry experience.
- Problem-solving ability.
- Customer service-oriented attitude.
- Adaptability and flexibility.
- Proficiency in using systems and associated tools.
- Analytical skills.
- Fluency in English, Spanish, and Portuguese languages\*

\*Only for the Brazil team. There will be 3 cities in the group stage (we will notify after the draw) + 3 potential cities based on the ranking.

Other considerations:

- The host city team must stay in the same hotels selected for the target clients.
- The accommodation agency must cover the related travel expenses\*  
\*If CONMEBOL is able to include these expenses as part of the benefits during the tournament, they should be deducted from the total amount of the fee.
- The accommodation agency must provide the work team with computers and mobile phone for corporate communication, including access to WhatsApp and email.
- The accommodation agency must provide a complete list of all personnel responsible for on-site operations in the hotels no later than 60 days before the start of the first arrivals in the host country.
- The agency shall provide all information necessary for the due diligence of the persons participating in the tournament.
- The team dedicated to hotel management during the tournament must wear uniforms.
- CONMEBOL may request personnel changes if deemed necessary and properly justified.
- The team dedicated to on-site operations in the contracted hotels must submit a daily report in the format specified by the organization.

## 3. HOTEL SEARCH AND DELIVERY OF OPTIONS

### 3.1. NETWORK


The accommodation agency must have an extensive network of contacts in the hotel industry within the United States to access exclusive options and preferential rates for CONMEBOL.

### 3.2. SEARCH AND EVALUATION.

The selected accommodation agency must conduct a thorough search for hotels that meet the specific guidelines and criteria established by CONMEBOL.

### 3.3. EXPERIENCE.

The accommodation agency must have previous experience in managing accommodation for similar-scale events.

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### 3.4. PRESENTATION OF OPTIONS.

The accommodation agency must provide a detailed report with at least three (3) options per client type, including a description of candidate hotels covering the following essential elements:

- Rooms: total quantity, distribution per floor, types of categories, numbers of rooms per category, complete description of each category, and floor plans.
- Meeting rooms: total quantity of available rooms, capacity, dimensions, location, floor plans and access details.
- Food and Beverage: restaurant availability, opening hours, restaurant menus, room service options, and catering options of events spaces.
- Gym: description of available workout equipment, along with the terms of use.
- Access: descriptions of entry points to the establishment and a general floor plan for a comprehensive overview.
- Elevators: quantity and safety methods.
- Location: distance to strategic points like airports, stadium, and training sides, along with a description of the area, including a list of relevant nearby business.
- Laundry: description of the service offered.
- Spa: list of available services and operating hours.
- Other services: information on types of electrical outlets, details on any additional services offered by the hotel, such as concierge services, ice machine, water dispensers, amenities, among others,
- Photographs and videos: the report should include real images and videos of the proposed options.

## 4. NEGOTIATION AND HOTEL CONTRACTING

### 4.1. RATE AND CONDITIONS NEGOTIATIONS.

The accommodation agency shall negotiate preferential rates and beneficial contractual conditions for CONMEBOL with the selected hotels. This includes:


- Flexible cancellation and reservation reduction policies.
- Locked-in rate for an extended period to accommodate additional requirements.
- Flexible deadline for submitting the rooming list.
- Flexible deadline for submitting meals plans.
- 24/7 support to handle any unexpected issues that may occur at any time.

### 4.2. TRANSPARENCY IN NEGOTIATION AND CONTRACT SIGNING.

The accommodation agency must ensure complete transparency throughout the negotiation process, providing CONMEBOL with access to the rates and final contracts agreed upon with the selected hotels.

### 4.3. DIRECT COMMUNACATION BETWEEN CONMEBOL AND SELECT HOTELS.

The accommodation agency will be responsible for establishing an effective line of communication between CONMEBOL's Travel department and the chosenoteles.

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Furthermore, it will coordinate with the hotels to ensure that CONMEBOL's Travel team has direct access and contact with them for any specific needs or situation that require immediate attention.

## **5. HOTEL ROOMS BLOCKS AND SERVICES MANAGEMENT**

### **5.1. EVENT MANAGEMENT SYSTEM (IT TOOL)**

- Ideally, the accommodation agency should provide an event management tool for accommodation and collaborate with associated service providers in areas such as, but not limited to, travel and transportation.
- If CONMEBOL already has an operational system, the accommodation agency should use the system provided by CONMEBOL.

### **5.2. ROOMING LIST MANAGEMENT.**

The accommodation agency is responsible for managing and constantly updating the rooming list for each hotel. This includes:

- Information reception and verification: timely collection guest names, required room types, floor assignments, check-in and check-out dates, special preferences and any specific needs.
- Liaison with hotels: precisely delivery of the rooming list information to each hotel, guaranteeing that they maintain an up-to-date guest list.
- Adjustments and changes: managing last minute modifications and ensuring precise updates.


### **5.3. VERIFICATION OF CONTRACTED SERVICES.**

Prior to the arrival of passengers, the accommodation agency is responsible for ensuring that all contracted services are in accordance with the requirements. This includes:

- Room nights
- Room types
- Check in process – Pre-check in – key ready
- Room distribution
- Passenger coverage
- Food and beverage services
- Meeting spaces: format, equipment, cleanliness.
- Wi-Fi, connectivity.
- Cleanliness
- Others.

### **5.4. ON-SITE SUPPORT AND ASSISTANCE.**

Provide on-site assistance during the check-in and check-out processes, ensuring that passengers are efficiently welcomed, and that their accounts are correctly settled upon departure.

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**5.5. ACCOUNT RECONCILIATION.**

The accommodation agency should coordinate with the hotels to establish a closing process that enables a prompt reconciliation of accounts at the closing of each host city, in alignment with the travel coverage guidelines of CONMEBOL.

The accommodation agency should maintain detailed records of all communications, adjustments, and changes made to contracted services. This is essential for resolving any discrepancies that may appear during the process of reconciling accounts.

**5.6. FLEXIBILITY AND PROBLEMS SOLVING.**

The accommodation agency must be prepared to address unforeseen issues related to any contracted services within the hotels and host city.

**6. DELIVERY DEADLINES**

The following deadlines must be met after the agency is awarded:

<b>Action</b>	<b>Dates</b>
<b>Presentation of the core team:</b>	Immediately after the award
<b>Presentation of hotel options:</b>	by November 1 <sup>st</sup> , 2023
<b>Hotels site inspection:</b>	tentatively from November 8th to 25 <sup>th</sup> , 2023
<b>Booking and presentation of selected hotels:</b> <i>Priorities will be indicated.</i>	until December 1 <sup>st</sup> , 2023
<b>Coordination of services and requirements:</b>	From the award to the end of the tournament.