Annexure-F

Financial Price Schedule

Procurement: Travel Agency / Travel Management Services

Sr. No.	Service	Unit	Estimated Quantity for Evaluation	Bidder's Service Charge per Unit (Rs.) Inclusive of Tax (if applicable
1	Domestic Air Ticket – Ticket Issuance	Per Ticket	50	Ticket value + commission (%)
2	International Air Ticket – Ticket Issuance	Per Ticket	10	Ticket value + commission (%)
3	Domestic/International Ticket – Cancellation/Refund Processing	Per Transaction	20	As per air line charges + commission (%)
5	Hotel Booking – International	Per Booking	10	As per hotel invoice + commission
6	Visa/Travel Documentation Assistance	Per Application	10	Visa fee + Commission
7	Emergency/After-Hours Travel Assistance	Per Call/Transaction	10	As per actual + commission
TOTAL EVALUATED FINANCIAL BID PRICE				

Financial Evaluation Formula

For each item:

Total Evaluated Price = Estimated Quantity × Bidder's Unit Service Charge

The Total Evaluated Financial Bid Price shall be the sum of all items.

This total is only for financial evaluation and comparison of bids. It does not represent a guaranteed quantity or expenditure by PRAL.

Important Clarification

The estimated quantities stated in the Financial Price Schedule are for financial evaluation and comparison of bids only and do not constitute any guarantee, minimum quantity, minimum business volume or financial commitment by PRAL. Actual requirements may be higher or lower than the estimated quantities.

Actual air ticket fares, hotel charges, visa fees, travel insurance, airline/hotel cancellation or rebooking charges, taxes and other third-party charges shall be payable separately at actual applicable rates, subject to prior authorization by PRAL and submission of supporting documents.

The successful bidder shall be selected on the basis of the lowest evaluated financial bid, subject to fulfillment of all technical, qualification and other requirements of the tender.

The quoted service charges shall cover all activities specified in the Scope of Work relating to the respective service and no additional agency/service charges shall be payable unless specifically approved by PRAL in writing.

Payment Terms

Payment shall be made monthly against actual services/bookings provided, duly verified and certified by the PRAL Administration Department/authorized representative. The Agency shall submit a complete bill along with valid Sales Tax Invoice and supporting documents showing passenger name, ticket number, route, travel dates, fare, taxes, service charges and other applicable charges. Payment shall be processed within 15–30 days of receipt of a complete and correct bill, subject to applicable tax and statutory deductions.

Penalty Clause

Penalty for Service Failure: In case of delay, negligence, incorrect booking, failure to provide required assistance, or other service deficiency attributable to the Travel Agency, PRAL may impose a penalty of 2% of the applicable service charge for the affected transaction, subject to a maximum of 10% of the Agency's monthly service charges. The Agency shall also rectify any error attributable to it at no additional service charge. Any actual financial loss caused to PRAL due to the Agency's negligence or error may be recovered separately, subject to applicable contract terms. No penalty shall be imposed for delays, cancellations, changes, or other circumstances beyond the reasonable control of the Agency, including those caused by airlines, hotels, embassies, immigration authorities, weather, or other third parties.

Simple Table

Particular	Penalty
Service failure attributable to Agency	2% of applicable service charge for affected transaction
Maximum penalty in a month	10% of monthly agency service charges
Agency error requiring correction	Correction/re-arrangement at no additional service charge
Actual loss caused by Agency negligence	Recoverable separately
Third-party delays/failures	No penalty where not attributable to Agency