

Annexure A

REQUEST FOR PROPOSALS (RFP)

For the Provision of Travel Agency, Hotel Accommodation, Fuel Card, and Fumigation Services

Introduction

Pakistan Revenue Automation (Private) Limited (PRAL), invites sealed proposals from eligible, competent, and reputable firms/agencies for the provision of the following services, structured as separate procurement lots under this single Request for Proposals (RFP):

- Service/ Item 1: Travel Agency Services
- Service / Item 2: Hotel Accommodation Services
- Service / Item 3 Fuel Card Services
- Service / Item Fumigation Services

Bidders may apply for one, several, or all Services, provided a separate Technical and Financial Proposal is submitted for each Service. This procurement shall be conducted strictly in accordance with the Public Procurement Rules, 2004 ("PPRA Rules"), applicable PPRA Regulations, and PRAL's internal Procurement SOPs, ensuring transparency, fairness, open competition, and non-discriminatory treatment of all bidders.

1. Scope of Work Service 1: Travel Agency Services

The selected Travel Agent/Travel Management Company (TMC) shall provide comprehensive travel management services to PRAL, including domestic and international travel arrangements for employees, officials, guests, and other authorized travellers.

1. Air Ticketing Services

The Travel Agent shall:

- Arrange domestic and international air tickets as per approved travel plans and PRAL's instructions.
- Provide available flight options, schedules, fares, and applicable terms and conditions.
- Book tickets only upon receiving authorization from the designated PRAL official.
- Provide e-tickets/booking confirmations promptly after issuance.
- Make changes, re-bookings, cancellations, and refunds as instructed by PRAL.

- Advise PRAL regarding applicable cancellation, rebooking, and no-show charges before making any changes.
- Make every effort to provide the most economical and suitable fare in accordance with PRAL's approved travel requirements.
- Arrange special services, including seat selection, meal requests, excess baggage, and other airline services where required.

2. Domestic and International Travel

The Travel Agent shall facilitate travel arrangements to destinations within Pakistan and abroad, including:

- Domestic air travel.
- International air travel.
- Multi-city and connecting itineraries.
- Group travel arrangements.
- Official travel for employees, management, consultants, guests, and other authorized persons.

3. International Hotel Accommodation

Where required, the Travel Agent shall:

- Arrange hotel accommodation at destinations specified by PRAL.
- Provide suitable hotel options according to the approved budget, location, and required standard.
- Obtain corporate/negotiated rates where available.
- Make reservations on a confirmed basis after approval from PRAL.
- Provide booking confirmations and cancellation policies.
- Coordinate amendments, extensions, early check-outs, and cancellations.
- Facilitate accommodation for individual and group bookings.

4. Travel Changes, Cancellations and Refunds

The Travel Agent shall:

- Process ticket cancellations and changes on an urgent basis.
- Inform PRAL in advance about applicable penalties and charges.
- Process eligible refunds and provide refund details and supporting documents.

- Maintain a record of all cancelled, reissued, and refunded tickets.
- Follow up with airlines/hotels until the refund is received/settled.

5. Visa and Travel Documentation Support

Where specifically requested by PRAL, the Travel Agent may provide:

- Visa application assistance and guidance.
- Information regarding visa requirements and documentation.
- Assistance with travel insurance and other mandatory travel documents.
- Information regarding passport, visa, health, and entry requirements applicable to the destination.

The Travel Agent shall not guarantee visa issuance, as the final decision rests with the relevant embassy/immigration authority.

6. Emergency and After-Hours Support

The Travel Agent shall provide emergency support for PRAL travelers, including:

- Assistance with urgent ticket changes and cancellations.
- Support in case of flight delays, cancellations, missed connections, or other travel disruptions.
- Assistance outside normal business hours for urgent official travel matters.
- A designated contact person/helpline for emergency travel requirements.

7. Fare Comparison and Travel Advisory

The Travel Agent shall:

- Provide multiple available flight options where applicable.
- Recommend the most economical and practical travel option.
- Inform PRAL about applicable fare rules, restrictions, cancellation charges, and baggage allowances.
- Advise on alternative routes in case of unavailability or disruption.
- Provide information regarding significant changes in airline schedules or travel requirements.

8. Billing and Invoicing

The Travel Agent shall:

- Submit invoices along with relevant supporting documents.

- Clearly mention passenger name, ticket number, route, travel dates, fare, taxes, service charges, and other applicable charges.
- Provide separate details for ticket issuance, cancellation, rebooking, refund, and service charges.
- Maintain proper records of all transactions carried out on behalf of PRAL.
- Provide monthly statements/reconciliation reports, where required.
- Comply with PRAL's approved credit/payment terms.

9. Reporting and Record Keeping

The Travel Agent shall maintain complete records of:

- Tickets issued.
- Tickets cancelled/reissued.
- Refunds processed.
- Hotel bookings.
- Travel expenses and service charges.
- Passenger/traveler details.
- Outstanding refunds and credits.

Reports shall be provided to PRAL whenever required.

10. Service Standards

The Travel Agent shall:

- Provide prompt and professional services.
- Ensure accuracy of passenger names, travel dates, routes, and booking details.
- Respond promptly to PRAL's travel requests.
- Maintain confidentiality of PRAL's travel and passenger information.
- Assign dedicated staff/contact persons for handling PRAL's travel requirements.
- Ensure compliance with applicable laws, airline policies, hotel policies, and PRAL's instructions.

11. Dedicated Account Management

The successful Travel Agent shall nominate a dedicated account manager/contact person who will be responsible for:

- Receiving and processing travel requests.

- Coordinating ticketing and hotel arrangements.
- Resolving travel-related issues.
- Providing quotations and alternatives.
- Coordinating with PRAL's Admin/Procurement Department.
- Providing regular updates regarding pending bookings, refunds, and other matters.

12. Compliance with PRAL Instructions

All travel arrangements shall be made strictly in accordance with PRAL's approved travel policies, authorized travel requests, applicable entitlement rules, and instructions issued by the competent authority.

The Travel Agent shall not issue tickets, make hotel reservations, or incur any additional expense without prior authorization from the designated PRAL official, except in an emergency specifically authorized by PRAL.

13. Validity of Rates

The Travel Agent shall provide fares and rates that are valid at the time of quotation/booking. Any subsequent change in fare, tax, or other charges shall be communicated to PRAL before ticket issuance or confirmation.

14. Confidentiality

The Travel Agent shall maintain strict confidentiality of all information, documents, passenger details, travel schedules, and other official information provided by PRAL and shall not disclose such information to any unauthorized person or third party.

15. Overall Responsibility

The Travel Agent shall be responsible for providing efficient, economical, timely, and reliable travel management services to PRAL and shall coordinate with airlines, hotels, visa service providers, and other relevant service providers to ensure smooth execution of official travel arrangements.

16. Initial contract period:

One (1) year from the date of signing, extendable by mutual written consent for up to two (2) additional years, with a maximum 10% annual increase in rates, subject to satisfactory performance and PPRA-compliant justification.