

**SOUTH BENAGAL STATE TRANSPORT
CORPORATION**

DR. B.C.ROY AVENUE,DURGAPUR - 713201



**TENDER DOCUMENTS
FOR
SELECTION OF TICKET SELLING AGENT**

NOTICE INVITING TENDER (NIT)

For Selection of Ticket Selling Agent

Memo No.: DTO- 203 /SBSTC/26

Date: 20-08-2026

The South Bengal State Transport Corporation, a premier Government Bus Service Operator in West Bengal, invites online tenders from bonafide, reputed and experienced agents for engagement as Ticket Selling Agent in 22 (twenty two) routes across various districts of West Bengal.

Important Dates:

- Tender Document Download: From 20/08/2026
- Last Date of Online Submission: 14/09/2026 up to 15:00 hrs
- Date of Opening of Tender: 16/09/2026

Tender documents may be downloaded from:

- www.wbtenders.gov.in
- www.sbsteweb.com



Managing Director
South Bengal State Transport Corporation

TENDER DOCUMENT

FOR SELECTION OF TICKET SELLING AGENT

Tender Reference No.: DTO- 203 /SBSTC/26

Date: 20-08-2026

1. IMPORTANT INFORMATION FOR APPLICANTS

Sl.No.	Description	Details
1	Name of the Scheme	Engagement of Ticket Selling Agent in 22 (twenty two) routes
2	Availability of Tender Document	Download from www.wbtenders.gov.in & www.sbstcweb.com w.e.f. 20/08/2026
3	Earnest Money Deposit (EMD)	An amount of Rs. 40,000/- (Rupees Forty thousand) only shall be deposited by each bidder for each route as EMD. For the H1 bidder(s) the EMD shall be converted into Security Deposit. The EMD of all other unsuccessful bidders shall be refunded without interest after completion of the tender process.
4	Last date of submission	14/09/2026 before 15:00 hrs
5	Opening of Tender	16/09/2026 at 15:00 hrs.
6	Period of engagement	The period of such engagement shall initially be for a term of One (1) year, which can be renewed for next 2 years on satisfactory performance.

2. SCOPE & TERMS AND CONDITIONS

1. Passenger fares shall be collected strictly as per fare charts issued by SBSTC in accordance with Government notifications. EPKM so fixed may be revised time to time.
2. Vehicles shall operate strictly as per prescribed routes and time schedules given by SBSTC.
3. Each Selling Agent must engage at least one Ticket Collector and issue an identity card authorising him to collect tickets from depot cash in advance.
4. The SBSTC will provide drivers (HVD) for operating the route.
5. The Corporation will bear the **50% accommodation charge** for night halt service.
6. The fixed toll charges shall be deposited by the TSA along with the deposited cash at the Cash Section of the concerned depot. If NHAI revises the toll charges; the TSA shall pay the increased toll charges accordingly.
7. Minimum floor level EPKM shall be specified route wise in the BOQ.
8. Minimum fuel efficiency norms:

- Diesel Bus: **4.20 KMPL**
- CNG Bus: **4.54 KMKG**

Complete topping-up of fuel must be ensured; any manipulation will be treated as serious misconduct. Additional fuel cost to be borne by the TSA in case of excess fuel consumption over and above the limit set, mentioned above.

9. Tickets must be purchased in advance on EPKM basis and verified daily by depot cashier.
10. Minor Running Maintenance on road, like tyre puncture/brake adjustment/clutch adjustment/minor electrical repair etc. if any up to Rs. 1,000/- (Rupees one thousand) only per trip, will be met up by the Agent.
11. SBSTC reserves the right to inspect buses at any time.
12. Fine will be imposed for ticketless passengers as per SBSTC rules.
13. Passenger concessions shall be allowed as per Government orders.
14. All services shall be governed by the latest work orders issued by SBSTC.
15. SBSTC reserves the right to terminate the contract at any time without assigning any reason.
16. In case of breakdown of the vehicle or non-operation of the service for any incident like bandh, obstruction, accident etc. other than the reasons mentioned in 12 above, the ticket value will be calculated up to that point and regarding adjustment of tickets from agent will be done within 3 (three) days.
17. The Corporation will have the right to assess and to fix up the target EPKM of the service from time to time.
18. (a) Each bidder shall deposit Rs. 40,000/- as EMD. For the selected H1 bidder, the EMD shall be converted into Security Deposit and may be forfeited in case of malpractice or violation of the terms and conditions.
(b) In case of operator fails to operate the service within 3 (three) months, the deposited security money will be forfeited.
19. The Ticket Selling Agent will have to operate the vehicle 26 days in a calendar month. For non-operation of service, intimation to be given to the concerned Depot-in-Charge at least 12 hrs. prior, failing which penalty @ Rs. 2000/- per day (Rupees Two thousand) only of non-operation will be charged. The mandatory service to be provided within the span of mentioned 26 days. Over and above, the penalty of Rs. 2000/- (Rupees Two thousand) only is to be charged for operation of vehicles less than 26 days.

20. In case the Ticket Selling Agent refuses to take delivery of vehicle for certain issues like i) late delivery of vehicle from maintenance wing ii) mechanical report of vehicle. iii) late/non availability of driver, iv) fuel average issue etc. he should make an appeal to the Depot-in-Charge and the decision of Depot-in-Charge will be binding on him.
21. A minimum of 3 (three) bidders every route must participate in the tender process. If fewer than three bidders participate, the tender shall be treated as cancelled, and a second call for the tender shall be invited.
22. The bidder quoting the highest rate (H1) and fulfilling all the eligibility criteria and terms & conditions of the tender shall be selected for the issuance of offer letter/work order.
23. All the female passengers are to be accommodated by the on route conductors of the Selling Agents on the pass or ID proof. In no case there should be any incident of rejection of female passengers. If such case is reported to SBSTC by any means, strict action will be taken by the SBSTC authority. All the female passengers will travel at free of cost and the zero value tickets to issue to them by the on route conductors of TSA.
24. Under any circumstance, the operator has to operate in the prescribed route. No diversion of routes is allowed.

3. EARNEST MONEY DEPOSIT (EMD)

An amount of Rs. 40,000/- (Rupees Forty thousand) only shall be deposited by each bidder for each route as EMD. For the H1 bidder(s) the EMD shall be converted into Security Deposit. The EMD of all other unsuccessful bidders shall be refunded without interest after completion of the tender process. The payment to be made vide online mode in the link of ICICI Bank, provided in the e tender portal.

4. ELIGIBILITY CRITERIA

- i. EMD amount of Rs. 40,000/- per vehicle.
- ii. Experienced ticket selling operator having valid Trade licence, PAN card & GST registration certificate may apply.
- iii. Licensed conductor having experience in bus operation may also apply. Submission of PAN card is mandatory.

5. TECHNICAL BID

Technical Bid shall include:

1. Annexure-A duly filled and signed.
2. Documentary proof of eligibility.

6. FINANCIAL BID

- Bidder should quote EPKM against the route in BOQ format only.

7. SUBMISSION OF BIDS

All bids must be submitted online only through www.wbtenders.gov.in within the stipulated date and time.

8. DETAILS OF ROUTES

Sl.No.	Name of the route	Location (Depot)	Floor level EPKM
1	Digha - Nagar	Digha	20.00
2	Kolkata – Gangarampur (Nalagola)	Belghoria	20.00
3	Burdwan - Purulia	Burdwan	20.00
4	Asansol –Malda 2 nd	Asansol	20.00
5	Asansol – Malda 3 rd	Asansol	20.00
6	Bankura – Lalgola 1 st	Bankura	20.00
7	Medinipur – Digha via Paniparul	Medinipur	21.00
8	Medinipur - Moyna	Medinipur	20.00
9	Purulia - Jhalda	Purulia	20.00
10	Purulia - Malda	Purulia	20.00
11	Kharagpur – Manbazar	Medinipur	20.00
12	Digha- Lalgola	Digha	20.00
13	Digha- Garia (5.20)	Digha	20.00
14	Kolkata - Ratua	Belghoria	20.00
15	Kolkata – Malda 6 th	Howrah	20.00
16	Arambagh – Khatra via Kolkata	Arambagh	21.00
17	Durgapur- Balarampur	Durgapur	21.00
18	Burdwan – Digha	Burdwan	20.00
19	Asansol – Malda 1 st	Asansol	20.00
20	Bankura - Raiganj	Bankura	20.00
21	Kalna- Balurghat 2 nd	Kalna	20.00
22	Medinipur - Malda	Medinipur	20.00

ANNEXURE – A
TECHNICAL BID FORMAT

(To be filled by the Tenderer)

1. EMD Details:
2. Name of Agency / Individual:
3. Full Address:
4. Partnership Details (if applicable):
5. Route(s) applied for:
6. PAN No.:
7. Trade license No (if applicable).
8. GST Registration No. (if applicable):
9. Copy of Last IT Return:
10. Experience of operating passenger vehicles or Ticket Selling Agency

ANNEXURE – B

FINANCIAL BID FORMAT

(To be uploaded in Financial Bid only)

Quotation of **Offered EPKM** per route against reserve price as specified.

DECLARATION

I/We hereby declare that the information furnished is true and correct and agree to abide by all terms and conditions of SBSTC and Government of West Bengal.

Yours faithfully,

Date :

(Name & Designation of the authorized signatory with official seal)