

**SOUTH BENAGAL STATE TRANSPORT
CORPORATION**

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



**TENDER DOCUMENTS
FOR
SELECTION OF E-TICKET BOOKING AGENT
FOR
SBSTC BUSES**

Order No & Date	DTO- 202 /SBSTC/26 dated- 19/08/2026
Name of the work	'ENGAGEMENT OF E-TICKET BOOKING AGENT FOR SBSTC BUSES IN THE AREA <u>ZONE A-</u> Durgapur Division along with all co-terminuses. <u>ZONE B-</u> Belghoria Division along with all co- terminus. <u>ZONE-C-</u> Jangalmahal Division, Medinipur, Purulia, Jhargram, Khirpai, Manbazar, Bandwan, Purulia with all co-terminus.
Bids invited for	'ENGAGEMENT OF E-TICKET BOOKING AGENT FOR SBSTC BUSES IN THE AREA OF <u>ZONE A-</u> Durgapur Division along with all co-terminuses. <u>ZONE B-</u> Belghoria Division along with all co- terminus. <u>ZONE-C-</u> Jangalmahal Division, Medinipur, Purulia, Jhargram, Khirpai, Manbazar, Bandwan, Purulia with all co-terminus.
Contract Period	Maximum 3 (three) years, renewable after each year on the basis of satisfactory period.
Date of Publishing online	21.08.26 at 6 pm.
Bid submission and document down load start date	21.08.26 from 6.10 pm.
Pre-Bid meeting	25.08.26 at 3.00 pm.
Last date for submission	14.09.26 up to 3.00 pm.
Opening of Technical Bids	16.09.26 at 3.00pm.
Opening of Financial Bids	On or after.19.09.26.
Quoted commission	The commission shall be quoted as a percentage (%) for issuing tickets, excluding free (zero-value) tickets.

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(A Government of West Bengal Undertaking)

Dr.B.C. Roy Avenue, Durgapur-713201, Dist.:- PaschimBardhaman

General Information

1. Tender should in prescribed format submitted on line from the e-tender portal www.wbtenders.gov.in and it should be submitted as per the instruction given.
2. The BIDDER shall furnish two Bids; vizi) Technical Bid & ii) Financial Bid (both in online mode) in due time.
3. The prescribed format for Technical Bid as given in the Schedule-I & II and Financial Bid respectively shall be followed. The Technical Bid will be opened first. The Technical Bid shall be examined to ascertain the eligible BIDDERS thereafter the Financial bid for those bidders who have qualified in the Technical Bid will be opened in due time.
4. BIDDERS are requested to go through the terms and conditions thoroughly before filling in the Technical Bid and Price Bid. The language of the EOI shall be in English.
5. In the Technical Bid, the details of the Firm/company/organization should be furnished clearly. The Bidder should satisfy all the terms and conditions as contained in the clauses of the Technical bids.
6. SBSTC reserves the right to disqualify/ reject any or all Bids, and also to terminate entire bidding procedure without assigning any reason thereto.
7. At any time prior to 3(three) days form the deadline for submission of the bid, the Managing Director, SBSTC reserves the right to add/modify/delete any portion of the bid document by the issuing an addendum through website www.sbstcweb.com & www.wbtenders.gov.in for information.
8. Managing Director, SBSTC reserves the right to extend/prepone the period of bidding by changing of date & time for operating of Bid under exceptional circumstances. But the Corporation will not entertain any request from any bidder to extend/prepone the bidding period/date/time as fixed.
9. If the successful BIDDER fails to commence the work within thirty days, the Corporation may initiate action to forfeit the EMD deposited by him and this will also authorize the Managing Director, SBSTC to make other or alternative arrangements for the work.
10. Each and every page of the EOI including corrections, and overwriting shall be duly signed and attested by the BIDDERS, failing which the EOI offer is liable to be rejected. Incomplete EOI offer will also be rejected. By signing the pages of the document the Bidder shall confirm that he has duly read and understood various responsibilities and conditions attached to the job and agreed to comply with them in good faith and in its letter and spirit.
11. Rates quoted in terms of percentage of commission of total volume of booking amount, shall be given in figures as well as in words in BOQ format (excluding GST) online. In case of difference between the Bid amount written in figures and words, the higher bid amount offered shall be considered as the offer rate for evaluation. The system of quotationas required in On Line should be followed.

12. Any Technical Bid not accompanied with scanned copy of online transection voucher of prescribed EMD is liable for rejection.
13. The EMD of the successful BIDDER will be adjusted with the security deposit and on execution of agreement with the SBSTC.
14. The EMD of the unsuccessful BIDDER will be refunded within 30 days from the date of opening of tender without any interest against application.
15. The EMD made by the BIDDER is liable to be forfeited without any prior notice under one or more of the following circumstances:-
 - i) If a successful BIDDER withdraws his offer after final acceptance of the EOI
 - ii) If the successful BIDDER fails to make payment of the security deposit/ advance tariff within 30 days.
 - iii) If the successful BIDDER fails to execute the agreement in proper manner within seven days from the date of issue of the letter of acceptance of the EOI
 - iv) If the successful BIDDER fails to comply with any clause as contained therein.
16. Successful Bidder should arrange an establishment for smooth communication at Durgapur H.O. or any assigned place.
17. Preference will be given to the booking agents having working experience with the STUs.
18. SSI and NSIC registered certificate holders are exempted from payment of earnest money. Latest registration certificate to be enclosed.
19. Contract period shall be maximum 3 years which may be renewable after each year on the basis of satisfactory period.
20. Advance deposit is to be made by the agents for obtaining electronic tickets. Sufficient balance is to be maintained by the agent so that no counter is closed at any time. .
21. **Bidders must have experience of ticket booking or running agency for public transportation system or have the experience of an E-commerce service provider having experience in ticket booking.**
22. The counters shall be exclusively used for selling the tickets for SBSTC buses.
23. All statutory liabilities to be borne by the agency as per existing routes.
24. **Any agency against whom any litigation is pending or any agency who are previously disengaged by SBSTC shall not be eligible to participate in this E-Tender..**
25. Booking Agent can engage sub-agents in different place or places as per terms and conditions of the Corporation to increase booking amount.
26. The party will have to bear the following expenses:-
 - a) Counters with furniture
 - b) Light, Fan and other electrical appliances.
 - c) Charges of electricity
 - d) Cost to provide drinking water
 - e) Charge for internet connection and monthly bills
 - f) Computers, printers and their maintenance
 - g) Cost of public address system and its maintenance

27. List of inside counter-

Sl. no	In-Side Counter	Sl. No.	In-Side Counter	Sl. No.	In-Side Counter
1	Durgapur City Centre	9	Purulia	17	Belghoria
2	Durgapur City Centre (Asansol)	10	Berhampore	18	Jhargram
3	Durgapur Rly. Station Terminus	11	Burdwan Uttara	19	Kalna
4	Asansol	12	Burdwan Alisha	20	Siliguri
5	Muchipara	13	Karunamoyee	21	Arambagh
6	Suri	14	Kolkata Sahid Minar	22	Bankura
7	Haldia	15	Kolkata New Bus Stand		
8	Medinipur	16	Digha		

28. Inside Counter : - All Infrastructure facilities to be provided by SBSTC. However, Computers and printers (Dot Matrix) are to be provided by this agency.

29. The Bidder should not be black listed by any Agency/firm /Central Govt. /State Govt./ PSUs etc. An unequivocal undertaking must be submitted in letterhead of the Bidder. Anything contrary, it detected later on, will make the Bidder disqualified.

30. Passenger Transport Booking Counter the bidder must operate a passenger transport booking counter or demonstrate the capability to establish and manage such a counter for ticketing and passenger support. Relevant supporting documents, photographs, or certifications must be provided.

Force Majeure:

The Selected Bidder shall be under no liability if the selected Agency (ies) is prevented from carrying out any obligations by reason of war, invasion, act of foreign country, hostilities, riots, civil commotion, mutiny, earthquake, floods, orders and/or restrictions and other cause beyond the reasonable control of the selected Agency (ies). However, such force majeure circumstances are to be intimated immediately and to be established subsequently with proper documents /proofs to the entire satisfaction of SBSTC.

CANCELLATION/TERMINATION OF ORDER:

SBSTC shall have the right to repudiate the contract if the work is not in conformity with the following stipulation;

- Non acceptance of contract as per Acceptance of order.
- Non submission of Performance Guarantee in the form of BG within time stipulated.
- If failed to implement as per terms and conditions stated under GTCC.
- In each of the above cases 30 days termination notice shall be issued prior to termination of contract.

PROCEDURE FOR SUSPENSION AND DEBARMENT OF AGENCY (IES)

The procedure as laid down below shall govern the suspension /debarment of agency (ies) involved in the process of engagement and carry on business with SBSTC:

Grounds for Suspension and Debarment:- 1) Submission of eligibility requirements containing false information or falsified documents. 2) Submission of Bids that contain false information or falsified documents, or the concealment of such information in the Bids in order to influence the outcome of eligibility screening or any other stage of the bidding process. 3) Unauthorized use of one's name/digital signature certificate for the purpose of bidding process. 4) Any documented unsolicited attempt by a bidder (A Person/Contractor/Agency/Joint Venture/Consortium/Corporation participating in the procurement process and/or a person /Contractor/Agency/Joint Venture/Consortium/ Corporation having an agreement/contract for any procurement with the department shall be referred as Bidder) unduly influencing the outcome of the bidding in his favour. 5) Refusal or failure to post a self-declaration to the effect of any previous debarment imposed by any other department of State Government and/or Central Government.

6) All other acts that tend to defeat the purpose of the competitive bidding such as lodging false complain about any Bidder, lodging false complain about any Officer duly authorized by the Department, restraining any interested bidder to participate in the bidding process, etc. 7) Assignment and subcontracting of the contract or any part thereof without prior written approval of the procuring entity. 8) Whenever adverse reports related to adverse performance, misbehaviour, direct or indirect involvement in threatening, making false complaints etc. damaging the reputation of the department or any other type complaint considered fit by the competent authority of the department, are received from more than one Officer or on more than one occasion from individual Officer. 9) Refusal or failure to post the required performance security/earnest money within the prescribed time without justifiable cause. 10) Failure in deployment of Technical Personnel or Supervisor having requisite license/supervisor certificate of competency as specified in the contract. 11) Refusal to accept an award after issuance of "Letter of Acceptance" or enter into contract with the Government without justifiable cause. 12) Failure of the agency, due solely to his fault or negligence, to mobilize and start work or performance within the

specified period as mentioned in the "Letter of Acceptance", "Letter of Acceptance cum Work Order", "Work Order", "Notice to Proceed", "Award of Contract", etc. 13) Failure by the agency to fully and faithfully comply with its contractual obligations without valid cause, or failure by the Agency to comply with any written lawful instruction of the SBSTC or its representative (s) pursuant to the implementation of the Contract. 14) Wilful or deliberate abandonment or non-performance of the project or Contract by the Contractor resulting in substantial breach thereof without lawful and /or just cause.

CATEGORY OF OFFENCE:- A) First degree of offence: 1 to 14 of the above Clause to be considered as First degree of offence. B) Second degree of offence: Any one of the offences as mentioned under 'A' above, committed by a particular Bidder/Contractor/Supplier on more than one occasion, be considered as Second degree of offence. In addition to the penalty of suspension/debarment, the bid security/earnest money posted by the concerned Bidder or prospective Bidder shall also be forfeited.

PENALTY FOR OFFENCE:- I) For committing First degree of offence: Disqualifying a Bidder from participating in any procurement process under SBSTC up to 2 (two) years. II) For committing Second degree of offence: Disqualifying a Bidder from participating in any procurement process under the SBSTC up to 3 (three) years.

PROCEDURE OF SUSPENSION AND DEBARMENT DURING THE PROCUREMENT

PROCESS I) Initiation of Action, Notification and Hearings: Any Bidder or procurement authority on his own or based on any other information made available to him may invite the process of suspension /debarment proceedings by filing a written application with the Tender Inviting Authority and such filing of written application has to be done within forty eight hours from the date and time of publication of the result of technical evaluation of any bid. a) Upon verification of the existence of grounds for suspension/debarment, Tender Inviting Authority shall immediately notify the bidder concerned either electronically through his registered e-mail or in writing to his postal address, advising him that: i) A complaint has been filed against him and prima facie material has been found which may lead to suspension /debarment. ii) He has been recommended to be placed under suspension/debarment by the suspension committee (as constituted by the SBSTC) stating the ground for such. iii) The said bidder, within three days from the date of issue of such notification by the Tender Inviting Authority, may approach the Suspension Committee through Tender Inviting Authority by submitting all required documents in his favour for hearing. Any application made thereafter would not be entertained. b) After receiving the recommendation for suspension from Suspension Committee, Tender Inviting Authority shall issue a notice to the alleged bidder electronically through his registered e-mail id, to submit all relevant documents in support of his defense within three working days after issuance of the notice. The Suspension Committee will conduct the hearing within seven working days from the date of receipt of the documents from the alleged bidder. If no appeal has been received from the alleged bidder or if after hearing sufficient ground for suspension is found, the Suspension Committee will recommend to suspend the alleged bidder from participating in the procurement process under the SBSTC for a period of six months from the date of issuance of suspension order. The Tender Inviting Authority shall issue the suspension order within seven days from the last date of hearing and shall notify the bidder concerned either electronically through his registered e-mail id or in writing to his postal address.

The Tender Inviting Authority shall also inform the decision to all concerned. If sufficient reason for suspension is not found, the Suspension Committee would reject the recommendation of Tender Inviting Authority and would recommend Tender Inviting Authority to allow the bidder to take part in the tendering process. If the bidder is suspended, the Suspension Committee would recommend debarment of the bidder and forward the case with all documents to the Debarment Committee for further action. (Debarment Committee means here Tender Purchase Committee) c) The Debarment Committee upon receipt of the recommendation of the Suspension Committee shall scrutinize the documents. The Debarment Committee will hold a hearing of the alleged bidder and issue necessary order within ten working days from the last date of hearing. The Debarment Committee, if satisfied after hearing, shall forward the case to the Tender Inviting Authority for orders of Debarment. The Tender Inviting Authority in due course will issue Debarment Order disqualifying /prohibiting the erring bidder from participating in the bidding/procurement of all projects under the SBSTC for a specified period. The alleged bidder shall be intimated accordingly either electronically through the registered e-mail id or in writing to his postal address. Otherwise the Debarment Committee may reject the recommendation of the Suspension Committee. The Chairperson of Debarment Committee shall also inform the decision to all concerned.

PROCEDURE FOR DEBARMENT DURING THE CONTRACT IMPLEMENTATION STAGE

:- A) Upon termination of contract due to default of the Bidder, the Officer-in-Charge shall recommend for debarment to the Bid Evaluation Committee. The Bid Evaluation Committee shall submit his recommendation of debarment of the alleged Bidder along with a detailed report stating clearly the reasons for debarment to the Debarment Committee within 30 (thirty) days from the date of termination of contract. The alleged Bidder shall be intimated accordingly either electronically to his registered e-mail id or in writing to his postal address. The Chairperson of Bid Evaluation Committee shall also inform the decision to all concerned. B) The Debarment Committee upon receipt of the recommendation of Tender Inviting Authority shall scrutinize the documents. The Debarment Committee will hold a hearing about the matter from the Bidder and issue necessary order within 10 (ten) working days from the last date hearing. The Debarment Committee, if satisfied after hearing, shall forward the case to the Tender Inviting Authority for the order of debarment. The Tender Inviting Authority in due course will issue debarment order disqualifying /prohibiting the erring Bidder from participating in the bidding/procurement of all projects under the SBSTC, for a specified period. The alleged Bidder shall be intimated accordingly either electronically to his registered e-mail id or in writing to his postal address. Otherwise the Debarment Committee may reject the recommendation of the Bid Evaluation Committee. The Chairperson of Debarment Committee shall also inform the decision to all concerned.

STATUS OF SUSPENDED /DEBARRED BIDDER:- a) Bidder placed under Suspension/Debarment by the competent authority will not be allowed to participate in any procurement process under the SBSTC within the period of suspension/debarment. The earnest money of the suspended Bidder shall stand forfeited to the SBSTC. b) If the Suspension/Debarment Order is issued prior to the date of issue of "Letter of Acceptance", "Letter of Acceptance cum Work Order", "Work Order", "Notice to Proceed", "Award of Contract" etc. for any Bid, the Suspended/Debarred Bidder shall not be qualified for Award for the said Bid and such Procurement Process will be dealt with as per existing norms by simply excluding the erring Bidder. c) If the Suspension /Debarment Order is issued after award of a Government Project/Contract to the Debarred Bidder, the awarded Project/Contract shall not be prejudiced by the said Order provided that the said offence (s) committed by the Debarred Bidder is not connected with the awarded project/contract.

31. All disputes, difference, or question which may at any time arising out between the parties hereto claiming under them or interpretation of the clauses in respect of this agreement or breach of any terms thereof or of compensation payable thereof or difference arises between the parties which cannot be mutually resolved shall in any manner whatsoever in connection with it or the subject matter thereof shall be under the executive jurisdiction of the Calcutta High Court
32. An agreement will have to execute with the Corporation in Rs. 100/- non-judicial stamp paper before starting operation and during execution of this job, if any dispute arises thereby, the necessary legal matters and/or court case shall be exclusively within the jurisdiction of High Court at Calcutta only.

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TECHNICAL BID

ELIGIBILITY CRITERIA FOR THE BIDDER

Scanned copies of the following documents are to be enclosed with the onlinebid.

1. NIT document duly filled and/or complied:-
2. Earnest money of Rs.2,50,000.00(Rupees Two lakh fifty thousand)is to be deposited vide the payment link if ICICI Bank, provided in the e tender portal.
3. Certificate of valid Trade license.
4. Proof of the address of the Bidder.
5. In case of partnership, state the name and address of all partners with partnership registration number & date of registration of the firm and partnership deed.
6. In case of sole proprietorship, state the name with address (self-certificate)
7. In case of company, the Memorandum of Association (MOA) and Article Of Association (AOA) shall have to be furnished.
8. Scanned copy of the previous experience (at least three years) for similar job like selling of passengers' tickets.
9. Latest copy of financial solvency certificate issued by any bank.
10. Audited annual accounts of last two years (i.e., for tenures of two consecutive financial years-2024-25&2025-26).
11. Copies of PAN card, Professional Tax enrolment certificate, P.F. registration certificate with return for last financial year, GST registration certificate, E.S.I. registration certificate with return for last financial year, Income tax returns of last three previous years.
12. Enclose Credential certificates.

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Technical Bid

SCHEDULE- I

(Schedule-I & II to be submitted in a separate envelope super scribed with Technical Bid)

ENGAGEMENT OF E-TICKET BOOKING AGENT AS PER EOI

NO. DTO-202/SBSTC/26 dated-19/08/2026

(To be enclosed in the Technical Bid)

I/We.....

Address.....

hereby offer to undertake the duties and responsibilities to act as Principal e-ticket booking agent of SBSTC on specific places/points as determined by SBSTC in accordance with the conditions laid down in EOI document and the conditions hitherto annexed apart from the conditions as may be agreed to between the Corporation and the successful BIDDER for collection of revenue, offered by me/us as per the terms in the schedule(Price Bid) in a separate cover.

I/We enclose the document of transfer of Rs. 2.50 lakh(RupeesTwo lakh fifty thousand) as EMD.

Details of documents of transfer as above:-

I/We am/are fully aware of the terms and conditions specified in the EOI schedule.

I/We agree that the Corporation shall not be bound to recognize any person other than me/us as having any interest in the contract and is at liberty to terminate the contract at any time if it appears that this declaration is not in conformity with the document and information furnished.

I/We agree that acceptance of this EOI within the prescribed time schedule shall constitute as valid terms and conditions and in accordance with the specification and details referred to.

I/We further agree to comply with the terms and conditions of the contract that may be awarded to me/us on the basis of this offer and in the event of my /our failure to comply with the some during the period of contract I/We authorize the SBSTC to forfeit the EMD remitted, and take other punitive measures, if any.

Signature of the Bidder/ Contractor:
with office seal

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Technical Bid
SCHEDULE- II

(Schedule-I & II to be submitted in a separate envelope super scribed with Technical Bid)

(Check List to be enclosed in the Technical Bid)

Sl. No.	Details of documents to be enclosed/uploaded	Please Tick ✓
1	NIT document duly filled and/or complied-	
2	Document of transfer Earnest money of Rs.2,50,000.00(Rupees Two lakh fifty thousand), to be submitted.	
3	Certificate of valid Trade License.	
4	Proof of the address of the Bidder.	
5	In case of partnership, state the name and address of all partners with partnership registration number & date of registration of the firm and partnership deed.	
6	In case of sole proprietorship, state the name with address (self-certificate)	
7	In case of company, the Memorandum of Association (MOA) and Article Of Association (AOA) shall have to be furnished.	
8	Scanned copy of the previous experience (at least of three years) for similar job like selling of Passengers' ticket.	
9	Audited annual accounts of last two years	
10	Copies of PAN card, Professional tax certificate, P.F. registration certificate with return for last financial year, GST registration certificate, E.S.I. registration certificate with return for last financial year, Income tax returns of last three previous years.	
11	Document of Credentials	

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FINANCIAL BID

FOR ENGAGEMENT OF E-TICKET BOOKING AGENT AS PER EOI

“Financial Bid” shall contain rate quoted as % (Percentage) of Commission (In figures and words) to be offered by the bidders. The bidders are required to fill online only in BOQ format for Zone A, Zone B and for Zone C.

The rate should be exclusive of GST. Competent lowest bidder will be selected as the Booking agent.



Managing Director
South Bengal State Transport Corporation