

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- 979 /SBSTC/26

Date: 03/02/2026

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 10 (ten) routes across various districts of West Bengal.

Important Dates:

- Tender Document Download: From 03/02/2026
- Pre-Bid Meeting: 09/02/2026 at 12:30 hrs
(Venue: SBSTC Head Office, Durgapur)
- Last Date of Online Submission: 28/02/2026 up to 15:00 hrs
- Date of Opening of Tender: 02/03/2026

Tender documents may be downloaded from:

- www.wbtenders.gov.in
- www.sbstc.co.in


Managing Director
South Bengal State Transport Corporation

TENDER DOCUMENT

FOR SELECTION OF TICKET SELLING AGENT

Tender Reference No.: DTO- 979 /SBSTC/26

Date: 03 /02/2026

1. IMPORTANT INFORMATION FOR APPLICANTS

| Sl.No. | Description | Details |
|---------------|---------------------------------|---|
| 1 | Name of the Scheme | Engagement of Ticket Selling Agent in 10 (ten) routes |
| 2 | Availability of Tender Document | Download from www.wbtenders.gov.in & www.sbstc.co.in w.e.f. 03/02/2026 |
| 3 | Pre-Bid Meeting | 09/02/2026 at 12:30 hrs, SBSTC H.Q., Durgapur |
| 4 | Application fee | Application fee of Rs. 500/- per route (non-refundable). In case the applicant applies for more than one route, NEFT payment details for the application fee @ Rs. 500/- per route must be uploaded |
| 5 | Last date of submission | 28/02/2026 before 15:00 hrs |
| 6 | Opening of Tender | 02/03/2026 at 15:00 hrs. |

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 subject to revision of fare as per Govt. Order.
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 cost of Toll Tax and **50% accommodation** charge for night halt service.
6. Minimum floor level EPKM to fix up @ **Rs. 33.00**
7. Any attempt to bribe SBSTC staff will be treated as a gross offence.
8. Selling Agents shall not instruct drivers to over speed.
9. Minimum fuel efficiency norms:

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

Shortfall cost shall have to be borne by the agent. The cost incurred on account extra consumption exceeding the pre-fixed limit of fuel to be deposited extra with ticket value on next day. To avail monthly calculation of fuel consumed an additional security deposit of Rs. 15,000/- is required to be deposited against each route.

10. Complete topping-up of fuel must be ensured; any manipulation will be treated as serious misconduct.
11. Tickets must be purchased in advance on EPKM basis and verified daily by depot cashier.
12. 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.
13. SBSTC reserves the right to inspect buses at any time.
14. Fine will be imposed for ticketless passengers as per SBSTC rules.
15. Passenger concessions shall be allowed as per Government orders.
16. All services shall be governed by the latest work orders issued by SBSTC.
17. SBSTC reserves the right to terminate the contract at any time without assigning any reason.
18. 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.
19. The Corporation will have the right to assess and to fix up the target EPKM of the service from time to time.
20. (a) The operator will have to pay Rs. 15000/- (Rs. Fifteen thousand) only as a security deposit which may be forfeited in case the operator is found involved in malpractice.
(b) In case of operator fails to operate the service within 3 (three) months, the deposited security money will be forfeited.
21. The Ticket Selling Agent will have to operate the vehicle 26 days in a calendar month. For nonoperation 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.
22. 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.

3. FEES & DEPOSITS

- **Application Fee:** Rs. 500/- per route (Non-refundable)
Payable via online transfer to:
A/C No.: 10306801228
IFSC: SBIN0006152
MICR: 713002207
- Documentary proof must be uploaded online.

4. ELIGIBILITY CRITERIA

- i. Security Deposit of **Rs. 15,000/- per route** in the form of Demand Draft in favour of SBSTC in case the Ticket Selling Agent is selected for operation.
- ii. Valid **PAN Card** issued by Income Tax Department.

5. TECHNICAL BID

Technical Bid shall include:

1. Annexure-A duly filled and signed.
2. Documentary proof of eligibility.
3. Scanned copy of online payment of Application Fee.

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) |
|--------|-----------------------------------|------------------|
| 1 | Asansol – Malda 1st | Asansol |
| 2 | Asansol - Farakka | Asansol |
| 3 | Purulia – Farakka 2 nd | Purulia |
| 4 | Medinipur - Asansol | Medinipur |
| 5 | Purulia- Lalgola via Asansol | Purulia |
| 6 | Bankura -Kabilpur | Bankura |
| 7 | Bankura – Lalgola 1st | Bankura |
| 8 | Digha - Lalgola | Digha |
| 9 | Kolkata - Malda | Howrah |
| 10 | Arambagh – Khatra via Kolkata | Arambagh |

ANNEXURE - B

TECHNICAL BID FORMAT

(To be filled by the Tenderer)

1. NEFT Details (Application Fee):
2. Name of Agency / Individual:
3. Full Address:
4. Partnership Details (if applicable):
5. Route(s) applied for:
6. PAN No.:
7. GST Registration No.:
(GST must be submitted within one month if not available at bidding stage)
8. Copy of Last IT Return:

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)

(9)