



SOUTH EASTERN RAILWAY

RANCHI DIVISION

TENDER DOCUMENT OF

TENDER No. C/RNC/STBA/ENGAGEMENT/01/2024

DATE OF OPENING: 28.02.2024

NAME OF WORK - Engagement of Station Ticket Booking Agents (STBA) at 39 stations over Ranchi Division.

COST OF TENDER DOCUMENT	Rs. 1,000 /-
	+ GST @ 18% <u>Rs. 180/-</u>
	Total : Rs. 1,180/-

DIVISIONAL RAILWAY MANAGER (COMMERCIAL)

S. E. RAILWAY

RANCHI DIVISION

P.O.-HATIA

RANCHI, JHARKHAND.

PIN CODE-834003

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Note : Tenderers are requested to go carefully through entire booklet with special attention on "Method of Tendering".

SOUTH EASTERN RAILWAY

**Tender Notice for engagement of STBAs at 39 Stations
over Ranchi Division.**

Tender Notice No. C/RNC/STBA/ENGAGEMENT/01/2024 Dated: 25.01.2024
For & on behalf of the President of India acting through Sr. Divisional Commercial Manager,
S.E.Railway, Ranchi invites sealed offers under single packet system on prescribed form :

Description of contract	Commission payable			Earnest money to be deposited	Cost of tender form	Refundable Security Deposit	Period of contract
Engagement of Station Ticket Booking Agents (STBA) at 39 Stations over Ranchi Division.	Out of the applicants fulfilling the eligibility conditions, the candidate(s) who opts for the least commission on the 4% Commission slab will be selected for Engagement. The commission payable shall be as follows.			(To be deposited in the mode of Demand Draft along with tender form)	Rs.1180/- (GST inclusive @18%) (Rs. One Thousand one hundred and eighty only)	To be deposited after selection a) For Namkom (NKM) station - Rs. 25,000/- (Rupees twenty-five Thousand only) b) For other stations - Rs.10,000/- (Rupees Ten thousand only)	03 (Three) years Extendable upto six months, if necessary.
	Slabs	Sales turnover in Rs.	Rate at which commission payable	a) For Namkom (NKM) Station - Rs.5,000/- (Rupees Five thousand only)			
	Slab-1	1 – 20,000	25% (minimum Rs.2500/-)				
	Slab-2	20,001– 1,00,000	15%				
	Slab-3	> 1,00,000	4% or the rate quoted whichever is lower	b) For other stations- Rs. 2,000/- (Rupees Two thousand only)			
	The Commission will be calculated on monthly basis as is being done for Halt Agents (Boards letter No.99/TG-IV/ Halts /Policy Dt 08/09/2000) and as per IRCM Vol. II Para 2425 item No 28. Commission to STBAs shall be paid through the station earnings. The Commission shall be paid on the amount credited to railways account. In case of concessional tickets, the commission shall be calculated on the actual fare collected by the railway.						

Individual Tender form along with individual earnest money and cost of tender form against respective station plus supporting documents are to be submitted separately for each station. One applicant can be engaged as STBA at one station only. Without Earnest money and cost of tender form, the application shall not be entertained and shall be summarily rejected. Selling of tender Form – through office of the Sr.Divisional Commercial Manager, S.E.Rly., Ranchi from 10:00 hrs. of 29.01.2024 and upto 12.00 hrs. of 28.02.2024 except closing days of office. Tender Notice and documents are available at South Eastern Railway website www.ser.indianrailways.gov.in from 10:00 hrs. of 29.01.2024 and upto 12.00 hrs. of 28.02.2024. Date of dropping of tender is on 28.02.2024 between 10.30 hrs. to 15.00 hrs. Date of opening of tender is on 28.02.2024 at 15.30 hrs. **In case the office is closed due to unprecedented reason, the tender will be dropped and opened on the next working day between 10.30 hrs to 15.00 hrs and 15.30 hrs respectively.** Tender form is not transferable. Railway reserves its right to either cancel the tender or reject any or all the tenders without assigning any reason thereof. Details of eligibility criteria can be seen in the tender form / website.

Sr. Divisional Commercial Manager
S.E.Rly./ Ranchi
For and on behalf of the President of India.

**South Eastern Railway
Ranchi Division**

Tender for Engagement of Station Ticket Booking Agent (STBA) at 39 Stations
over Ranchi Division.

Through Single packet system.

OFFER LETTER

To
The President of India
Through Sr. Divisional Commercial Manager
S.E. Railway, Ranchi
P.O.- Hatia, Dist- Ranchi-834003.

Sub:- Tender for Engagement of Station Ticket Booking Agent (STBA) at 39 Stations over Ranchi
Division vide
Tender Notice No. C/RNC/STBA/ENGAGEMENT/01/2024, dtd. 25.01.2024.

Dear Sir,

1. I hereby tender to undertake to setup and issue of unreserved tickets through computerized unreserved Ticketing system (UTS) at Railway station and agree to ensure complaint free service to the Railways and to the passengers /public and others.
2. I agree to provide manpower to issue of unreserved tickets through UTS and take the responsibility to ensure efficient working to the satisfaction of Railway Administration.
3. I have agreed to take commission as quoted in my financial commission bid. The financial commission bid as per the prescribed format given in the tender document has been submitted in the tender schedule.
4. In the event of acceptance of the tender, I agree to observe and be bound by the terms and conditions enclosed to this tender form which have duly, signed by me, which is subject to such modifications, as deemed necessary by the Divisional Railway Manager, Ranchi / Sr. Divl. Comml. Manager, S.E.Rly., Ranchi, for and on behalf of the President of India and agreed by me. I will enter into the agreement with the President of India acting through Sr. Divisional Commercial Manager, Ranchi within a period of 30 (thirty) days of acceptance of tender, if my bid is successful.
5. I have read the various terms and conditions to tender attached here to and hereby agree to abide by the said Notification and its terms and conditions. I also agree to keep this tender open for acceptance for a **period of 90 days** from the date fixed for opening the same and in default thereof, I shall be liable for forfeiture of my full earnest money. I take to do the work, which is endorsed in the Tender Form at the rates quoted in the tender schedule for Financial Commission offer, and hereby bind myself to carry out the work in stipulated manner from the date of issue of letter of acceptance of the tender.

6. The earnest money deposited by me for Rs..... (Rupees.....) as specified in the tender form. Demand Draft Of stipulated amount drawn in favour of FA & CAO, S.E. Railway, Garden Reach, Kolkata, payable at Kolkata. The original Demand Draft should be enclosed with the tender form.
7. The cost of tender form deposited by me for Rs..... (Rupees.....) as specified in the tender form. Demand Draft of stipulated amount drawn in favour of FA & CAO, S.E. Railway. Garden Reach, Kolkata payable at Kolkata. The original Demand Draft should be enclosed with the tender form.
8. I do also note that the Railway Administration reserves the right to reject my application without assigning any reason whatsoever and that this decision is final and binding upon me.
9. Until a formal agreement is prepared and executed, acceptance of the tender shall constitute a binding contract between us subject to modification as may be mutually agreed to between us and indicated in the letter of acceptance of my offer for this work.

Thanking you,

Yours faithfully

Date:.....

Place:.....

Signature of Tenderer

Name of the Tenderer:.....

Full Address:.....

.....

.....

.....

Tel. No.....

Mobile No:.....

(Address proof documents to be attached)

Witnessed by:-

1. Signature.....

Name in capital letters.....

Full Address:.....

.....

.....

1. Signature.....

Name in capital letters.....

Full Address:.....

.....

.....

**Engagement of Station Ticket Booking Agent (STBA) at
39 Stations over Ranchi Division.**

Notification No. C/RNC/STBA/ENGAGEMENT/01/2024

Dated:25.01.2024

Open Tenders are invited in the prescribed format for Engagement of Station Ticket Booking Agent (STBA) on commission basis at 39 stations under the jurisdiction of Ranchi Division for issue of computerized unreserved Ticket through the existing Computerized Unreserved Ticketing System (UTS) of the station. Interested persons fulfilling the stipulated conditions may apply in the format in sealed cover and to submit the tender form duly filled in all respect on 28.02.2024 between 10.30 hrs to 15:00 hrs in the box kept at Sr. Divisional Commercial Manager's office RNC-834003. Tender will be opened on 28.02.2024 at 15:30 hrs. The tender form will be available at Sr. Divisional Commercial Manager's office, RNC from 10.30 hrs. to 16.00 hrs. on all working days from 29.01.2024 to 27.01.2024 and upto 12.00 hrs on 28.02.2024 or can be downloaded from Railway's website (www.ser.indianrailways.gov.in) upto 12.00 hrs on 28.02.2024. In case the date of the opening of applications is decided a holiday or a closed day for unforeseen reason, the applications will be opened on the next working day at the same time and venue.

The UTS sale figure for the last 06 months i.e. July' 2023 to December' 2023 .

Sl. No.	Name of Station & Code	Category of Station	Period of sale: July-2023 to Dec-2023		
			Tickets sold	No. of Pass.	Earning
1	Namkom (NKM)	NSG-5	70052	105151	₹ 4089965
2	Govindpur Road (GBX)	NSG-6	21032	32576	₹ 1928360
3	Kita (KITA)	NSG-6	9547	16561	₹ 384025
4	Pokla (PKF)	NSG-6	12084	16840	₹ 772360
5	Silli (SLF)	NSG-6	57224	83792	₹ 2210540
6	Tulin (THO)	NSG-6	22898	42525	₹ 1115715
7	Mael (MAEL)	NSG-6	5239	7866	₹ 225670
8	Tatisilwai(TIS)	NSG-6	38142	73113	₹ 2024735
9	Orga (ORGA)	NSG-6	9461	10879	₹ 610890
10	Suisa (SSIA)	NSG-6	36290	55290	₹ 1664920
11	Tangarbansuli (TGB)	NSG-6	46326	83759	₹ 784215
12	Torang (TRAN)	NSG-6	17835	28030	₹ 688790
13	Iloo (ILO)	NSG-6	6039	8503	₹ 237710
14	Tiruldih (TUL)	NSG-6	19063	27516	₹ 793535
15	Jhimri(JHMR)	NSG-6	14617	20013	₹ 521005
16	Latemda (LTMD)	NSG-6	13154	20522	₹ 529925
17	Barkipona (BRKP)	NSG-6	10725	17673	₹ 589920
18	Barlanga (BLNG)	NSG-6	12018	18148	₹ 342315
19	Gola Road (GRE)	NSG-6	16234	25462	₹ 645640
20	Bano (BANO)	NSG-6	33656	46352	₹ 3276720
21	Tati (TATI)	NSG-6	821	1076	₹ 52780
22	Bakaspur (BKPR)	NSG-6	1753	2343	₹ 82975
23	Balsiring (BLRG)	NSG-6	1729	2456	₹ 99510
24	Gangaghat (GAG)	NSG-6	2293	3475	₹ 78980
25	Gautamdihara (GATD)	NSG-6	2370	3556	₹ 65260
26	Goonda Bihar (GDBR)	NSG-6	6125	8984	₹ 214605
27	Harubera (HRBR)	NSG-6	3104	4889	₹ 83615
28	Jonha (JON)	NSG-6	2389	4005	₹ 145940
29	Kanaroan (KNRN)	NSG-6	1240	1744	₹ 78875
30	Kurkura (KRKR)	NSG-6	3256	4978	₹ 207225
31	Karra (KRRR)	NSG-6	2304	3563	₹ 136690
32	Lodhma (LOM)	NSG-6	955	1433	₹ 80205
33	Mahabuang (MCZ)	NSG-6	1764	2214	₹ 104955
34	Parbatonia (PBB)	NSG-6	1185	1507	₹ 76810
35	Pakra (PKC)	NSG-6	1786	2354	₹ 97250
36	Barkichampi (BICI)	HG-2	13516	13516	₹ 237950
37	Bodagram (BODG)	HG-3	3871	3871	₹ 55770
38	Nagjua (NJA)	HG-2	86740	86740	₹ 1091765
39	Piska (PIS)	HG-3	97020	97020	₹ 2626720

Eligibility Criteria:-

- A.** The applicant should be a resident of the local district in which the station is located where STBA is proposed to be engaged. Relaxation in this condition can however, be given by Sr. DCM/DCM, in case no suitable candidate of local district is eligible to be engaged as STBA.
- B.** The applicant should not be under 18 years of age and should be at least Class – X pass. As a proof of age, the applicant has to submit class 10/12th mark sheet/ Pass Certificate which shall be considered wherein the date of birth should be clearly mentioned. As a proof of educational qualification, certificates from recognized boards should be attached.
- C.** The applicant should have to produce a certificate from the police station serving his/her locality that he/she has no criminal record and no criminal case is pending against him/her.
- D.** STBA and his/her nominated agent should not be ex-Railway staff who has been removed or dismissed from service on the grounds of doubtful integrity.

E. EARNEST MONEY:-

Tender form should be submitted along with an Earnest Money Deposit of **₹ 5000/- (Rupees Five Thousand only) if applying for Namkom (NKM) station & ₹ 2000/- (Rupees Two Thousand only) for all other stations enlisted above** in the mode of Demand Draft (DD) drawn from any nationalized Bank in favour of FA & CAO, S.E. Railway, Garden Reach, Kolkata, payable at Kolkata. The Tender Form received without Earnest Money will be summarily rejected.

F. COST OF TENDER FORM AND GST:-

The Cost of tender form is Rs.1180/- (₹ 1000/- + ₹ 180/- GST@ 18%) (Rupees One thousand one hundred and eighty only) should have to be deposited in the mode of Demand Draft (DD) drawn from any nationalized bank in favour of FA & CAO, S.E. Railway, Garden Reach, Kolkata, payable at Kolkata and have to be submitted along with the Tender Form. The Tender Form received without cost of tender form will summarily be rejected.

G. DEPOSIT/FDR'S: On selection, tenderer has to pay the following charges:-

- 1.** A refundable security deposit of **₹ 25,000/- (Rupees Twenty-Five thousand only) for Namkom (NKM) station and ₹ 10,000/- (Rupees Ten Thousand only) for all other stations enlisted above** shall have to be deposited by the selected STBAs at the respective station at which He/ She will have been selected to engage as STBA in cash and the Money Receipt so generated should have to be kept safely by the STBA. On completion/termination of agreement, pending dues will be adjusted from the security deposit and balance refunded to STBA. The Security deposit may however, be enhanced by the Divisional/Zonal Railway if considered necessary keeping in view the sales at the station.
 - 2.** In case STBA expresses inability to operate the counter(s) after his/her selection, the security deposit furnished by him/her shall be forfeited and deposited in Railway accounts as per procedure.
- H.** The candidate who opts for the least commission in the (4% commission slab) on monthly sales turnover shall be engaged as an STBA. Applicants should have to quote as per 4 % commission Slab. **In case, more than one applicant quotes the same rate, the selection will be done by drawing lots in a transparent manner in public. Sub-zero quoting of commission (Below zero %) will summarily be rejected.** The commission will be calculated on monthly basis as per Railway Board's letter no. 99/TG-IV/Halts/Policy dtd. 08.09.2000 and as per IRCM Vol.II para 2425 item no. 28.

I. Railway Administration reserves the right for deduction of Railway dues from Security deposit amount on the following grounds:-

- i) Any amount paid to Central/State Government or any local Government bodies for any taxes or fines as imposed by them due to the negligent act of the STBA.
- ii) Any amount which Railway Administration become liable to pay to the state or Central Government, Local Municipal Administration or any third party on behalf of any default of the contractor or any of his/her/servant/agent serving as STBA.
- iii) Any payment/fine made under the order/judgment of any court/consumer Forum or Law enforcing agency due to the negligent act of the STBA.
- iv) Once the amount under this clause is debited, the STBA will restore the amount of security deposit to the extent the amount is debited within 15 (fifteen) days, failing which, it will be treated as breach of agreement and the contract will be summarily cancelled.
- v) If the STBA intends to discontinue/terminate the contract either fully or partially in intermediate stage of the contractual period or fails to make payment any other Railway dues, to be paid in advance for any reason whatsoever, the entire Security Deposit will be forfeited and he will be debarred for participation in any of the tender in Ranchi Division for 2 years from the date of termination.
- vi) In case STBA expresses inability to operate the counter(s) after his/her selection by Railways, the bank guarantee as well as security deposit furnished by him shall be forfeited and deposited in Railway accounts as per procedure and will be debarred for participation in any of the tender in Ranchi Division for 02 years from the date of termination.

Terms and Condition

1. One applicant can be appointed as STBA at only one Station.
2. The basis of selection of STBA shall be the lowest commission quoted in the slab-3 of more than Rs.1,00,000/- turnover.
3. The cost of hardware and software (including maintenance), electricity and hiring of channel will be borne by the railway. The space will also be provided to them by the Railway free of cost.
4. STBA will not sublet/assign or transfer the rights or obligation arising out of the agreement. In case of death of licensee, the license will be transferred to his/her legal heir(s) for the unexpired period of license by the competent authority subject to fulfillment of the basic eligibility criteria for engagement as STBA.
5. The STBA shall be allowed to sell all types of non-concessional unreserved tickets issued through UTS including Platform tickets and season tickets. Renewal of season tickets shall also be permitted. However, all other concessional tickets requiring documentary proof before issue of ticket, can also be issued by STBA only when endorsed and permitted by the SM/ASM/CI/CCI of the concerned station, which shall be done prior to the sale of such concessional tickets.
6. The commission may be done on monthly basis. However, the rate of commission for a particular month may be calculated on the basis of cumulative sales turnover upto that month.
7. The STBA shall deposit the cash collected through sale of tickets, to the concerned Station Master / Asstt. Station Master of the station on duty on 08 hourly shift basis prevalent on Indian Railways i.e. at 06.00 hrs. 14.00 hrs & 22.00 hrs.
8. If the ticket activity stops due to non-availability of STBA or due to his/her negligence resulting in non-functioning of equipment, penalty equal to the average daily turnover from sale of UTS tickets from that location, subject to a minimum of Rs. 2000/- (Rupees Two Thousand) per day shall be imposed. Penalty upto Rs. 500/- (Rupees Five Hundred) may be imposed against established public complaints regarding the functioning of STBA.

9. Only one STBA will be engaged at each station. STBA will not sublet / assign or transfer the right or obligation arising out of the contract. The STBA so selected, has to operate the UTS counter round the clock in all days of week in 3 shifts and as per availability of train at that particular station. However, the STBA if so desires, may nominate person(s) with the approval of Sr. DCM/DCM to operate UTS counter at other shifts (which are not operated by STBA himself/herself) so that the UTS ticket selling activity may not be hampered. The nominated person(s) of STBA must possess/fulfill all the eligibility criteria of STBA. Copies of documents in respect of fulfillment of the said criteria must be submitted to Sr. DCM/RNC prior to commencement of contract.
10. Both the STBA and the additional persons nominated by him/her to sell tickets shall be issued a photo identity card by Sr.DCM/DCM, Ranchi and their names will also be displayed on a notice board at the station premises.
11. In case of death of licensee, the license will be transferred to his/her legal heir(s) for the unexpired period of the license by the competent authority and the legal heir(s) will also be eligible to apply for extension of license as per the provision of the policy.
12. The disbursement of unreserved tickets by STBA will be governed by the timings as decided by the Railway Administration, keeping in view the local conditions.
13. The facility of NI (Non-issue) of tickets will be available to the STBA only when authorized / endorsed by concerned Station Master/ Asstt. Station Master/CCI/CI.
14. Cancellation of Ticket: The facility of cancellation of tickets may be extended to STBA only when authorized / endorsed by concerned Station Master/Asstt. Station Master/CCI/CI.
15. The Railway officer in charge of the station i.e. Station Master / Asstt. Station Master will be responsible for the safe custody of the ticket rolls. It will be his duty to daily handover / take over the ticket rolls from the STBA. Proper ticket roll issued to the STBA shall be maintained at stations.
16. Shift summary and daily summary of transaction details done by STBA shall be extracted through UTS and STBA should deposit the cash accordingly to the Station Master / Assistant Station Master at the end of the shift / day.
17. During the shift wise working hours of ticket sale, STBA will be responsible for safe custody of ticket rolls handed over to him by the Station Authorities (on duty SM/ASM). In case of any loss on this account, necessary debit will be raised against him/her as per extant rules.
18. A consolidated statement of ticket rolls supplied and details of ticket sold by STBA will be submitted by the Station Master/Asstt. Station Master or any other nominated officer to Sr. DCM/DCM every month.
19. The STBA will be responsible for all errors oversight and under charges made by his/her representative/ person nominated by him/her during the assigned job of ticket selling.
20. The Divisional Authorities will keep back up arrangement to take care of unforeseen circumstances such as happening of any unprecedented circumstance or seasonal rush where tickets are required to be disbursed by Railway staff also. CI/SM/ASMs posted at the station will be conversant with the functioning of UTS by giving the STBA suitable training/refresher course, if required.
21. Zonal Railway will have powers to prescribe working guidelines within the frame work of the scheme.

SPECIAL CONDITIONS OF TENDER

- i) The STBA shall be deemed to be the agent of the Railway Administration and shall be subject to all the legal liabilities of agents as laid down or defined in the law relating to agents in India for issuing of tickets for the booking of passengers.
- ii) The STBA will give a declaration that he/she has not been appointed as STBA at any other station in the Indian Railway.
- iii) As in the case of normal functioning of UTS, STBA shall have to work round the clock. The procedure of working of STBA and maintaining record by him will be governed by the instructions given herein below.
- iv) If the STBA fails and/or neglects at any time to arrange uninterrupted services in the sale of tickets as per working hours prescribed by the Railway Administration, the Railway Administration shall have the right to make its own arrangement for selling tickets at the station and all expenses incurred in connection with the above and any other expenditure incurred by the Railway shall be recoverable from the STBA.
- v) The engagement of STBA will not confer any right on him/her for employment in Railways. Such engagement is purely contractual in nature and no facilities viz. absorption in railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the STBA.
- vi) The Railway Administration reserves the right to deduct Railway dues from the STBA's commission/ Security Deposit in case any fine or payment made under an order/judgment of any Court/Consumer Forum or law enforcing agency or any person working on their behalf.
- vii) The Railway Administration will not be held responsible for death or injury to any operator, Labour during execution of the work as a STBA.
- viii) The STBA will execute the work under supervision of the Commercial Inspector & Station in-charge (SM/ASM) of the Station as per description and Terms & Conditions given in the Agreement.
- ix) The STBA will be held responsible for proper handling of Railway Properties during execution of work. In case any damage is caused to Railway Property due to manhandling or loss incurred to the Railway by STBA or his worker, the damage or loss will be compensated by him/her.
- x) The Railway Administration shall not be liable to pay a compensation either monetary or otherwise to the labour / representative of the STBA in any circumstances.
- xi) The STBA shall indemnify the Railway from any claim/compensation/cost/penalty arising out of non-compliance/non-payment of compensation/taxes etc. out of the contract.
- xii) Any modification of norms/rules/procedure as issued from time to time by the Competent Authority shall automatically be applicable for the working of STBA.

Commission payable

Out of the applicant fulfilling the eligibility condition, the candidate(s) who opts for the least commission (On the slab 3) will be selected as STBA. The commission payable shall be as follows: -

Slabs	Sales turnover in Rs.	Rate at which commission Payable
Slab 1	1 – 20000	25% (Subject to minimum Rs.2500/-)
Slab 2	20001 – 100000	15%
Slab 3	> 100000	4% or the rate quoted whichever is lower

The commission will be calculated on monthly basis as is being done for Halt Agents (Board's letter no.99/TG-IV/Halts/Policy dated.08.09.2000) and as per IRCM vol.II para 2425 item no.28.Commission to STBAs shall be paid from the Station Earnings. The commission shall be paid on the amount credited to Railway's account. The rate of commission for a particular month will be calculated on the basis of cumulative sales turnover upto that month. In case of concessional tickets, the commission shall be calculated on the actual fare collected by the Railways.

Period of contract: -Initial period of contract will be for 03 (Three) years. An agreement will be executed by the STBA with Sr.DCM/DCM of South Eastern Railway, Ranchi. Fresh tender shall be floated well before the expiry of three years. In case of delay in finalization of tender, the existing agreement may be extended for 6 months or till finalization of new agreement as per this scheme, whichever is earlier.

Termination of contract: - Each side can terminate the contract without assigning reasons by giving a notice of 30 days and will lend flexibility for checking fraudulent practice by the STBA. However, in case of fraud/criminal case, Railway shall be at liberty to terminate the contract without giving any prior notice.

Disabling clause: -Engagement as STBA shall not confer any right and/ or claim whatsoever on the person to seek employment in Railways. The Engagement is purely contractual in nature and no facilities viz. absorption in railway service, regularization of service, bonus, railway pass facilities etc. shall accrue to the STBA or his/her legal heirs. No claim in this regard shall be entertained. The STBA shall keep Railways free from any liabilities in present or future.

NOTE: - "In case STBA expresses inability to operate the counter(s) after his/her selection by Zonal Railways, the Security Deposit furnished by him/her in the form of Money Receipt (MR) shall be forfeited and deposited in Railway accounts as per procedure and will be debarred for participation in any of the tender in Ranchi Division for 02 years from the date of termination.

ARBITRATION

In the event of any dispute, controversy or claim of any kind or nature arising under or in connection with this agreement between the parties, the standard arbitration clause shall be applicable.

HOW TO APPLY

1. Candidate may apply on Tender Form for the Station for which they are eligible from place of residence point of view as per the given format to the Sr. Divisional Commercial Manager, S.E. Railway /RNC, P.O. Hatia, Dist: RNC, Pin – 834003.
2. Tender should be dropped in the box kept in the office of the Sr. Divisional Commercial Manager, S.E.Railway/ Ranchi, Dist: Ranchi, Pin-834003 on:-

A. Date of dropping of tender :- On 28.02.2024

B. Time of Dropping: - Between 10.30 hrs. To 15.00 hrs.

C. In case the office is closed due to unprecedented reason, the tender will be dropped and opened on the next working day between 10.30 hrs to 15.00 hrs and 15.30 hrs respectively. The application sent through postal service or any other means shall not be entertained.

D. Tender form is not transferable. Railway reserves its right to either cancel the tender or reject it without assigning any reason thereof. Details of eligibility criteria can be seen in the tender form / website. (www.ser.indianrailways.gov.in)

Mandatory documents to be submitted along with the tender form without which the offer shall be summarily rejected.

NOTE: - The following documents (Self attested photo- copies) must be enclosed with the Tender Form.

1.RESIDENTIAL CERTIFICATE
A Certificate from District Commissioner/Sub Divisional Officer/ Circle officer/Block Development officer to verify whether the applicant is a permanent residence of the local district in which the Station is located where STBA is proposed to be engaged.
2. EDUCATIONAL CERTIFICATE
The tenderer should not be below 18 years of age and should be at least 10th standard pass. Applicant has to submit class 10th board passing certificate/Mark sheet for verification of Age & Educational qualification. In case, Date of Birth is not mentioned in Marksheet/Board Passing Certificate, Aadhaar Card & PAN Card will be taken into account for verification of Age.
3.POLICE VERIFICATION CERTIFICATE
The tenderer will have to produce a certificate from the Police Station serving his/her locality that he/she has no criminal record and no criminal case is pending against him/her. The certificate should not have been issued prior to the date of notification i.e. 29.01.2024.
4. OTHER DOCUMENTS
The tenderer should enclose a copy of Aadhaar Card and PAN Card.
Affidavit (to be submitted in original as per Annexure 'A').

CHECK LIST

Sl.No.	Document submitted	'Put '✓' in the boxes
1.	Residential Certificate	
2.	Educational Qualification certificate (Proof of which is to be attached)	
3.	Police verification certificate	
4.	Aadhaar Card	
5.	Pan card	
6.	Affidavit as per Annexure 'A' (To be submitted in original)	
7.	Demand drafts of requisite amount	

It is not a job. It is like an agent, license for selling the Railway Unreserved Tickets in Railway station premises.	
1. Name of the Applicant: (in block letters)	
2. Father's/Husband's name: (in block letters)	
3. Sex (Gender): (Male / Female)	
4. Date of Birth :	
5. Educational Qualification :	
6. Residential Address :	House No : Mohalla / Village : Post Office : Police station : District : State : Pin Code:-
7. Contact Number: - (Mobile No./Landline):	
8. Name of the Station applied for STBA:	
9. Aadhaar Card No.:	
10. PAN Card No. :	
11. Demand Draft No., issuing Bank and date of issue	<u>For EMD:-</u> <u>For Cost of Tender Form:-</u>

	LIST OF ENCLOSURES	
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

I, undertake that in event of any false or inaccurate information given above in any respect, the tender/ license shall be liable to be rejected / cancelled. I shall abide by all the terms and conditions of Station Ticket Booking Agent Scheme prescribed from time to time.

I declare that I have not been engaged as STBA at any other station.

.....
Signature of tenderer in full

Place:.....

Name:.....

Date:.....

Address:.....

Contact No:.....

.....
.....
.....

SOUTH EASTERN RAILWAY
TENDER SCHEDULE FOR FINANCIAL OFFER

To
The President of India,
Acting through
Sr. Divisional Commercial Manager
South Eastern Railway
Hatia, Ranchi.

Sub:- Tender for Engagement of Station Ticket Booking Agent (STBA)

at Station.

Dear Sir,

1. I hereby tender my offer to issue computerized Unreserved Tickets through the existing computerized Unreserved Ticketing System of the station.
2. Name of the station applied for STBA at
3. I shall take the commission, for this tender contract from the Railway administration as offered below against the tender Notice No. C/RNC/STBA/ENGAGEMENT/01/2024, dated: 25.01.2024.

Description of Work	Commission payable by the Railway for More than Rs.1,00,000/-	Name of the Station	Rate to be quoted by the tenderer in %, the commission payable by the Railway (both in figures and words)
Engagement of Station Ticket Booking Agent (STBA) at 39 Stations over Ranchi Division.	4 %	Sub-Zero quoting of commission (below zero %) will be rejected at once. % In Figures..... % In Words.....

- (i) The tenderer has to mention the name of the station and quote the rate.
- (ii) The Tender Form without containing the required documents, Earnest Money and Cost of tender form or without filled up properly will be rejected.
- (iii) Any correction or overwriting must be self-attested by the tenderer.
- (iv) No tender will be accepted after the expiry of the schedule date and time.
- (v) No correspondence will be entertained in this subject till finalization of the selection of STBA.
- (vi) The decision of the selection committee will be treated as final for selection of STBA.

Signature of the tenderer

Date:

Name:.....

Place:

Address:.....

Mobile No.:

.....

.....

(Annexure 'A')

Affidavit to be executed in non-judicial stamp paper of Rs. 100/-

FORMAT FOR AFFIDAVIT TO BE EXECUTED AND SUBMITTED BY TENDERER ALONG WITH THE TENDER DOCUMENTS.

I.....(Name) for the purpose of the tender documents for the contract of Engagement of STBA at 39 stations over Ranchi Division as per Tender Notice no. C/RNC/STBA/ENGAGEMENT/01/2024 dtd. 25.01.2024 of S. E. Railway, do hereby solemnly affirm and state as under:

1. I, the tenderer is signing this document after carefully reading the contents.
2. I, the tenderer also accepts all the conditions of the tender and have signed all the pages in confirmation thereof.
3. I hereby declare that I have downloaded the tender documents from Indian Railway website www.ser.indianrailways.gov.in /procured from the office of Sr. DCM/Ranchi. I have verified the content of the document from the website and there is no addition, no deletion or no alteration to the content of the tender document. In case of any discrepancy noticed at any stage i.e. evaluation of tenders, execution of work or final payment of the contract, the master copy available with the railway Administration shall be final and binding upon me.
4. I declare and certify that I have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. I also understand that my offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me.
6. I declare that the information and documents submitted along with the tender by me are correct and I am fully responsible for the correctness of the information and documents, submitted by me.
7. I certify that I, the tenderer is not blacklisted or debarred by Railways or any other Ministry / Department of Govt. of India from participation in tender on the date of submission of bids, either in individual capacity or as a HUF/ member of the partnership firm/LLP/JV/Society/Trust.
8. I understand that if the contents of the certificate submitted by me are found to be forged/false or incorrect at any time during process for evaluation of tenders, it shall lead to forfeiture of the EMD besides banning of business for a period of upto two years. Further, I (*insert name of the tenderer*) _____ understand that my offer shall be summarily rejected.
9. I also understand that if the contents of the certificate/documents submitted by me are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of Security Deposit and besides any other action provided in the contract including banning of business for a period of upto two years.
10. I declare that I have not been engaged as STBA in any station of Indian Railways.

Signature of the Tenderer

Place:

Date: