



WEST BENGAL INDUSTRIAL DEVELOPMENT CORPORATION LIMITED

WBIDC/CC/858 dated 1/09/2026

**Notice Inviting Quotation
For Empanelment of agencies for Tour and Tickets Agency for WBIDC**

**"Protiti," 23, Abanindranath Thakur Sarani
(Camac Street), Kolkata - 700017
Phone: + 91 33 2255 3700-705 Fax: + 91 33 2255 3737
Email : wbidc@wbidc.com Web : www.wbidc.com
Corporate Identity Number: U75142WB1967SGC026988**

West Bengal Industrial Development Corporation invites sealed tenders for Empanelment of Tour and Tickets Agencies to WBIDC on requirement basis.

Scope of Work:

The Scope of the work related to Air/Rail Ticketing Services to be provided by the empanelled agency is as under:

For Air Ticket Booking Services

1. Booking of Air Tickets Domestic/International for all Air Lines.
2. Rescheduling / Cancellation of Air Tickets.
3. Ensuring receipts of proper statement from Airlines
5. Providing Tickets through mail to the office and to the concern employees.

For Rail Ticket Booking Services

1. Booking of Rail Tickets as per the scheduled date & time.
2. Full / Partial Cancellation of Rail Ticket.
3. Rail Tickets Booking in Tatkal Quota
4. Providing Tickets through mail to the office and to the concern employees.

Other Services:

Hotel Reservations, visa assistance, forex, travel insurance

The Agency will be available 24x7x365 days (including holidays) for booking/cancellation of Air/Rail Tickets and also make available dedicated Staff.

The travel agency will be responsible for compliance with all central and state/UT laws as per rules/regulations and orders of the local authorities and statutory bodies as may be in force from time to time during the contract period.

Tenure – Rates will be in force for 1 year from the date of work order.

Place of Submission: The Sealed tender should reach to:-

Corporate Communication Division

West Bengal Industrial Development Corporation

"Protiti", 23, Abanindranath Thakur Sarani

(Camac Street), Ground Floor,

Kolkata – 700017, Tel: +91 33 2255 3700

Date of Submission: 16.09.2026 , by 4PM

‘Bid for ‘Empanelment of agencies for providing Tour and Ticketing Services to WBIDC’ should be written.

Eligibility

- The Agency/Firm should have 5years’ experience in same line of business
- The Agency/Firm should have registered IATA number for (Air Ticket) and IRCTC registration number for (Rail Ticket)
- The bidder Agency/Firm must have a valid PAN Card issued by Income Tax Department.
- The bidder Agency/Firm should possess valid GST Registration number.
- Agencies/Firms that have been black listed/removed earlier by any Govt. office/PSU or any office of the Corporation, should not apply. If applied their applications will not be considered.

Documents to Be Attached With Technical Bid:

a) Original NIQ Document duly signed with seal of the firm on each page in token of acceptance of the terms and conditions of tender.

d) Photocopy of PAN No. of the Firm/Company/Proprietor.

e) Photocopy of GST certificate

Bids:

The ticket prices will be on actuals. Bids will be collected on services charges. The lowest bids of eligible agencies will be selected for empanelment. WBIDC may revise services charge if felt necessary.

Evaluation of Bids: The Lowest bids (Composite Service Charge) of the technically eligible bidders will be selected.

Right Of Rejection Of Tender: The Managing Director, WBIDC, Kolkata reserves the right to accept or reject any or all the tenders without assigning any reason.

Payment : Payment shall be made after receipt of Invoice with copy tickets/challans etc issues. orders and due inspection by the nominated official of WBIDC. No advance payment shall be made. Invoice to have break-up of ticket price and service charge .

Penalty Clause & Risk Purchase- The Agency will be bound to supply the items within stipulated period, failing which liquidated damages will be recovered for default on the part of the supplier in delivery of goods beyond scheduled delivery dates.

Disputes And Arbitration: In case of any dispute the decision of the Managing Director will be final. The venue of any arbitration shall be Kolkata. The Managing Director also reserves the right to terminate the contract at any time without assigning any reason(s) therefor.

Termination: WBIDC reserves its right to terminate the services, fully or partially for any reason at its absolute discretion by giving one month's notice in writing, including but not limited to the following

Payment Terms

Payment will be may in 21 working days, the payment will be made by electronic mode. (No cash or cheque payment will be made.)

Annexure "A"

TECHNICAL BID

1. Name of Firm : _____

2. Address for Correspondence: _____

1. Tele No. /Fax No. and E-mail address: _____

2. Person responsible for conduct of business: _____

3. PAN No.: _____

4. GST No.: _____

5. Date of Incorporation:

6. Registration No of Company

Dated: _____

Signature with Stamp : _____

Place : _____

Price Bid

SERVICE CHARGE

SI No.	Nature of Work	Composite Service Charges as % (Per Ticket Basis)
1	All Domestic / International Air Tickets with LIC Deal code / Tour Code of respective airlines – Issue & Delivery	
2	Rescheduling of Air Tickets	
3	Cancellation of Air Tickets (Full/Partial)	
4	All Railway Tickets – Issue & Delivery	
5	Rail Tickets Booking in Tatkal Quota	
6	Cancellation of Rail Tickets (Full / Partial)	

The above quoted rates are inclusive of all taxes except GST.