



# The Institution of Engineers (India)

AN ISO 9001 : 2015 CERTIFIED ORGANISATION  
(ESTABLISHED 1920, INCORPORATED BY ROYAL CHARTER 1935)  
8 Gokhale Road, Kolkata-700 020

*A Century of Service to the Nation*

SP/T-1869

Dated: 10.04.2026

## Notice Inviting Tender

**Supply and deployment of One Security Supervisor cum Telephone Operator and Security Guards at The Institution of Engineers (India), 8, Gokhale Road, Kolkata 700 020**

Sealed Tender in single stage two envelope bid system is invited from reputed and experienced agencies for Supply and deployment of Front Desk Executive and Security Guards at The Institution of Engineers (India), 8, Gokhale Road, Kolkata 700 020.

Tender document with terms and conditions is available on our website [www.ieindia.org](http://www.ieindia.org). Each offer must accompany a Demand Draft of Rs.10,000/- in favour of "The Institution of Engineers (India)", payable at Kolkata as Earnest Money Deposit.

The sealed Tender is to be submitted in prescribed format duly stamped and signed and dated on each page of Part 'I' as their unconditional acceptance to the terms prescribed by the Institution.

The Tender shall be in two parts i.e., Technical Part (Part 'I' i.e. "Form of Particulars" & Format of letter for submission of Tender) and Financial Part (Part 'II' i.e. Financial Bid). Part - I and II with the content shall be clearly marked on the top of the envelopes separately. Both cover - Part - I & II shall be put in third envelope and sealed.

Tenders duly completed and sealed with requisite Earnest Money Deposit and other required documents addressed to the Deputy Director (IT & Administration) is to be dropped in the "TENDER BOX" at The Institution of Engineers (India), 8 Gokhale Road, Kolkata-700020 latest by **1600 hours on 20.04.2026**. Tender received after due date and time and /or without Earnest Money Deposit will be rejected.

The Institution of Engineers (India) reserves the right to reject the Tender in part or full without assigning any reason whatsoever.

Deputy Director (IT & Administration)

## TENDER DOCUMENT

### A. NAME OF THE WORK

Supply and deployment of One Security Supervisor cum Telephone Operator and Security Guards at The Institution of Engineers (India), 8, Gokhale Road, Kolkata 700 020

### B. QUALIFICATION REQUIREMENT OF THE BIDDER

- 1) The contractors not having P.F., GST, Security Service License and E.S.I. registration will not be considered for selection.
- 2) The contractors not having at least 5 years experience in this field will not be considered for selection.
- 3) The contractors not having at least Rs. 15.00 lakh annual turnover for last three financial years will not be considered for selection.

### C. GENERAL TERMS & CONDITIONS OF CONTRACT

The broad function and duties of the Security Guards and terms & conditions of the deployment will be as under :

1) **Duty Hours of Security Guards :**

	Shift - A = 06 AM to 02 PM		
	Shift - B = 02 PM to 10 PM		
	Shift - C = 10 PM to 06 AM		
Day	Shift - A	Shift - B	Shift - C
Monday to Friday	01	01	02
Saturday, Sunday & on IEI holidays	02	02	02

#### **Duty Hours - Security Supervisor cum Telephone Operator**

The duty hours will be Monday to Saturday during office hours (09:30 AM to 06:00 PM). Sunday will be the weekly off day. In case of emergency or as per office requirement, the duty day and/or time may be changed. Any such change will be adjusted accordingly, and one weekly day off will be provided/adjusted in lieu of the duty performed.

It may be noted the engagement of the Security Supervisor shall be at the sole discretion of IEI, and the decision of IEI shall be final and binding.

- The Agency shall deploy security personnel trained in all facets of security work. The Agency shall deploy trained Security personnel have to handle and operate all fire extinguishing equipment and fire-fighting arrangements to combat fire hazards. The security personnel to be deployed by the Agency preferably must have working knowledge of English/Hindi/Bengali. The Agency shall be required to submit proof of certificate/educational qualification of the security guards at the time of finalization of contract.

#### **Educational Qualification:**

**Security Supervisor:** A graduate or an equivalent qualification is preferred, along with basic computer proficiency and 3-5 years of relevant experience. Candidates must also have the ability to communicate effectively in English, Hindi, and Bengali.

**Security Guards :** Matriculation or equivalent examination and Minimum 3-5 years of experience in security guard duty

- All the security personnel should possess sound health, good moral character, cool temperament, integrity and will not have any vices and/or bad habit.

- The security personnel to be deployed by the Agency preferably should be of minimum 160 cm in height having minimum weight of 50 Kg and chest of 80 cm (plus 4 cm on expansion).
  - The security personnel should not be suffering from any chronic ailments. They should have sound physical and mental health and should be free from any physical disability which would interfere in the normal discharge of their duties.
  - The security personnel should be free from eyesight and hearing defects.
  - The Agency shall ensure physical fitness of all security personnel deployed in the Company with physical training/drills etc. taking place at regular intervals.
  - The preferred age group of the security guards would be between 25 years to 50 years.
- 2) Guards will be in ‘Shift Duty’ and no one will leave duty place on completion of his shift unless properly and physically relieved by another person. Shift timing for **security guards will be from 0600 hours to 1400 hours, from 1400 hours to 2200 hours and from 2200 hours to 0600 hours.** For any unusual observation and incident you are requested to inform us immediately. The Security Agency shall ensure that full strength of personnel is maintained at all points in time. All personnel engaged should have adequate training in first aid service and should make themselves available to meet any emergency service at any point of time. One day in any period of seven days as may suit the local convenience shall be the day of weekly rest for each guard as per duty roaster. During duty hours, the use of mobile phones for watching or browsing purposes is strictly prohibited, however, attending essential phone calls is permitted. The use of headphones is strictly not allowed at any time while on duty. Non-adherence to the above instructions may result in cancellation of duty.
- 3) Vendor have to ensure that no unauthorized person enters or occupies / uses the said premises or tamper with any fittings/fixtures or pilfer the office belongings or theft of any kinds occurs within the specified premises. You will be responsible for any loss/damage/theft of our properties caused by the negligence/carelessness of Security Guards.
- 4) Every Tenderer shall be expected to have studied the nature of site, scope of the work, local conditions etc. in respect of the job for which the tender is being submitted. Working experience in the use of security equipment and devices like Access Control, CCTV monitoring & reporting, Visitors Management System and Material Movement - Checking of documents like Challan / Gate Pass of incoming & outgoing materials on authorized Gate Pass or letters and keeping records of the same. Attending telephone during office hours / after office Hours / Sundays / Holidays and passing important messages on to the concerned staff promptly.
- 5) The Agency shall specifically ensure compliance of various Laws/ Acts, including but not limited to the following and their re-enactments/ amendments/modifications :
- Industrial Relation Code 2020
  - Contract Labour [Regulation & Abolitions Act 1970
  - Employees Provident Fund & Miscellaneous Provision Act 1952

- Employees State Insurance Act 1948
  - Minimum Wages Act 1948
  - Payment of Wages Act 1936
  - Payment of Bonus Act 1965
  - The West Bengal Labour Welfare Act 1974
  - Private Security Agencies (Regulation) Act 2005
- 6) The persons so deployed will be employees of the contractor and not of the Institution. As such the IEI will not be responsible for non-payment of their salaries or any other compensation in this regard. IEI will not be responsible for any injury or loss of life of the persons deployed on duty at the sites. The contractor will have proper insurance against any injury or loss of life of his personnel (directly or indirectly originated from their assignment with IEI).
  - 7) The contractor will be obliged to change any person if not found suitable or desirable by IEI and maintain effective liaison with Police and State Authorities.
  - 8) Each Security Guard to be posted should be verified by the Police.
  - 9) The contractor will be obliged to change/rotate the Security Personnel so that they must not work continuously in any case for more than **180** days in a year. The Security Agency shall be responsible for dealing with the grievances of its employees to ensure their speedy redresses. All union related matters connected with its employees shall be wholly and exclusively be dealt with the Security Agency. It shall be the responsibility of the Security Agency to ensure that such issues do not affect the performance of its employees nor shall in any way be an impediment in effective discharge of duties by the security personnel.
  - 10) The personnel so deployed shall report for duty in proper and complete uniform, including cap, belt, and shoes, and shall maintain a smart and presentable appearance at all times. They shall carry, at their own cost and responsibility, all equipment required for the effective performance of their duties, such as gumboots, torch lights with cells, batons/sticks, and any other prescribed implements. During the winter season, the deployed security personnel shall wear appropriate uniform jackets, sweaters, or other approved winter attire. Personnel reporting for duty without the prescribed uniform and equipment shall not be permitted to join duty, and such duty may be cancelled.
  - 11) The contract will be made for one year with a provision for renewal for another similar period with the same terms & conditions and can be terminated by giving one month's notice from either side. But if the services are not found satisfactory by IEI then the same can be terminated forthwith by IEI.
  - 12) During the entire tenure of the contract, no additional charges on any grounds whatsoever shall be admissible by IEI. The service charges quoted by you shall remain firm and fixed and shall not be subject to any escalation for any reason. However, in the event of an enhancement in the statutory minimum wages, only the increased portion of such wages shall be reimbursed. In such a case, prior approval of IEI shall be obtained through a revised work order before disbursement of the revised salaries

- to the Security Guards.  
The Tenderer must be acquainted with 'Minimum Wages Act' and while filling up Part-II, their rate shall never be below the minimum Wages for the particular persons.
- 13) The Agency must submit to us well in advance names and antecedents of the personnel to be deployed at our premises. For any change of the personnel, the Agency must submit their particulars well in advance.
  - 14) No accommodation shall be provided to the personnel of the Agency beyond duty hours.
  - 15) All administrative responsibilities relating to assignment and personnel will be of the Agency yours and the Agency will abide by all rules, regulations and obligations in this respect.
  - 16) Every tender duly filled in must accompany a Bank Draft of Rs.10,000/- with Part-I of the Tender as Earnest Money Deposit in favour of "The Institution of Engineers (India)" payable at Kolkata. While unsuccessful Tenderer's Earnest Money Deposit will be refunded, the same of the successful Tenderer will be converted as Security Deposit. The same amount will be refunded without any interest after successful completion of the contract.
  - 17) The payments will be made on monthly basis by Account Payee cheque/ NEFT only. In the event of any breach of terms and conditions of the contract the 'Security Deposit' shall stand forfeited in full. The same will only be refunded after the successful expiry of the contract period.
  - 18) Tenderers will be disqualified unless they furnish the particulars and enclose authentic copies of documents as asked for in the form of particulars.  
A tender being submitted by a Firm or a Company or a Partnership Firm
  - 19) must be signed by an authorized signatory or each of the partners thereof and in the event of absence of any of the authorized signatory/partners it shall be signed on his behalf by a person holding a power of attorney authorizing him to do so. Certified copies of Registration Certificates, Partnership Deed and Power of Attorney shall have to be furnished when the tender is to be considered for acceptance (not with the tender).
  - 20) We reserve the right to test/interview your staffs, if required.

**D. PAYMENT TERMS**

- a. You will submit bills at the beginning of each month along with the proof of having remitted the statutory levies such as PF & ESI contributions made on account of your workmen / employees for the previous month, at the end of each calendar month which shall be payable by us within 15 days from the date of submissions of such bill .The said bills will accompany
  - ESI Challans
  - PF Challans
  - Attendance Muster
  - Wages Register signed by the employees
  - Declaration that workers employed by you have no claim whatsoever against IEI and that they have privities as employees with only you.
- b. TDS will be deducted from the bills as per applicable rates under Income Tax Act.

- c. The vendor shall maintain muster rolls, wage sheets, and other relevant records, and shall pay wages to the workmen in accordance with the Minimum Wages Act on or before the 7th of each month. Payment shall only be made after receipt relevant document from your end. In case of non-compliance, an amount of Rs.200/- per day shall be charged from the bill for the same month. The penalty should be borne by the vendor and Should not be adjusted from the salary of the staffs.

We agree to abide by the above terms & conditions.

.....  
SIGNATURE WITH SEAL  
(STAMP OF THE FIRM/AGENCY)

PART - I

“FORM OF PARTICULARS”

(To be sent by the Tenderer with their Tender along with self attested copies of the documents, as asked for)

Sl. No.	Particular
1	Trade License or Shop and Establishment Registration
2.	P.F. Registration document
3.	ESI Registration document
4.	PAN card of the bidder
5.	GST Registration Certificate
6.	Latest Professional Tax Clearance Certificate
7.	ITR shown 50 lakh turn over during last financial year
8.	Bank details of the Tenderer
9.	Documents in support for 5 years experience in this field
10.	Documents in support whether the company registered under the relevant act(e.g. CLRA act for supply of manpower)

I/we hereby certify that my/our Firm has not been disqualified by any Office/State or Central Government Department/Undertaking of the Government of India/Government of West Bengal at any time for supplying stores/articles/services of any description.

Date :

Place :

.....  
SIGNATURE OF THE MANAGER/  
MANAGING DIRECTOR/PARTNER  
WITH STAMP OF THE FIRM

**PART - I**

**Format of letter for submission of Tender**

Deputy Director (IT & Administration)  
The Institution of Engineers (India)  
8 Gokhale Road  
Kolkata 700 020

Dear Sir,

Sub: Tender for Supply and deployment of One Security Supervisor cum Telephone Operator and Security Guards at The Institution of Engineers (India), 8, Gokhale Road, Kolkata 700 020

Enclosed find the Tender for the above mentioned work invited by you duly completed in all respects. We now hereby submit that the several parts of the Tender including terms and conditions of contract and specifications were carefully read and understood by us.

We do hereby tender to execute all the work comprised in the said Tender in accordance with the terms and conditions at the all inclusive rate (except GST) enclosed herewith.

Thanking you,

Yours faithfully,

Signature with Seal  
(Agency/ Contractor)

**PART - II**  
**(Financial Bid)**

Tender for Supply and deployment of One Security Supervisor cum Telephone Operator and Security Guards at The Institution of Engineers (India), 8, Gokhale Road, Kolkata 700 020

**Rate for One Security Supervisor cum Telephone Operator/per month**

Sl. no	Particulars	Rate
a	Basic including VDA for 26 days (as per minimum wages act)	
b	Provident Fund (as per WB Govt. rules)	
c	ESI (as per WB Govt. rules)	
d	Bonus (as per WB Govt. rules)	
e	Uniform Charges	
f	Service Charge	
g	Total:	
h	Extra hours duty	

\* GST extra as applicable.

Date:

Place: Kolkata

Name of the Company:

.....  
SIGNATURE WITH SEAL  
(STAMP OF THE FIRM/AGENCY)

Address:

Telephone and Mobile No.:

E-mail :

(Financial Bid)

Tender for Supply and deployment of One Security Supervisor cum Telephone Operator and Security Guards at The Institution of Engineers (India), 8, Gokhale Road, Kolkata 700 020

### Rate for per Security Guard/Month

Sl. no	Particulars	Rate
a	Basic including VDA for 26 days (as per minimum wages act)	
b	Provident Fund (as per WB Govt. rules)	
c	ESI (as per WB Govt. rules)	
d	Bonus (as per WB Govt. rules)	
e	Uniform Charges	
f	Service Charge	
g	Total:	
h	Extra hours duty	

\* GST extra as applicable.

Date:

Place: Kolkata

Name of the Company:

.....  
SIGNATURE WITH SEAL  
(STAMP OF THE FIRM/AGENCY)

Address:

Telephone and Mobile No.:

E-mail :

## Scope of Work and responsibility of Security Supervisor cum Telephone Operator

1.	<b>Manage front desk</b> <ul style="list-style-type: none"> <li>➤ Manage front desk answering queries, providing information about services, and maintaining a tidy front desk. Necessary information will be given by IEI Authority</li> </ul>
2.	<b>Supervision of Security Personnel &amp; Access Control &amp; Security Operations</b> <ul style="list-style-type: none"> <li>➤ Supervise and monitor the performance of all deployed security guards on duty</li> <li>➤ Ensure proper attendance, punctuality, discipline, and alertness of guards</li> <li>➤ Allocate duties and post assignments as per approved duty roster</li> <li>➤ To ensure guards are in proper uniform with ID cards</li> <li>➤ Ensure effective access control at all entry and exit points</li> <li>➤ Verify visitor, vendor, and vehicle management procedures</li> <li>➤ Ensure compliance with gate pass systems and office security protocols</li> <li>➤ Prevent unauthorized entry, exit, or movement within premises</li> </ul>
3.	<b>Patrolling &amp; Surveillance</b> <ul style="list-style-type: none"> <li>➤ Ensure regular and effective patrolling of office buildings and common spaces</li> <li>➤ Monitor CCTV operations (if applicable) and identify security vulnerabilities</li> </ul>
4.	<b>Incident Management &amp; Emergency Response</b> <ul style="list-style-type: none"> <li>➤ Take immediate charge during emergencies such as fire, accidents, medical issues, or security breaches</li> <li>➤ Coordinate evacuation and emergency response actions</li> <li>➤ Liaise with local police, fire brigade, and emergency services when required</li> <li>➤ Inform office authorities promptly about incidents</li> </ul>
5.	<b>Reporting &amp; Documentation</b> <ul style="list-style-type: none"> <li>➤ Maintain and verify duty rosters, attendance registers, and occurrence books</li> <li>➤ Record and report security incidents, breaches, and observations</li> <li>➤ Submit daily/weekly/monthly security reports to the designated office authority</li> <li>➤ Ensure proper maintenance of visitor and material movement records</li> <li>➤ Attending phone calls and proper answering as directed by IEI authority</li> </ul>
6.	<b>Compliance &amp; Discipline</b> <ul style="list-style-type: none"> <li>➤ Ensure guards follow standing orders, SOPs, and office instructions</li> <li>➤ Enforce discipline and prevent misconduct, negligence, or intoxication on duty</li> <li>➤ Report absenteeism, misconduct, or performance issues to management</li> </ul>
7.	<b>Training &amp; Briefing</b> <ul style="list-style-type: none"> <li>➤ Conduct regular briefings and on-the-job training for security personnel</li> <li>➤ Familiarize guards with office layout, emergency exits, and safety procedures</li> <li>➤ Ensure awareness of fire safety, disaster management, and emergency drills</li> </ul>
8.	<ul style="list-style-type: none"> <li>➤ <b>Liaison &amp; Coordination</b></li> <li>➤ Attend review meetings as and when required</li> <li>➤ Coordinate deployment adjustments during events, VIP visits, or special situations</li> </ul>
9.	<b>Uniform &amp; Identification</b> <ul style="list-style-type: none"> <li>➤ Proper uniform with rank insignia</li> <li>➤ Valid identity card issued by the security agency</li> <li>➤ Equipped with communication devices for effective supervision</li> </ul>
10.	<b>Conduct &amp; Confidentiality</b> <ul style="list-style-type: none"> <li>➤ Maintain strict confidentiality of office operations and information</li> <li>➤ Display professional behaviour and courteous conduct at all times</li> <li>➤ Abstain from unauthorized activities, mobile phone misuse, or negligence</li> </ul>
11.	<b>In addition to the above any work assigned by IEI authority as deem fit</b>

## Basic Scope of Work of Security Guards

<b>1.</b>	<b>Access Control &amp; Gate Management</b> <ul style="list-style-type: none"> <li>❖ Regulate entry and exit of visitors, vendors, and vehicles</li> <li>❖ Verify identity cards, visitor passes, and maintain visitor registers</li> <li>❖ Ensure proper authorization for after-office-hour entry</li> <li>❖ Prevent unauthorized access to the premises</li> </ul>
<b>2.</b>	<b>Security Surveillance</b> <ul style="list-style-type: none"> <li>❖ Conduct regular patrolling of office buildings, parking areas, staircases, terraces, and common areas</li> <li>❖ Monitor CCTV systems (if applicable) and report suspicious activities immediately</li> <li>❖ Ensure safety of office equipment, furniture, and other assets</li> </ul>
<b>3.</b>	<b>Visitor Management</b> <ul style="list-style-type: none"> <li>❖ Record visitor details (name, purpose, time-in/time-out)</li> <li>❖ Guide visitors courteously and professionally</li> <li>❖ Ensure vendors and service personnel follow office protocols</li> </ul>
<b>4.</b>	<b>Emergency Response</b> <ul style="list-style-type: none"> <li>❖ Act promptly during emergencies such as fire, lift rescue, accidents, medical emergencies, or natural disasters, Fire Fighting and Lift rescue mock drill will be conduct by IEI time to time</li> <li>❖ Inform designated office authorities and emergency services immediately</li> </ul>
<b>5.</b>	<b>Fire &amp; Safety Duties</b> <ul style="list-style-type: none"> <li>❖ Monitor fire safety equipment (fire extinguishers, alarms, emergency exits)</li> <li>❖ Ensure fire exits remain unobstructed</li> <li>❖ Report safety hazards or unsafe conditions</li> </ul>
<b>6.</b>	<b>Asset Protection</b> <ul style="list-style-type: none"> <li>❖ Prevent theft, pilferage, or damage to office property</li> <li>❖ Check movement of materials in/out of premises with proper gate passes</li> </ul>
<b>7.</b>	<b>Reporting &amp; Documentation</b> <ul style="list-style-type: none"> <li>❖ Maintain duty logs, incident registers, and occurrence books</li> <li>❖ Report incidents, observations, and security concerns to the designated authority</li> <li>❖ Submit daily/weekly/monthly reports, if required</li> </ul>
<b>8.</b>	<b>Operating of Light and Water Pump</b> <ul style="list-style-type: none"> <li>❖ Timely operating Electrical Equipments/lights as per direction</li> <li>❖ Operating of water pump as per direction</li> </ul>
<b>9.</b>	<b>Supervision &amp; Management</b> <ul style="list-style-type: none"> <li>❖ Regular supervision by site in-charge</li> <li>❖ Immediate replacement of absent or unsatisfactory personnel</li> <li>❖ No change in deployed guards without prior approval</li> </ul>
<b>10.</b>	<b>Confidentiality &amp; Conduct</b> <ul style="list-style-type: none"> <li>❖ Guards shall maintain strict confidentiality of office activities</li> <li>❖ No engagement in arguments, misconduct, or unauthorized activities</li> <li>❖ No use of mobile phones while on duty, except for official purposes</li> </ul>
<b>11.</b>	<b>Performance Standards</b> <ul style="list-style-type: none"> <li>❖ Punctuality and alertness at all times</li> <li>❖ Zero tolerance for negligence, intoxication, or misconduct</li> <li>❖ Penalties may be imposed for breach of contract or poor performance</li> </ul>
<b>12.</b>	In addition to the above any work assigned by IEI authority as deem fit