

State Bank of India, UK is inviting AMC (Annual Maintenance Contract) tenders to bid for Security Infrastructure – CCTV / Access Control / Intruder / Alarms for all our sites in UK.

The Particulars in the tender are as follows:-

Please follow the link to view the list of elements need to covered in the AMC and Covering all our Sites are available as separate link under RFP notification.

Scope of works

- Managed and Monitor the whole Physical Security Infrastructure Systems (CCTV/Intruder/Access Control/Panic Alarm system)
- Statutory 2 site visits per annum by an Engineer covering all the elements for all sites.
- Facility of 24 hr. Site Monitoring of the Alarms systems and contact the Bank authorised list of Site Key holders at any period of time i: e false alarms / fault in systems/intruder activity etc.
- Review the Key holders list Monthly with Bank and update list accordingly.
- Facility of 24hr Alarm contacting centre to report any fault on any of the Systems.
- Response time of 4hr of an engineer visit to any of the bank site at any period of time of call, been raised by the site.
- Site logs / generate report updated by Engineer after each visit.
- Quarterly performance review with Account Relationship Manager.
- Works including health check of the systems including CCTV recorder, UPS battery backup and advice the site for any additional works wherever necessary.
- Access/CCTV System should have functionality to download logs/reports at user's end.
- Issue job completion report after the job is over.
- Management of the site will be achieved with accurate record keeping by means of a sit log book and engineer's report.
- Able to provide support for any future requirements.
- Prompt services and immediate response are to be provided for emails/calls.

Remedial Works- Any Remedial Works are to be excluded.

Call out Charges for 4 hrs. 8 hr. Next day)

Bids: Tenders and questionnaire are to be submitted in sealed envelopes, marked 'Private and confidential' mentioning '**AMC- Security Infrastructure – CCTV / Access Control / Intruder / Alarms**' are to be sent to Head GB & Admin, State Bank of India, 4th floor, 15 King Street, London, EC2V 8EA.

Tenders submitted through emails will not be accepted.

Contact details: Head GB & Admin, State Bank of India, 4th floor, 15 King Street, London, EC2V 8EA. Tel: 0207 367 1224, Email: Joginder.seth.sbiuk@statebank.com

Closing date for bids/quotations: 5:00pm on 25th September 2023.