**OP/EUI/ACC/2022/001**

**OPEN CALL FOR TENDER FOR THE PROVISION OF BANKING SERVICES FOR AND AT THE EUROPEAN UNIVERSITY INSTITUTE**

 I, the undersigned \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

born in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

resident of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

with fiscal code \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

in the role of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

for the company/ TGC/ Consortium \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

with registered office in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

and administrative office in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PRESENT THE FOLLOWING TECHNICAL OFFER:**

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| **T1. SERVICES (ART. 5)****(Maximum Score: 64)** |
| **1 – CURRENT ACCOUNTS (ART. 5.1.A.) (Max. score: 16)** |
| **EUI current accounts:** |
| a) Execution times:1. SEPA transfers-within the same bank branch 2. SEPA transfers-at the bank’s branches3. SEPA transfers-interbank4. Non-SEPA transfers | *Indicate the number of working days:* |
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| b) Deadline for bank transfers (CUT-OFF):1. Up until noon
2. From noon to 3.00 p.m.
3. After 3.00 p.m.
 | *Indicate the limit hour:* |
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| **2 - INTERNET BANKING-STATEMENTS AND REPORTS (ART. 5.1.B.) (Max. score: 10)**  |
| Report of incoming and out-going transactions (art. 5.1.B. point d)*The tenderers should provide a full description of the report and its content.* |  |
| Report of credit cards transactions (art. 5.1.B. point e)*The tenderers should provide a full description of the report and its content.* |  |
| An updated database or list of SWIFT codes to check the correspondence between Swift and IBAN codes (art. 5.1.B. point h)*The tenderers should indicate what kind of instrument will be provided and its content.* |  |
|  A list of black-listed countries (art. 5.1.B. point k-1)*The tenderers should provide a full description of the list and its content.* |  |
| Lists of purpose payment codes for countries outside EU (art. 5.1.B. point k-2.)*The tenderers should indicate whether they are able to provide such lists.* |  |
| A list of banks not complying with the anti-money laundering policy (art. 5.1.B. point k-3.)*The tenderers should indicate whether they are able to provide such list.* |  |
| Provision of Unique Transaction Identifier (art. 5.1.B. point l)*The tenderers should indicate whether they are able to provide such instrument.* |  |
| **3 - IN-HOUSE BANK BRANCH AND AGENT DEDICATED TO THE EUI COMMUNITY**  **(Max. score: 28)** |
| **In-house bank branch - art. 5.1.F. point a)** |
| In-house bank branch availability (art. 5.1.F. point a):*The tenderers should indicate the availability of the in-house bank branch* | [ ]  **YES** [ ]  **NO** |
| In-house bank branch opening hours (art. 5.1.F. point a):*The tenderers should indicate the opening days and hours*  |  |
| In-house bank branch - staff - art. 5.1.F. point a)*The tenderers should indicate the staff’s level of English language proficiency* |  |
| Agent dedicated to the EUI Community at the bank’s headquarters or branch -art. 5.1.F. point a) and b)*The tenderers should indicate the availability, level of English language proficiency, possibility of online or telephone assistance*  |  |
| **4 - ATM STATIONS (ART. 5.1.G.) (Max. score: 4)** |
| *The tenderers should indicate the number of ATM stations supplied and their functions (withdrawals, deposits, payments of bills, reading of the balance and list of transactions, various top-ups)* |  |
| **5 - POS STATIONS (ART. 5.1.H.) (Max. score: 3)** |
| *The tenderers should indicate the number of POS stations supplied* |  |
| **6 - ADDITIONAL REQUESTED SERVICES (ART. 5.1.I.) (Max. score: 3)***The tenderers should indicate the proposals* |
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| **T2. ASSISTANCE/ADVICE (ART. 6)****(Maximum Score: 12)** |
| **1 – ASSISTANCE/ADVICE (Max. score: 6)** |
| 1-a) Contact person for accounting service assistance from remote*The tenderers should describe the availability and the number of staff destinated for the assistance* |  |
| 1-b) Contact person for accounting service for technical assistance (IT, back office, internet banking)*The tenderers should describe the availability and the number of staff destinated for the assistance* |  |
| 1-c) Technical assistance for the accounting service for the website (toll-free or dedicated number)*The tenderers should describe the availability and type of the remote assistance*  |  |
| **2 – EUI COMMUNITY ASSISTANCE/ADVICE (Max. score: 1)** |
| Contact person or help desk service in English (level CEFR B2 or higher) to assist the EUI community from remote (art.6-point 2)*The tenderers should describe the availability and type of the remote assistance*  |  |
| **3 – ATM STATIONS: REPAIR IN CASE OF MALFUCTION/BLOCK (Max. score: 3)** *The tenderers should indicate the time necessary to intervene in case of malfuctioning or block*  |
| [ ]  **Less than 4 ore** [ ]  **Between 4 and 8 hours** [ ]  **More than 8 hours** |
| **4 - POS STATIONS: REPAIR IN CASE OF MALFUCTION/BLOCK (Max. score: 2)***The tenderers should indicate the time necessary to intervene in case of malfuctioning or block* |
| [ ]  **Less than 8 hours** [ ]  **More than 8 hours** |

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| **T3. SECURITY AND AVAILABLE REQUIREMENTS (ART. 7)****(Maximum Score: 5)** |
| **1 – PROTECTION MEASURES APPLIED TO THE EUI BANK ACCOUNTS AGAINST THE RISK OF FRAUD (Max. score: 2)** *The tenderers should describe the measures applied* |
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| **2 – SECURITY MEASURES TO PROTECT ONLINE BANKING FOR EUI CURRENT ACCOUNTS (Max. score: 2)** *The tenderers should describe the measures applied* |
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| **3 – AVAILABILITY OF SERVICES FOR BUSINESS TO BUSINESS (B2B) AND SERVICE LEVEL AGREEMENT (SLA) (Max. score: 1)** *The tenderers should describe the measures applied* |
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| **T4. ADDITIONAL SERVICE PROPOSALS (ART. 8)****(Maximum Score: 19)** |
| **1 - PROPOSAL FOR EUI STAFF AND RESEARCHERS FOR SOFT-LOANS AND LOANS**  **(Max. score: 4)***The tenderers should describe the proposal* |
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| **2 – PROPOSAL FOR SCHOLARSHIP FINANCING (Max. score: 4)***The tenderers should describe the proposal* |
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| **3 – INVESTMENTS AND CONSULTING (Max. score: 3)***The tenderers should describe the proposal* |
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| **4 – PROPOSALS TO FACILITATE ACCOUNT OPENING REQUESTS FOR PEOPLE FROM BLACK-LISTED COUNTRIES (Max. score: 3)***The tenderers should describe the proposal* |
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| **5 – OTHER ADDITIONAL OR IMPROVEMENT PROPOSALS (Max. score: 5)***The tenderers should describe the proposals* |
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Place and date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of the Legal Representative\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please, attach a copy of a valid identification document of the Legal Representative who signed this document.**