**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 branches  3. SEPA transfers-interbank  4. 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.**