



Tenderer name: _____ Annex II A-Technical offer form

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:

T1. SERVICES (ART. 5) (Maximum Score: 64)	
1 – CURRENT ACCOUNTS (ART. 5.1.A.) (Max. score: 16)	
EUI current accounts:	
a) Execution times:	<i>Indicate the number of working days:</i>
1. SEPA transfers-within the same bank branch	
2. SEPA transfers-at the bank’s branches	
3. SEPA transfers-interbank	
4. Non-SEPA transfers	
b) Deadline for bank transfers (CUT-OFF):	<i>Indicate the limit hour:</i>
a) Up until noon	
b) From noon to 3.00 p.m.	
c) After 3.00 p.m.	
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) <i>The tenderers should provide a full description of the report and its content.</i>	
Report of credit cards transactions (art. 5.1.B. point e) <i>The tenderers should provide a full description of the report and its content.</i>	

<p>An updated database or list of SWIFT codes to check the correspondence between Swift and IBAN codes (art. 5.1.B. point h)</p> <p><i>The tenderers should indicate what kind of instrument will be provided and its content.</i></p>	
<p>A list of black-listed countries (art. 5.1.B. point k-1)</p> <p><i>The tenderers should provide a full description of the list and its content.</i></p>	
<p>Lists of purpose payment codes for countries outside EU (art. 5.1.B. point k-2.)</p> <p><i>The tenderers should indicate whether they are able to provide such lists.</i></p>	
<p>A list of banks not complying with the anti-money laundering policy (art. 5.1.B. point k-3.)</p> <p><i>The tenderers should indicate whether they are able to provide such list.</i></p>	
<p>Provision of Unique Transaction Identifier (art. 5.1.B. point l)</p> <p><i>The tenderers should indicate whether they are able to provide such instrument.</i></p>	
<p>3 - IN-HOUSE BANK BRANCH AND AGENT DEDICATED TO THE EUI COMMUNITY</p> <p style="text-align: right;">(Max. score: 28)</p>	
<p style="text-align: center;">In-house bank branch - art. 5.1.F. point a)</p>	
<p>In-house bank branch availability (art. 5.1.F. point a):</p> <p><i>The tenderers should indicate the availability of the in-house bank branch</i></p>	<p style="text-align: center;"> <input type="checkbox"/> YES <input type="checkbox"/> NO </p>

<p>In-house bank branch opening hours (art. 5.1.F. point a):</p> <p><i>The tenderers should indicate the opening days and hours</i></p>	
<p>In-house bank branch - staff - art. 5.1.F. point a)</p> <p><i>The tenderers should indicate the staff's level of English language proficiency</i></p>	
<p>Agent dedicated to the EUI Community at the bank's headquarters or branch -art. 5.1.F. point a) and b)</p> <p><i>The tenderers should indicate the availability, level of English language proficiency, possibility of online or telephone assistance</i></p>	
<p>4 - ATM STATIONS (ART. 5.1.G.) (Max. score: 4)</p>	
<p><i>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)</i></p>	
<p>5 - POS STATIONS (ART. 5.1.H.) (Max. score: 3)</p>	
<p><i>The tenderers should indicate the number of POS stations supplied</i></p>	

6 - ADDITIONAL REQUESTED SERVICES (ART. 5.1.I.)

(Max. score: 3)

The tenderers should indicate the proposals

A large, empty rectangular area with a light yellow background, intended for tenderers to write their proposals for additional requested services.

T2. ASSISTANCE/ADVICE (ART. 6) (Maximum Score: 12)	
1 – ASSISTANCE/ADVICE (Max. score: 6)	
<p>1-a) Contact person for accounting service assistance from remote</p> <p><i>The tenderers should describe the availability and the number of staff destined for the assistance</i></p>	
<p>1-b) Contact person for accounting service for technical assistance (IT, back office, internet banking)</p> <p><i>The tenderers should describe the availability and the number of staff destined for the assistance</i></p>	
<p>1-c) Technical assistance for the accounting service for the website (toll-free or dedicated number)</p> <p><i>The tenderers should describe the availability and type of the remote assistance</i></p>	
2 – EUI COMMUNITY ASSISTANCE/ADVICE (Max. score: 1)	
<p>Contact person or help desk service in English (level CEFR B2 or higher) to assist the EUI community from remote (art.6-point 2)</p> <p><i>The tenderers should describe the availability and type of the remote assistance</i></p>	



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3 – ATM STATIONS: REPAIR IN CASE OF MALFUCTION/BLOCK (Max. score: 3)

The tenderers should indicate the time necessary to intervene in case of malfunctioning 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 malfunctioning or block

Less than 8 hours

More than 8 hours

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

Empty response area for protection measures against fraud.



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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

3 – AVAILABILITY OF SERVICES FOR BUSINESS TO BUSINESS (B2B) AND SERVICE LEVEL AGREEMENT (SLA)

(Max. score: 1)

The tenderers should describe the measures applied

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

2 – PROPOSAL FOR SCHOLARSHIP FINANCING

(Max. score: 4)

The tenderers should describe the proposal

3 – INVESTMENTS AND CONSULTING

(Max. score: 3)

The tenderers should describe the proposal

4 – PROPOSALS TO FACILITATE ACCOUNT OPENING REQUESTS FOR PEOPLE FROM BLACK-LISTED COUNTRIES

(Max. score: 3)

The tenderers should describe the proposal

5 – OTHER ADDITIONAL OR IMPROVEMENT PROPOSALS

(Max. score: 5)

The tenderers should describe the proposals

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.