



Permanent Mission of Italy
UN - New York

GUIDELINES FOR APPLICANTS

CALL FOR PROPOSALS FOR THE ADJUDICATION OF BUSINESS PHONE SYSTEM MAINTENANCE SERVICES FOR THE PERMANENT MISSION OF ITALY TO THE UNITED NATIONS

The Permanent Mission of Italy to the United Nations issues a call for proposals to provide business phone system maintenance services for a **Mitel** (former Shoretel) system (technical details will be disclosed to interested companies only).

Location

- The Permanent Mission of Italy (885 Second Avenue, One Dag Hammarskjold Plaza, 49th floor, New York, NY 10017)

Date and Time

5/9 next-business-day response or 7/24 same-day response plan (if available).

Specification of manpower

Licensed, skilled, knowledgeable, trustworthy, and fully insured companies specialized in phone system maintenance services.

Duration

One-year contract (2024).

Recipients

This call for proposals is intended to Mitel authorized partners that have the technical expertise and the financial and human resources to enter such agreement.

Duties and Activities

Including but not limited to:

- standard or custom maintenance contract
- spare parts
- on-site or stand-by coverage
- telephone support

Insurance

General liability coverage and property coverage are required.

Purpose

This call for proposals is aimed to start a constructive dialogue with interested companies. At this stage, proposals are not binding. Applicants do not qualify for preferred placement position in the adjudication process.

Requirements

As a guarantee of sound business practices, companies must include in the proposal the following information:

- Business license and permits
- Company profile
- Copy of the profit and loss account and the balance sheet for up to the last three financial years
- Letters of references

The proposal shall also indicate:

- 5/9 next-business-day response plan cost and/or 7/24 same-day response plan cost (if available)
- Hourly labor rate for regular, extra and emergency hours
- Response time for each of the above
- Travel time
- Spare parts, labour and travelling expenses
- Full list of the consumables that are included or not included in the plan
- Warranty for labor
- Access to remote customer service

Submission of the Proposal

The proposal must be submitted by email no later than November 10th, 2023, to the address admin.italyun@esteri.it (subject: "CALL FOR PROPOSALS FOR PHONE SYSTEM MAINTENANCE SERVICES").