



Permanent Mission of Italy  
UN - New York

## GUIDELINES FOR APPLICANTS

### CALL FOR PROPOSALS FOR THE ADJUDICATION OF PRINTER MAINTENANCE SERVICES AND PRINTER SUPPORT 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 Printer Maintenance Services and Printer Support for the following copiers:

- no. 1 **Ricoh MPC5503** and no. 1 **Ricoh MPC3503** (combined 100,000 copies/black/year – 15,000 copies/color/year)
- no. 1 **Xerox Altalink C8070** (28,000 copies/black/year – 8,000 copies/color/year)

#### 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 Printer Maintenance Services and Printer Support.

#### Duration

Two year contract (2024-2025).

#### Recipients

This call for proposals is intended to Ricoh and Xerox 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

Total site management shall be preferred over plans for individual printers.

#### 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, labor 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 10<sup>th</sup>, 2023, to the address [admin.italyun@esteri.it](mailto:admin.italyun@esteri.it) (subject: *"CALL FOR PROPOSALS FOR PRINTER MAINTENANCE SERVICES"*).