



Permanent Mission of Italy
UN - New York

GUIDELINES FOR APPLICANTS

EXPRESSION OF INTEREST FOR BUSINESS PHONE SYSTEM MAINTENANCE SERVICES FOR THE PERMANENT MISSION OF ITALY TO THE UNITED NATIONS

The Permanent Mission of Italy to the United Nations (hereinafter the “Mission”) issues a call for expressions of interest to provide business phone system maintenance services for a Mitel phone 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)

Customer Service Hours

5/9 next-business-day response.

Specification of manpower

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

Duration

- Two-year (2026-2027) or one-year (2026) contract.

The Mission will give preference to the **two-year** option.

Recipients

This call is intended to Mitel authorized partners (“silver” status or above) who meet the requirements described above and who have the authorizations, qualifications, expertise, and resources to enter into such an agreement.

Duties and Activities

Business phone system support and maintenance including but not limited to:

- Standard or custom maintenance contract;
- Spare parts;
- On-site visits and support;
- Network support service;
- Telephone Help Desk service;
- After business hours support;
- Mitel software upgrades.

Insurance

COI is mandatory.

Purpose

This call is aimed to start a constructive dialogue with interested companies. At this stage, expressions of interest 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 expression of interest the following information:

- Business license and permits
- Company profile
- Letters of reference

The expression of interest 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
- Warranty for labor
- Network / Telephone Help Desk / support service

Submission of the Expression of Interest

The expression of interest must be submitted by email no later than October 31st, 2025, to the address admin.italyun@esteri.it (subject: *"EXPRESSION OF INTEREST FOR PHONE SYSTEM MAINTENANCE SERVICES"*).

New York,