



Permanent Mission of Italy
UN - New York

GUIDELINES FOR APPLICANTS

EXPRESSION OF INTEREST FOR HVAC MAINTENANCE AND REPAIR SERVICES FOR THE PERMANENT MISSION OF ITALY TO THE UNITED NATIONS

1. Purpose

The Permanent Mission of Italy to the United Nations (hereinafter, the “Mission”) invites expressions of interest from qualified and duly licensed companies specializing in heating, ventilation, and air conditioning (HVAC) maintenance, inspection, troubleshooting, and repair services.

Applicants must have the technical expertise, qualified personnel, insurance coverage, and operational capacity necessary to provide services at the Mission’s commercial offices and residential properties.

2. Locations

Services may be required at any of the following properties:

a) Permanent Mission of Italy to the United Nations

885 Second Avenue, One Dag Hammarskjold Plaza, 48th and 49th floors, New York, NY 10017

Status: Leased

Approximate area: 22,985 sq. ft.

b) Ambassador’s Residence

15 East 90th Street, New York, NY 10128

Status: Owned

Approximate area: 12,173 sq. ft.

c) Deputy Permanent Representative’s Residence

970 Park Avenue, Apt. 3N, New York, NY 10028

Status: Cooperative apartment (co-op)

Approximate area: 3,000 sq. ft.

d) Townhouse

16 East 76th Street, New York, NY 10021

Status: Owned

Approximate area: 8,512 sq. ft.

Applicants must be able to provide services at all four locations and must take into account the travel required between properties when preparing their proposals.

3. Service Hours and Availability

Regular service: Monday through Friday, from 8:00 a.m. to 4:00 p.m.

Extra-hours service: Work performed before 8:00 a.m. or after 4:00 p.m. on weekdays, as well as work performed on weekends and public holidays.

Emergency service: Availability 24 hours a day, 7 days a week, including public holidays.

Applicants shall specify their availability, response times, and applicable hourly labor rates for regular, extra-hours, and emergency services.

4. Qualifications and Personnel

Applicants must be duly licensed and qualified, as required by applicable New York State and New York City laws and regulations, to perform the HVAC services offered. Applicants must demonstrate relevant experience in maintaining and repairing HVAC systems in residential properties, including townhouses and cooperative apartment buildings, as well as commercial office premises.

All work must be performed by appropriately qualified personnel and in accordance with applicable codes, regulations, manufacturer recommendations, and safety requirements.

Applicants must maintain the insurance coverage required for the services provided.

5. Scope of Services

The services may include, but are not limited to, the following activities:

- Preventive HVAC maintenance and periodic inspections, including one scheduled preventive maintenance visit per year at each of the four locations;
- Inspection and assessment of HVAC system performance and operating conditions;
- Cleaning, servicing, and maintenance of HVAC components, as applicable to the systems installed;
- Troubleshooting and diagnosis of HVAC malfunctions;
- Repairs to heating, ventilation, and air conditioning equipment and associated components;
- Replacement of defective components, subject to the Mission's prior approval;
- Emergency HVAC repairs, available 24 hours a day, 7 days a week;
- Identification and reporting of potential failures, safety concerns, and maintenance issues requiring corrective action;
- Recommendations concerning necessary repairs, replacement of components, and measures to improve system reliability and performance.

The contractor shall promptly notify the Mission's Administration Office of any malfunction, defect, or other issue that may affect the operation, safety, or condition of the HVAC systems.

Following each preventive maintenance visit or repair, the contractor shall provide a service report summarizing the work performed, the condition of the equipment, any identified deficiencies, and any recommended follow-up actions.

6. Pricing and Cost Transparency

Applicants shall provide a clear and detailed schedule of their proposed fees in U.S. dollars, including:

- The fixed price for one preventive maintenance visit per year at each of the four locations, specifying the services included;
- The hourly labor rate for regular service, applicable Monday through Friday from 8:00 a.m. to 4:00 p.m.;

- The hourly labor rate for extra-hours service, applicable before 8:00 a.m. or after 4:00 p.m. on weekdays and on weekends and public holidays;
- The hourly labor rate for emergency service, available 24 hours a day, 7 days a week;
- Any minimum billable period or minimum service charge;
- Any call-out, diagnostic, inspection, or other mandatory fees not included in the hourly rates;
- Any applicable overtime, weekend, public holiday, or other surcharges;
- The proposed warranty period for labor.

Applicants shall provide a separate price for the annual preventive maintenance visit at each property, taking into account the characteristics and complexity of the HVAC systems installed at each location.

All hourly labor rates must be fixed and all-inclusive of labor costs, travel time, transportation expenses, travel between the three properties, tools, equipment, and other ordinary operating expenses necessary to perform the services.

No separate charges for travel, mileage, transportation, tools, or equipment will be accepted where these costs are included in the proposed hourly rates. Any exceptions must be expressly identified and quantified in the expression of interest.

The proposed price for preventive maintenance shall clearly identify the tasks included in each annual visit. Any services, materials, or replacement parts excluded from the quoted price must be expressly identified.

Replacement parts, consumables, refrigerants, and other materials shall not be purchased or charged to the Mission without its prior approval. Applicants shall describe the proposed arrangements for the supply and reimbursement of such items, including the basis for pricing and any applicable markups.

All potential charges and surcharges must be disclosed in advance. No additional fees or expenses may be charged without the Mission's prior authorization.

7. Response Times, Travel, and Customer Service

Applicants shall indicate their proposed response times for regular, extra-hours, and emergency service, distinguishing, where applicable, between the time required to acknowledge a service request and the time required to arrive on site.

Applicants shall also provide estimated travel times to each of the three properties and explain any circumstances that could affect their ability to respond within the proposed timeframes.

Applicants shall describe their customer service arrangements, including:

- The procedure for submitting and tracking service requests;
- The availability of a dedicated contact person or service desk;
- The procedure for handling emergency calls outside regular business hours;
- The process for providing service reports, maintenance recommendations, and repair estimates;
- The procedure for obtaining the Mission's approval before undertaking additional work or incurring additional costs.

The Mission expects prompt communication, reliable scheduling, and timely notification of any issue that may affect the operation of the HVAC systems.

8. Insurance

A valid Certificate of Insurance (COI) is mandatory.

Applicants shall provide evidence of the insurance coverage maintained, including the applicable coverage limits and policy period. The selected contractor must maintain the required insurance throughout the performance of any resulting contract.

9. Contract Duration

The anticipated contract period is two years, from January 1, 2027, through December 31, 2028.

The expression of interest does not constitute a contract, a commitment to purchase services, or a guarantee of any minimum volume of work.

Any subsequent contractual arrangement will be subject to the Mission's requirements and the completion of the applicable administrative procedures.

10. Information Required from Applicants

Expressions of interest shall include the following documentation and information:

- Applicable business licenses, professional licenses, certifications, and permits;
- Completed IRS Form W-9, where applicable;
- Company profile, including relevant experience in commercial and residential HVAC maintenance and repair;
- At least two professional references, preferably relating to comparable properties or service arrangements;
- Fixed price for one preventive maintenance visit per year at each location;
- Hourly labor rates for regular, extra-hours, and emergency services;
- Details of all minimum charges, call-out fees, surcharges, and other potential costs;
- Proposed response times and estimated travel times;
- Proposed labor warranty terms.

Applicants may include any additional information they consider relevant to demonstrating their qualifications and suitability.

11. Technical Information and Site Visits

Upon request, the Mission may provide available technical specifications and other relevant information concerning the HVAC systems installed at the premises.

Applicants may also request an on-site visit to inspect the relevant equipment and premises. Such visits must be scheduled in advance by contacting the Mission's Administration Office at admin.italyun@esteri.it.

Site visits arranged by the Mission for the purpose of preparing an expression of interest shall be provided free of charge.

12. Purpose and Non-Binding Nature of this Notice

This expression of interest is intended solely to initiate a preliminary dialogue with qualified and interested service providers and to gather information concerning their qualifications, availability, service capabilities, and proposed pricing.

Submission of an expression of interest is non-binding and does not create any contractual relationship or entitlement to an award.

Participation in this preliminary process does not confer preferential treatment or any other advantage in any subsequent procurement or contract award procedure.

The Mission reserves the right to request additional information, determine the appropriate procedure for any future award, and discontinue the process without entering into a contract.

13. Submission of Expressions of Interest

Expressions of interest, together with the supporting documentation specified in Section 10, must be submitted by email no later than **November 20, 2026**, to:

admin.italyun@esteri.it

The subject line must read:

“EXPRESSION OF INTEREST FOR HVAC MAINTENANCE AND REPAIR SERVICES”

New York,

Head of Administration

Eugenio BOLDRINI

Firmato Digitalmente da/Signed by:
EUGENIO BOLDRINI

In Data/On Date:
martedì 13 ottobre 2026 16:46:28