



Permanent Mission of Italy
UN - New York

GUIDELINES FOR APPLICANTS

EXPRESSION OF INTEREST FOR OFFICE SUPPLIES, PAPER PRODUCTS, FURNITURE, INK AND TONER SUPPLIES FOR THE PERMANENT MISSION OF ITALY TO THE UNITED NATIONS

1. PURPOSE OF THE NOTICE

The Permanent Mission of Italy to the United Nations (hereinafter the “Mission”) invites expressions of interest from qualified suppliers of office and workplace products for the potential provision of supplies to the Mission during the 2027–2028 period.

The purpose of this notice is to identify suppliers with the appropriate commercial experience, product range, delivery capabilities, and customer service standards to serve as the Mission’s primary vendor for office and related supplies.

This notice is intended to gather information on the products, services, commercial terms, and ordering solutions available in the market. It does not constitute a formal request for proposals or a commitment by the Mission to enter into a contract.

2. LOCATION

The supplies will primarily be delivered to the following location:

The Permanent Mission of Italy to the United Nations
885 Second Avenue, One Dag Hammarskjöld Plaza, 49th Floor
New York, NY 10017.

3. CONTRACT PERIOD

The anticipated period of the potential contractual relationship is two years, from January 1, 2027, through December 31, 2028.

The precise terms and conditions of any subsequent contractual arrangement, including ordering procedures, pricing, delivery requirements, and payment terms, will be determined at a later stage, if applicable.

4. SCOPE OF SUPPLIES

The supplier is expected to offer a broad range of office and workplace products, including, but not limited to, the following categories:

- **Office supplies and stationery:** pens, pencils, notebooks, folders, binders, envelopes, labels, staplers, paper clips, desk accessories, and other general office consumables.
- **Paper products:** copy paper, printer paper, specialty paper, notepads, and other paper products required for routine office operations.
- **Ink and toner supplies:** printer ink cartridges, toner cartridges, and other compatible printing consumables for office equipment.

- **Office furniture and accessories:** desks, chairs, filing cabinets, storage units, shelving, and other office furnishings and accessories, as available.
- **Cleaning products:** general-purpose cleaners, disinfectants, surface-cleaning products, and other products suitable for maintaining office premises.
- **Disposable items:** disposable cups, plates, cutlery, paper towels, tissues, trash bags, and other consumables used in common areas and office facilities.

Applicants should indicate the breadth of their product range, whether products are available directly from stock, and whether alternative brands or equivalent products can be offered when requested items are unavailable.

5. DELIVERY REQUIREMENTS

The Mission requires a supplier capable of providing reliable, efficient, and timely deliveries in accordance with its operational needs.

Applicants should specify:

- Standard delivery schedules and estimated lead times;
- Availability of next-business-day and same-week delivery;
- Availability and additional costs of same-day or expedited delivery, if offered;
- Any minimum order value or quantity required for delivery;
- Delivery fees, handling charges, fuel surcharges, or other additional costs;
- Procedures for urgent orders and out-of-stock products;
- Procedures for handling damaged, defective, incorrect, or incomplete deliveries.

Applicants should also describe their ability to consolidate multiple items into a single delivery and to accommodate orders of varying sizes and frequency.

6. PRICING AND DISCOUNTS

Applicants should provide information on their standard commercial pricing policies and any discounts available to business, institutional, or government customers.

In particular, applicants are invited to indicate:

- Discounts applicable to catalog prices;
- Special pricing for frequently purchased products or bulk orders;
- Any volume-based discounts or preferential pricing arrangements;
- Price-matching policies, if available;
- Any minimum purchase commitments or other conditions required to benefit from discounted prices.

Any applicable delivery charges, service fees, or other additional costs should be clearly identified. Applicants should also indicate whether prices are subject to periodic adjustments and, where applicable, the conditions governing such adjustments.

7. ORDERING AND ACCOUNT MANAGEMENT

The Mission is particularly interested in suppliers offering efficient online ordering and account management solutions suitable for institutional customers.

Applicants should describe their ordering systems, including the availability of:

- Online ordering through a dedicated business account or e-commerce platform;
- Ordering by telephone or email;
- Multiple authorized users operating under a single institutional account;
- Individual user profiles and assignment of users to departments or cost centers;
- Approval workflows for orders, where available;
- Budget allocation and monitoring by user or cost center;
- Automatic notifications when a budget limit is reached or exceeded;

- The ability to prevent checkout when an order would exceed the applicable budget;
- Order history, downloadable invoices, and expenditure reports.

Applicants should clearly identify which of these functions are available as standard features and which, if any, require additional fees or customized account arrangements.

8. CUSTOMER SERVICE AND RETURNS

Applicants should describe their customer service arrangements, including the availability of dedicated account representatives, customer support channels, and procedures for resolving order-related issues.

The submission should also outline the applicable return, replacement, and refund policies, including the conditions and time limits for returning unwanted, damaged, defective, or incorrectly supplied products.

Applicants are encouraged to indicate their procedures for tracking orders, reporting delivery problems, and addressing product availability issues.

9. INSURANCE

A valid Certificate of Insurance (COI) shall be provided upon request and, where applicable, before the commencement of any contractual services or deliveries requiring such coverage.

10. APPLICANT QUALIFICATIONS AND DOCUMENTATION

To demonstrate their qualifications and sound business practices, interested companies shall provide the following information:

- Valid business licenses and permits, as applicable;
- Company profile;
- Online catalog link, including the main product categories offered;
- Description of delivery capabilities and customer service arrangements;
- Information on pricing policies, discounts, and any applicable additional charges;
- Description of the online ordering and account management functionalities available.

Applicants may also provide references from institutional or business clients and any additional information demonstrating their reliability, financial and operational capacity, and suitability for the requirements described in this notice.

11. NON-BINDING NATURE OF THE EXPRESSION OF INTEREST

This notice is intended solely to identify potentially qualified suppliers and initiate a constructive dialogue with interested companies.

Submission of an expression of interest does not create any contractual relationship, guarantee inclusion in a subsequent procurement procedure, or confer any preferential position in a future selection or award process.

The Mission reserves the right to determine whether and how to proceed with any subsequent procurement procedure, to request additional information from interested companies, and to discontinue the process without entering into a contractual relationship.

Any subsequent procurement and award decision will be conducted in accordance with the applicable rules and procedures.

12. SUBMISSION OF EXPRESSIONS OF INTEREST

Expressions of interest must be submitted by email no later than **November 27, 2026**, to the following address: admin.italyun@esteri.it

The subject line of the email must read:

“EXPRESSION OF INTEREST – OFFICE SUPPLIES, PAPER PRODUCTS, FURNITURE, INK AND TONER SUPPLIES”

Applicants are encouraged to ensure that their submissions address the information requested in this notice and provide sufficient detail to allow the Mission to assess the range of products and services available.

New York,

Head of Administration

Eugenio BOLDRINI

Firmato Digitalmente da/Signed by:

EUGENIO BOLDRINI

In Data/On Date:

mercoledì 14 ottobre 2026 13:48:35