



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”) invites expressions of interest from qualified companies to provide maintenance and technical support services for its existing Mitel business phone system.

***** Technical specifications and system details will be disclosed only to interested and qualified companies *****

1. Location

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

2. Scope of Services

Services may include, but are not limited to:

- Preventive and corrective maintenance of the existing Mitel phone system;
- Technical support and troubleshooting, including on-site assistance;
- Telephone Help Desk and network support services;
- Supply and replacement of spare parts;
- After-hours and emergency support;
- Mitel software updates and upgrades.

3. Service Levels

Applicants shall indicate the availability and cost of the following service levels:

- **5/9 next-business-day response:** support during five business days per week, nine hours per day, with a response by the next business day;
- **24/7 same-day response:** round-the-clock support, including weekends and holidays, with a same-day response.

Applicants shall clearly specify the applicable response times, service coverage, and any limitations or exclusions for each option.

4. Applicant Qualifications

This call is intended exclusively for **Mitel-authorized partners with “Silver” status or higher**, with the technical expertise, qualified personnel, authorizations, and resources necessary to perform the required services.

Applicants must be appropriately licensed, qualified, and insured.

5. Contract Duration

The Mission may consider either:

- A one-year contract for 2027; or
- A two-year contract covering 2027–2028.

Applicants may express interest in either or both options.

6. Insurance

A Certificate of Insurance (COI) is mandatory. Applicants shall provide evidence of appropriate insurance coverage for the proposed services.

7. Information to Be Submitted

Expressions of interest shall include the following documentation and information:

- Business licenses and applicable permits;
- Company profile and description of relevant technical expertise;
- Confirmation of Mitel partner authorization and Silver status or higher;
- Letters of reference from relevant clients;
- Proposed maintenance and technical support arrangements;
- Cost of each available service-level option, including the 5/9 next-business-day response plan and, if available, the 24/7 same-day response plan;
- Hourly labor rates for regular, overtime, and emergency work;
- Applicable response times and service availability;
- Travel time and any associated travel charges;
- Spare-parts costs and any applicable labor or travel charges;
- Warranty applicable to maintenance and repair work;
- Details and costs of network support, Telephone Help Desk, and other support services;
- Any additional charges, exclusions, or conditions applicable to the proposed services.

All costs shall be clearly itemized, and applicants shall identify any recurring fees, minimum charges, or additional expenses.

8. Purpose of This Notice

This call for expressions of interest is intended to identify qualified providers and initiate a preliminary dialogue regarding the Mission's requirements.

Submission of an expression of interest is non-binding and does not constitute a request for a binding offer, guarantee an invitation to participate in any subsequent procurement procedure, or confer any preferential position in a future selection or award process.

The Mission reserves the right to determine the subsequent procurement procedure in accordance with the applicable rules and requirements.

9. Submission

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

Subject: "EXPRESSION OF INTEREST FOR PHONE SYSTEM MAINTENANCE SERVICES"

New York,

Firmato Digitalmente da/Signed by:
EUGENIO BOLDRINI

In Data/On Date:
mercoledì 14 ottobre 2026 12:33:08

Head of Administration

Eugenio BOLDRINI