



Permanent Mission of Italy
UN - New York

GUIDELINES FOR APPLICANTS

EXPRESSION OF INTEREST FOR PLUMBING AND HEATING 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 and individual professionals for the provision of commercial and residential plumbing and heating services at the properties listed below.

This notice is intended to identify qualified service providers with the technical expertise, professional qualifications, insurance coverage, and operational capacity necessary to meet the Mission’s requirements.

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 should take into account the travel required between properties when determining their proposed rates.

3. Service Hours and Availability

Regular service hours: Monday through Friday, 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.

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

Applicants shall specify their hourly labor rates for each of the three service categories and indicate their corresponding response times.

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 plumbing and heating services covered by this notice.

Applicants must demonstrate the technical competence, relevant experience, reliability, and staffing capacity necessary to provide commercial and residential plumbing and heating maintenance, repairs, and installation services.

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

Applicants must also 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.

5.1 Plumbing

- 24/7 emergency plumbing repairs;
- Plumbing maintenance and repairs in residential and office premises;
- Pipe repairs, replacement, and repiping;
- Toilet repairs, replacement, and running-toilet repairs;
- Sump pump maintenance, repairs, and replacement;
- Water heater maintenance, repairs, and installation;
- Leak detection and repairs;
- Bathroom plumbing repairs and maintenance;
- Bathroom faucet installation and repairs;
- Shower repairs and replacement;
- Faucet repairs and replacement;
- Sewer line inspection, maintenance, and related repairs;
- Drain cleaning and clogged sink repairs;
- Kitchen plumbing installation, maintenance, and repairs;
- Identification and correction of plumbing code violations, including the related work necessary to obtain compliance with applicable New York City requirements.

5.2 Heating Systems

- One periodic inspection and maintenance visit per year for each of the two boilers serving the properties, one gas-fired and one oil-fired;
- Mandatory testing of the backflow prevention devices, including reduced-pressure-zone (RPZ) assemblies, where applicable, associated with the two boiler systems;
- Emergency heating system repairs, available 24 hours a day, 7 days a week;
- Diagnosis and repair of heating system malfunctions and related plumbing components.

Applicants shall indicate whether they are qualified and authorized to perform the required boiler inspections and RPZ testing and to provide any applicable testing reports or compliance documentation.

The annual boiler inspections shall be quoted on a time-and-materials basis, with the applicable labor rates clearly stated. Any additional charges, including service call fees, diagnostic fees, testing fees, or other mandatory charges, must be disclosed in the expression of interest.

No work beyond the agreed inspection scope, and no additional materials or replacement parts, may be charged to the Mission without its prior authorization.

6. Pricing and Cost Transparency

Applicants shall provide a clear and comprehensive schedule of their proposed rates, including:

- Hourly labor rate for regular service (Monday–Friday, 8:00 a.m.–4:00 p.m.);
- Hourly labor rate for extra-hours service (before 8:00 a.m. or after 4:00 p.m. on weekdays, and weekends);
- Hourly labor rate for emergency service (24/7, including public holidays);
- Any minimum billable period or minimum service charge;
- Any call-out, diagnostic, inspection, testing, or other mandatory fees not included in the hourly rates;
- Any applicable overtime, holiday, or other surcharges;
- The proposed warranty period for labor.

All hourly labor rates must be fixed and all-inclusive of the contractor's labor costs, travel time, transportation expenses, travel between the four 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.

Replacement parts, consumables, and other materials shall not be purchased or charged to the Mission without its prior approval. Any proposed reimbursement or supply arrangements must be clearly described, including the basis for pricing and any applicable markups.

Applicants must disclose all potential charges and surcharges in advance. Rates and fees must be stated in U.S. dollars.

7. Response Times and Travel

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

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

The Mission expects prompt communication regarding service requests and immediate notification to the Administration Office of any maintenance issue, malfunction, leak, heating failure, or other condition that may affect the safety, security, operation, or condition of any of the properties.

For emergencies, applicants shall describe their procedures for receiving calls and dispatching qualified personnel outside regular business hours.

8. Insurance

Applicants must provide a valid Certificate of Insurance (COI) evidencing the insurance coverage required for the services offered.

The certificate shall identify the insured entity and the applicable coverage and limits. Applicants must maintain the required insurance throughout the performance of any resulting contract and comply with any applicable insurance requirements communicated by the Mission.

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

To enable the Mission to assess the qualifications and suitability of interested service providers, applicants shall submit the following documentation and information:

- Valid business licenses, professional licenses, certifications, and permits applicable to the services offered;
- Completed IRS Form W-9;
- Company profile or individual professional résumé, including relevant experience in commercial and residential plumbing and heating services;
- 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. 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 determine the appropriate procedure for any future award, to request additional information, and to discontinue the process without entering into a contract.

12. 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 PLUMBING AND HEATING SERVICES”

New York,

Head of Administration
Eugenio BOLDRINI

Firmato Digitalmente da/Signed by:

EUGENIO BOLDRINI

In Data/On Date:

martedì 13 ottobre 2026 16:48:31