



Permanent Mission of Italy  
UN - New York

## **GUIDELINES FOR APPLICANTS**

### **VIDEO SURVEILLANCE AND ALARM SYSTEM MAINTENANCE, REPAIR AND MONITORING SERVICES**

#### **1. Purpose and Locations**

The Permanent Mission of Italy to the United Nations invites qualified companies to submit proposals for the maintenance, repair and monitoring of its video surveillance, alarm, access control and intrusion detection systems at the following location:

##### **Ambassador's Residence**

15 East 90th Street, New York, NY 10128.

Government-owned property comprising approximately 12,173 square feet.

#### **2. Scope of Services**

Services shall include, but shall not be limited to:

- Annual inspection and preventive maintenance of existing cameras, alarm devices, sensors, access control equipment and related systems.
- Testing and replacement of batteries and defective components, subject to prior approval.
- Troubleshooting, repairs and restoration of system functionality.
- 24/7 emergency technical support.
- Remote alarm monitoring, with a description of the monitoring and notification procedures.

The contractor shall provide a written report following each maintenance visit or repair, identifying the work performed, any faults detected and any recommended corrective action.

#### **3. Service Availability and Response Times**

Regular service shall be available Monday through Friday, from 8:00 a.m. to 4:00 p.m. Emergency assistance shall be available 24 hours a day, 7 days a week, including weekends and public holidays.

Applicants shall specify their guaranteed response times for regular and emergency requests, distinguishing between acknowledgment of the request and on-site arrival.

#### **4. Qualifications**

Applicants must be full-service security systems companies with the necessary technical expertise, qualified and trustworthy personnel, all required licenses and permits, and adequate insurance coverage.

As a guarantee of sound business practices, applicants must include the following information in their proposals:

- Copies of applicable business licenses and permits.
- Company profile, including relevant experience and technical qualifications.
- Letters of reference from at least two clients for comparable services.
- Certificate of insurance demonstrating adequate coverage.

## 5. Financial Proposal

The proposal shall include:

- A fixed annual price for preventive maintenance.
- Hourly labor rates for regular and emergency services.
- Any call-out, diagnostic or minimum service charges.
- Prices or pricing arrangements for batteries, spare parts and other materials.
- Any fees for remote alarm monitoring.
- Applicable labor warranties and any other charges or exclusions.

All rates and fees shall be clearly stated in U.S. dollars. Applicants shall specify whether labor rates include travel time, transportation, tools and ordinary operating expenses. No additional work, parts or charges shall be incurred without the Mission's prior approval.

The Mission is entitled to applicable tax-exempt treatment. Applicants shall identify any taxes or charges considered applicable.

## 6. Site Visits

Applicants may request a site visit to inspect the existing systems and equipment in order to assess the scope of work and prepare an accurate proposal.

Site visits must be arranged in advance by emailing [admin.italyun@esteri.it](mailto:admin.italyun@esteri.it). Access shall be subject to the Mission's security procedures. Any photographs or collection of technical information shall require prior authorization.

## 7. Contract Duration

The proposed contract shall cover the period from **January 1, 2027, through December 31, 2028**, with no automatic renewal.

## 8. Submission of Proposals

Interested companies shall submit their proposals by **November 20, 2026**, to:

**Email:** [admin.italyun@esteri.it](mailto:admin.italyun@esteri.it)

**Subject:** CALL FOR PROPOSALS – VIDEO SURVEILLANCE AND ALARM SERVICES

## 9. Reservation of Rights

The Mission reserves the right to request clarifications, reject any or all proposals, or discontinue the procedure. This call does not constitute a commitment to award a contract. Any contractual relationship shall arise only upon execution of a written agreement by the authorized parties.

New York,

Head of Administration  
Eugenio BOLDRINI

Firmato Digitalmente da/Signed by:  
EUGENIO BOLDRINI  
In Data/On Date:  
mercoledì 14 ottobre 2026 13:47:24