

Latvia-Riga: Telephone-answering services

OJ S 84/2023 28/04/2023

Contract notice  
Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: LR IeM Pilsonības un migrācijas lietu pārvalde

National registration number: 90000054163

Postal address: Čiekurkalna 1.līnija 1, k-3

Town: Rīga

NUTS code: LV00 Latvija

Postal code: LV-1026

Country: Latvia

Contact person: Līgumu pārvaldības nodaļas jurists

E-mail: [iepirkums@pmlp.gov.lv](mailto:iepirkums@pmlp.gov.lv)

Telephone: +371 67219467

**Internet address(es):**

Main address: <https://www.pmlp.gov.lv/lv/>

Address of the buyer profile: <https://www.eis.gov.lv/EKEIS/Supplier/Organizer/425>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.eis.gov.lv/EKEIS/Supplier/Procurement/97544>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.eis.gov.lv/EKEIS/Supplier/ProcurementProposals/97544>

Tenders or requests to participate must be submitted to the abovementioned address

**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

Public order and safety

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Zvanu centra ārpakalpojums (diviem gadiem)

Reference number: PMLP 2023/7-VMIS

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3.**

## **Type of contract**

Services

### **II.1.4. Short description**

Zvanu centra ārpakalpojums (diviem gadiem)

### **II.1.5. Estimated total value**

Value excluding VAT: 247 933,00 EUR

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

79510000 Telephone-answering services

### **II.2.3. Place of performance**

NUTS code: LV00 Latvija

Main site or place of performance: Latvija

### **II.2.4. Description of the procurement**

Zvanu centra ārpakalpojums (diviem gadiem)

### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6. Estimated value**

Value excluding VAT: 247 933,00 EUR

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: no

### **II.2.10. Information about variants**

Variants will be accepted: no

### **II.2.11. Information about options**

Options: no

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

saskaņā ar nolikuma nosacījumiem

### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **IV.2. Administrative information**

#### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 01/06/2023 Local time: 09:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

Latvian

#### **IV.2.7. Conditions for opening of tenders**

Date: 01/06/2023 Local time: 13:00

Place:

<https://www.eis.gov.lv/EKEIS/Supplier/Procurement/97544>

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Iepirkumu uzraudzības birojs

Postal address: Smilšu iela 1

Town: Rīga

Country: Latvia

E-mail: [pasts@iub.gov.lv](mailto:pasts@iub.gov.lv)

Telephone: +371 22416641

Internet address: <http://www.iub.gov.lv>

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:  
Saskaņā ar Publisko iepirkumu likuma 68. panta trešo daļu

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: Iepirkumu uzraudzības birojs

Postal address: Smilšu iela 1

Town: Rīga

Postal code: LV-1919

Country: Latvia

E-mail: [pasts@iub.gov.lv](mailto:pasts@iub.gov.lv)

Telephone: +371 22416641

Internet address: <http://www.iub.gov.lv>

**VI.5. Date of dispatch of this notice**

25/04/2023