

430386-2026 - Competition

Lithuania – Customer Relation Management software development services – Klientų ir klientų ryšių valdymo sistema ir jos vystymo paslaugos

OJ S 119/2026 24/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: UAB ILTE

Email: jurate.straksiene@ilte.lt

Legal type of the buyer: Public undertaking, controlled by a central government authority

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Klientų ir klientų ryšių valdymo sistema ir jos vystymo paslaugos

Description: Klientų ir klientų ryšių valdymo sistema ir jos vystymo paslaugos

Procedure identifier: 46b7f4b3-a2ba-4f89-b0e3-f4dce9afeb75

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212445 Customer Relation Management software development services

2.1.2. Place of performance

Country subdivision (NUTS): Vilniaus apskritis (LT011)

Country: Lithuania

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Klientų ir klientų ryšių valdymo sistema ir jos vystymo paslaugos

Description: Klientų ir klientų ryšių valdymo sistema ir jos vystymo paslaugos

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212445 Customer Relation Management software development services

5.1.2. Place of performance

Country subdivision (NUTS): Vilniaus apskritis (LT011)

Country: Lithuania

5.1.3. Estimated duration

Duration: 37 Months

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

Green Procurement Criteria: National Green Public Procurement criteria

Social objective promoted: Fair working conditions

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Lithuanian

Languages in which the procurement documents (or their parts) are unofficially available:

English

Address of the procurement documents: <https://viesiejipirkimai.lt/epps/cft/listContractDocuments.do?resourceId=8329597>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://viesiejipirkimai.lt/epps/cft/viewTenders.do?resourceId=8329597>

Languages in which tenders or requests to participate may be submitted: Lithuanian, English

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 30/07/2026 12:00:00 (UTC+03:00) Eastern European Summer Time, İstanbul, Mayotte

Duration during which the tender must remain valid: 90 Days

Information about public opening:

Opening date: 30/07/2026 12:30:00 (UTC+03:00) Eastern European Summer Time, İstanbul, Mayotte

Place: <https://viesiejipirkimai.lt/epps/cft/prepareViewCfTWS.do?resourceId=8329597>

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Vilniaus apygardos teismas

Organisation providing offline access to the procurement documents: UAB ILTE

Organisation providing more information on the review procedures: UAB ILTE

Organisation receiving requests to participate: UAB ILTE

Organisation processing tenders: UAB ILTE

8. Organisations

8.1. ORG-0001

Official name: UAB ILTE

Registration number: 110084026

Postal address: Ukmergės g. 124, Vilnius

Town: Vilnius

Postcode: 08100

Country subdivision (NUTS): Vilniaus apskritis (LT011)

Country: Lithuania

Email: jurate.straksiene@ilte.lt

Telephone: +37069424734

Internet address: www.ilte.lt

Buyer profile: www.ilte.lt

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Vilniaus apygardos teismas

Registration number: 193312970

Postal address: Gedimino pr. 40

Town: Vilnius

Postcode: 01501

Country subdivision (NUTS): Vilniaus apskritis (LT011)

Country: Lithuania

Email: vilniaus.apygardos@teismas.lt

Telephone: +370 70668369

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: European Dynamics S.A.

Registration number: 002024901000

Department: European Dynamics S.A.

Town: Athens

Postcode: 15125

Country subdivision (NUTS): Βόρειος Τομέας Αθηνών (EL301)

Country: Greece

Email: eproc-esender@eurodyn.com

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

Notice information

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Form type: Competition

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