

442464-2026 - Result

Latvia – Telephone-answering services – Klientu zvanu apstrādes pakalpojuma iegāde
OJ S 122/2026 29/06/2026
Contract or concession award notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Akciju sabiedrība "Sadales tīkls"

Email: Martins.Leimanis@sadalestikls.lv

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

Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: Klientu zvanu apstrādes pakalpojuma iegāde

Description: Klientu zvanu apstrādes pakalpojuma iegāde AS "Sadales tīkls"

Procedure identifier: a7392f99-4b9d-4721-a0a8-534f83334234

Internal identifier: ST 2021/22

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

2.1.4. General information

Additional information: Atbilstoši sarunu procedūras nolikuma nosacījumiem, vispārīgās vienošanās slēgšanas tiesības piešķirtas: 1. saimnieciski visizdevīgākā piedāvājuma iesniedzējam (uzvarētājam): SIA "Corporate Services"; 2. nākamā saimnieciski izdevīgākā piedāvājuma iesniedzējam SIA "TRANSCOM WORLDWIDE LATVIA" ar nosacījumu, ka komersants pasūtījumu iegūs, ja saimnieciski visizdevīgākā piedāvājuma iesniegušais pretendents nespēs pildīt saistības. Kopējā līgumcena 2 (diviem) gadiem: 835 000.00 EUR bez PVN.

Legal basis:

Directive 2014/25/EU

<https://eur-lex.europa.eu/eli/dir/2014/24/oj> -

5. Lot

5.1. Lot: LOT-0000

Title: Klientu zvanu apstrādes pakalpojuma iegāde AS "Sadales tīkls"

Description: Klientu zvanu apstrādes pakalpojuma iegāde AS "Sadales tīkls"

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

5.1.2. Place of performance

Country subdivision (NUTS): Extra-Regio NUTS 3 (LVZZZ)

Country: Latvia

5.1.6. General information

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

5.1.10. Award criteria

Criterion:

Type: Cost

Name: Saimnieciski visizdevīgākais piedāvājums

Description: Par saimnieciski visizdevīgāko piedāvājumu tiek atzīts piedāvājums ar lielāko punktu skaitu.

Category of award weight criterion: Weight (points, exact)

Award criterion number: 100

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Iepirkumu uzraudzības birojs

Information about review deadlines: Iesniegumu iepirkumu uzraudzības birojam var iesniegt līdz iepirkuma līguma vai vispārīgās vienošanās noslēgšanas dienai šādos termiņos: 1) 10 dienu laikā pēc dienas, kad Sabiedrisko pakalpojumu sniedzēju iepirkumu likuma 38. pantā minētā informācija nosūtīta attiecīgajai personai elektroniski, izmantojot drošu elektronisko parakstu vai pievienojot elektroniskajam pastam skenētu dokumentu, vai pa faksu vai nodota personiski; 2) 15 dienu laikā pēc dienas, kad Sabiedrisko pakalpojumu sniedzēju iepirkumu likuma 38. pantā minētā informācija nosūtīta attiecīgajai personai pa pastu

Organisation providing additional information about the procurement procedure: Akciju sabiedrība "Sadales tīkls"

6. Results

Maximum value of the framework agreements in this notice: 835 000,00 EUR

Approximate value of the framework agreements

:

835 000,00

EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 835 000,00 EUR
Re-estimated value of the framework agreement: 835 000,00 EUR

6.1.2. Information about winners

Winner:

Official name: Sabiedrība ar ierobežotu atbildību "Corporate Services"

Tender:

Tender identifier: 1

Identifier of lot or group of lots: LOT-0000

The tender is a variant: no

Subcontracting: Yes

Subcontracting value is known: no

Subcontracting percentage is known: no

Contract information:

Identifier of the contract: 300000/22-21

Title: Par AS "Sadales tīkls" klientu zvanu apstrādes pakalpojuma veikšanu

Date on which the winner was chosen: 29/12/2021

Date of the conclusion of the contract: 01/02/2022

Address of the contract: <https://www.eis.gov.lv/EKEIS/Supplier/Procurement/66408>

Winner:

Official name: SIA "TRANSCOM WORLDWIDE LATVIA"

Tender:

Tender identifier: 1

Identifier of lot or group of lots: LOT-0000

The tender is a variant: no

Subcontracting: Yes

Subcontracting value is known: no

Subcontracting percentage is known: no

Contract information:

Identifier of the contract: 300000/22-179

Title: Rezerves vienošanās par AS "Sadales tīkls" klientu zvanu apstrādes pakalpojuma veikšanu

Date on which the winner was chosen: 29/12/2021

Date of the conclusion of the contract: 01/02/2022

Address of the contract: <https://www.eis.gov.lv/EKEIS/Supplier/Procurement/66408>

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 6

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 6

Type of received submissions: Tenders from micro tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from small tenderers

Number of tenders or requests to participate received: 6

Type of received submissions: Tenders from medium tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0
Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area
Number of tenders or requests to participate received: 0
Type of received submissions: Tenders verified and inadmissible
Number of tenders or requests to participate received: 1
Type of received submissions: Tenders verified and inadmissible because of an abnormally low price or cost
Number of tenders or requests to participate received: 0
Type of received submissions: Tenders for which it has not been verified if they are admissible or inadmissible
Number of tenders or requests to participate received: 0
Type of received submissions: Tenders submitted electronically
Number of tenders or requests to participate received: 6

8. Organisations

8.1. ORG-0001

Official name: Akciju sabiedrība "Sadalestikls"

Registration number: 40003857687

Postal address: Šmerļa iela 1

Town: Rīga

Postcode: LV-1160

Country subdivision (NUTS): Rīga (LV006)

Country: Latvia

Contact point: Mārtiņš Leimanis

Email: Martins.Leimanis@sadalestikls.lv

Telephone: +37167728056

Internet address: <https://sadalestikls.lv/>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Iepirkumu uzraudzības birojs

Registration number: 90001263305

Postal address: Smilšu iela 1

Town: Rīga

Postcode: LV-1919

Country subdivision (NUTS): Rīga (LV006)

Country: Latvia

Contact point: Juridiskais departaments

Email: pasts@iub.gov.lv

Telephone: +37122416641

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

Information exchange endpoint (URL): <https://www.eis.gov.lv/EKEIS/Supplier/Organizer/472>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Sabiedrība ar ierobežotu atbildību "Corporate Services"

Size of the economic operator: Small

Registration number: 40103244927

Postal address: Pārslas iela 3

Town: Rīga

Postcode: LV-1002

Country subdivision (NUTS): Rīga (LV006)

Country: Latvia

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

8.1. ORG-0004

Official name: SIA "TRANSCOM WORLDWIDE LATVIA"

Size of the economic operator: Small

Registration number: 40003573369

Postal address: Vienības gatve 109

Town: Rīga

Postcode: LV-1058

Country subdivision (NUTS): Rīga (LV006)

Country: Latvia

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

10. Change

Version of the previous notice to be changed

:

56ccf4ca-d474-44d4-88a7-3c73f6b77639-01

Main reason for change

:

Buyer correction

Description

:

Tehnisku kļūdu labojumi publicētajā paziņojumā

10.1. Change

Section identifier: LOT-0000

Notice information

Notice identifier/version: b51ec1aa-f313-4680-ac3c-54512018f2f0 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 30

Notice dispatch date: 26/06/2026 11:36:22 (UTC+00:00) Western European Time, GMT

Notice dispatch date (eSender): 26/06/2026 11:36:22 (UTC+00:00) Western European Time, GMT

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