

502943-2026 - Competition

Lithuania – Customer-care services – Klientų aptarnavimo specialistų samdymas infrastruktūros projektui

OJ S 138/2026 21/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: AB Via Lietuva (PV)

Email: info@vialietuva.lt

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

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Klientų aptarnavimo specialistų samdymas infrastruktūros projektui

Description: Klientų aptarnavimo specialistų samdymas infrastruktūros projektui

Procedure identifier: 78eca66e-53d1-4cc4-bb3d-29bf082bd422

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

2.1.2. Place of performance

Country subdivision (NUTS): Vilniaus apskritis (LT011)

Country: Lithuania

2.1.3. Value

Estimated value excluding VAT: 2 016 000,00 EUR

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 aptarnavimo specialistų samdymas infrastruktūros projektui

Description: Klientų aptarnavimo specialistų samdymas infrastruktūros projektui

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 79342320 Customer-care services

5.1.2. Place of performance

Country subdivision (NUTS): Vilniaus apskritis (LT011)
Country: Lithuania

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 2 016 000,00 EUR

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

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

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:
Lithuanian

Address of the procurement documents: <https://viesiejipirkimai.lt/epps/cft/listContractDocuments.do?resourceId=8855067>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://viesiejipirkimai.lt/epps/cft/viewTenders.do?resourceId=8855067>

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

Electronic catalogue: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 20/08/2026 10:00:00 (UTC+03:00) Eastern European Summer Time, İstanbul, Mayotte

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 20/08/2026 10:30:00 (UTC+03:00) Eastern European Summer Time, İstanbul, Mayotte

Place: <https://viesiejipirkimai.lt/epps/cft/prepareViewCfTWS.do?resourceId=8855067>

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

Information about review deadlines: žr. pirkimo dokumentuose

Organisation providing offline access to the procurement documents: AB Via Lietuva (PV)

Organisation receiving requests to participate: AB Via Lietuva (PV)

Organisation processing tenders: AB Via Lietuva (PV)

8. Organisations

8.1. ORG-0001

Official name: AB Via Lietuva (PV)

Registration number: 188710638

Postal address: Kauno g. 22

Town: Vilnius

Postcode: 03212

Country subdivision (NUTS): Vilniaus apskritis (LT011)

Country: Lithuania

Email: info@vialietuva.lt

Telephone: +37052329600

Internet address: www.vialietuva.lt

Buyer profile: www.vialietuva.lt

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

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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