

541491-2026 - Competition

Lithuania – Customer-care services – (2026-IGN-51) Kontaktų centro paslaugos

OJ S 149/2026 05/08/2026

Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: UAB Ignitis grupės paslaugų centras (PV)

Email: zivile.kasparaviciene@ignitis.lt

Legal type of the buyer: Public undertaking

Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: (2026-IGN-51) Kontaktų centro paslaugos

Description: (2026-IGN-51) Kontaktų centro paslaugos. Pirkimo objekto charakteristikos ir apimtys nurodytos SPS priede „Techninė specifikacija“. Keliami kvalifikacijos reikalavimai bei kvalifikaciją pagrindžiantys dokumentai nurodomi SPS priede „Reikalavimai tiekėjams“.

Taikomi pašalinimo pagrindai ir juos pagrindžiantys dokumentai nurodomi SPS priede „Reikalavimai tiekėjams“. Pasiūlymai bus vertinami pagal ekonomiškai naudingiausio pasiūlymo vertinimo kriterijų – kainos ir kokybės santykį. Pasiūlymų ekonominio naudingumo vertinimo metodika pateikiama SPS priede „Ekonominio naudingumo vertinimo metodika“. Per didelė ir nepriimtina pasiūlymo kaina bus laikoma tokia kaina, kuri viršys 4 909 340,00 EUR be PVM.

Procedure identifier: f06a7954-ca3a-48cc-acfe-f1f51042241a

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): 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: 4 909 340,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: (2026-IGN-51) Kontaktų centro paslaugos

Description: (2026-IGN-51) Kontaktų centro paslaugos. Pirkimo objekto charakteristikos ir apimtys nurodytos SPS priede „Techninė specifikacija“. Keliami kvalifikacijos reikalavimai bei kvalifikaciją pagrindžiantys dokumentai nurodomi SPS priede „Reikalavimai tiekėjams“. Taikomi pašalinimo pagrindai ir juos pagrindžiantys dokumentai nurodomi SPS priede „Reikalavimai tiekėjams“. Pasiūlymai bus vertinami pagal ekonomiškai naudingiausio pasiūlymo vertinimo kriterijų – kainos ir kokybės santykį. Pasiūlymų ekonominio naudingumo vertinimo metodika pateikiama SPS priede „Ekonominio naudingumo vertinimo metodika“. Per didelė ir nepriimtina pasiūlymo kaina bus laikoma tokia kaina, kuri viršys 4 909 340,00 EUR be PVM.

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

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 4 909 340,00 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://viesiejiirkimai.lt/epps/cft/listContractDocuments.do?resourceId=8638446>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://viesiejipirkimai.lt/epps/cft/viewTenders.do?resourceId=8638446>

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

Description of the financial guarantee: Žr. pirkimo dokumentuose

Deadline for receipt of requests to participate: 24/07/2026 12:00:00 (UTC+03:00) Eastern European Summer Time, Istanbul, Mayotte

Terms of contract:

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

Conditions relating to the performance of the contract: Žr. pirkimo dokumentuose

Financial arrangement: Žr. pirkimo dokumentuose

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 additional information about the procurement procedure: UAB Ignitis grupės paslaugų centras (PV)

Organisation providing offline access to the procurement documents: UAB Ignitis grupės paslaugų centras (PV)

Organisation receiving requests to participate: UAB Ignitis grupės paslaugų centras (PV)

Organisation processing tenders: UAB Ignitis grupės paslaugų centras (PV)

8. Organisations

8.1. ORG-0001

Official name: UAB Ignitis grupės paslaugų centras (PV)

Registration number: 303200016

Postal address: Laisvės pr. 10

Town: Vilnius

Postcode: LT-04215

Country subdivision (NUTS): Vilniaus apskritis (LT011)

Country: Lithuania

Email: zivile.kasparaviciene@ignitis.lt

Telephone: +37069836092

Internet address: <https://ignitisgrupe.lt>

Buyer profile: <https://ignitisgrupe.lt>

Roles of this organisation:

Buyer

Central purchasing body awarding public contracts or concluding framework agreements for works, supplies or services intended for other buyers

Organisation providing additional information about the procurement procedure

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

10. Change

Version of the previous notice to be changed

:

f93775fd-70ec-4221-85f7-4cd1af6f65fd-02

Main reason for change

:

Information now available

Description

:

Labą dieną, Informuojame, kad pirminių pasiūlymų pateikimo terminas pirkime nukeltas į š. m. rugsėjo 4 d. Tikslus laikas nurodytas CVP IS. Pagarbiai, Pirkimų projektų vadovė Karolina Čižaitė

Notice information

Notice identifier/version: 95e17357-acd5-4984-a897-8097171ef8e7 - 03

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 17

Notice dispatch date: 04/08/2026 15:08:02 (UTC+03:00) Eastern European Summer Time,
İstanbul, Mayotte

Languages in which this notice is officially available: Lithuanian

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