

Latvia-Riga: Call centre  
OJ S 245/2019 19/12/2019  
Contract notice – utilities  
Services

**Legal Basis:**

Directive 2014/25/EU

**Section I: Contracting entity**

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**I.1. Name and addresses**

Official name: AS "Latvenergo"

National registration number: 40003032949

Postal address: Pulkveža Brieža iela 12

Town: Rīga

NUTS code: LV00 Latvija

Postal code: LV-1230

Country: Latvia

Contact person: Ieva Arāja

E-mail: [ieva.araja@latvenergo.lv](mailto:ieva.araja@latvenergo.lv)

Telephone: +371 267728062

Fax: +371 267728880

**Internet address(es):**

Main address: <http://www.latvenergo.lv>

Address of the buyer profile: <https://www.eis.gov.lv/EKEIS/Supplier/Organizer/1419>

**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/31084>

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/31084>

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

**I.6. Main activity**

Electricity

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

AS "Latvenergo" klientu zvanu un elektronisko datu apstrādes pakalpojuma iegāde

Reference number: LE 2019/17

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

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

AS "Latvenergo" klientu zvanu un elektronisko datu apstrādes pakalpojuma iegāde.

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

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

This contract is divided into lots: no

### **II.2. Description**

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

79512000 Call centre

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

NUTS code: LV00 Latvija

Main site or place of performance: Latvijas Republika.

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

AS "Latvenergo" klientu zvanu un elektronisko datu apstrādes pakalpojuma iegāde.

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

Criteria below

Quality criterion - Name: Vērtējamās funkcionālās prasības / Weighting: 10

Cost criterion - Name: Cena par vienu ienākošā zvana sarunas minūti / Weighting: 75

Cost criterion - Name: Cena par vienu izejošā zvana un telemārketiņa pakalpojuma sarunas minūti / Weighting: 10

Cost criterion - Name: Cena par elektronisko datu apstrādes minūti / Weighting: 5

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

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

Start: 01/03/2020 End: 30/09/2021

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.1.2. 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

### **III.1.6. Deposits and guarantees required**

Pretendentam jāiesniedz piedāvājuma nodrošinājums 3 000,00 EUR, vienošanās izpildes nodrošinājums 5 000,00 EUR.

## **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**

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

#### **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: 17/01/2020 Local time: 10:00

#### **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.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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

Date: 17/01/2020 Local time: 10:00

Place:

<https://www.eis.gov.lv/EKEIS/Supplier/ProcurementProposals/31084>

## **Section VI: Complementary information**

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

This is a recurrent procurement: no

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

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

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

Official name: Iepirkumu uzraudzības birojs

Postal address: Eksporta iela 6

Town: Rīga

Country: Latvia

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

Telephone: +371 67326719

Fax: +371 67326720

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

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Saskaņā ar Sabiedrisko pakalpojumu sniedzēju iepirkumu likuma 72. panta trešo daļu.

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

Official name: Iepirkumu uzraudzības birojs

Postal address: Eksporta iela 6

Town: Rīga

Postal code: LV-1010

Country: Latvia

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

Telephone: +371 67326719

Fax: +371 67326720

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

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

16/12/2019