

**Latvia-Riga: Telephone-answering services**  
**OJ S 208/2023 27/10/2023**  
**Contract notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: AS "Sadales tīkls"

National registration number: 40003857687

Postal address: Šmerļa iela 1

Town: Rīga

NUTS code: LV00 Latvija

Postal code: LV-1160

Country: Latvia

Contact person: Ivonna Iljenko

E-mail: [ivonna.iljenko@latvenergo.lv](mailto:ivonna.iljenko@latvenergo.lv)

Telephone: +371 67728063

**Internet address(es):**

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

Address of the buyer profile: <https://www.eis.gov.lv/EKEIS/Supplier/Organizer/3277>

**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/109771>

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/109771>

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

**I.6. Main activity**

Electricity

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**Section II: Object**

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

**II.1.1. Title**

Klientu zvanu apstrādes pakalpojuma iegāde

Reference number: ST 2023/28

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Klientu zvanu apstrādes pakalpojuma iegāde

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

Value excluding VAT: 990 000,00 EUR

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

This contract is divided into lots: no

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

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

79510000 Telephone-answering services

#### **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**

Klientu zvanu apstrādes pakalpojuma iegāde

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

Criteria below

Cost criterion - Name: Cena par vienu ienākošā zvana sarunas minūti pie zvanu skaita normālā režīmā – (C1) / Weighting: 62

Cost criterion - Name: Cena par vienu ienākošā zvana sarunas minūti masveida zvanu situācijās darba dienās (zvanu skaits stundā palielinās 10 reizes) – (C2) / Weighting: 6

Cost criterion - Name: Cena par vienu ienākošā zvana sarunas minūti masveida zvanu situācijās brīvdienās un svētku dienās (zvanu skaits stundā palielinās 10 reizes) – (C3) / Weighting: 6

Cost criterion - Name: Cena par zvana pēcapstrādi (par vienu minūti) – (C4) / Weighting: 6

Cost criterion - Name: Cena par vienu izejošā zvana sarunas minūti – (C5) / Weighting: 6

Cost criterion - Name: Cena par darbinieku pirmreizējo apmācību zvanu līnijā 8403, uzsākot sadarbību – (C6) / Weighting: 3

Cost criterion - Name: Cena par darbinieku pirmreizējo apmācību zvanu līnijā 8404, uzsākot sadarbību – (C7) / Weighting: 3

Cost criterion - Name: Viena izsūtīta SMS izmaksas – (C8) / Weighting: 2

Cost criterion - Name: Vienas elektroniskās vēstules apstrāde – (C9) / Weighting: 6

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

Value excluding VAT: 990 000,00 EUR

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

Duration in months: 36

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.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Saskaņā ar iepirkuma procedūras nolikumā noteikto

##### III.1.2. Economic and financial standing

List and brief description of selection criteria:

Saskaņā ar iepirkuma procedūras nolikumā noteikto

Minimum level(s) of standards possibly required:

Saskaņā ar iepirkuma procedūras nolikumā noteikto

##### 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 šādā apmērā: 1 000,00 EUR

##### III.1.7. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Saskaņā ar iepirkuma procedūras nolikumā noteikto

##### III.1.8. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Saskaņā ar iepirkuma procedūras nolikumā noteikto

#### III.2. Conditions related to the contract

##### III.2.2. Contract performance conditions

Saskaņā ar iepirkuma procedūras nolikumā (t.sk.līguma projektā) noteikto

### 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: 27/11/2023 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: 4 (from the date stated for receipt of tender)

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

Date: 27/11/2023 Local time: 14:00

Place:

<https://www.eis.gov.lv/EKEIS/Supplier/ProcurementProposals/109771>

## Section VI: Complementary information

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

**VI.3. Additional information**

Līguma darbības termiņš – 2 (divi) gadi no līguma noslēgšanas brīža, ar iespēju pagarināt termiņu vēl uz vienu gadu. Pakalpojuma uzsākšana – ne vēlāk kā 30 (trīsdesmit) dienu laikā no iepirkuma līguma noslēgšanas dienas, bet ne ātrāk kā ar 2024.gada 1.februāri.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Iepirkumu uzraudzības birojs

Postal address: Smilšu iela 1

Town: Rīga

Country: Latvia

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

Telephone: +371 22416641

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: Smilšu iela 1

Town: Rīga

Postal code: LV-1919

Country: Latvia

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

Telephone: +371 22416641

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

**VI.5.**

**Date of dispatch of this notice**

24/10/2023