

164556-2026 - Competition

Slovenia – Telephone-answering services – Obdelava kontaktov v multimedijem kontaktne centru ZZZS

OJ S 48/2026 10/03/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: ZAVOD ZA ZDRAVSTVENO ZAVAROVANJE SLOVENIJE

Email: ijn@zzzs.si

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Obdelava kontaktov v multimedijem kontaktne centru ZZZS

Description: Predmet javnega naročila so storitve obdelave kontaktov (natančneje klicev in elektronskih sporočil) v multimedijem kontaktne centru ZZZS. Natančneje je predmet javnega naročila, opisan v obrazcih: - V-3 »Predračun«, - V-5 »Tehnične specifikacije« in - V-7 »Vzorec pogodbe«.

Procedure identifier: 55492a7e-d333-423d-8a5d-e8f4110b46c4

Internal identifier: DIR-ONL-3-057/25-S

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 72267000 Software maintenance and repair services

2.1.2. Place of performance

Country subdivision (NUTS): Osrednjeslovenska (SI041)

Country: Slovenia

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-0000

Title: Obdelava kontaktov v multimedijem kontaktne centru ZZZS

Description: Predmet javnega naročila so storitve obdelave kontaktov (natančneje klicev in elektronskih sporočil) v multimedijem kontaktnem centru ZZZS. Natančneje je predmet javnega naročila, opisan v obrazcih: - V-3 »Predračun«, - V-5 »Tehnične specifikacije« in - V-7 »Vzorec pogodbe«.

Internal identifier: 394361

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 72267000 Software maintenance and repair services

5.1.2. Place of performance

Country subdivision (NUTS): Osrednjeslovenska (SI041)

Country: Slovenia

5.1.3. Estimated duration

Duration: 36 Months

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): no

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.8. Accessibility criteria

Accessibility criteria for persons with disabilities are not included because the procurement is not intended for use by natural persons

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Description: Merilo za izbiro ponudbe je ekonomsko najugodnejša ponudba, pri čemer je edino merilo najnižja skupna ponudbena vrednost v EUR z DDV (razvidna iz obrazca V-3 »Predračun«) DODATNO MERILO V PRIMERU DVEH ALI VEČ ENAKOVREDNIH PONUDB: V primeru, da bosta dva ali več ponudnikov na podlagi meril dosegla enako najnižjo oceno, bo naročnik javno naročilo oddal tistemu izmed teh ponudnikov, ki bo prej oddal ponudbo .

Description of the method to be used if weighting cannot be expressed by criteria: Merilo za izbiro ponudbe je ekonomsko najugodnejša ponudba, pri čemer je edino merilo najnižja skupna ponudbena vrednost v EUR z DDV (razvidna iz obrazca V-3 »Predračun«)

5.1.11. Procurement documents

Deadline for requesting additional information: 25/03/2026 10:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Address of the procurement documents: <https://www.enarocanje.si/api/datoteka/get?id=NDY0ODE0O1JEIG9iamF2YS56aXA>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: https://ejn.gov.si/ponudba/pages/aktualno/aktualno_jnc_podrobno.xhtml?zadevald=70522

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 13/04/2026 10:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 7 Months

Information about public opening:

Opening date: 13/04/2026 14:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Place: Odpiranje ponudb bo potekalo avtomatično v inf. sistemue-JN

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: no

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: DRŽAVNA REVIZIJSKA KOMISIJA ZA REVIZIJO POSTOPKOV ODDDAJE JAVNIH NAROČIL

Information about review deadlines: Zakon o pravnem varstvu v postopkih javnega naročanja (Uradni list RS, št. 43/11 s spremembami)

8. Organisations

8.1. ORG-0001

Official name: ZAVOD ZA ZDRAVSTVENO ZAVAROVANJE SLOVENIJE

Registration number: 5554195000

Postal address: Miklošičeva cesta 24

Town: Ljubljana

Postcode: 1000

Country subdivision (NUTS): Osrednjeslovenska (SI041)

Country: Slovenia

Email: ijn@zzzs.si

Telephone: +386 13077279

Internet address: <http://zzzs.si>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: DRŽAVNA REVIZIJSKA KOMISIJA ZA REVIZIJO POSTOPKOV ODDDAJE JAVNIH NAROČIL

Registration number: 1332716000

Postal address: Slovenska cesta 54
Town: Ljubljana
Postcode: 1000
Country subdivision (NUTS): Osrednjeslovenska (SI041)
Country: Slovenia
Email: dkom@dkom.si
Telephone: +38612342800
Internet address: <https://www.dkom.si/>

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: 2f3a9325-5373-4415-9ae6-304b6ab49319 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 09/03/2026 10:32:02 (UTC+01:00) Central European Time, Western European Summer Time
Languages in which this notice is officially available: Slovenian
Notice publication number: 164556-2026
OJ S issue number: 48/2026
Publication date: 10/03/2026