

234177-2026 - Competition

Croatia – Software package and information systems – Nabava i održavanje licenci za ITSM

OJ S 67/2026 07/04/2026

Contract or concession notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: MINISTARSTVO FINANCIJA, POREZNA UPRAVA

Email: javna.nabava@porezna-uprava.hr

Legal type of the buyer: Central government authority

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Nabava i održavanje licenci za ITSM

Description: Nabava i održavanje licenci za ITSM

Procedure identifier: 5d388335-68df-43ea-99b8-a44430c0e47d

Internal identifier: 9/26

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Otvoreni postupak

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

2.1.2. Place of performance

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Additional information: Na lokaciji Naručitelja i/ili udaljenim pristupom, sukladno prirodi usluge.

2.1.3. Value

Estimated value excluding VAT: 330 000,00 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, Notice

Participation in a criminal organisation: Sudjelovanje u zločinačkoj organizaciji

Corruption: Korupcija

Fraud: Prijevara

Terrorist offences or offences linked to terrorist activities: Kaznena djela terorizma ili kaznena djela povezana s terorističkim aktivnostima

Money laundering or terrorist financing: Pranje novca ili financiranje terorizma

Child labour and including other forms of trafficking in human beings: Rad djece i drugi oblici trgovanja ljudima
Breaching obligation relating to payment of taxes: Plaćanje poreza
Breaching obligation relating to payment of social security contributions: Plaćanje obveza za mirovinsko i zdravstveno osiguranje

5. Lot

5.1. Lot: LOT-0000

Title: Nabava i održavanje licenci za ITSM

Description: Predmet nabave obuhvaća nabavu, produljenje proizvođačke podrške i održavanje licenci vezanih za postojeći sustav za upravljanje IT uslugama, sukladno Tehničkoj specifikaciji (Prilog br. 1.) i Troškovniku koji se stavljaju na raspolaganje kao prilozi ove Dokumentacije o nabavi.

Internal identifier: 9/26

5.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

5.1.2. Place of performance

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Additional information: Na lokaciji Naručitelja i/ili udaljenim pristupom, sukladno prirodi usluge.

5.1.3. Estimated duration

Start date: 01/06/2026

Duration: 36 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 330 000,00 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

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: Notice, Procurement Document

Criterion: Enrolment in a trade register

Description of selection criterion: Detalji opisani u dokumentaciji o nabavi

Criterion: Other economic or financial requirements

Description of selection criterion: Detalji opisani u dokumentaciji o nabavi

Criterion: References on specified deliveries

Description of selection criterion: Detalji opisani u dokumentaciji o nabavi

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Detalji opisani u dokumentaciji o nabavi

Criterion: Relevant educational and professional qualifications

Description of selection criterion: Detalji opisani u dokumentaciji o nabavi

Criterion: Certificates by independent bodies about quality assurance standards

Description of selection criterion: Detalji opisani u dokumentaciji o nabavi

5.1.10. Award criteria

Criterion:

Type: Price

Name: Cijena ponude

Description: Cijena ponude

Category of award weight criterion: Weight (points, exact)

Award criterion number: 80

Criterion:

Type: Quality

Name: Zajamčeni rok isporuke

Description: Zajamčeni rok isporuke izražava se u danima, zaokruženo na puni dan.

Maksimalni zajamčeni rok isporuke/obnove licenci i isporuke dokumentacije je 45 (četrdesetpet) dana i za ponuđeni maksimalni zajamčeni rok isporuke od 45 (četrdesetpet) dana ponuditelju će se dodijeliti 0 (nula) bodova. Ukoliko ponuditelj u svojoj ponudi ne dostavi podatke o zajamčenom roku isporuke ili ne dostavi podatke iz kojih se nedvojbeno može utvrditi ponuđeni zajamčeni rok isporuke, Naručitelj će uzeti da je u takvoj ponudi zajamčeni rok isporuke ponuđen u trajanju od 45 (četrdesetpet) dana i istoj će dodijeliti 0 (nula) bodova.

Category of award weight criterion: Weight (points, exact)

Award criterion number: 20

5.1.11. Procurement documents

Address of the procurement documents: <https://eojn.hr/tender-eo/79907>

Ad hoc communication channel:

Name: <https://eojn.hr/>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://eojn.hr/tender-eo/79907>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 07/05/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 90 Days

Information about public opening:

Opening date: 07/05/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

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: Nije definirano

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

Financial arrangement: Naručitelj se obvezuje izvršiti plaćanje isporučene robe koja je predmet ovog otvorenog postupka javne nabave u roku od najviše 30 (trideset) dana od dana primitka računa za isporučenu robu. Izdavanje, slanje, zaprimanje i obrada, te plaćanje računa i pratećih isprava izdanih kao rezultat ovog postupka javne nabave podliježe primjeni odredbi Zakona o elektroničkom izdavanju računa u javnoj nabavi („Narodne novine“, broj 94/18) i njemu pripadajućih podzakonskih akata.

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 999

Additional buyer coverage: Naručitelji koji su navedeni u ovoj obavijesti

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Državna komisija za kontrolu postupaka javne nabave

Organisation providing additional information about the procurement procedure:
MINISTARSTVO FINACIJA, POREZNA UPRAVA

Organisation providing more information on the review procedures: MINISTARSTVO
FINACIJA, POREZNA UPRAVA

8. Organisations

8.1. ORG-0001

Official name: MINISTARSTVO FINACIJA, POREZNA UPRAVA

Registration number: 18683136487

Postal address: BOŠKOVIĆEVA 5

Town: GRAD ZAGREB

Postcode: 10000

Country subdivision (NUTS): Extra-Regio NUTS 3 (HRZZZ)

Country: Croatia

Contact point: Silvije Tokić

Email: javna.nabava@porezna-uprava.hr

Telephone: +385 14809417

Internet address: <https://www.porezna-uprava.hr/>

Buyer profile: <https://www.porezna-uprava.hr/>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Državna komisija za kontrolu postupaka javne nabave

Registration number: 95857869241

Postal address: Ulica grada Vukovara 23/V

Town: Zagreb

Postcode: 10000

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Contact point: Kontakt

Email: dkom@dkom.hr

Telephone: +385 14559 930

Internet address: <https://www.dkom.hr/>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Narodne novine d.d.

Registration number: TED94

Registration number: HR64546066176

Postal address: Savski gaj XIII. 6

Town: Zagreb

Postcode: 10020

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Contact point: EOJN Helpdesk

Email: eojn@nn.hr

Telephone: +385 16652889

Internet address: <https://www.nn.hr/>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 59d0514e-545d-4cb5-a199-d3334f8ae9e7 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 02/04/2026 18:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Croatian

Notice publication number: 234177-2026

OJ S issue number: 67/2026

Publication date: 07/04/2026