

302454-2026 - Result

Croatia – Data network management and support services – USLUGA ODRŽAVANJA I NADOGRADNJE PROGRAMSKOG RJEŠENJA ZA PRODAJU, KONTROLU I NAPLATU ULAZNICA OJ S 85/2026 04/05/2026
Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Javna ustanova Nacionalni park Plitvička jezera

Email: anamarija.vidos@np-plitvicka-jezera.hr

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Environmental protection

2. Procedure

2.1. Procedure

Title: USLUGA ODRŽAVANJA I NADOGRADNJE PROGRAMSKOG RJEŠENJA ZA PRODAJU, KONTROLU I NAPLATU ULAZNICA

Description: NP Plitvička jezera je 2019. godine uveo sustav online kupnje ulaznica kao dio Akcijskog plana upravljanja posjetiteljima, a čiji je cilj da posjećivanje ne narušava vrijednosti Nacionalnog parka što će omogućiti vremensku distribuciju posjetitelja, kontrolu i ograničavanje broja posjetitelja koji ulaze u sustav posjećivanja u nekom vremenskom intervalu te posljedično izbjegavanje zagušenja sustava brojem posjetitelja većim od kapaciteta sustava posjećivanja. Uz to, moguće je i kroz revidirane programe posjećivanja utjecati na ravnomjerniju distribuciju posjetitelja u prostoru. Za ove potrebe razvijen je integralni sustav za kreiranje, kontrolu, prodaju i naplatu ulaznica a koji se sastoji od tri podsustava i to eTicketing kao centralni booking sustav za kreiranje, kontrolu i poništavanje ulaznica zatim je tu Smart Communicator web shop koji vodi brigu o online prodaji, te Internet Payment Gateway za naplatu ulaznica. Predmet ove nabave je korištenje, održavanje i nadogradnja INTEGRALNOG SUSTAVA ZA KREIRANJE, KONTROLU, PONIŠTAVANJE, PRODAJU I NAPLATU ULAZNICA koja je u 2023. godini imala 1.450.467 prodanih ulaznica te više od 200.000 platnih transakcija. Detaljan opis predmeta nabave opisan je u zasebnom dokumentu naziva Tehničke specifikacije.

Procedure identifier: 5ceea7cc-c22b-442b-859d-483596b72833

Internal identifier: OS-VV-01/24

Type of procedure: Open

Main features of the procedure: Otvoreni postupak

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72315000 Data network management and support services

2.1.2. Place of performance

Country subdivision (NUTS): Ličko-senjska županija (HR032)

Country: Croatia

Additional information: Prostor Nacionalnog parka Plitvička jezera i poslovni prostor

Odabranog ponuditelja.

2.1.3. Value

Estimated value excluding VAT: 950 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: USLUGA ODRŽAVANJA I NADOGRADNJE PROGRAMSKOG RJEŠENJA ZA PRODAJU, KONTROLU I NAPLATU ULAZNICA

Description: NP Plitvička jezera je 2019. godine uveo sustav online kupnje ulaznica kao dio Akcijskog plana upravljanja posjetiteljima, a čiji je cilj da posjećivanje ne narušava vrijednosti Nacionalnog parka što će omogućiti vremensku distribuciju posjetitelja, kontrolu i ograničavanje broja posjetitelja koji ulaze u sustav posjećivanja u nekom vremenskom intervalu te posljedično izbjegavanje zagušenja sustava brojem posjetitelja većim od kapaciteta sustava posjećivanja. Uz to, moguće je i kroz revidirane programe posjećivanja utjecati na ravnomjerniju distribuciju posjetitelja u prostoru. Za ove potrebe razvijen je INTEGRALNI sustav za kreiranje, kontrolu, prodaju i naplatu ulaznica a koji se sastoji od tri podsustava i to eTicketing kao centralni booking sustav za kreiranje, kontrolu i poništavanje ulaznica zatim je tu Smart Communicator web shop koji vodi brigu o online prodaji, te Internet Payment Gateway za naplatu ulaznica. Predmet ove nabave je korištenje, održavanje i nadogradnja INTEGRALNOG SUSTAVA ZA KREIRANJE, KONTROLU, PONIŠTAVANJE, PRODAJU I NAPLATU ULAZNICA koja je u 2023. godini imala 1.450.467 prodanih ulaznica te više od 200.000 platnih transakcija. Detaljan opis predmeta nabave opisan je u zasebnom dokumentu naziva tehničke specifikacije.

Internal identifier: OS-VV-01/24

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72315000 Data network management and support services

5.1.2. Place of performance

Country subdivision (NUTS): Ličko-senjska županija (HR032)

Country: Croatia

Additional information: Prostor Nacionalnog parka Plitvička jezera i poslovni prostor Odabranog ponuditelja.

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 950 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): 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

5.1.10. Award criteria

Criterion:

Type: Price

Name: Cijena ponude

Description: Cijena ponude

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

Award criterion number: 90

Criterion:

Type: Quality

Name: Iskustvo ključnog stručnjaka

Description: Maksimalni broj bodova koji ponuda može dobiti u okviru ovog kriterija je 10 bodova. Ovim kriterijem se ocjenjuje iskustvo ključnog stručnjaka a u vezi implementacije i održavanja računalnih programa.

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

Award criterion number: 10

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

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: Javna ustanova Nacionalni park Plitvička jezera

Organisation providing more information on the review procedures: Javna ustanova Nacionalni park Plitvička jezera

6. Results

Value of all contracts awarded in this notice: 454 858,91 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Leader of tendering party: RAO d.o.o.

Official name: Monri Payments d.o.o.

Official name: SEDMI ODJEL d.o.o.

Official name: KUPUJ ONLINE d. o. o.

Tender:

Tender identifier: TEN-0001

Identifier of lot or group of lots: LOT-0000

Value of the tender: 454 858,91 EUR

The tender was ranked: yes

Rank in the list of winners: 1

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: OS-VV-01/24 CON-0001

Title: USLUGA ODRŽAVANJA I NADOGRADNJE PROGRAMSKOG RJEŠENJA ZA PRODAJU, KONTROLU I NAPLATU ULAZNIKA

Date of the conclusion of the contract: 02/07/2024

The contract is awarded within a framework agreement: yes

Notice that created the framework agreement: 16f5b04b-bfd7-42e8-8458-d4569310354f-02

6.1.4. Statistical information**Received tenders or requests to participate:**

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Javna ustanova Nacionalni park Plitvička jezera

Registration number: 91109303119

Postal address: Josipa Jovića 19

Town: Plitvička Jezera

Postcode: 53231

Country subdivision (NUTS): Ličko-senjska županija (HR032)

Country: Croatia

Contact point: Anamarija Vidoš

Email: anamarija.vidos@np-plitvicka-jezera.hr

Telephone: +385 53751033

Internet address: <https://np-plitvicka-jezera.hr>

Buyer profile: <https://np-plitvicka-jezera.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: ejjn@nn.hr
Telephone: +385 16652889
Internet address: <https://www.nn.hr/>

Roles of this organisation:

TED eSender

8.1. ORG-0004

Official name: RAO d.o.o.
Size of the economic operator: Small
Registration number: 94111301877
Postal address: Ulica Hermana Bužana 3
Town: Grad Zagreb
Postcode: 10000
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Contact point: Siniša Lukač
Email: slukac@rao.hr
Telephone: +38591 2353784

Roles of this organisation:

Tenderer

Leader of tendering party

Winner of these lots: LOT-0000

8.1. ORG-0005

Official name: Monri Payments d.o.o.
Size of the economic operator: Medium
Registration number: 82551932122
Postal address: Ulica grada Vukovara 269 F
Town: Zagreb
Postcode: 10000
Country subdivision (NUTS): Primorsko-goranska županija (HR031)
Country: Croatia
Contact point: Meri Terihaj Čelić

Email: komunikacija@monri.com

Telephone: +385 51269131

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

8.1. ORG-0006

Official name: SEDMI ODJEL d.o.o.

Size of the economic operator: Micro

Registration number: 74486902737

Postal address: Črešnjevec 68

Town: Grad Zagreb

Postcode: 10000

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Contact point: Nepoznato

Email: info@sedmiodjel.com

Telephone: +385 1 8888 662

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

8.1. ORG-0007

Official name: KUPUJ ONLINE d. o. o.

Size of the economic operator: Small

Registration number: 60186252821

Postal address: Fiorella La Guardie 13

Town: Rijeka

Postcode: 51000

Country subdivision (NUTS): Primorsko-goranska županija (HR031)

Country: Croatia

Contact point: Emir Dizdarević

Email: info@kupujonline.com

Telephone: +385 914601350

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: e02191e3-ae15-4a8a-aac9-45ef9fd0797a - 01

Form type: Result

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