

316715-2026 - Competition

Slovenia – Software programming and consultancy services – Implementacija in vzdrževanje kontaktnega centra

OJ S 89/2026 08/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: ELEKTRO GORENJSKA, podjetje za distribucijo električne energije, d.d.

Email: info@elektro-gorenjska.si

Legal type of the buyer: Entity with special or exclusive rights

Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: Implementacija in vzdrževanje kontaktnega centra

Description: Predmet javnega naročila je implementacija in vzdrževanje novega kontaktnega centra (v nadaljevanju KTC). Produkt bo nadomestil zastarelo rešitev Klicni center, kateremu se izteka življenjska doba. Predmet naročila zajema: A. Vzpostavitev rešitve kontaktnega centra na platformi Microsoft Dynamics 365, B. vzdrževanje nove rešitve za obdobje 3 let, C. opcijske ure za dodatne storitve (2000 ur), v skladu s potrebami naročnika in zahtevami iz te dokumentacije v zvezi z oddajo javnega naročila (v nadaljevanju: dokumentacija JN).

Procedure identifier: 3e9a45e8-f14a-4167-89c4-fa221c2032ab

Internal identifier: JN26-008

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72200000 Software programming and consultancy services

2.1.2. Place of performance

Country subdivision (NUTS): Gorenjska (SI042)

Country: Slovenia

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: Implementacija in vzdrževanje kontaktnega centra

Description: Predmet javnega naročila je implementacija in vzdrževanje novega kontaktnega centra (v nadaljevanju KTC). Produkt bo nadomestil zastarelo rešitev Klicni center, kateremu se izteka življenjska doba. Predmet naročila zajema: A. Vzpostavitev rešitve kontaktnega centra na platformi Microsoft Dynamics 365, B. vzdrževanje nove rešitve za obdobje 3 let, C. opcijske ure za dodatne storitve (2000 ur), v skladu s potrebami naročnika in zahtevami iz te dokumentacije v zvezi z oddajo javnega naročila (v nadaljevanju: dokumentacija JN).
Internal identifier: 459595

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72200000 Software programming and consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): Gorenjska (SI042)

Country: Slovenia

5.1.3. Estimated duration

Duration: 4 Years

5.1.4. Renewal

Maximum renewals: 1

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Tender requirement

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

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

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

Name: Ponudbena vrednost = največ 72 točk

Description: Ponudbena vrednost = največ 72 točk

Criterion:

Type: Quality

Name: Dodatne reference = največ 20 točk

Description: Dodatne reference = največ 20 točk

Criterion:

Type: Quality

Name: Dodatni kader = največ 8 točk

Description: Dodatni kader = največ 8 točk

Description of the method to be used if weighting cannot be expressed by criteria: Ponudbena vrednost = največ 72 točk Dodatne reference za rešitev FMS = največ 20 točk Dodatne reference za rešitev za ocenjevanje načina vožnje = največ 8 točk

5.1.11. Procurement documents

Deadline for requesting additional information: 01/06/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.enarocanje.si/api/datoteka/get?id=NTI3MjJ2O09CSkFWQWEuemlw>

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=73382

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

Electronic catalogue: Not allowed

Variants: Not allowed

Description of the financial guarantee: V skladu s 13. točko dokumentacije v zvezi z oddajo javnega naročila.

Deadline for receipt of tenders: 08/06/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 08/06/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Spletno, v sistemu e-JN.

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: Izvajanje javnega naročila ni treba zagotoviti v okviru programov zaščitene zaposlovanja.

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

Financial arrangement: Urejeno v osnutku pogodbe.

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

Electronic auction: no

5.1.16. Further information, mediation and review

Review organisation: DRŽAVNA REVIZIJSKA KOMISIJA ZA REVIZIJO POSTOPKOV ODDAJE 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: ELEKTRO GORENJSKA, podjetje za distribucijo električne energije, d.d.

Registration number: 5175348000

Postal address: Ulica Mirka Vadnova003A

Town: Kranj

Postcode: 4000

Country subdivision (NUTS): Gorenjska (SI042)

Country: Slovenia

Email: info@elektro-gorenjska.si

Telephone: +386042083000

Internet address: <https://www.elektro-gorenjska.si/>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: ELEKTRO GORENJSKA, podjetje za distribucijo električne energije, d.d.

Registration number: nimat-500

Postal address: Ulica Mirka Vadnova003A

Town: Kranj

Postcode: 4000

Country subdivision (NUTS): Gorenjska (SI042)

Country: Slovenia

Email: info@elektro-gorenjska.si

Telephone: 04 20 83 000

Roles of this organisation:

Organisation providing additional information about the procurement procedure

8.1. ORG-0003

Official name: DRŽAVNA REVIZIJSKA KOMISIJA ZA REVIZIJO POSTOPKOV ODDAJE 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: 0a320844-867d-459a-a0dc-e03f18012eeb - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 17

Notice dispatch date: 06/05/2026 15:19:27 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Slovenian

Notice publication number: 316715-2026

OJ S issue number: 89/2026

Publication date: 08/05/2026