

418108-2026 - Result

Croatia – Maintenance of information technology software – Usluga održavanja poslužiteljske i backup infrastrukture 2026-2029

OJ S 116/2026 18/06/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: PLINACRO d.o.o.

Email: daonella.tannir@plinacro.hr

Legal type of the buyer: Public undertaking

Activity of the contracting entity: Production, transport or distribution of gas or heat

2. Procedure

2.1. Procedure

Title: Usluga održavanja poslužiteljske i backup infrastrukture 2026-2029

Description: USLUGA ODRŽAVANJA POSLUŽITELJSKE I BECKUP INFRASTRUKTURE 2026-2029 u skladu s Tehničkom specifikacijom (Tehnička podloga, Posebnim uvjetima i Troškovnikom), te svim primjenjivim zakonima. Procijenjeni opseg, odnosno količina predmeta nabave navedena je u Tehničkoj specifikaciji/Troškovniku koja čini sastavni dio ove Dokumentacije o nabavi.

Procedure identifier: b0467af0-b831-4704-a866-2ade24231009

Internal identifier: PN-Z-167/26-DT

Type of procedure: Open

Main features of the procedure: Otvoreni postupak

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267100 Maintenance of information technology software

2.1.2. Place of performance

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Additional information: Usluga se obavlja na lokacijama Naručitelja i lokaciji Ugovaratelja kako je navedeno u Tehničkoj specifikaciji, točka 11.

2.1.3. Value

Estimated value excluding VAT: 701 200,00 EUR

2.1.4. General information

Additional information: Naručitelj sukladno člancima 7. i 16. Zakona o elektroničkom izdavanju računa u javnoj nabavi (NN 94/2018) i u skladu s Direktivom 2014/55/EU Europskog parlamenta i Vijeća od 16. travnja 2014. godine, od 1. srpnja 2019. godina zaprima i obrađuje elektroničke račune isključivo preko odgovarajućeg informacijskog posrednika (u Republici

Hrvatskoj putem centralne platforme FINA-e za razmjenu e-računa (<https://www.fina.hr/e-racun-za-poslovne-subjekte>) ili za naručitelje izvan Republike Hrvatske putem Pan-Europske platforme za razmjenu e-računa – PEPPOL (<https://peppol.org/>).

Legal basis:

Directive 2014/25/EU

5. Lot

5.1. Lot: LOT-0000

Title: Usluga održavanja poslužiteljske i backup infrastrukture 2026-2029

Description: USLUGA ODRŽAVANJA POSLUŽITELJSKE I BECKUP INFRASTRUKTURE 2026-2029 u skladu s Tehničkom specifikacijom (Tehnička podloga, Posebnim uvjetima i Troškovnikom), te svim primjenjivim zakonima.

Internal identifier: PN-Z-167/26-DT

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267100 Maintenance of information technology software

Options:

Description of the options: Moguće produženje roka izvršenja i sklapanje dodatka ugovoru.

5.1.2. Place of performance

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Additional information: Usluga se obavlja na lokacijama Naručitelja i lokaciji Ugovaratelja kako je navedeno u Tehničkoj specifikaciji, točka 11.

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 701 200,00 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: Vrijeme početka rješavanja incidenta i/ili kvara

Description: Bodovanje kriterija "Vrijeme početka rješavanja incidenta i/ili kvara" temelji se na vremenskom roku u kojem se rješenje incidenta ili kvara pokreće nakon zaprimanja prijave. Maksimalni rok za početak rješavanja incidenta i/ili kvara je do tri (3) sata od trenutka zaprimanja prijave, 24 sata dnevno, 7 dana u tjednu, 365 dana u godini i za taj rok Naručitelj ne dodjeljuje bodove. Svako skraćanje roka odražava važnost brze i efikasne reakcije na incidente i kvarove, te nosi odgovarajući broj bodova. Terminom „početak rješavanja incidenta i/ili kvara“ po prijavi od strane Naručitelja ili detekcijom incidenta od strane nadzornih sustava smatra se vrijeme e-maila ili zabilješke unutar Help deska od Ugovaratelja prema Naručitelju s opisom kvara na sustavu, mogućim uzrocima kvara na sustavu te akcijama koje se planiraju poduzeti da bi se incident i/ili kvar otklonio.

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

Award criterion number: 10

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 komisija za kontrolu postupaka javne nabave

Organisation providing additional information about the procurement procedure: PLINACRO d.o.o.

Organisation providing more information on the review procedures: PLINACRO d.o.o.

6. Results

Value of all contracts awarded in this notice: 699 448,00 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: CompING d.o.o.

Tender:

Tender identifier: 0319/2026

Identifier of lot or group of lots: LOT-0000

Value of the tender: 699 448,00 EUR

The tender was ranked: yes

Rank of the tender: 1

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: PN-Z-167/26-DT

Title: Usluga održavanja poslužiteljske i backup infrastrukture 2026-2029

Date on which the winner was chosen: 15/05/2026

Date of the conclusion of the contract: 08/06/2026

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: PLINACRO d.o.o.
Registration number: 69401829750
Postal address: Savska cesta 88a
Town: Grad Zagreb
Postcode: 10000
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Contact point: Daonella Tannir
Email: daonella.tannir@plinacro.hr
Telephone: +385 16301716
Internet address: <https://plinacro.hr>
Buyer profile: <https://plinacro.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

8.1. ORG-0004

Official name: CompING d.o.o.
Size of the economic operator: Medium
Registration number: 09201087238
Postal address: Ulica Vjekoslava Heinzela 70
Town: Grad Zagreb
Postcode: 10000
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Contact point: Davorin Greblički
Email: prodaja@comping.hr
Telephone: +385 12484200
Internet address: <https://www.comping.hr/>

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: 19d15270-025d-43a8-94e9-f34c88b77729 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 30
Notice dispatch date: 17/06/2026 18:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: Croatian
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