

444020-2026 - Competition

Croatia – IT services: consulting, software development, Internet and support – Usluga održavanja integriranog bolničkog i poslovnog informacijskog sustava (IBIS)

OJ S 122/2026 29/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Klinički bolnički centar Zagreb

Email: tomislav.stancin@kbc-zagreb.hr

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Usluga održavanja integriranog bolničkog i poslovnog informacijskog sustava (IBIS)

Description: Usluga održavanja integriranog bolničkog i poslovnog informacijskog sustava (IBIS)

Procedure identifier: 0401ac9f-2abf-47fc-b1bf-3762c21856f8

Internal identifier: 2.8.A.2

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: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Additional information: KBC Zagreb, Kišpatićeva 12

2.1.3. Value

Estimated value excluding VAT: 1 085 520,00 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: Prijevarena

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
Purely national exclusion grounds: Neisplata plaće
Breaching of obligations set under purely national exclusion grounds: Sudjelovanje u zabranjenom sporazumu u smislu propisa o zaštiti tržišnog natjecanja
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
Early termination, damages, or other comparable sanctions: Prijevremeni raskid, naknada štete ili druge usporedive sankcije

5. Lot

5.1. Lot: LOT-0000

Title: Usluga održavanja integriranog bolničkog i poslovnog informacijskog sustava (IBIS)

Description: Usluga održavanja integriranog bolničkog i poslovnog informacijskog sustava (IBIS)

Internal identifier: 2.8.A.2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Additional information: KBC Zagreb, Kišpatićeva 12

5.1.3. Estimated duration

Start date: 16/09/2026

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 1 085 520,00 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: References on specified services

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

Criterion: Enrolment in a trade register

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: 90

Criterion:

Type: Quality

Name: Traženo iskustvo stručnjaka - Stručnjak 1

Description: S obzirom na procijenjenu vrijednost nabave te važnost i složenost usluge koja je predmet nabave, njegova korištenja i zahtjeva za sigurnost te opsega i hitnosti reakcije i potrebom za osiguranje raspoloživosti, dostupnosti 24/7 i kontinuiteta poslovanja, Naručitelj je stava kako je za uspješno i pravovremeno izvršenje usluge nužno da u provođenju aktivnosti koje su sastavni dio predmeta nabave sudjeluju ključni stručnjaci Ponuditelja sa specificiranom kvalitetom, stručnim znanjem i prethodnim relevantnim iskustvom na istim ili sličnim projektima, i to upravo kako je navedeno/troženo u ovoj Dokumentaciji o nabavi.

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

Award criterion number: 5

Criterion:

Type: Quality

Name: Traženo iskustvo stručnjaka - Stručnjak 2

Description: S obzirom na procijenjenu vrijednost nabave te važnost i složenost usluge koja je predmet nabave, njegova korištenja i zahtjeva za sigurnost te opsega i hitnosti reakcije i potrebom za osiguranje raspoloživosti, dostupnosti 24/7 i kontinuiteta poslovanja, Naručitelj je stava kako je za uspješno i pravovremeno izvršenje usluge nužno da u provođenju aktivnosti koje su sastavni dio predmeta nabave sudjeluju ključni stručnjaci Ponuditelja sa specificiranom kvalitetom, stručnim znanjem i prethodnim relevantnim iskustvom na istim ili sličnim projektima, i to upravo kako je navedeno/troženo u ovoj Dokumentaciji o nabavi.

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

Award criterion number: 5

5.1.11. Procurement documents

Address of the procurement documents: <https://eojn.hr/tender-eo/88611>

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/88611>

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: 03/08/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 120 Days

Information about public opening:

Opening date: 03/08/2026 12:00:00 (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: Nema predujma niti primjene valutne klauzule. Ponuditelj je dužan ispostaviti e-Račune, a Naručitelj je obavezan zaprimati e-Račune sukladno Zakonu o elektroničkom izdavanju računa u javnoj nabavi (NN 94/18). Plaćanje najkasnije u roku od najviše 60 dana od izvršene isporuke, odnosno potpisivanja primopredajnog zapisnika, sukladno odredbama Zakona o financijskom poslovanju i predstečajnoj nagodbi (NN 108/12, 144/12, 81/13, 112/13, 71/15, 78/15, 114/22). Ukoliko ponuditelj daje dio ugovora o javnoj nabavi u podugovor tada će naručitelj za onaj dio sustava koji isporuči podugovaratelj neposredno platiti podugovaratelju. Plaćanje će biti izvršeno uplatom ugovorene cijene na račun Isporučitelja.

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: Klinički bolnički centar Zagreb

Organisation providing more information on the review procedures: Klinički bolnički centar Zagreb

8. Organisations

8.1. ORG-0001

Official name: Klinički bolnički centar Zagreb

Registration number: 46377257342

Postal address: Ulica Mije Kišpatića 12
Town: Grad Zagreb
Postcode: 10000
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Contact point: Tomislav Stančin
Email: tomislav.stancin@kbc-zagreb.hr
Telephone: +385 12368763
Internet address: <https://www.kbc-zagreb.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: 14d64887-406d-40e6-a079-068e0d8d4b53 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 26/06/2026 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: 444020-2026

OJ S issue number: 122/2026

Publication date: 29/06/2026