# 468274-2026 - Result

**Croatia – System maintenance services – Održavanje i nadogradnja GIS sustava HEP-a**
**OJ S 129/2026 08/07/2026**
**Contract or concession award notice – standard regime**
**Services**

## 1. Buyer

**1.1. Buyer**
Official name: HEP d.d.
Email: info_nabava@hep.hr
Legal type of the buyer: Public undertaking
Activity of the contracting entity: Electricity-related activities

**1.1. Buyer**
Official name: HEP-Operator distribucijskog sustava d.o.o.
Email: HEP_ODS_EOJN@hep.hr
Legal type of the buyer: Public undertaking
Activity of the contracting entity: Electricity-related activities

**1.1. Buyer**
Official name: HEP-TOPLINARSTVO d.o.o.
Email: nabava.toplinarstvo@hep.hr
Legal type of the buyer: Public undertaking, controlled by a central government authority
Activity of the contracting entity: Production, transport or distribution of gas or heat

**1.1. Buyer**
Official name: HEP-PLIN d.o.o.
Email: antun.kranjcec@hep.hr
Legal type of the buyer: Public undertaking
Activity of the contracting entity: Production, transport or distribution of gas or heat

**1.1. Buyer**
Official name: HEP-TELEKOMUNIKACIJE d.o.o.
Email: nabava.heptk@hep.hr
Legal type of the buyer: Public undertaking
Activity of the contracting entity: Electricity-related activities

**1.1. Buyer**
Official name: HEP-Proizvodnja d.o.o.
Email: proizvodnja-nabava@hep.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: Održavanje i nadogradnja GIS sustava HEP-a
Description: Održavanje i nadogradnja GIS sustava HEP-a baziranog na softveru proizvođača General Electric Smallworld i Safe Software

Procedure identifier: a8a9e2d5-7bec-4e4c-aa2f-861ed8399424
Internal identifier: DD-V-25/24-D2
Type of procedure: Negotiated without prior call for competition
Main features of the procedure: Pregovarački postupak bez prethodne objave poziva na nadmetanje

**2.1.1. Purpose**
Main nature of the contract: Services
Main classification (cpv): 50324100 System maintenance services

**2.1.2. Place of performance**
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Additional information: Zagreb

**2.1.3. Value**
Estimated value excluding VAT: 2 000 000,00 EUR

**2.1.4. General information**
**Legal basis:**
Directive 2014/25/EU

## 5. Lot

**5.1. Lot: LOT-0000**
Title: Održavanje i nadogradnja GIS sustava HEP-a
Description: Održavanje i nadogradnja GIS sustava HEP-a baziranog na softveru proizvođača General Electric Smallworld i Safe Software
Internal identifier: DD-V-25/24-D2

**5.1.1. Purpose**
Main nature of the contract: Services
Main classification (cpv): 50324100 System maintenance services
Additional classification (cpv): 48000000 Software package and information systems

**5.1.2. Place of performance**
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Additional information: Zagreb

**5.1.4. Renewal**
Maximum renewals: 0

**5.1.5. Value**
Estimated value excluding VAT: 2 000 000,00 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 included

**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: 100

### 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: HEP d.d.
Organisation providing more information on the review procedures: HEP d.d.

## 6. Results

Value of all contracts awarded in this notice: 664 826,00 EUR
**Direct award**
:
Justification for direct award: The contract can be provided only by a particular economic operator because of exclusive rights, including intellectual property rights
Other justification: Postupak se provodi sukladno čl. 131. tč. 2c Zakona o javnoj nabavi obzirom da predmet nabave može izvršiti samo određeni gospodarski subjekt zbog zaštite isključivih prava.

### 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: MULTISOFT, d.o.o.
**Tender:**
Tender identifier: TEN-0001
Identifier of lot or group of lots: LOT-0000
Value of the tender: 664 826,00 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: S8-47/24-U2 CON-0001
Title: Održavanje i nadogradnja GIS sustava HEP-a
Date of the conclusion of the contract: 08/06/2026
The contract is awarded within a framework agreement: yes
Notice that created the framework agreement: 675f4e86-8e65-4c00-aafa-68922568f99b-01

### 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: HEP d.d.
Registration number: 28921978587
Postal address: Ulica grada Vukovara 37
Town: Grad Zagreb
Postcode: 10000
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Contact point: Sektor za nabavu
Email: info_nabava@hep.hr
Telephone: +385 16322111
Internet address: https://www.hep.hr/
Buyer profile: https://www.hep.hr/
**Roles of this organisation:**
Buyer
Group leader
Organisation providing additional information about the procurement procedure
Organisation providing more information on the review procedures

### 8.1. ORG-0002

Official name: HEP-Operator distribucijskog sustava d.o.o.
Registration number: 46830600751
Postal address: Ulica grada Vukovara 37
Town: Grad Zagreb
Postcode: 10000
Country subdivision (NUTS): Extra-Regio NUTS 3 (HRZZZ)
Country: Croatia
Contact point: Sektor za nabavu HEP ODS-a
Email: HEP_ODS_EOJN@hep.hr
Telephone: +385 16322111
Internet address: https://www.hep.hr/
Buyer profile: https://www.hep.hr/ods/hr
**Roles of this organisation:**
Buyer

8.1. **ORG-0003**

Official name: HEP-TOPLINARSTVO d.o.o.
Registration number: 15907062900
Postal address: Miševečka ulica 15a
Town: Grad Zagreb
Postcode: 10000
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Contact point: Jurica Barun, mag.oec.
Email: nabava.toplinarstvo@hep.hr
Telephone: +385 16009585
Internet address: https://www.hep.hr/toplinarstvo/
Buyer profile: https://www.hep.hr/toplinarstvo/
**Roles of this organisation:**
Buyer

8.1. **ORG-0004**

Official name: HEP-PLIN d.o.o.
Registration number: 41317489366
Postal address: Ulica cara Hadrijana 7
Town: Osijek
Postcode: 31000
Country subdivision (NUTS): Osječko-baranjska županija (HR025)
Country: Croatia
Contact point: Antun Kranjčec
Email: antun.kranjcec@hep.hr
Telephone: +385 994884052
Internet address: https://hep.hr
Buyer profile: https://hep.hr
**Roles of this organisation:**
Buyer

8.1. **ORG-0005**

Official name: HEP-TELEKOMUNIKACIJE d.o.o.
Registration number: 64823728693
Postal address: Ulica grada Vukovara 37
Town: Grad Zagreb
Postcode: 10000
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Contact point: Andrea Barić
Email: nabava.heptk@hep.hr
Telephone: +385 16322111
Internet address: https://www.hep.hr/
Buyer profile: https://www.hep.hr/drustva-hep-grupe/hep-telekomunikacije-d-o-o/193
**Roles of this organisation:**
Buyer

8.1. **ORG-0006**

Official name: HEP-Proizvodnja d.o.o.

Registration number: 09518585079
Postal address: Zagorska ulica 1
Town: Grad Zagreb
Postcode: 10000
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Contact point: Mate Bubalo, dipl.oec.
Email: proizvodnja-nabava@hep.hr
Telephone: +385 16321857
Internet address: https://www.hep.hr/proizvodnja/
Buyer profile: https://www.hep.hr/proizvodnja/
**Roles of this organisation:**
Buyer

**8.1. ORG-0007**

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-0008**

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-0009**

Official name: MULTISOFT, d.o.o.
Size of the economic operator: Micro
Registration number: 59928780182
Postal address: Zvečaj 1
Town: Grad Zagreb

Postcode: 10000
Country subdivision (NUTS): Grad Zagreb (HR050)
Country: Croatia
Contact point: ivana.kovac@multisoft.hr
Email: ivana.kovac@multisoft.hr
Telephone: +385 3640815
**Roles of this organisation:**
Tenderer
**Winner of these lots: LOT-0000**

## Notice information

Notice identifier/version: 23fb6638-1d61-4cd5-9c8d-1238d03d4ebe - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 30
Notice dispatch date: 07/07/2026 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: 468274-2026
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