

480341-2026 - Result

Croatia – Software maintenance and repair services – Nadogradnja i održavanje središnjeg sustava za izvještavanje prema direktivama EU

OJ S 132/2026 13/07/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Hrvatske vode, pravna osoba za upravljanje vodama

Email: damir.polancec@voda.hr

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Nadogradnja i održavanje središnjeg sustava za izvještavanje prema direktivama EU

Description: Predmet ovog postupka je nabava usluge nadogradnje i održavanja središnjeg sustava za izvještavanje prema direktivama EU, u svemu sukladno s Projektnim zadatkom i ostalim traženim uvjetima naznačenima u ovoj Dokumentaciji o nabavi.

Procedure identifier: 5220c050-96cf-4cf6-bc14-9b9da61ce6e5

Internal identifier: OP 2026/304

Type of procedure: Open

Main features of the procedure: Otvoreni postupak

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267000 Software maintenance and repair services

2.1.2. Place of performance

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Additional information: Zagreb, Ulica grada Vukovara 220

2.1.3. Value

Estimated value excluding VAT: 750 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Nadogradnja i održavanje središnjeg sustava za izvještavanje prema direktivama EU

Description: Predmet ovog postupka je nabava usluge nadogradnje i održavanja središnjeg sustava za izvješćavanje prema direktivama EU, u svemu sukladno s Projektnim zadatkom i ostalim traženim uvjetima naznačenima u ovoj Dokumentaciji o nabavi.

Internal identifier: OP 2026/304

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267000 Software maintenance and repair services

5.1.2. Place of performance

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Additional information: Zagreb, Ulica grada Vukovara 220

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 750 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

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

Additional information: Predviđa se sklapanje okvirnog sporazuma. Okvirni sporazum sklapa se s jednim gospodarskim subjektom. Okvirni sporazum obvezuje stranke na izvršenje okvirnog sporazuma. Okvirni sporazum sklapa se na razdoblje do dvije godine. Na temelju okvirnog sporazuma sklopiti će se ugovori o javnoj nabavi usluga. Pri sklapanju okvirnog sporazuma stranke ne smiju mijenjati bitne uvjete okvirnog sporazuma. U okvirnom sporazumu predviđeni su svi uvjeti za sklapanje ugovora o javnoj nabavi te se ugovori o javnoj nabavi dodjeljuju prema uvjetima utvrđenim u okvirnom sporazumu, te u tom slučaju Naručitelj može u pisanom obliku od gospodarskog subjekta koji je stranka okvirnog sporazuma zatražiti dopunu svoje ponude, ako je to nužno. Ugovor o javnoj nabavi na temelju okvirnog sporazuma sklopiti će se u pisanom obliku.

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: 90

Criterion:

Type: Quality

Name: Vrijeme odziva za korektivno održavanje - Prioritet 1

Description: Naručitelj kao drugi kriterij za odabir ponude određuje vrijeme odziva za korektivno održavanje - Prioritet 1 - Naručitelj određuje maksimalno vrijeme odziva od 4:00 sata Vrijeme odziva se iskazuje cijelim brojem u satima. Maksimalni broj bodova koji Ponuditelj može dobiti prema ovom kriteriju je 4 boda.

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

Award criterion number: 4

Criterion:

Type: Quality

Name: Vrijeme odziva za korektivno održavanje - Prioritet 2

Description: Naručitelj kao drugi kriterij za odabir ponude određuje vrijeme odziva za korektivno održavanje - Prioritet 2 Naručitelj određuje maksimalno vrijeme odziva od 8:00 sati Vrijeme odziva se iskazuje cijelim brojem u satima. Maksimalni broj bodova koji Ponuditelj može dobiti prema ovom kriteriju je 3 boda.

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

Award criterion number: 3

Criterion:

Type: Quality

Name: Vrijeme odziva za korektivno održavanje - Prioritet 3

Description: Naručitelj kao drugi kriterij za odabir ponude određuje vrijeme odziva za korektivno održavanje - Prioritet 3 Zahtijevano vrijeme odziva za Prioritet 3 maksimalno je 48:00 sati Vrijeme odziva se iskazuje cijelim brojem u satima. Maksimalni broj bodova koji Ponuditelj može dobiti prema ovom kriteriju je 3 boda.

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

Award criterion number: 3

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: Hrvatske vode, pravna osoba za upravljanje vodama

Organisation providing more information on the review procedures: Hrvatske vode, pravna osoba za upravljanje vodama

6. Results

Value of all contracts awarded in this notice: 374 925,00 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: Abysalto d.o.o.

Tender:

Tender identifier: TEN-0001

Identifier of lot or group of lots: LOT-0000

Value of the tender: 140 000,00 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: 18-017/26 CON-0001

Title: Nadogradnja i održavanje središnjeg sustava za izvještavanje prema direktivama EU

Date of the conclusion of the contract: 21/05/2026

The contract is awarded within a framework agreement: yes

Notice that created the framework agreement: 29ccc1de-b656-41ad-a7f1-5256e6bbe4b7-01

Winner:

Official name: Abysalto d.o.o.

Tender:

Tender identifier: TEN-0002

Identifier of lot or group of lots: LOT-0000

Value of the tender: 234 925,00 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: 18-016/26 CON-0002

Title: Nadogradnja i održavanje središnjeg sustava za izvještavanje prema direktivama EU

Date of the conclusion of the contract: 21/05/2026

The contract is awarded within a framework agreement: yes

Notice that created the framework agreement: 29ccc1de-b656-41ad-a7f1-5256e6bbe4b7-01

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: Hrvatske vode, pravna osoba za upravljanje vodama

Registration number: 28921383001

Postal address: Ulica grada Vukovara 220

Town: Grad Zagreb

Postcode: 10000

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Contact point: Damir Polančec

Email: damir.polancec@voda.hr
Telephone: +385 16307333
Internet address: <https://voda.hr/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: Abysalto d.o.o.

Size of the economic operator: Small

Registration number: 60550309153

Postal address: Buzinski prilaz 10

Town: Grad Zagreb

Postcode: 10010

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Contact point: Sandra Turčić

Email: info@abysalto.eu

Telephone: +3851 6690800

Internet address: <https://abysalto.eu>

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: e7ad13e7-d986-457f-9862-3b96bd5138cc - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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