508975-2026 - Result

Croatia – IT services: consulting, software development, Internet and support – Održavanje i help desk za informatički sustav lučke zajednice (PCS)
OJ S 140/2026 23/07/2026
Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Lučka uprava Rijeka
Email: zoran.milovic@portauthority.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: Održavanje i help desk za informatički sustav lučke zajednice (PCS)
Description: Predmet nabave je održavanje i help desk za informatički sustav lučke zajednice (PCS).
Procedure identifier: bf2d44f7-d039-468b-8182-1354cb530c9d
Internal identifier: 61/2025
Type of procedure: Open
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): Primorsko-goranska županija (HR031)
Country: Croatia
Additional information: Rijeka , Primorsko goranska županija.

2.1.3. Value

Estimated value excluding VAT: 400 000,00 EUR

2.1.4. General information

Legal basis:
Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Održavanje i help desk za informatički sustav lučke zajednice (PCS)
Description: Predmet nabave je održavanje i help desk za informatički sustav lučke zajednice (PCS). Predmet nabave obuhvaća pružanje usluga korisničke podrške krajnjim korisnicima pri

korištenju PCS ICT sustava Lučke uprave Rijeka, usluga osiguranja kontinuiteta funkcioniranja sustava, proaktivno i korektivno održavanje, usluga dorade postojećih funkcionalnosti i izrade novih funkcionalnosti, te pružanje usluga obuke i osposobljavanja ključnih i krajnjih korisnika sustava. Detaljan opis predmeta nabave nalazi se u Dokumentaciji o nabavi u dijelu Tehničke specifikacije.
Internal identifier: 61/2025

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): Primorsko-goranska županija (HR031)
Country: Croatia
Additional information: Rijeka , Primorsko goranska županija.

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 400 000,00 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 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: Organizacijska prednost: Primijenjen i važeći certificiran sustav kvalitete prema normi ISO 9001
Description: Naručitelj kao drugi kriteriji za odabir ponude određuje Organizacijsku prednost: Primijenjen i važeći certificiran sustav kvalitete prema normi ISO 9001. Ponuditelju koji u ponudi dostaviti presliku važećeg certifikata/potvrdu o sustavu kvalitete prema normi ISO 9001 dodijelit će se 10 bodova. Ponuditelju koji ne dostavi presliku certifikata/potvrdu o sustavu kvalitete prema normi ISO 9001 neće biti dodijeljeni bodovi za ovaj kriteriji odnosno, dobit će 0 bodova za predmetni kriterij.
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: Lučka uprava Rijeka
Organisation providing more information on the review procedures: Lučka uprava Rijeka

6. Results

Value of all contracts awarded in this notice: 337 750,00 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:
Leader of tendering party: ACTUAL I. T. d. o. o.
Official name: Actual I.T. d.d.
Tender:
Tender identifier: LURODR082025
Identifier of lot or group of lots: LOT-0000
Value of the tender: 337 750,00 EUR
The tender was ranked: yes
Rank of the tender: 1
The tender is a variant: no
Subcontracting: Yes
Subcontracting value is known: yes
Value of subcontracting: 125 640,00 EUR
Subcontracting percentage is known: yes
Percentage of subcontracting: 37,199112
Description: 100% Stavke 5 i 100% Stavke 6 Troškovnika
Contract information:
Identifier of the contract: 112/26 L. U.
Title: Održavanje i help desk za informatički sustav lučke zajednice (PCS)
Date on which the winner was chosen: 08/07/2026
Date of the conclusion of the contract: 21/07/2026

6.1.4. Statistical information

Received tenders or requests to participate:
Type of received submissions: Tenders
Number of tenders or requests to participate received: 2
Type of received submissions: Tenders submitted electronically
Number of tenders or requests to participate received: 2
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: 2

8. Organisations

8.1. ORG-0001

Official name: Lučka uprava Rijeka
Registration number: 60521475400
Postal address: Riva 1
Town: Rijeka
Postcode: 51000
Country subdivision (NUTS): Primorsko-goranska županija (HR031)
Country: Croatia
Contact point: Zoran Milović, dipl. iur.
Email: zoran.milovic@portauthority.hr
Telephone: +385 51351164
Internet address: https://www.portauthority.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: ACTUAL I. T. d. o. o.
Size of the economic operator: Micro
Registration number: 95325379668
Postal address: Supetarska 5
Town: Žminj
Postcode: 52341
Country subdivision (NUTS): Primorsko-goranska županija (HR031)
Country: Croatia
Contact point: Bostjan Petelin
Email: bostjan.petelin@actual-it.eu
Telephone: +385 52841650
Internet address: https://www.actual-it.si/
Roles of this organisation:
Tenderer
Leader of tendering party
Winner of these lots: LOT-0000

8.1. ORG-0005

Official name: Actual I.T. d.d.
Size of the economic operator: Medium
Registration number: SI37063375
Postal address: Ferrarska ulica 14
Town: Koper
Postcode: 6000
Country subdivision (NUTS): Obalno-kraška (SI044)
Country: Slovenia
Contact point: Dunja Čulibrk
Email: dunja.culibrk@actual-it.si
Telephone: +386 56622700
Internet address: https://www.actual-it.si
Roles of this organisation:
Tenderer
Winner of these lots: LOT-0000
The winner is listed on a regulated market

Notice information

Notice identifier/version: ed249833-fb89-4b1f-beed-50ea74d01981 - 01
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Notice type: Contract or concession award notice – standard regime
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