

517797-2026 - Competition

Slovenia – Call centre – Izvajanje storitve prvega nivoja podpore uporabnika rešitev eZdravja
OJ S 142/2026 27/07/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: NACIONALNI INŠTITUT ZA JAVNO ZDRAVJE

Email: info@nijz.si

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Izvajanje storitve prvega nivoja podpore uporabnika rešitev eZdravja

Description: Izvajanje storitve prvega nivoja podpore uporabnika rešitev eZdravja

Procedure identifier: 2debc533-214b-423f-9ae4-6f9ddfab9da4

Internal identifier: 99K220726

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Osrednjeslovenska (SI041)

Country: Slovenia

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: Izvajanje storitve prvega nivoja podpore uporabnika rešitev eZdravja

Description: Izvajanje storitve prvega nivoja podpore uporabnika rešitev eZdravja

Internal identifier: 521908

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Osrednjeslovenska (SI041)

Country: Slovenia

5.1.3. Estimated duration

Start date: 08/10/2026

Duration end date: 07/10/2027

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): no

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: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Name: Najnižja ponudbena cena v € brez DDV

Description: Najnižja ponudbena cena v € brez DDV

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

Award criterion number: 70

Criterion:

Type: Quality

Name: Število prijavljenih svetovalcev

Description: Število prijavljenih svetovalcev

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

Award criterion number: 10

Criterion:

Type: Quality

Name: Certifikati

Description: Certifikati

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

Award criterion number: 10

Criterion:

Type: Quality

Name: Število prejetih zahtevkov

Description: Število prejetih zahtevkov

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

Award criterion number: 10

5.1.11. Procurement documents

Deadline for requesting additional information: 13/08/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.enarocanje.si/api/datoteka/get?id=NTgzOTM4O1phIG9iamF2byBuYSBQSk4uemlw>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: https://ejn.gov.si/ponudba/pages/aktualno/aktualno_jnc_podrobno.xhtml?zadevald=77314

Languages in which tenders or requests to participate may be submitted: Slovenian

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 28/08/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 28/08/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Sistem eJN

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

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 REVIZIJSKA KOMISIJA ZA REVIZIJO POSTOPKOV ODDDAJE JAVNIH NAROČIL

Information about review deadlines: Zakon o pravnem varstvu v postopkih javnega naročanja (Uradni list RS, št. 43/11 s spremembami)

8. Organisations

8.1. ORG-0001

Official name: NACIONALNI INŠTITUT ZA JAVNO ZDRAVJE

Registration number: 6462642000

Postal address: Trubarjeva cesta002

Town: Ljubljana

Postcode: 1000

Country subdivision (NUTS): Osrednjeslovenska (SI041)

Country: Slovenia

Email: info@nijz.si

Telephone: 012441400

Internet address: <http://www.nijz.si>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: DRŽAVNA REVIZIJSKA KOMISIJA ZA REVIZIJO POSTOPKOV ODDDAJE JAVNIH NAROČIL

Registration number: 1332716000

Postal address: Slovenska cesta 54

Town: Ljubljana

Postcode: 1000

Country subdivision (NUTS): Osrednjeslovenska (SI041)

Country: Slovenia

Email: dkom@dkom.si

Telephone: +38612342800

Internet address: <https://www.dkom.si/>

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: 8561e49b-33e5-4fb7-83ee-6c2717fe562c - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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