

## 69842-2026 - Competition

Croatia – IT services: consulting, software development, Internet and support – SOC - Usluga Sigurnosno-operativnog centra

OJ S 21/2026 30/01/2026

Contract or concession notice – standard regime

Services

### 1. Buyer

---

#### 1.1. Buyer

Official name: MINISTARSTVO KULTURE I MEDIJA

Email: [pisarnica@min-kulture.hr](mailto:pisarnica@min-kulture.hr)

Legal type of the buyer: Central government authority

Activity of the contracting authority: Recreation, culture and religion

### 2. Procedure

---

#### 2.1. Procedure

Title: SOC - Usluga Sigurnosno-operativnog centra

Description: S obzirom na porast kibernetičkih prijetnji i potrebu za zaštitom sve digitalne imovine proaktivnim sigurnosnim nadzorom i pravovremenim reagiranjem na sigurnosne incidente, kibernetičke prijetnje i rizike, u okviru ovog projekta se želi uspostaviti vanjski sigurnosno operativni centar s ciljem zaštite kritičnih informacija i imovine, učinkovitim upravljanjem kritičnih sigurnosnih incidenata i ublažavanjem rizika, praćenja i upozoravanja na incidente te samim tim povećanje sigurnosti od naprednih prijetnji i rizika. Ovim projektom se mora osigurati neprekidno praćenje, otkrivanje i odgovor na prijetnje putem usluge vanjskog sigurnosnog operativnog centra, pokrivajući vidljivost i detekciju ranjivosti i prijetnji svih ključnih dijelova informatičkog sustava kao što su poslužitelji, krajnja računala, aktivnosti korisničkog pristupa internim servisima i pristupa Internetu. Usluga vanjskog sigurnosnog operativnog centra mora osigurati prikupljanje i analizu podataka o prijetnjama, nadzor događaja i odgovor na sigurnosne incidente u modelu rada 24x7, trijažu, kategorizaciju incidenata, identifikaciju ranjivosti, matricu izvještavanja kroz definirane procese odgovora na incidente.

Procedure identifier: 1869b87e-d657-4240-b4e4-9deeed280720

Internal identifier: 9/26-OP

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: Ministarstvo kulture i medija, Runjaninova 2

### 2.1.3. Value

Estimated value excluding VAT: 200 000,00 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

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

## 5. Lot

---

### 5.1. Lot: LOT-0000

Title: SOC - Usluga Sigurnosno-operativnog centra

Description: S obzirom na porast kibernetičkih prijetnji i potrebu za zaštitom sve digitalne imovine proaktivnim sigurnosnim nadzorom i pravovremenim reagiranjem na sigurnosne incidente, kibernetičke prijetnje i rizike, u okviru ovog projekta se želi uspostaviti vanjski sigurnosno operativni centar s ciljem zaštite kritičnih informacija i imovine, učinkovitim upravljanjem kritičnih sigurnosnih incidenata i ublažavanjem rizika, praćenja i upozoravanja na incidente te samim tim povećanje sigurnosti od naprednih prijetnji i rizika

Internal identifier: 9/26-OP

#### 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: Ministarstvo kulture i medija, Runjaninova 2

#### 5.1.3. Estimated duration

Start date: 02/03/2026

Duration: 12 Months

#### 5.1.4. Renewal

Maximum renewals: 0

#### 5.1.5. Value

Estimated value excluding VAT: 200 000,00 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 with the following justification

Justification: Nije primjenjivo

**5.1.9. Selection criteria**

Sources of selection criteria: Notice, Procurement Document

Criterion: Enrolment in a trade register

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

**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 odaziva za incidente visoke razine prioriteta

Description: Vrijeme Bodovi Više od 120 min 0 Od 61 do 120 min 5 Do 60 min 10

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

Award criterion number: 10

**5.1.11. Procurement documents**

Address of the procurement documents: <https://eojn.hr/tender-eo/72342>

**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/72342>

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: 03/03/2026 10:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 30 Days

**Information about public opening:**

Opening date: 03/03/2026 10:00:00 (UTC+01:00) Central European Time, Western 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: Plaćanje će se vršiti mjesečno, temeljem izdanih e-računa. Plaćanje u roku 30 dana od zaprimljenog valjanog e-računa odabranog ponuditelja. Predujam je isključen.

**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:

MINISTARSTVO KULTURE I MEDIJA

Organisation providing more information on the review procedures: MINISTARSTVO KULTURE I MEDIJA

## 8. Organisations

---

**8.1. ORG-0001**

Official name: MINISTARSTVO KULTURE I MEDIJA

Registration number: 37836302645

Postal address: Runjaninova 2

Town: Grad Zagreb

Postcode: 10000

Country subdivision (NUTS): Grad Zagreb (HR050)

Country: Croatia

Contact point: Glavno tajništvo

Email: [pisarnica@min-kulture.hr](mailto:pisarnica@min-kulture.hr)

Telephone: +385 14866200

Internet address: <https://min-kulture.gov.hr/>

Buyer profile: <https://min-kulture.gov.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](mailto: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](mailto:eojn@nn.hr)

Telephone: +385 16652889

Internet address: <https://www.nn.hr/>

**Roles of this organisation:**

TED eSender

## Notice information

---

Notice identifier/version: d490c26f-770c-43d3-a497-f4fc8b8f551e - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 28/01/2026 18:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: Croatian

Notice publication number: 69842-2026

OJ S issue number: 21/2026

Publication date: 30/01/2026