

PREGLED POSTUPKA #95892

1 PODACI O NARUČIOCU

Naziv naručioca	UPRAVA POMORSKE SIGURNOSTI I UPRAVLJANJA LUKAMA BAR
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Grad	Bar
Poštanski broj	85000

2 OSNOVNI PODACI

Opis predmeta javne nabavke	Održavanje NMSW sistema
Status	U toku
Vrsta predmeta	Usluge
Vrsta postupka	Otvoreni postupak
Službenik za javne nabavke	Vesna Bakić
Kontakt	Agim Spuža
Datum objave	11.07.2025. 09:00
Napomena	-

3 FAZE U POSTUPKU

Vrsta faze	Opis	Početak podnošenja	Kraj podnošenja	Datum otvaranja	Status
Poziv za nadmetanje	Održavanje NMSW sistema	11.07.2025 09:00	18.08.2025 09:00	18.08.2025 09:00	U toku

4 DODATNE INFORMACIJE

Predmet javne nabavke se nabavlja	kao cjelina
Posebni oblici javne nabavke	
Okvirni sporazum	Ne
Dinamički sistem nabavki	Ne
Elektronska aukcija	Ne
Elektronski katalog	Ne
Nabavka se sprovodi kao	
Zajednička nabavka	Ne
Centralizovana nabavka	Ne
Nabavka je	
Zelena	Ne
Društveno odgovorna	Ne

5 STAVKE PLANA

Godina	Opis	Vrijednost nabavke	Vrijednost PDV	Okvirni sporazum	Vrijednost OS	Vrijednost PDV OS	Vrsta postupka
2025	UPRAVA POMORSKE SIGURNOSTI I UPRAVLJANJA LUKAMA BAR Održavanje NMSW sistema 50000000 - Usluge popravke i održavanja 50430000 - Usluge popravki i održavanja precizne opreme 51540000 - Usluge instaliranja mašina i opreme za posebne namjene 72267000 - Usluge održavanja i popravke softvera	41.528,93 EUR	8.721,08 EUR	-	-	-	Otvoreni postupak

6 USLOVI ZA UČEŠĆE U POSTUPKU I ZAHTJEVI U POGLEDU NAČINA IZVRŠAVANJA PREDMETA NABAVKE

Opis	Tip uslova / zahtjeva
U postupku javne nabavke može da učestvuje samo privredni subjekat koji: 1) nije pravosnažno osuđivan i čiji izvršni direktor nije pravosnažno osuđivan za neko od krivičnih djela sa obilježjima: a) kriminalnog udruživanja; b) stvaranja kriminalne organizacije; c) davanje mita; č) primanje mita; ć) davanje mita u privrednom poslovanju; d) primanje mita u privrednom poslovanju; dž) utaja poreza i doprinosa; đ) prevare; e) terorizma; f) finansiranja terorizma; g) terorističkog udruživanja; h) učestovanja u stranim oružanim formacijama; i) pranja novca; j) trgovine ljudima; k) trgovine maloljetnim licima radi usvojenja; l) zasnivanja ropskog odnosa i prevoza lica u ropskom odnosu; sto se dokazuje na osnovu uvjerenja, potvrde ili drugog akta nadležnog organa izdatog na osnovu kaznene evidencije, u skladu sa propisima države u kojoj privredni subjekat ima sjedište, odnosno u kojoj ovlašćeno lice tog privrednog subjekta ima prebivalište.	Obavezni uslovi
U postupku javne nabavke može da učestvuje samo privredni subjekat koji je izmirio sve dospjele obaveze po osnovu poreza i doprinosa za penzijsko i zdravstveno osiguranje, o kojima evidenciju vodi organ uprave nadležan za naplatu poreskih prihoda, odnosno nadležni organ države u kojoj privredni subjekat ima sjedište, što se dokazuje na osnovu uvjerenja, potvrde ili drugog akta koji izdaje organ uprave nadležan za naplatu poreskih prihoda, odnosno nadležni organ države u kojoj privredni subjekat ima sjedište.	Obavezni uslovi
Ispunjenost uslova za učešće u postupku javne nabavke dokazuje Izjavom privrednog subjekta.	ESPD
Način plaćanja je virmanski. NAPOMENA: - Ponuda mora obuhvatiti sve zavisne troškove (održavanje sistema kao i troskove posjete stručnih lica) - Ponuđač dostavlja ponudu sa cijenom/ama izraženom u EUR-ima, bez iskazanog PDV-a.	Način plaćanja

Rok plaćanja je 30 (trideset) dana od datuma prijema mjesečne fakture ili fakture u cjelosti za izvršene usluge održavanja NMSW sistema Uprave pomorske sigurnosti i upravljanja lukama , koja se uredno dostave i ovjere od odgovornih lica Narucioca .	Rok plaćanja
Rok izvršenja ugovora je osam mjeseci (8 mjeseci) počevši od 1. oktobra 2025. godine ,	Rok izvršenja ugovora
Privredni subjekat je dužan da posjeduje bar jedan ugovor vezan za implementacije ili održavanja NMSW sistema, u posljednje tri godine. Što se dokazuje potvrdama izdatih od strane korisnika ili ugovorom o izvršenim uslugama u posljednje tri godine, računajući i tekuću godinu, koja sadrže opis predmeta nabavke. Reference su predmet vrednovanja	Stručna i tehnička sposobnost
Rok važenja ponude je 40 dana od dana otvaranja ponuda.	Rok važenja ponude
Ponuđač je dužan da uz ponudu dostavi bezuslovnu i na prvi poziv naplativu garanciju ponude u iznosu od 2% procijenjene vrijednosti javne nabavke, kao sredstvo zaštite naručioca ako ponuđač: 1) odustane od ponude u roku važenja ponude; 2) odbije da potpiše ugovor o javnoj nabavci. Garancija ponude treba da važi za vrijeme trajanja roka važenja ponude i minimum 8 (osam) dana nakon isteka roka važenja ponude. Ponuđač je dužan da, na zahtjev naručioca, prije isteka roka važenja, produži rok važenja garancije Garancija ponude podnose se u elektronskom obliku putem ESJN-a. Izuzetno, ako ponuđač ne može da garanciju ponude podnese u elektronskom obliku, dužan je da putem ESJN dostavi kopiju garancije ponude, a da original garancije ponude dostavi, odnosno uruči naručiocu neposredno ili putem pošte preporučenom pošiljkom najkasnije prije isteka roka za podnošenje ponuda. Ponuđači original garancije ponude u pisanom obliku dostavljaju u koverti, na kojoj se navodi: naziv i sjedište naručioca, broj tenderske dokumentacije za koju se podnosi garancija, naziv, sjedište i adresa ponuđača i naznake "garancija ponude" i "Ne otvaraj prije roka za otvaranje ponuda". Garancija ponude dostavlja se: • neposrednom predajom na arhivi naručioca na adresi Naručioca, Uprava pomorske sigurnosti i upravljanja lukama , Marsala Tita broj 7, BAR. Preporučenom pošiljkom sa povratnicom na adresi Uprava pomorske sigurnosti i upravljanja lukama , Marsala Tita broj 7, BAR., radnim danima od 9:00 do 12:00 sati, zaključno sa danom 18.08.2025. godine do 09:00 sati.	Garancija ponude

7 KRITERIJUMI ZA IZBOR NAJPOVOLJNIJE PONUDE

Opis
Cijena
Parametar kvalitet – Referenca ponuđača u poslednjih tri godina da je uspješno realizovao bar jedan ugovor vezan za implementacije ili održavanja NMSW sistema Ovaj parametar dokazuje se dostavljanjem referenci na memorandumu/ima krajnjih korisnika, potpisane od strane ovlašćenog lica korisnika ili dostavljanjem ugovora. Reference treba da sadrže i kontakt podatke korisnika usluge, radi eventualne provjere navoda iz iste. Broj bodova po osnovu vrednovanja referenci kao mjerila kvaliteta: Reference ponuđača = 10 bodova Ponuđač sa najvećim brojem referenci dobija 10 bodova. Ostali ponuđači dobijaju broj bodova po sljedećoj formuli: Broj bodova za ponuđene reference = broj ponuđenih referenci/ najveći broj ponuđenih referenci x 10.

8 PREDMET NABAVKE

Procijenjena vrijednost nabavke: 41.528,93 EUR

TEHNIČKA SPECIFIKACIJA PREDMETA NABAVKE

	Opis predmeta nabavke	Bitne karakteristike predmeta nabavke	Količina
		1. Technical assistance The supplier will provide support services on a 24/7/365 basis for NMSW of Administration for Maritime Safety and Port Management (AMSPM). The supplier's Help Desk receives phone calls, e-mail messages, or problems reported via a web-based system. Problems will be divided into four categories depending on their severity/priority: Severity/priority Impact on business 1 Critical / Urgent Critical impact on business. Requires immediate action. - Complete interruption of one or more mission-critical functions in the system - Incidents which directly and substantially affect the ability of all users to perform essential duties	

- High risk of financial loss and/or impact on AMSPM image
- Creates a high risk of compromising information in the system
- Risk of significant disruption or failure of a key object in the system

2 Significant/High

Significant impact on business.

- Impairment of the quality of the service provided or access to it, without full interruption
- A wide range of users is affected
- Creating a serious risk of the occurrence of a critical incident

3 Insignificant /Medium

Insignificant impact on business.

Limited impact on the activity that affects or creates inconvenience to perform individual functions, without having a full effect on the functions. Delaying the removal may result in a higher-level incident.

4 Low

It has no direct impact on the business.

- There is no direct impact at the moment, but failure to resolve it within a certain timeframe poses a potential risk of a higher priority occurrence.
- It is usually associated with improving service performance

or improving user's convenience.

Notes:

For critical and significant incidents (urgent and high priority), it is permissible to find a temporary solution (workaround) until the incident is resolved and its cause is removed. The workaround should lead to decrease in incident's priority, but not to its closure.

Table 1: Service Desk incident management

The priorities of problems are determined in cooperation with the Assignor, depending on their impact on the system operation. The order of troubleshooting is determined according to the assigned priorities.

The incident response time, upon the problem notification to the Executor support team, will be as follows:

Category of incidents

Reaction time

CRITICAL / URGENT
up to 1h

SIGNIFICANT / HIGH
up to 4h

INSIGNIFICANT / MEDIUM
up to 1 day

LOW

up to 1 week

Table 2: Incident response time

A 3-tier support model consists of:

- Level 1 - Local support of AMSPM - identify, accept, and systemize problems with the support of the Supplier. If the problem cannot be resolved within the defined threshold, the problem is escalated to the Level 2 support team.
- Level 2 - Remote Supplier support team - View, analyse, and remove any unresolved issues at the first level.
- Level 3 - Remote Supplier support team - when a problem cannot be resolved at Level 2, the Executor's support team leader should be notified immediately. At his discretion, additional resources may be deployed to fix the problem.

1.1 First level customer support (Help Desk)

First level customer support (Help Desk) will be carried out by the AMSPM team.

The AMSPM team Help Desk will act as the single point of contact for all requests for services while remaining responsible for the coordination and control of efficient and effective support services.

Help Desk services include:

- Call Answering
- Email Processing
- Web portal requests processing
- Incident Registration
- Incident Classification

- Incident Prioritization
- Incident Matching

The AMSPM team will receive requests for services from users and try to help the user. The AMSPM will be in consultation with Supplier, and if the problem cannot be resolved, the AMSPM team will request services to Supplier's Help Desk following the communication protocol.

1.2 Second level support

The second level support is intended to solve problems within the existing business rules and application features. It supports all the operational and functional issues that do not result in change requests (CR).

Supplier will provide Key User Support in English language. Support will be provided over telephone or by e-mail for complex issues.

Second Level Support services include:

- assistance to the 1st level support team with the use of the existing functionalities of the MSW system, demanding the involvement of experts.
- information on events (servicing, planned maintenance work)
- correction of smaller errors in the system
- smaller adaptations to the system
- information on new functionalities or major system upgrades and new version releases
- problem resolution within existing business rules and application features that don't result in requests for changes.
- tracking document flow and resolving issues regarding

operational errors

1.3 Third level support

Third level support includes engagement of development staff (application programmers and software specialists). It happens when an incident or a problem that cannot be resolved on other 2 support levels get escalated.

When the problem cannot be solved within the regular application's functionalities and regular business processes, then the advanced system log data needs to be inspected. Often, application code needs to be checked to follow the step-by-step business rules and find cause in rule exceptions, rule application exceptions or software bugs.

Third level support is also involved in resolving problems / issues that have been classified as change requests (CR's).

The third level support services include:

- assistance to Second Level Support, demanding the involvement of experts on single existing functionalities of the NMSW system.
- solving complicated problems: detail when regular application's functionalities and regular business processes fail to resolve a problem then advanced system log data needs to be inspected and eventually code needs to be checked to follow the step-by-step business rules and find cause in rule exceptions, rule application exceptions or code bugs that caused a problem.
- information on new functionalities or major system upgrades and new version releases.
- maintenance and interventions related to interfaces on the

1	TECHNICAL SUPPORT AND MAINTENANCE FOR NMSW MONTENEGRO	side of SW-related applications. • content testing and confirmation/confirmation of functionality when patches are installed. • resolving change requests (CR's) for Extra charge. Third level support is provided remotely. In general, the remote support function supports Help Desk in providing specialised resources to manage and conclude remote resolvable calls, such as software related incidents. In a well-managed environment, most of the calls can be resolved remotely. 1.4 Regular SW maintenance For the duration of the Support period, Supplier will monitor proper software operation and perform all regular maintenance activities of the supplied hardware, according to the manufacturer requirements. The Preventive Maintenance Plan will be prepared immediately signature of Contract. As part of SW maintenance package, Supplier will provide a regular SW maintenance service, which ensures the future-proof nature of the NMSW software. The new releases include and are not limited to: • Improvement of the general usability of the system • Control of system operation (performance) and optimization • Viewing logs. • Identification and installation of security patches within the software solution. • Error detection and corrections. • Upgrading of libraries and frameworks used within different	8,00 mjeseci
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software components.

- Optimization of existing functionality and software code.
- Removal of inactive parts of code and functionality.

1.5 Monitoring the system

The supplier must perform monitoring and incident response for the NMSW system on a 24/7/365 basis. The following components of the NMSW system must be supervised:

- vmWare environment
- SNMP ncontrol
- SNMP + Plugin-Level control for Lenovo servers or server components
- Starwind environments
- MS Windows Server – level control OS
- MS Windows SQL Server - level control MS SQL
- Veeam Backup
- Other services (HTTP/HTTPS/SSL)
- Integration with 3th party systems (EMSA, Port of Bar, Port of Adria,...)

Antivirus

Maintenance of the Trend Micro Workload Security antivirus solution - upgrades and updates.

1.6 Maintenance of server equipment

- Maintenance of the vmWare vSphere/vCenter virtualisation solution - regular upgrades, updates and security patches
- Veeam B&R Backup Maintenance - regular upgrades, updates and security patches. Monitoring backup performance and response in case of failure.
- Maintaining MS Windows Server and MS SQL Server environments
- Assistance in the backup of servers in Dobra Voda according to backup plan and checking the backup data is correct, complete and the backup are usable;
- Minimum one (1) visits per year for preventive or corrective maintenance of the NMSW system (travel costs and other related costs shall be included in the price);

1.7 Maintenance network and firewall

Supplier shall provide following services related to maintenance network and firewall :

1. Regular checking and updating of hardware and software:
 - Regular operating system and software updates on network devices and firewalls
 - Installing security patches (patch management) to fix vulnerabilities
2. Regularly review and update firewall rules:
 - Review and optimisation of existing firewalls
 - Adapt security rules to changing threats and network needs
 - Regular removal of outdated or unnecessary rules to

improve efficiency

3. Managing network devices and infrastructure:

- Maintenance and upgrades of network switches, routers and other key network devices
- Ensuring optimal network configuration for high performance and reliability

4. Troubleshooting:

- Troubleshoot network and firewall issues, including hardware and configurations

5. Support and consultancy:

- Providing ongoing technical support to the client
- Consultancy on network and security improvements, and recommendations for new technologies or upgrades

1.8 Change management during maintenance support

Change management during warranty support and system maintenance defines the procedure for managing change requests (CR) and problem reports (PR).

All requests that are reported, either by the users of the system or by the Assignor's staff itself, have to be registered and categorized. All requests have to be selected and marked either as a PR (problem report) or a CR (change request).

Problem reports (PR) have to do with problems that arise in the current functionality of the software, i.e. system is not working properly and according to the system specification. The more common name for this is bugs. Each PR should be

analysed and prioritized according to its impact on daily business and whether or not there is a workaround. Change requests (CR) have to do with changes to the system functionality and features that were discovered to make software better and are not part of the accepted original project scope. CR resolution is not covered by warranty support. Each CR has to be analysed and made an estimation of the cost and benefit for the change, which then becomes the subject of the separate resolution contract with the Client.

2. Communication protocol between the Parties

2.1 The regular protocol for reaching customer support

The communication protocol is in use for all modules already in production use.

First level Support (for All end users)

Methods of reaching the Administration for Maritime Safety and Port Management team customer's support for 1 st level Support

1. All requests must be reported via the electronic email: nmsw@pomorstvo.me
2. Phone number +38230313240 on working days from 7:00 till 15:00

Second and Third level Support should contain following methods of reaching Supplier customer's support for 1st, 2nd and 3rd Level Support:

1. All requests must be reported via the electronic email that shall be provided by Supplier;
2. Phone number on working days from 8:00 till 16:00;

3. After office hours support phone number thatc can be reached on;

Each support request must include:

1. Information about the user requesting assistance:

a. Name and Surname

b. Contact information: e-mail address or phone number

2. Product/module

3. Area where the assistance is needed

4. Short description of the error by the end/key users

5. Description of the error by the system

6. Severity and impact to the process/system.

In case of the Critical issues, end/key users shall contact the help desk on the phone number.

2.2 Escalation protocol

In case there is no answer or feedback given by customer support Supplier shall provide contacts (phone and e-mail)to escalate the issue to the following responsible persons:

1. Head of Customers Support Services

2. Head of development

3. Project manager

2.3 Reporting

Supplier shall report on actions taken and what intervention has been done each three months;