

**Sweden-Gothenburg: Helpdesk and support services**

OJ S 89/2022 06/05/2022

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: STATENS MUSEER FÖR VÄRLDSKULTUR

National registration number: 202100-5075

Postal address: Box 5306

Town: GÖTEBORG

NUTS code: SE232 Västra Götalands län

Postal code: 40227

Country: Sweden

Contact person: Olof Stigh

E-mail: [olof.stigh@varldskulturmuseerna.se](mailto:olof.stigh@varldskulturmuseerna.se)**Internet address(es):**Main address: <http://www.smvk.se>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://tendsign.com/doc.aspx?Uniqueld=afnwqhxpav&GoTo=Docs>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://tendsign.com/doc.aspx?Uniqueld=afnwqhxpav&GoTo=Tender>**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

Recreation, culture and religion

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

IT support 2022

Reference number: 167/2022-2.4.5

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Syftet med upphandlingen är att teckna ett serviceavtal med en leverantör som kan tillhandahålla IT tekniker för att förstärka service och support till myndighetens användare. Myndighetens behov är tekniker som kan vara på plats för att utföra specifika arbetsuppgifter två dagar per vecka samt support under vissa sommarveckor då myndighetens ordinarie IT tekniker har semester.

#### **II.1.5. Estimated total value**

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

72000000 IT services: consulting, software development, Internet and support, 72222300 Information technology services, 72250000 System and support services, 72267000 Software maintenance and repair services, 72500000 Computer-related services

#### **II.2.3. Place of performance**

NUTS code: SE232 Västra Götalands län

Main site or place of performance: Göteborg

#### **II.2.4. Description of the procurement**

Syftet med upphandlingen är att teckna ett serviceavtal med en leverantör som kan tillhandahålla IT tekniker för att förstärka service och support till myndighetens användare. Myndighetens behov är tekniker som kan vara på plats för att utföra specifika arbetsuppgifter två dagar per vecka samt support under vissa sommarveckor då myndighetens ordinarie IT tekniker har semester.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 48

This contract is subject to renewal: no

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

#### **II.2.14. Additional information**

### **Section IV: Procedure**

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#### **IV.1. Description**

**IV.1.1. Type of procedure**

Open procedure

**IV.1.3. Information about a framework agreement or a dynamic purchasing system****IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

**IV.2. Administrative information****IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 07/06/2022 Local time: 23:59

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates****IV.2.4. Languages in which tenders or requests to participate may be submitted**

Swedish

**IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 06/09/2022

**IV.2.7. Conditions for opening of tenders**

Date: 08/06/2022 Local time: 00:00

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.3. Additional information**

Mercell annons: <https://opic.com/id/afnwqhxpav>

**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Förvaltningsrätten i Göteborg

Town: Göteborg

Country: Sweden

**VI.5. Date of dispatch of this notice**

04/05/2022