

**Sweden-Gothenburg: Helpdesk and support services**  
**OJ S 164/2022 26/08/2022**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**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.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

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**Section II: Object**

**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.1.6.**

## Information about lots

This contract is divided into lots: no

### II.1.7. Total value of the procurement

Value excluding VAT: 1 600 000,00 SEK

## 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

Cost criterion - Name: Kompetens / Weighting: 50%

Cost criterion - Name: Pris / Weighting: 50%

### 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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 089-243268](#)

#### IV.2.8. Information about termination of dynamic purchasing system

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

13/06/2022

##### **V.2.2. Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

##### **V.2.3. Name and address of the contractor**

Official name: Cygate AB

National registration number: 556549-8952

Postal address: Box 4045

Town: SOLNA

NUTS code: SE232 Västra Götalands län

Postal code: 16904

Country: Sweden

E-mail: [jessica.hellstrom@cygate.se](mailto:jessica.hellstrom@cygate.se)

Internet address: <http://www.cygate.se>

The contractor is an SME: yes

##### **V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 800 000,00 SEK

##### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.3. Additional information**

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

#### **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**

22/08/2022