

389306-2026 - Result

Spain – Business services: law, marketing, consulting, recruitment, printing and security –
Servicio Para La Gestión De Reclamaciones, Realización De Encuestas Asq, Análisis De
Información Y Propuesta De Acciones Mejora

OJ S 108/2026 08/06/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Aena. Dirección del Aeropuerto Adolfo Suárez Madrid-Barajas

Email: PLACSP.Aena.DireccionAeropuertoMadrid-Barajas@aena.es

Legal type of the buyer: Public undertaking, controlled by a central government authority

Activity of the contracting entity: Airport-related activities

2. Procedure

2.1. Procedure

Title: Servicio Para La Gestión De Reclamaciones, Realización De Encuestas Asq, Análisis De Información Y Propuesta De Acciones Mejora

Description: Servicio Para La Gestión De Reclamaciones, Realización De Encuestas Asq, Análisis De Información Y Propuesta De Acciones Mejora

Procedure identifier: 462ba4f4-70cd-49a3-9566-3ba304642af0

Previous notice: 73b7ec80-1ee1-4a3c-8144-bd4d77ad26c7-01

Internal identifier: MAD-8/2026

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.4. General information

Legal basis:

Directive 2014/25/EU

5. Lot

5.1. Lot: LOT-0000

Title: Servicio Para La Gestión De Reclamaciones, Realización De Encuestas Asq, Análisis De Información Y Propuesta De Acciones Mejora

Description: Servicio Para La Gestión De Reclamaciones, Realización De Encuestas Asq, Análisis De Información Y Propuesta De Acciones Mejora

Internal identifier: MAD-8/2026

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Precio.

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

Award criterion number: 100

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: Aena. Dirección del Aeropuerto Adolfo Suárez Madrid-Barajas - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: Información recogida en el pliego de cláusulas particulares del expediente.

Organisation providing additional information about the procurement procedure: Aena.

Dirección del Aeropuerto Adolfo Suárez Madrid-Barajas - Aena. Dirección del Aeropuerto Adolfo Suárez Madrid-Barajas

6. Results

Value of all contracts awarded in this notice: 259 884,00 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: AIRIA INGEN Y SERV SA - GESNAER CONSULTING SLNE

Tender:

Tender identifier: REF TEN-0001/LOT-0000

Identifier of lot or group of lots: LOT-0000

Value of the tender: 259 884,00 EUR

The tender was ranked: no
The tender is a variant: no
Country of origin of the product or the service: Spain
Subcontracting: No
Contract information:
Identifier of the contract: MAD-8/2026
Date on which the winner was chosen: 01/04/2026
Date of the conclusion of the contract: 29/04/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders from micro, small or medium tenderers
Number of tenders or requests to participate received: 0
Type of received submissions: Tenders
Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Aena. Dirección del Aeropuerto Adolfo Suárez Madrid-Barajas
Registration number: 50995540143314
Registration number: A86212420
Town: Madrid
Postcode: 28042
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Contact point: Aena. Dirección del Aeropuerto Adolfo Suárez Madrid-Barajas
Email: PLACSP.Aena.DireccionAeropuertoMadrid-Barajas@aena.es
Telephone: 913936544
Internet address: <http://www.aena.es>
Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=ljoy%2BOAnHTEQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales
Town: Madrid
Postcode: 28071
Country subdivision (NUTS): Madrid (ES300)
Country: Spain

Other contact points:

Official name: Aena. Dirección del Aeropuerto Adolfo Suárez Madrid-Barajas
Town: Madrid
Postcode: 28042
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Email: OCONTRATACIONMAD@AENA.ES
Telephone: 913936544
Fax: 917466727
Internet address: <http://contratacion.aena.es>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure
Review organisation

8.1. ORG-0002

Official name: AIRIA INGEN Y SERV SA - GESNAER CONSULTING SLNE

Size of the economic operator: Large

Registration number: 333417

Town: MADRID

Postcode: 28042

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: jmperezgil@gesnaer.es

Telephone: 916527764

Roles of this organisation:

Tenderer

Beneficial owner:

Nationality of the owner: Spain

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: f82e92a8-58ad-42bf-abb9-6b4b6ada5656 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 30

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