

610677-2026 - Competition

Spain – Customer-care services – Servicio De Información Y Atención A Pasajeros Y Usuarios En El Aeropuerto J.T. Barcelona-El Prat

OJ S 171/2026 04/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Aena. Presidencia. Consejero Delegado

Email: PLACSP.Aena.DirecciondeContratacion@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 De Información Y Atención A Pasajeros Y Usuarios En El Aeropuerto J.T. Barcelona-El Prat

Description: Servicio De Información Y Atención A Pasajeros Y Usuarios En El Aeropuerto J. T. Barcelona-El Prat

Procedure identifier: 39f88c29-8508-4bd8-b5bb-39d534e47432

Internal identifier: BCN-108/2026

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

2.1.2. Place of performance

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 7 531 300,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: Servicio De Información Y Atención A Pasajeros Y Usuarios En El Aeropuerto J.T. Barcelona-El Prat

Description: Servicio De Información Y Atención A Pasajeros Y Usuarios En El Aeropuerto J. T. Barcelona-El Prat
Internal identifier: BCN-108/2026

5.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 79342320 Customer-care services

5.1.2. Place of performance

Country subdivision (NUTS): Barcelona (ES511)
Country: Spain

5.1.3. Estimated duration

Duration: 2 Years

5.1.4. Renewal

Maximum renewals: 2
Other information about renewals: Información recogida en el pliego de cláusulas particulares del expediente.

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

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Notice
Criterion: Other economic or financial requirements
Description of selection criterion: Otros

5.1.10. Award criteria

Criterion:

Type: Quality
Description: Precio.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 100

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=85iCYa7X4IO5HQRHoP3G5A%3D%3D

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required
Address for submission: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=85iCYa7X4IO5HQRHoP3G5A%3D%3D
Languages in which tenders or requests to participate may be submitted: Spanish
Electronic catalogue: Not allowed
Deadline for receipt of tenders: 02/10/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 6 Months

Information about public opening:

Opening date: 23/11/2026 12:00:00 (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: Información recogida en el pliego de cláusulas particulares del expediente..

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

Financial arrangement: Información recogida en el pliego de cláusulas particulares del expediente.

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

Electronic auction: yes

5.1.16. Further information, mediation and review

Review organisation: Aena. Presidencia. Consejero Delegado - 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. Presidencia. Consejero Delegado - Aena. Dirección de Contratación

8. Organisations

8.1. ORG-0001

Official name: Aena. Presidencia. Consejero Delegado

Registration number: 10997170143477

Registration number: A86212420

Town: Madrid

Postcode: 28042

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Aena. Presidencia. Consejero Delegado

Email: PLACSP.Aena.DirecciondeContratacion@aena.es

Telephone: 913212710

Internet address: <http://www.aena.es>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=hTP7hugjHk8QK2TEfXGy%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 de Contratación

Town: Madrid

Postcode: 28042

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: tramitacion_expedientes@aena.es

Telephone: 913212710

Fax: 913212712

Internet address: <http://contratacion.aena.es>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Review organisation

Notice information

Notice identifier/version: 0a2dfa7d-833b-465b-b14c-7d84eb287652 - 01

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