

182369-2026 - Contract modification

Spain – Reception services – Servicio de recepción y contact center en los servicios centrales de ENAIRE

OJ S 53/2026 17/03/2026

Contract modification notice

Services

1. Buyer

1.1. Buyer

Official name: Dirección Económico-Financiera de ENAIRE

Email: aecanizares@enaire.es

2. Procedure

2.1. Procedure

Title: Servicio de recepción y contact center en los servicios centrales de ENAIRE

Description: Servicio de recepción y contact center en los servicios centrales de ENAIRE

Procedure identifier: 773b0bad-1014-4637-90f7-79973af32ffe

Internal identifier: DNA 444/2023

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79992000 Reception services

2.1.4. General information

Legal basis:

Directive 2014/25/EU

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de recepción y contact center en los servicios centrales de ENAIRE

Description: Servicio de recepción y contact center en los servicios centrales de ENAIRE

Internal identifier: DNA 444/2023

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79992000 Reception services

5.1.2. Place of performance

Country subdivision (NUTS): A Coruña (ES111)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Lugo (ES112)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Ourense (ES113)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Pontevedra (ES114)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Asturias (ES120)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Cantabria (ES130)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): La Rioja (ES230)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Huesca (ES241)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Teruel (ES242)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Zaragoza (ES243)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Ávila (ES411)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Burgos (ES412)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): León (ES413)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Palencia (ES414)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Salamanca (ES415)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Segovia (ES416)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Soria (ES417)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Valladolid (ES418)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Zamora (ES419)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Albacete (ES421)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Ciudad Real (ES422)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Cuenca (ES423)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Guadalajara (ES424)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Toledo (ES425)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Badajoz (ES431)
Country: Spain

- 5.1.2. Place of performance**
Country subdivision (NUTS): Cáceres (ES432)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Girona (ES512)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Lleida (ES513)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Tarragona (ES514)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Alicante / Alacant (ES521)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Castellón / Castelló (ES522)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Valencia / València (ES523)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Eivissa y Formentera (ES531)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Mallorca (ES532)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Menorca (ES533)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Almería (ES611)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Cádiz (ES612)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Córdoba (ES613)
Country: Spain

- 5.1.2. Place of performance**
Country subdivision (NUTS): Granada (ES614)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Huelva (ES615)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Jaén (ES616)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Málaga (ES617)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Sevilla (ES618)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Murcia (ES620)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Ceuta (ES630)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Melilla (ES640)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): El Hierro (ES703)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Fuerteventura (ES704)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Gran Canaria (ES705)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): La Gomera (ES706)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): La Palma (ES707)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Lanzarote (ES708)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Tenerife (ES709)

Country: Spain

5.1.16. Further information, mediation and review

Mediation organisation: Dirección Económico-Financiera de ENAIRE - Tribunal Administrativo Central de Recursos Contractuales

Review organisation: Dirección Económico-Financiera de ENAIRE - Tribunal Administrativo Central de Recursos Contractuales

Organisation providing additional information about the procurement procedure: Dirección Económico-Financiera de ENAIRE - Dirección Económico-Financiera de ENAIRE

Organisation providing more information on the review procedures: Dirección Económico-Financiera de ENAIRE - Tribunal Administrativo Central de Recursos Contractuales

6. Results

6.1. Result lot identifier: LOT-0000

6.1.2. Information about winners

Winner:

Official name: Canales y Estrategias de Distribución, S.L

Tender:

Tender identifier: REF TEN-0001/LOT-0000

Identifier of lot or group of lots: LOT-0000

Value of the tender: 79 945,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: DNA 444/2023

Date on which the winner was chosen: 10/04/2024

Date of the conclusion of the contract: 08/05/2024

7. Modification

7.1. Modification

Identifier of the previous contract award notice: 7b7f031b-0de6-4df3-9790-bd1dea8dc407-01

Identifier of the modified contract: DNA 444/2023

Reason for modification: Need for additional works, services or supplies by the original contractor.

Description: PRÓRROGA CONTRACTUAL POR UN PLAZO DE DOCE (12) MESES E IMPORTE DE 79.945,00 EUROS.

7.1.1. Change

Description of modifications: PRORROGA

Business entity identifier in the previous notice: RESULT

8. Organisations

8.1. ORG-0001

Official name: Dirección Económico-Financiera de ENAIRE

Registration number: 50494010087781
Registration number: Q2822001J
Town: Madrid
Postcode: 28022
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Contact point: Dirección Económico-Financiera de ENAIRE
Email: aecanizares@enaire.es
Telephone: 900929220
Internet address: <http://www.enaire.es>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales
Town: Madrid
Postcode: 28014
Country subdivision (NUTS): Madrid (ES300)
Country: Spain

Other contact points:

Official name: Dirección Económico-Financiera de ENAIRE
Town: Madrid
Postcode: 28022
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Contact point: Dirección Económico-Financiera de ENAIRE
Email: aecanizares@enaire.es
Telephone: 900929220
Internet address: <http://www.enaire.es>

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure
Review organisation
Organisation providing more information on the review procedures
Mediation organisation

8.1. ORG-0002

Official name: Canales y Estrategias de Distribución, S.L
Registration number: B82269796
Town: MADRID
Postcode: 28020
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Email: LICITACIONES@GRUPOSEPRO.COM
Telephone: 912048707

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: 3d972a76-ccbd-4454-8068-bf3e92f7d426 - 01
Form type: Contract modification

Notice type: Contract modification notice

Notice subtype: 39

Notice dispatch date: 14/03/2026 04:18:33 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: Spanish

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