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Planning

HMPPS Prison Retail Services

Ministry of Justice

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Description

The HMPPS Prison Retail Service is a critical service which delivers non-essential goods to prisoners within the UK prison system.

The service is required to deliver approximately 250,000 transactions per month, to a population of circa 88,000 prisoners, across 109 public prisons in England & Wales.

The service draws from a National Product List agreed centrally (currently max. 1000 products), from which prisoners can purchase using their own funds. Each prison offers a Local Product List derived from the National Product List, to meet the needs of their prisoners.

The products required range from ambient, chilled and frozen food/drinks to toiletries/healthcare; and vapes/tobacco. This list is not exhaustive, and product types may be subject to change. Some goods supplied may also be bespoke to HMPPS, to meet security requirements.

The Authority requires a service that meets the needs of the prisoners (the customer), whilst maintaining safety and security standards and supporting wider strategic aims of HMPPS. This will require flexibility across different parts of the estate.

The Authority is considering all aspects of the future service, including but not limited to:

- range of goods available
- ordering processes
- fulfilment, logistics and distribution
- end user receipt of goods

The preferred delivery model for the fulfilment, logistics and distribution aspect of the service may include a hybrid approach, combining elements such as:

- bulk delivery
- off-site pick & pack workshops
- on-site pick & pack workshops
- on-site shops

Management of these elements may be undertaken by the supplier, the Authority, or a combination of both. This list is not exhaustive, and options are still being considered by HMPPS.

A key aim of the service is that it is cost-neutral and that the service overheads and operating costs are covered by the cost of sales.

The Authority is seeking to engage with interested parties capable of delivering all or part(s) of the service, to help shape future requirements, prior to any formal procurement exercise.

Please note: All information provided in this Notice is indicative only and is subject to change.

Contract dates (estimated)

- 1 August 2029 to 31 July 2034
- 5 years

Main procurement category

Services

CPV classifications

- 55900000 - Retail trade services
- 63120000 - Storage and warehousing services
- 15000000 - Food, beverages, tobacco and related products
- 60000000 - Transport services (excl. Waste transport)

Engagement

Engagement deadline

31 March 2026

Engagement process description

The Authority intends to run a schedule of market engagement activity as follows, to provide information regarding the service requirements and invite feedback from suppliers:

- Virtual Market Engagement Event: To be held via Microsoft Teams on the afternoon of Monday 9th February 2026. Timings and an agenda for the event will be confirmed when the calendar invite is sent.
- Site Visit(s) to Prison(s): Anticipated to take place between 2nd-20th March 2026, with Prison(s) and date(s) to be confirmed. Further details will follow at the Virtual Market Engagement Event. Attendance will be limited to one representative per organisation.

Please be aware that due to the nature of a Prison environment, there may be further limitations on maximum numbers and security restrictions at any site visit(s).

- Market Engagement Questionnaire: To gain feedback from suppliers following the Virtual Market Engagement Event and Prison site visit(s).

To register your interest for this schedule of market engagement activity, please complete the following registration form: <https://forms.office.com/e/KYL0w3r6G5>

Invitations and any further information will be sent via email following registration.

Please note: Dates and activity may be subject to change.

Contracting authority

Ministry of Justice

- Public Procurement Organisation Number: PDNN-2773-HVYN

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United Kingdom

Email: mojprocurementfood@justice.gov.uk

Website:

<https://www.gov.uk/government/organisations/ministry-of-justice/about/procurement>

Region: UKI32 - Westminster

Organisation type: Public authority - central government

