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Planning

Retail and Café Services – Whittington Health NHS Trust

Whittington Health NHS Trust

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

Notice identifier: 2025/S 000-029937

Procurement identifier (OCID): ocds-h6vhtk-052c88 ([view related notices](#))

Published 4 June 2025, 2:59pm

Scope

Description

Whittington Health NHS Trust is seeking to appoint a single Potential Operator to provide food and non-food retail services across four demised outlets at Whittington Hospital. The opportunity includes:

- Coffee bar (31.5 sqm)
- Deli (48.3 sqm)
- Main entrance coffee shop (c. 20 sqm)
- Retail shop area (up to 1,290 sqm)
- Automated retailing (as an option)

This is a 10-year services concession contract operating under a self-financing model. The Operator will pay a base rent and turnover-based rent, cover service charges and business rates, and must deliver services that are inclusive, sustainable, and aligned with NHS standards.

The Trust encourages SME participation through the Supplier Academy model. Operators must demonstrate alignment with social value objectives and NHS food and retail guidelines, including WRAP, Government Buying Standards, and the National Standards for Healthcare Food and Drink.

Contract dates (estimated)

- 1 October 2025 to 2 October 2035
- 10 years, 2 days

Main procurement category

Services

CPV classifications

- 55300000 - Restaurant and food-serving services
- 55520000 - Catering services

Engagement

Engagement deadline

5 June 2025

Engagement process description

Whittington Health NHS Trust confirms that it has undertaken pre-market engagement in

relation to the future procurement of retail and café services at Whittington Hospital.

This engagement was conducted in accordance with Section 17 of the Procurement Act 2023, with the aim of informing the Trust's procurement strategy, service model design, and commercial approach. The exercise was designed to ensure that the Trust has a full understanding of market capability, innovation, sustainability opportunities, and potential commercial structures before commencing any formal procurement.

The engagement involved outreach via LinkedIn and direct conversations with a diverse group of providers, including but not limited to:

- Compass Group
- WSH Group
- Thomas Franks
- Fika Catering
- A local SME store operator
- Souter
- Elior
- Regular Cafes
- Existing incumbent providers

The Trust confirms that the purpose of this engagement was informative only, and no supplier was given an unfair advantage in any forthcoming procurement process. Any procurement opportunity will be advertised transparently and in accordance with statutory requirements.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

6 June 2025

Procedure

Special regime

Concession

Contracting authority

Whittington Health NHS Trust

- Public Procurement Organisation Number: PZHC-1999-RLHQ

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Organisation type: Public authority - central government