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Tender

Retail and Café Services – Whittington Health NHS Trust

Whittington Health NHS Trust

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-030907

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

Published 9 June 2025, 12:10pm

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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.

Total value (estimated)

- £4,500,000 excluding VAT
- £5,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 November 2025 to 31 October 2035
- 10 years

Main procurement category

Services

CPV classifications

- 55300000 - Restaurant and food-serving services

- 55520000 - Catering services
 - 55900000 - Retail trade services
 - 42933000 - Vending machines
-

Lot LOT-0001. Coffee Bar

Description

Coffee bar currently operating as Muffin Break is 31.5 sq. m in the Food Court area

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot LOT-0002. Deli

Description

Deli currently operating as XLNT is 48.3 sq. m.in the Food Court area

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot LOT-0003. Coffee Shop

Description

Coffee shop currently the MacMillan office is c.20 sq m in the Main Entrance

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot LOT-0004. C-store

Description

C-store area adjacent to the Food Court is 1,290 sq m

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot LOT-0005. Automated retailing

Description

Automated retailing (refer to 3.13)

Lot value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot LOT-0006. N19 Staff Restaurant

Description

N19 staff restaurant (targeted turnover c£800k pa)

Lot value (estimated)

- £0 excluding VAT
- £0 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot LOT-0001. Coffee Bar

Lot LOT-0002. Deli

Lot LOT-0003. Coffee Shop

Lot LOT-0004. C-store

Lot LOT-0005. Automated retailing

Lot LOT-0006. N19 Staff Restaurant

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

Submission

Enquiry deadline

7 July 2025, 6:00pm

Tender submission deadline

28 July 2025, 6:00pm

Submission address and any special instructions

<https://in-tendhost.co.uk/nellerdavies/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 October 2025

Award criteria

Name	Description	Type
Simple description	40% price 60% non price criteria	Price

Weighting description

40% price 60% non price criteria

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Concession

Contracting authority

Whittington Health NHS Trust

- Public Procurement Organisation Number: PZHC-1999-RLHQ

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Region: UKI43 - Haringey and Islington

Organisation type: Public authority - central government