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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.

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## **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.

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## **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.

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## **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.

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**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.

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**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.

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## 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)
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## **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

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## **Award criteria**

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

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### Weighting description

40% price 60% non price criteria

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### Other information

#### Conflicts assessment prepared/revised

Yes

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### Procedure

#### Procedure type

Open procedure

#### Special regime

Concession

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### Contracting authority

## **Whittington Health NHS Trust**

- Public Procurement Organisation Number: PZHC-1999-RLHQ

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LONDON

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Region: UKI43 - Haringey and Islington

Organisation type: Public authority - central government