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Award

Retail and Café Services – Whittington Health NHS Trust

Whittington Health NHS Trust

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-078333

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

Published 1 December 2025, 9:30am

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.

Lot LOT-0001. Coffee Bar

Description

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

Lot LOT-0002. Deli

Description

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

Lot LOT-0003. Coffee Shop

Description

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

Lot LOT-0004. C-store

Description

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

Lot LOT-0005. Automated retailing

Description

Automated retailing (refer to 3.13)

Lot LOT-0006. Optional Lot

Description

Refer to Tender Documents

Contract 1. Retail and Café Services – Whittington Health NHS Trust

Lots

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. Optional Lot

Supplier

- [Elior UK PLC](#)

Contract value

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

Above the relevant threshold

Award decision date

28 November 2025

Date assessment summaries were sent to tenderers

28 November 2025

Standstill period

- End: 11 December 2025
- 8 working days

Earliest date the contract will be signed

15 December 2025

Contract dates (estimated)

- 16 February 2026 to 15 February 2036
- 10 years

Main procurement category

Services

CPV classifications

- 55300000 - Restaurant and food-serving services
- 55520000 - Catering services
- 55900000 - Retail trade services
- 42933000 - Vending machines

Information about tenders

Lot LOT-0001. Coffee Bar

- 6 tenders received
 - 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot LOT-0002. Deli

- 6 tenders received
 - 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
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Lot LOT-0003. Coffee Shop

- 6 tenders received
 - 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot LOT-0004. C-store

- 6 tenders received
 - 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot LOT-0005. Automated retailing

- 6 tenders received
 - 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
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Lot LOT-0006. Optional Lot

- 6 tenders received
- 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Special regime

Concession

Supplier

Elior UK PLC

- Companies House: 01106729

The Courtyard Catherine Street

Macclesfield Cheshire

SK116ET

United Kingdom

Email: elior.business@elior.co.uk

Region: UKD62 - Cheshire East

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Retail and Café Services - Whittington Health NHS Trust

Contracting authority

Whittington Health NHS Trust

- Public Procurement Organisation Number: PZHC-1999-RLHQ

HIGHGATE HILL

LONDON

N19 5NF

United Kingdom

Email: julian.fris@nellerdavies.com

Region: UKI43 - Haringey and Islington

Organisation type: Public authority - central government