

117694-2026 - Διαγωνισμός

Φινλανδία – Υπηρεσίες λιανικού εμπορίου – Finavia: Food & Beverage Unit to Schengen Gate Area 28-29 at Helsinki Airport - Concession Notice - Request to Participate
OJ S 35/2026 19/02/2026

Προκήρυξη σύμβασης ή σύμβασης παραχώρησης — τυποποιημένο καθεστώς
Υπηρεσίες

1. Αγοραστής

1.1. Αγοραστής

Επίσημη ονομασία: Finavia Oyj

Email: tuomas.pitkanen@finavia.fi

Νομική μορφή αγοραστή: Δημόσια επιχείρηση

Ο αγοραστής είναι ένας αναθέτων φορέας

Δραστηριότητα του αναθέτοντος φορέα: Δραστηριότητες που αφορούν τους αερολιμένες

2. Διαδικασία

2.1. Διαδικασία

Τίτλος: Finavia: Food & Beverage Unit to Schengen Gate Area 28-29 at Helsinki Airport - Concession Notice - Request to Participate

Περιγραφή: Finavia grants possession of business premises at the Schengen airside of Helsinki Airport, to an Tenderer specializing in professional, ambitious, and distinctive restaurant / Food & Beverage concepts and/or brands with a unique atmosphere, high-quality offering and excellent service. Finavia is seeking an attractive restaurant / Food & Beverage concept that complements our already diverse range of Food & Beverage services at Helsinki Airport, creates a unique sense of place, and further enhances Helsinki Airport's customer experience. The tender includes a two-story unit located in a visible landmark location in the Helsinki Airport Schengen airside area between gates 28-29, directly along lively passenger routes. The upper floor will serve as an elevated à la carte restaurant with table service. The lower floor will serve as an elevated all-day Food & Beverage concept with either counter-order and/or table-service. The brand/concept should be positioned in an upper-scale segment compared to the Helsinki Airport's overall selection: providing high quality, elevated and premium feel offering a clear uplift to everyday life, while remaining affordable, approachable and avoiding niche or overly exclusive positioning. The tenderer may propose one unified brand/concept for both floors, or two distinct but complementary brands/concepts to each floor. The unit includes compact kitchen facilities. Potential expansion or upgrading of kitchen capacity is investigated and evaluated during later procurement phases. Investments, including mid-term refurbishments are expected from the Operator. Finavia's vision is to offer world-class services for air passengers and airlines. At the heart of our strategy is the development of Helsinki Airport. World class customer experience will distinguish us from our competitors. Our customer promise "For smooth travelling" underlines the vision and kept by actions lead by customer experience pillars: GIFT OF TIME "I have time to do the things I like" CONFIDENCE "I have a feeling that I am on top of things" REFRESHED "I feel good - body, mind and soul" FINNISH EXPERIENCE "I experience something unique".

Αναγνωριστικό διαδικασίας: f24dac5f-53f5-4d65-a5e8-a28e45bd40ad

Εσωτερικό αναγνωριστικό: 591229

Είδος διαδικασίας: Με διαπραγμάτευση με προηγούμενη δημοσίευση προκήρυξης διαγωνισμού/ανταγωνιστική διαδικασία με διαπραγμάτευση

Κύρια χαρακτηριστικά της διαδικασίας: For the negotiations the Tenderers are asked to submit the preliminary tender by the deadline. In the negotiations the preliminary tender submitted by the Tenderer is to be discussed further for both Finavia to understand the Tenderers preliminary tender better as well as for the Tenderer to understand the Finavia's tender criteria better. Schedule (times are Helsinki times, dates are DD.MM.): 04.03.2026 - Questions concerning the procedure by 13:00 11.03.2026 - Site visit day 1 12.03.2026 - Site visit day 2 18.03.2026 - Submitting the Request to Participate by 13:00 19.03.2026 - Invitation to Negotiate and Preliminary Invitation to Tender, at earliest 09.04.2026 - Questions, comments and preliminary tender submitted by 13:00 14.04.2026 – Negotiations round – Day 1 15.04.2026 – Negotiations round – Day 2 16.04.2026 – Negotiations round – Day 3 16.04.2026 - Negotiations end (without separate notice) 20.04.2026 - Final Invitation to Tender is published, at earliest 05.05.2026 - Questions regarding the Final Invitation to Tender by 13:00 18.05.2026 - Final Tender submitted by 13:00 18.05.2026 - Procurement decision, at earliest 03.06.2026 - Signing of the Agreement, at earliest Finavia reserves the right to change the schedule. Candidates are responsible for submitting their participation, questions and Final Tenders in due time. In the first phase of the procurement, potential Candidates will be invited to participate. Based on the Requests to Participate, Candidates meeting the minimum requirements shall be invited to participate as Tenderers and invited to Negotiate. Tenderers are invited to provide feedback, comments and suggestions regarding the documentation. Finavia may invite the Tenderers to several rounds of meetings, if necessary. Negotiation agenda shall be instructed in the Invitation to Negotiate. Participants have the opportunity to ask questions at each stage. Tenderers are advised to consider that after the Procurement Decision has been made, agreements shall not be negotiated. Minor clarifications and additions to contact details and dates shall be made. Finavia sets suitability requirements to the Tenderers. Tenderer's own conditions and terms may not be included in any of the material it submits. Registration to Tarjouspalvelu supplier portal is free of charge. To avoid confusion, Candidates are advised to register to Tarjouspalvelu using the company name and ID of the entity that shall sign the Agreement. The procurement documentation, including the Agreement, any security details and floor plans etc. are available only against a duly filled-in and signed NDU. The NDU form is available in Tarjouspalvelu for registered users. Upon receipt of the signed NDU, Finavia sends the entire material to the email the NDU was received from. The signed NDU shall be sent to hankintapaallikot@finavia.fi with subject: "Food & Beverage Unit to Schengen Gate Area 28-29 at Helsinki Airport". The technical documentation is subject to change due to the nature of construction planning and processes.

2.1.1. Σκοπός

Χαρακτήρας της σύμβασης: Υπηρεσίες

Κύρια ταξινόμηση (cpv): 55900000 Υπηρεσίες λιανικού εμπορίου

2.1.2. Τόπος εκτέλεσης

Υποδιαίρεση χώρας (NUTS): Helsinki-Uusimaa (FI1B1)

Χώρα: Φινλανδία

2.1.4. Γενικές πληροφορίες

Πρόσθετες πληροφορίες: Finavia's vision for the tendered unit is to offer a high quality dine in experience that creates unique moments across all touchpoints - products, service, and interior design - coming together to deliver an elevated atmosphere and a feeling of being cared for before your flight. Excellent customer experience is one of the key objectives at Helsinki Airport and the elevated experience of this unit must be visible across several

dimension and key success factors, as further described below.

Positioning and Value-for-Money The concept must be positioned in the upper-scale segment compared to the general F&B offering seen at downtowns and at Helsinki Airport. This means: - a premium-feel environment and atmosphere - high-quality ingredients and a high share of products prepared on-site - attentive and warm hospitality - a consistent, smooth and hassle-free experience throughout the customer journey At the same time, the concept must remain affordable and approachable, appealing to all departing passengers. The concept and its selection must reflect a strong value-for-money perception: high-quality products and service delivered at a fair and justified price point, portion sizes, consistency, and service quality that supports the perceived value, actively avoid of negative value-for-money perception. The goal is to provide a clear uplift to everyday life without becoming niche or overly exclusive.

Concept Structure and Customer Experience by Floor

Upper Floor – Elevated À La Carte Experience The upper floor will operate as a à la carte restaurant featuring: - an ingredient-forward, food-led concept, high-quality table service - a atmospheric environment - a sense of indulgence and attention to detail. The design, service and menu must work seamlessly together to create a refined and memorable dine-in moment.

Lower Floor – Elevated All-Day Food & Beverage Experience The lower floor provides an elevated but slightly more relaxed all-day eat-in and drink-in experience: - premium but approachable ambiance - faster-paced operational capability - consistent quality - a well-designed offering and customer flow to serve travellers on the move, including takeaway products suitable for flights. Fluent service and well-designed fast options are crucial in the dynamic airport environment however emphasising the dine-in experience.

Customer Journey and Experience Principles Both floors should embody: - Calm & Aesthetics – a visually coherent, relaxing atmosphere - Exceptional Hospitality – warm, attentive, and proactive service - Attractive Dayparts – relevant offering from morning to evening - Destination Appeal – a place travellers actively choose to visit - Compelling Impulse – attractive grab & go items and visible temptations

The operator must demonstrate strong competence and creativity in concept development, storytelling, and understanding of customer needs in an airport environment.

Brand, Naming and Design Requirements

Brand & Naming The restaurant/concept name must support the desired positioning and ambiance. The tenderer shall propose 1–3 alternative names, each with a short rationale outlining: - how the name supports the storytelling and attracts appetite, - how it fits the desired positioning, - how it resonates with local & international travellers. Finavia will approve the final name.

Interior Design The look & feel must: - reinforce the elevated positioning - include interesting details and high-quality finishing - prioritize functional design to ensure smooth operations and support a seamless, effortless customer journey - use durable materials suitable for an airport environment

Target Group and Location The centrally located unit at Schengen gates 27–28 serves all passengers with access in the Schengen area of the terminal. Primary target groups include: - food-oriented travellers and experience-seeking consumers -customers looking for a relaxed, high-quality sit-down meal before departure - business lunch guests and airport staff during daytime - to a significantly smaller extent: arriving passengers. The concept must attract international and local travellers alike.

Availability and Operational Requirements - The unit must follow Helsinki Airport's unified commercial opening hours and the unit must be open to all potential customers without purchasing obligation - Part of the offering—preferably the lower floor—must be scalable to 24/7 service - Service must be fast, smooth and reliable at all times of day.

Continuous Development, Quality Commitment and Investments The Operator must commit to: - continuous improvement of commercial and qualitative performance - aligning its offer with Helsinki Airport's evolving overall commercial mix, - delivering a Quality Promise covering key success factors like food quality, value for money, service excellence, and high maintenance of the premises. The concept requires investments as well as mid-term refurbishments by the Operators to maintain the expected standard.

The Unit: Ref. of floor plan

(s): 2761 Size: Approximately 632m2 in total Location: Schengen Airside between gates 28-29
Preliminary transition timeline: The construction of the premises is planned to start 1st of January 2027. The opening date of the unit is planned to be 1st of April 2027.

Νομική βάση:

Οδηγία 2014/23/ΕΕ

2.1.6. Λόγοι αποκλεισμού

Πηγές των λόγων αποκλεισμού: Έγγραφο σύμβασης

5. Παρτίδα

5.1. Παρτίδα: LOT-0000

Τίτλος: Finavia: Food & Beverage Unit to Schengen Gate Area 28-29 at Helsinki Airport - Concession Notice - Request to Participate

Περιγραφή: Finavia grants possession of business premises at the Schengen airside of Helsinki Airport, to an Tenderer specializing in professional, ambitious, and distinctive restaurant / Food & Beverage concepts and/or brands with a unique atmosphere, high-quality offering and excellent service. Finavia is seeking an attractive restaurant / Food & Beverage concept that complements our already diverse range of Food & Beverage services at Helsinki Airport, creates a unique sense of place, and further enhances Helsinki Airport's customer experience. The tender includes a two-story unit located in a visible landmark location in the Helsinki Airport Schengen airside area between gates 28-29, directly along lively passenger routes. The upper floor will serve as an elevated à la carte restaurant with table service. The lower floor will serve as an elevated all-day Food & Beverage concept with either counter-order and/or table-service. The brand/concept should be positioned in an upper-scale segment compared to the Helsinki Airport's overall selection: providing high quality, elevated and premium feel offering a clear uplift to everyday life, while remaining affordable, approachable and avoiding niche or overly exclusive positioning. The tenderer may propose one unified brand/concept for both floors, or two distinct but complementary brands/concepts to each floor. The unit includes compact kitchen facilities. Potential expansion or upgrading of kitchen capacity is investigated and evaluated during later procurement phases. Investments, including mid-term refurbishments are expected from the Operator. Finavia's vision is to offer world-class services for air passengers and airlines. At the heart of our strategy is the development of Helsinki Airport. World class customer experience will distinguish us from our competitors. Our customer promise "For smooth travelling" underlines the vision and kept by actions lead by customer experience pillars: GIFT OF TIME "I have time to do the things I like" CONFIDENCE "I have a feeling that I am on top of things" REFRESHED "I feel good - body, mind and soul" FINNISH EXPERIENCE "I experience something unique".

Εσωτερικό αναγνωριστικό: 591229

5.1.1. Σκοπός

Χαρακτήρας της σύμβασης: Υπηρεσίες

Κύρια ταξινόμηση (cpv): 55900000 Υπηρεσίες λιανικού εμπορίου

5.1.2. Τόπος εκτέλεσης

Υποδιαίρεση χώρας (NUTS): Helsinki-Uusimaa (FI1B1)

Χώρα: Φινλανδία

5.1.3. Εκτιμώμενη διάρκεια

Διάρκεια: 84 Μήνες

5.1.6. Γενικές πληροφορίες

Κατ' αποκλειστικότητα συμμετοχή:

Δεν παραχωρείται συμμετοχή.

Έργο δημόσιων συμβάσεων που δεν χρηματοδοτείται από τα ταμεία της ΕΕ

Η εν λόγω σύμβαση είναι επίσης κατάλληλη για τις μικρές και μεσαίες επιχειρήσεις (ΜΜΕ): όχι Πρόσθετες πληροφορίες: Finavia's vision for the tendered unit is to offer a high quality dine in experience that creates unique moments across all touchpoints - products, service, and interior design - coming together to deliver an elevated atmosphere and a feeling of being cared for before your flight. Excellent customer experience is one of the key objectives at Helsinki Airport and the elevated experience of this unit must be visible across several dimension and key success factors, as further described below. Positioning and Value-for-Money The concept must be positioned in the upper-scale segment compared to the general F&B offering seen at downtowns and at Helsinki Airport. This means: - a premium-feel environment and atmosphere - high-quality ingredients and a high share of products prepared on-site - attentive and warm hospitality - a consistent, smooth and hassle-free experience throughout the customer journey At the same time, the concept must remain affordable and approachable, appealing to all departing passengers. The concept and its selection must reflect a strong value-for-money perception: high-quality products and service delivered at a fair and justified price point, portion sizes, consistency, and service quality that supports the perceived value, actively avoid of negative value-for-money perception. The goal is to provide a clear uplift to everyday life without becoming niche or overly exclusive. Concept Structure and Customer Experience by Floor Upper Floor – Elevated À La Carte Experience The upper floor will operate as a à la carte restaurant featuring: - an ingredient-forward, food-led concept, high-quality table service - a atmospheric environment - a sense of indulgence and attention to detail. The design, service and menu must work seamlessly together to create a refined and memorable dine-in moment. Lower Floor – Elevated All-Day Food & Beverage Experience The lower floor provides an elevated but slightly more relaxed all-day eat-in and drink-in experience: - premium but approachable ambiance - faster-paced operational capability - consistent quality - a well-designed offering and customer flow to serve travellers on the move, including takeaway products suitable for flights. Fluent service and well-designed fast options are crucial in the dynamic airport environment however emphasising the dine-in experience. Customer Journey and Experience Principles Both floors should embody: - Calm & Aesthetics – a visually coherent, relaxing atmosphere - Exceptional Hospitality – warm, attentive, and proactive service - Attractive Dayparts – relevant offering from morning to evening - Destination Appeal – a place travellers actively choose to visit - Compelling Impulse – attractive grab & go items and visible temptations The operator must demonstrate strong competence and creativity in concept development, storytelling, and understanding of customer needs in an airport environment. Brand, Naming and Design Requirements Brand & Naming The restaurant/concept name must support the desired positioning and ambiance. The tenderer shall propose 1–3 alternative names, each with a short rationale outlining: - how the name supports the storytelling and attracts appetite, - how it fits the desired positioning, - how it resonates with local & international travellers. Finavia will approve the final name. Interior Design The look & feel must: - reinforce the elevated positioning - include interesting details and high-quality finishing - prioritize functional design to ensure smooth operations and support a seamless, effortless customer journey - use durable materials suitable for an airport environment Target Group and Location The centrally located unit at Schengen gates 27–28 serves all passengers with access in the Schengen area of the terminal. Primary target groups include: - food-oriented travellers and experience-seeking consumers -customers looking for a relaxed, high-quality sit-down meal before departure - business lunch guests and airport staff during daytime - to a significantly smaller extent: arriving passengers. The concept must attract international and local travellers alike. Availability and Operational Requirements - The

unit must follow Helsinki Airport's unified commercial opening hours and the unit must be open to all potential customers without purchasing obligation - Part of the offering—preferably the lower floor—must be scalable to 24/7 service - Service must be fast, smooth and reliable at all times of day. Continuous Development, Quality Commitment and Investments The Operator must commit to: - continuous improvement of commercial and qualitative performance - aligning its offer with Helsinki Airport's evolving overall commercial mix, - delivering a Quality Promise covering key success factors like food quality, value for money, service excellence, and high maintenance of the premises. The concept requires investments as well as mid-term refurbishments by the Operators to maintain the expected standard. The Unit: Ref. of floor plan (s): 2761 Size: Approximately 632m2 in total Location: Schengen Airside between gates 28-29 Preliminary transition timeline: The construction of the premises is planned to start 1st of January 2027. The opening date of the unit is planned to be 1st of April 2027.

5.1.7. Στρατηγικές δημόσιες συμβάσεις

Προωθούμενος κοινωνικός στόχος: Δέουσα επιμέλεια για τα ανθρώπινα δικαιώματα στις παγκόσμιες αλυσίδες εφοδιασμού, Δίκαιοι όροι εργασίας

5.1.9. Κριτήρια επιλογής

Πηγές των κριτηρίων επιλογής: Έγγραφο σύμβασης

5.1.10. Κριτήρια ανάθεσης

Κριτήριο:

Είδος: Τιμή

Περιγραφή: Kuten kuvattu hankintailmoituksessa

Κριτήριο:

Είδος: Ποιότητα

Περιγραφή: Kuten kuvattu hankintailmoituksessa

5.1.11. Έγγραφα δημοσίων συμβάσεων

Η πρόσβαση σε ορισμένα έγγραφα της σύμβασης είναι περιορισμένη

Προθεσμία αιτήματος για παροχή πρόσθετων πληροφοριών: 04/03/2026 11:00:00 (UTC+00:00) Ώρα Δυτικής Ευρώπης, GMT

Πληροφορίες σχετικά με τα προστατευμένα έγγραφα διατίθενται στη διεύθυνση:

<https://tarjouspalvelu.fi/finaviaoyj?id=591229&tpk=eeb2cca3-6499-41ef-82c6-7adf25f10c8b>

5.1.12. Όροι δημοσίων συμβάσεων

Όροι υποβολής:

Ηλεκτρονική υποβολή: Υποχρεωτική

Διεύθυνση για υποβολή: <https://tarjouspalvelu.fi/finaviaoyj?id=591229&tpk=eeb2cca3-6499-41ef-82c6-7adf25f10c8b>

Γλώσσες στις οποίες μπορούν να υποβληθούν οι προσφορές ή οι αιτήσεις συμμετοχής: αγγλικά

Οι προσφέροντες μπορούν να υποβάλουν περισσότερες από μία προσφορές: Δεν επιτρέπεται

Προθεσμία παραλαβής των αιτήσεων συμμετοχής: 18/03/2026 11:00:00 (UTC+00:00) Ώρα Δυτικής Ευρώπης, GMT

Όροι της σύμβασης:

Η σύμβαση πρέπει να εκτελείται στο πλαίσιο προγραμμάτων προστατευόμενης απασχόλησης: Όχι

5.1.16. Περαιτέρω πληροφορίες, διαμεσολάβηση και προσφυγή

Οργανισμός προσφυγής: Markkinaoikeus

Πληροφορίες σχετικά με τις προθεσμίες επανεξέτασης: Kuten kuvattu hankintailmoituksessa

Οργανισμός παροχής πρόσθετων πληροφοριών σχετικά με τη διαδικασία δημοσίων συμβάσεων: Finavia Oyj
Οργανισμός παροχής περισσότερων πληροφοριών των διαδικασιών προσφυγής: Markkinaoikeus

8. Οργανισμοί

8.1. ORG-0001

Επίσημη ονομασία: Markkinaoikeus
Αριθμός καταχώρισης: 3006157-6
Ταχυδρομική διεύθυνση: Radanrakentajantie 5
Πόλη: Helsinki
Ταχυδρομικός κώδικας: 00520
Υποδιαίρεση χώρας (NUTS): Helsinki-Uusimaa (FI1B1)
Χώρα: Φινλανδία
Email: markkinaoikeus@oikeus.fi
Τηλέφωνο: +358 295643300
Ηλεκτρονική διεύθυνση: <http://www.oikeus.fi/markkinaoikeus>

Ρόλοι αυτού του οργανισμού:

Οργανισμός προσφυγής
Οργανισμός παροχής περισσότερων πληροφοριών των διαδικασιών προσφυγής

8.1. ORG-0002

Επίσημη ονομασία: Finavia Oyj
Αριθμός καταχώρισης: 2302570-2
Ταχυδρομική διεύθυνση: Lentäjätie 3
Πόλη: Vantaa
Ταχυδρομικός κώδικας: 01530
Υποδιαίρεση χώρας (NUTS): Helsinki-Uusimaa (FI1B1)
Χώρα: Φινλανδία
Πρόσωπο επικοινωνίας: Tuomas Pitkänen
Email: tuomas.pitkanen@finavia.fi
Τηλέφωνο: +358 503170948
Ηλεκτρονική διεύθυνση: <http://www.finavia.fi>

Ρόλοι αυτού του οργανισμού:

Αγοραστής
Οργανισμός παροχής πρόσθετων πληροφοριών σχετικά με τη διαδικασία δημοσίων συμβάσεων

8.1. ORG-0003

Επίσημη ονομασία: Hansel Oy (Hilma)
Αριθμός καταχώρισης: FI09880841
Ταχυδρομική διεύθυνση: Mannerheiminaukio 1a
Πόλη: Helsinki
Ταχυδρομικός κώδικας: 00100
Υποδιαίρεση χώρας (NUTS): Helsinki-Uusimaa (FI1B1)
Χώρα: Φινλανδία
Πρόσωπο επικοινωνίας: eSender
Email: tekninen@hankintailmoitukset.fi
Τηλέφωνο: 029 55 636 30

Ηλεκτρονική διεύθυνση: <http://hankintailmoitukset.fi>

Ρόλοι αυτού του οργανισμού:

TED eSender

Πληροφορίες προκήρυξης

Αναγνωριστικό/έκδοση προκήρυξης: 93c1d6e4-2105-47d1-a3e0-16760e5e80f3 - 01

Είδος εντύπου: Διαγωνισμός

Είδος προκήρυξης: Προκήρυξη σύμβασης ή σύμβασης παραχώρησης — τυποποιημένο καθεστώς

Υποείδος προκήρυξης: 19

Ημερομηνία αποστολής της προκήρυξης: 18/02/2026 10:47:59 (UTC+00:00) Ώρα Δυτικής Ευρώπης, GMT

Ημερομηνία αποστολής προκήρυξης/γνωστοποίησης (από τον eSender): 18/02/2026 10:48:11 (UTC+00:00) Ώρα Δυτικής Ευρώπης, GMT

Γλώσσες στις οποίες διατίθεται επίσημα η παρούσα προκήρυξη: αγγλικά

Αριθμός δημοσίευσης της προκήρυξης: 117694-2026

Αριθμός τεύχους EE S: 35/2026

Ημερομηνία δημοσίευσης: 19/02/2026